

# NETWORK MAILBOX BLOCK

## Description

The Network Mailbox (NMX) Block is used to send messages to Subscribers on remote systems where the Audio Messaging Interchange Specification (AMIS) Analog messaging is also installed. Because this is a multi-vendor standard, SVM/SVMi E-Series can both receive from and send to any manufacturer's voicemail system that is also fully AMIS Analog compliant. The network Mailbox maintains the delivery schedule for AMIS messages, and contains a number of the same parameters found in a standard Mailbox Block. It has a mailbox number (key) group number, text label, default personal greeting, recorded name, and a password. It is addressed the same way as a standard Subscriber Mailbox, and may be listed in SVM/SVMi E-Series' dial by name Directories. The Network Mailbox, like a List Block, is a message delivery object, and is therefore not usually assigned to a Subscriber. It has few Subscriber Services, and no Message Center. Subscriber Administration functions - e.g. recording a name and setting a password - are normally performed by the SVM/SVMi E-Series System Administrator.

The AMIS Analog specification places certain restrictions on messages. For example, messages must be less than eight (8) minutes in length, and a maximum of nine (9) messages may be transferred during any single message delivery outcall. Also, due to the variations in message attributes on different systems (e.g. urgent, private, etc.), network messages are not sent with these attributes. See Table V-1 below for a summary of relevant AMIS features. To prevent delivery conflicts and accidental messaging loops, SVM/SVMi E-Series does not deliver Administrator Broadcast messages to Network Mailboxes.

A separate Mailbox Class of Service should be used for Network Mailboxes. This will allow additional network message delivery options without affecting the Message Alert settings for standard Subscriber Mailboxes. While there is only one Network Mailbox type ("Typ") of object, there are two different kinds of NMX, based on their use. The first is a Proxy NMX. Each Subscriber at a remote location may have a Proxy NMX on the local system. This mailbox has a recorded and text name so that local Subscribers may use the Directory to address messages for them. Proxy NMXs do not have remote telephone numbers or delivery schedules set. They do have a Remote User Mailbox number, but this is set to a unique local number. Messages sent to a Proxy NMX are forwarded (using the AUTO-FWD Pointer in their CallDirector) to the second kind of NMX - the Site NMX. There is one Site NMX on the local system for each remote location. The number of the Site NMX is entered as the Remote User number in a Proxy NMX. By setting the delivery schedule and remote system telephone number in the Site Mailbox, all Subscriber messages from Proxy NMXs may be batched with one set of controls.

This prevents overloading SVM/SVMi E-Series ports with network message delivery, which might restrict incoming call processing.

## AMIS Analog Messaging Protocols

### Feature

Transmission Medium  
Framing  
Voice Format  
Address and Control Format  
Inter-System Security  
Send  
Receive  
Reply  
Notification of Non-Delivery

### Protocols

Telephone Voice Line  
Analog  
Analog  
DTMF  
Open Access  
Yes  
Yes  
Yes  
Yes  
The NMX Mailbox keeps a count of non-delivered messages.  
The sender is not notified.

Delivery Notification	No
Full Duplex Message Flow	No
Line Quality Test	No
Message Importance Indicator	No
Message Privacy	No
Message Sending Priority	No
Non Receipt Notification	No
Originating Message Timestamp	No
Receipt Notification	No
Separate Originator's Voice Name	No
Service Notification	No
Store and Forward	No
Maximum Number of Messages/Call	9

"Open access" means a user on one system can reach a user on any other system, using the same protocols, over the public telephone system without exchanging passwords or requiring system administrator involvement.

Mailbox numbers must be no longer than (16) sixteen digits.

Message length is limited to (8) eight minutes per message.

Non-delivery notification upon failure to deliver for any reason. Reasons include invalid address, full mailbox, incompatibility between systems, etc.

Sending and receiving system identification corresponding to an IDDD number, consistent with the use of the public telephone system.

Identification of originating system identifier (IDDD number) and mailbox in message envelope to facilitate tracking.

