MCLASS BLOCK

Description

The MClass (Class of Service) Block is a block containing many general parameters effecting Mailbox or List Block. Each MClass Block may be associated with one or several subscriber mailboxes (Mailbox Blocks) or List Blocks. This information includes the maximum length of a mailbox number, the number of days' messages will be retained, the number of days unused mailboxes will be retained, Message Waiting Indication (MWI) dialing codes, Message Alert, and other parameters. There is no limit to the number of Mailbox Blocks the MClass Block may be associated with.

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MCLASS   This is the name of the MClass, and is used to reference this block. It must be a unique name and can not be the same as any other MClass Block.

Message Center Controls

MAX GREETING LENGTH   Maximum greeting length that a subscriber can record for a mailbox and List box. This can be from 0 to 999 seconds.

MAILBOX RETENTION   Specifies the number of days, from 1 to 999, an unused mailbox should be retained before being erased.

MAXIMUM NUMBER MESSAGES   Maximum messages allowed, from 0 to 999 seconds, that a subscriber can receive and/or save in his mailbox. Zero means no limit. Once the maximum has been met callers attempting to leave a message will be informed of the message storage unit full condition. The subscriber will be informed of the message storage unit full condition immediately after entering his password.

MAXIMUM MESSAGE LENGTH   Maximum message length allowed that a public caller can leave for a mailbox or List box, from 1 to 999 seconds.

MESSAGE RETENTION   The number of days from 1 to 999 that unread messages will remain before being automatically discarded. An individual message's retention will be reset to this value each time the message is reviewed and saved. This is now associated with the "Adjust Message Retention" parameter on page 4. When "Adjust Message Retention" is set to "Y", this parameter no longer applies.

Public Caller Interface

WAIT FOR CALLER ENTRY   This is the number of seconds, from 1 to 99, that the SVMi-20E waits for an entry during the message editing and message retrieval operation. The time begins at the end of speaking the prompt that requests an entry from the caller. Upon entry of the first digit, the time is reset so that the caller has the full Wait for Caller Entry time to enter another digit.

RETRIES IF INVALID ENTRY   This specifies the number of times, from 0 to 99, a caller may re-enter his password if an invalid password was entered. This also applies if a caller makes an invalid entry while recording/editing a message.

REPEAT PROMPTS NO ENTRY   The number of times, from 1 to 99, to repeat prompts while the caller is recording/editing a message. If the caller does not respond to the prompts after this number of attempts, the SVMi-20E will go to the next Block specified by <Pub-Msg>.

RECORD SILENCE TIME OUT   This is the amount of time in seconds that SVMi-20E will listen to caller silence before assuming the caller has stopped talking.

DIGIT FOR OPERATOR ASSISTANCE   The Operator digit, when defined, allows the caller, while listening to the subscribers personal greeting or recording a message, to press a specific digit to transfer to the operator defined by the 'OPERATOR' pointer.

DIGIT TO SKIP GREETING   The digit to skip the greeting, when defined, allows the caller, while listening to the subscribers personal greeting, to enter a specific DTMF digit to skip the greeting and enter record mode.

DIGIT TO ESCAPE   The ESCape digit controls the following functions when using a mailbox:

1) In the mailbox public mode, if entered while the mailbox greeting is being played or any time prior to the caller beginning to speak, the message is canceled and the SVMi-20E exits the mailbox using the <PUB-ESC> pointer. If entered after the caller begins, it will terminate the recording (just as with any other DTMF tone).
2) Used to exit from the opening menu of the mailbox or List box user mode. The SVMi-20E will use the <USER-EXIT> pointer to determine where to go next.
3) In the mailbox or List box user mode, the Escape digit is generally used as a "cancel" key to abort the current operation and return to the previous one.
    Note: Escape digit and Admin digit should not be set to the same digit.

DIGIT TO LOG IN AS USER (ADMINISTRATION DIGIT)   The Admin digit controls the following functions:

1) In the mailbox or List public mode, if entered at any time prior to the (beep) signaling the beginning of recording a message the SVMi-20E will switch immediately to the user mode, requesting a password to be entered for the subscriber access to the mailbox.
2) When sending a message, recorded in the mailbox user mode, prefacing the mailbox number with the Admin digit will request delivery confirmation.
    Note: Escape digit and Admin digit should not be set to the same digit.

```
                    Message Notification and Delivery
       Controls          Alert          Pager           Fax
   Ports to use........   [All    ]     [All    ]      [All    ]

   Number of attempts..        3             3              3
   Busy retry time.....        5             5              5
   No answer retry time       15            15             15

      Callback Authorizations               Excepted Area Codes
              Y/N    Station Type
   On Premise....  Y                     [900] [976] [   ] [   ] [   ]
   Off premise...  Y
   Long distance:  Y                     [   ] [   ] [   ] [   ] [   ]

            Ports to use for message alert notification/delivery
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Message Notification and Delivery

The following programming parameters can be entered for Message Alert (being called at a designated number and notified of new messages) or Pager (notification by beeper).

PORT TO USE   The port used for notification. Enter specific port numbers (eg. 1,2,4) or a range (eg. 2-4).

NUMBER OF ATTEMPTS   The number of attempts made to perform notification.

BUSY RETRY TIME   The time between notification outcall attempts, in minutes, if the previous attempt returned a busy signal.

NO ANSWER RETRY TIME   The time between notification outcall attempts, in minutes, if the previous attempt returned was not answered.

Callback Authorizations

Each subscriber may be allowed, to press a single key and return a call to the person who left a message. This is called the Callback feature and is allowed denied or limited in this set of options.

ON PREMISE Y/N   Set to 'Y' to allow the subscriber to make on-premise Callbacks.

ON PREMISE STATION TYPE   Station block type to use for on-premise call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for the SVMi-20E to auto select.

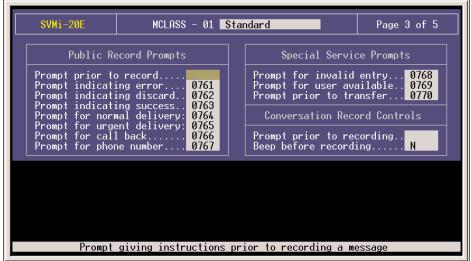**OFF PREMISE Y/N**   Set to 'Y' to allow the subscriber to make off-premise Callbacks.

OFF PREMISE STATION TYPE   Station block type to use for off-premise call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for the SVMi-20E to auto select.

LONG DISTANCE Y/N   Set to 'Y' to allow the subscriber to make long-distance Callbacks.

LONG DISTANCE STATION TYPE   Station block type to use for long distance call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for the SVMi-20E to auto select.

Excepted Area Codes

These 10 spaces are used to specify area codes subscribers are not allowed to call. Use to restrict toll calls such as calls to 1-900 numbers.

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┌──────────────────────────────────────────────────────────────┐
│  SVMi-20E      │    MCLASS - 01  Standard    │  Page 3 of 5   │
│ ┌────────────────────────────┐  ┌────────────────────────────┐│
│ │   Public Record Prompts    │  │   Special Service Prompts  ││
│ │ Prompt prior to record.....▓│  │ Prompt for invalid entry...0768││
│ │ Prompt indicating error....0761│ Prompt for user available..0769││
│ │ Prompt indicating discard..0762│ Prompt prior to transfer...0770││
│ │ Prompt indicating success..0763│ ──────────────────────────── ││
│ │ Prompt for normal delivery:0764│  Conversation Record Controls││
│ │ Prompt for urgent delivery:0765│                             ││
│ │ Prompt for call back.......0766│ Prompt prior to recording.. ││
│ │ Prompt for phone number....0767│ Beep before recording...... N││
│ └────────────────────────────┘  └────────────────────────────┘│
│                                                                │
│       Prompt giving instructions prior to recording a message  │
└──────────────────────────────────────────────────────────────┘
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Public Record Prompts

These prompts play to a public caller. Leaving the prompt field blank will prevent these prompts from playing.

PROMPT PRIOR TO RECORD   Used in the system wide record facility for a public caller leaving a message. By default this prompt is "Please begin speaking at the tone. To stop recording, press '2' or simply hang up". It may be changed to any other system prompt or you may replace it with a custom prompt. This field is left blank, by default, at the request of our dealers. The system prompt recorded for this field is Prompt number 0760.

PROMPT INDICATION ERROR   Played when a caller has chosen to record something when the disk is full. By default this prompt is "Sorry. The message storage unit is full" it may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT INDICATION DISCARD   Confirms that a message has been erased. By default this prompt is "Message discarded", it may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT INDICATION SUCCESS   By default this prompt is "Message sent". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR NORMAL DELIVERY   By default this prompt is "To send your message with normal delivery, press '1'". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR URGENT DELIVERY   By default this prompt is "To mark your message urgent, press '2'". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR CALL BACK   By default this prompt is "To request a callback, press '3'". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR PHONE NUMBER   By default this prompt is "Enter the telephone number where you can be reached". It may be changed to any other system prompt or you may replace it with a custom prompt.