Provision and support for gateways, used to concentrate traffic and provide for the connection of analog AMIS systems.

Network management reports consistent with reports available for intra-vendor networked messages.

SVMi-16E		NETWORK MBX - 01		TEMPLATE NMX		Page 1 of 3	
Number....d				Extension:			
Language..None				Mclass: 01:Standard MCL			
<b>Mailbox Controls</b> Subscriber administrator... N Extended prompting enabled... N Mailbox greeting allowed... N Directory Public: N User: N				<b>Message Forwarding Controls</b> Enable message autoforward..... N Auto Forward Delay: 0:00 Delete: N			
Subscriber password: *****				<b>Telephone Numbers</b> Local.. 972 8896776			
Retention Days Remaining: 0				Remote: 9727617280			
Delivery Schedule		ASAP		Remote User		Group....1	
				Number....d			
Mailbox number used to address and send a message to this network mailbox							

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### General Parameters

**MAILBOX GROUP NUMBER** Mailbox, MClass, and List Blocks must all have a Group Number, in addition to their individual Block Number. This supports the partitioning requirements described in the Extension and EClass Blocks. Messages may only be exchanged by members of the same Group, and a Menu Block will only search on a single Group Number, as with Extensions. For most applications, all Mailbox, MClass, and List Blocks may be set to use the default Group 01. The Group number is assigned at the time that the Network MBX is created. The Group number is then displayed to the left of the Network MBX Block Name.

**MAILBOX NUMBER** The number representing this Network Mailbox. Also known as its key value. It may not be the same as the Number for any other standard Mailbox, Network Mailbox, or List Block in the same mailbox Group. If this is a Proxy NMX, it may be convenient to use the same Number as the Subscriber's standard Mailbox Number on the remote system. However, if this conflicts with a local Number, it may be a different number.

**LANGUAGE** This is a language option. You may select from any installed language and from that point on, the Network MBX 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. If this Network MBX has an extension Block assigned to the extension parameter, the SVM/SVMi E-Series will try to resolve the Language fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the Network MBX 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 Name of the Extension associated with this Mailbox, if any. In most cases this should be left blank, as an NMX is not assigned to a local Subscriber, and calls are not directed to it. If an Extension is entered, it must not be one that is associated with any other standard Subscriber Mailbox.

**MCLASS** The name of the Mailbox Class of Service associated with this NMX. It should not be a Block used by Standard Mailboxes. If this is a Site NMX used to control delivery of messages, it may be necessary to use the ALERT Pointer in the MClass CallDirector to specify an after hours Mode during which network messages are delivered.

## Mailbox Controls

**SUBSCRIBER ADMINISTRATOR** Due to the specialized nature of a Network Mailbox, it is not used for typical Administration tasks. If this field is set to "Y", a user may log in to the Mailbox and from the System Administration menu, select "Create or Delete mailboxes and/or extensions". No other functions are available. Inputs are "Y" for yes and "N" for no.

**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. The extended prompting is used to aid the new mailbox user.

**DIRECTORY PUBLIC/USER** A "Y" in this field allows this NMX to be listed in the Public Directory. Unless outside callers are to be allowed to send network messages to remote subscribers, this field should be set to "N". A "Y" in the "User" field allows this NMX to be listed in the User Directory. The mailbox may be listed by subscriber name, if a name is recorded, or by mailbox number.

**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".

**RETENTION DAYS REMAINING** The number of days remaining before this block is automatically discarded during system maintenance.

## Message Controls

**AUTO FORWARD** If this is a Proxy NMX, a minimum delay (e.g. "0:01" - for one minute) should be entered. Be sure the AUTO-FWD on the CallDirector screen is also set for the proper Site NMX which will deliver messages for this Proxy. If this is a Site NMX, this field may be left blank.

**DELETE** For a Proxy NMX, this field should be set to "Y". This effectively moves the messages to the Site NMX, without a copy being left in the Proxy NMX.