Special Service Prompts

PROMPT FOR INVALID ENTRY   By default this prompt is "Invalid entry. Try again". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR USER AVAILABLE   By default this prompt is "...is now available". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT PRIOR TO TRANSFER   By default this prompt is "Please hold while I connect your call". It may be changed to any other system prompt or you may replace it with a custom prompt.

Call Record Controls

PROMPT PRIOR TO RECORDING   By default this prompt is blank. It may be changed to any other system prompt or you may replace it with a custom prompt.

BEEP BEFORE RECORDING   Enables a beep to play prior to recording conversations.

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SMTP Server

HOST ID   Enter the IP address of the Host Mail Server used by the subscribers assigned this MClass.

PORT   The default (recommended) port to use is: 25. Most Mail Servers look at port 25 for receiving and sending Mail.

SMTP USER ID (OPTIONAL)   This is the User ID the SVMi will use to log on to the Mail Server and Identify itself as a Client associated with sending Mail. (Mail Servers that are on a local LAN and that do not have Public IP addresses often do not require authentication.)

PASSWORD (OPTIONAL)   This is the password associated with the SVMi's User ID for logging into the Mail Server verifying it is the Client it said it was. . (Mail Servers that are on a local LAN and that do not have Public IP addresses often do not require authentication.)

DOMAIN (OPTIONAL)   The Domain is used as part of the authentication process between the SVMi and the Mail server. Based on the Local Domain Name and Domain ID the mail server can validate that it is accepting mail from this Client. . (Mail Servers that are ona local LAN and that do not have Public IP addresses often do not require authentication.)

Delivery Controls

ATTEMPTS   How many times to do you want the SVMi to attempt to deliver the E-Mail Message if it fails? The Default value is: 3. After the last attempt fails the SVMi will generate a Failure report e-mail and attempt to deliver it to the 'Report' address assigned in System Wide Parameters.

RETRY INTERVAL This is how long the SVMi will wait between failure attempts before trying to deliver the e-mail message again.

Message Retention Controls

ADJUST MESSAGE RETENTION   'N' is the default setting. This means the SVMi will leave the original Voice Message as New. The Subscriber can than go in and Delete or Save the Voice Message via the telephone interface at any time up to the number of days specified in the Message Retention timer set on page one of the MCLass. 'Y' means the SVMi will follow the "Message Retention to use:" value set below in place of the Message Retention set on page one.

MESSAGE RETENTION TO USE Sets the number of days† to retain the Voice Message as New after it sends it to the Mail server. A value of '0' means delete the original voice message immediately after it is packed up and sent to the Mail Server. "Adjust Message Retention:" must be set to 'Y' for this parameter to take effect. The selected range is from 0 to 999.

† Important Note: As in many references in the SVMi, "number of Days" is calculated at Daily Maintenance time not a 24 clock. Also, to allow for messages that come in after hours, the first running of Daily Maintenance is skipped. So, a retention of 1 means the original voice message will be deleted after the 2nd time daily maintenance runs. For Example: You leave the office at 5:10PM. A new message is left for you at 6:30PM. If you are using the EMG, your MWI is immediately turned on and the message is also sent to your INBOX. If we did NOT skip the 1st Daily Maintenance Time, when you came in in the morning, you would not have any indication on your phone to let you know that messages came in after you had gone home for the evening.

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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 an 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 one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are in effect unless overridden by the same Pointer 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 selected Block.

MSG-LEFT POINTER The Block to go to, after the caller has recorded and sent a message.

NOMSG-LEFT POINTER   The Block to go to, if the caller did not leave a message.

ESCAPE POINTER   The Block to go to, if the caller presses the Escape digit to escape from a mailbox (the escape digit may be pressed anytime before the recording tone). It is recommended that the named Block be the initial MENU Block. This allows the caller to return to the main options that may include dialing another extension.

GREET-DTMF POINTER   This is the Block to go 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 is not considered valid DTMF digits for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the KEY value of a pointer, extension, mailbox or Announcement.

OPERATOR POINTER   This is the Block to go to, if the caller presses the operator digit while listening to the mailbox greeting.

USER-EXIT POINTER   The Block proceeded to, if a mailbox user presses star (Q) to exit from their mailbox. It is recommended that the named Block be the initial MENU Block to allow the user to return to the main options.

DIRECTORY POINTER   The Block to go to, if the caller presses the digit associated with Directory Assistance.

Open Mailboxes and Distribution Lists

OPEN MAILBOXES AND DISTRIBUTION LISTS   This field is a navigation facility provided for easy access to all Mailbox Blocks and Distribution Lists. Press ENTER to bring up the Target Generator, then select and open a Mailbox Block or Distribution List from the Target Generator pick list. Press 'Ctrl + O' to return to the Mailbox CallDirector screen.