## Telephone Numbers

**LOCAL AND REMOTE** The three telephone number fields are country code, trunk or area code, and telephone number. Enter "1" or leave the country code blank for the United States. In the second field, enter the trunk code for a local system or an area code for within the United States. The third field is the seven-digit telephone number. Both numbers should be entered regardless of "type".

The local number is the number of the system calling out. The remote number is the number to dial for the remote mailbox. SVM/SVMi E-Series uses both numbers to determine whether or not to dial the area code.

## Delivery Schedule

If this is a Site NMX, enter up to four specific times in a 24-hour period, for batch delivery of network messages. Enter "ASAP" (or leave blank) to deliver all messages immediately upon receipt. If using the ALERT Pointer in the associated MClass to deliver during off peak hours, this field should be set to "ASAP", or the batch times must fall within the time the Mode for delivery is active on the Schedule Table.

## Remote User

For Proxy NMXs, these fields must be set to coincide with the Subscriber's Mailbox values on the remote system. If the remote system is not a SVM/SVMi E-Series, the Group Number should be left blank, and the previous field "Enforce group numbers" should be set to "N". For a Site NMX, the "Number" field should be left blank. The system will automatically use the proper number from each Proxy NMX that is auto forwarding messages to this NMX.

**GROUP** Enter the Group Number the remote user belongs to. This field should be set to '0' if group is undefined or not used by the remote unit.

**NUMBER** If this is a Proxy NMX, enter the Subscriber's Mailbox Number at the remote location. If this is a Site NMX, leave the field blank. If the number entered is a Distribution List Mailbox on the remote site, all members of the List will receive messages sent to this NMX. Note: Public callers can only send messages to proxy NMXs. The number is identified with the name of the mode.

SVMi-16E		NETWORK MBX - 01		TEMPLATE NMX		Page 2 of 3	
Operating MODE.. 00		CallDirector					
Default		Event	Action	Typ	Gp	Target Name	
		MSG-LEFT					
		NOMSG-LEFT					
		ESCAPE					
		GREET-DTMF					
		OPERATOR					
		AUTO-FWD					
Mode number and name for pointers being edited or created							

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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 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 Invalid pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode stay in effect unless overridden by Pointers set in the current Operating Mode. SVM/SVMi E-Series 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. This pointer applies only to public callers.

**NOMSG-LEFT POINTER** The Block to go to if the caller did not leave a message. This pointer applies only to public callers.

**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. This pointer applies only to public callers.

**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. This pointer applies only to public callers.

**OPERATOR POINTER** This is the Block to go to if the caller presses the operator digit while listening to the mailbox greeting. This pointer applies only to public callers.

**AUTO-FWD POINTER** This is the Block to forward new messages to when the time has expired in the 'Auto-Forward Message After' parameter. The target may be a mailbox, list, or network mailbox and may not point back to itself. For Proxy NMxs, this should point to the Site NMx that will actually deliver the messages to the remote location. The pointer should be active in the Default Mode. For a Site NMx, this field may be left blank. As a fail-safe, you may forward network messages to a local standard Subscriber Mailbox after a delay long enough to allow proper remote delivery. If network delivery has failed, this captures any messages which were not delivered.

## Action, Typ, Gp, Target Name

Action specifies the operation to take place. In the Network Mailbox Block, go to (or leave blank) is the only possible action. Typ indicates the type of block targeted. Gp represents the group number (if appropriate) where the targeted block is located. Target Name specifies the block to pass control to. To edit the information in the Select, Action, Typ, Grp, or Target Name columns, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Select a new or existing Block of that type. Press [CTRL] + [O] to review or edit the selected Block.

SVMi-16E		NETWORK MBX - 01 TEMPLATE NMX		3:3 Activity	
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					
Press Ctrl+U for page up or Ctrl+E to exit					

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## Activity

**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 in to this Mailbox, regardless of what functions they performed.

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

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

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

**CURRENT MESSAGE COUNT** 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. This will always be zero (0).

**DATE LAST ACCESSED** The last time the subscriber logged in to this Mailbox.