

Subject: Abandoned Message
Notification

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TECHNICAL MEMORANDUM

Description

The Abandoned Message Notification feature of VoiceSaver notifies the subscriber if a caller disconnects without leaving a message. VoiceSaver can send a beep, an e-mail, or both to let the subscriber know that a caller disconnected before leaving a message.

If your hardware and the telephone trunk have the Caller ID feature, then VoiceSaver embeds the Caller ID in the beep and email messages sent to the subscriber.

Mailbox Setup

You must create a “U” type mail box and specify the fields as in the following screen:

The screenshot shows a 'Box Setup' window with the following fields and values:

Type	U	Class		Options	Z	New Messages:	8	Calls:	27	Beeps:	9
Box Number	2122298008					Total Messages:	8	Minutes:	32	Rec ID	8
Box Name	XXXXXXXXXX			PBX Ext		DND	N				
Passcode	PageOnly		Rings to Wait	0	Supervised Transfer Option	0					
Max Messages	100	Credit [mins]	0	Call Screen	0						
Longest Msg	000	Company		Greeting Play Mode	0						
Intro Length		Language		Domain		PBX Intercom Page Zone					
Beeper #	102....					Msg Show	N				
Pager Type	2	Wake Up Time	00:00	Hold Msgs for	0	Days					
Pager Code	1	Notification Time	00:00	Msg Light On							
Retry Count	0	Escalation Box		Msg Light Off							
Pager DND		Voice Recognition		Sampling Rate		Forward to					
Email Code	1	Email Address	JohnSmith@voicesaver.com								

Buttons at the bottom: F10 - Save, Exit, Del Msgs, Del Int, Clear Calls, Default, F2 - Find, Add New, Previous, Next, More

In the above screen you must set the Options to Z, the Beeper # to the beeper phone number followed by pauses which depend on the beeper service. If your trunk is an

Analog trunk, then you must append the letter “Q” at the end of the Beeper # field, e.g., 30176125612,,,Q. For ISDN PRI trunks you should not add the letter “Q”.

If your VoiceSaver has the email sender, then you can also fill the e-mail field. Make sure the Email Code field in the Box Setup screen is set to 1.

Directories

You must create the `c:\pec\msg` subdirectory for the email and the `c:\pec\umsg` subdirectory for the “U” type mailbox.

Parameters

The following parameters must be set:

Parameter	Value	Description
eee93	1	Enable Abandoned Notification Feature
xxx90	2	Support for number of rings to wait

Number of Rings for Analog Ports

In order to support the number of rings before answering the call, you must

1. Set xxx90 to 2
2. Set the number of day rings and night rings appropriately in the Property.

The software looks in the calendar to determine whether to use the day hours or night hours. If the calendar is not available, the software uses the ppp54 and ppp55 parameters to calculate the night and day hours. If ppp56 is set to 1, the software treats the weekend like night hours.

If xxx90 is set to zero, then you can not set the number of rings for day and night differently. The only value that takes effect is the day rings in the property. It applies to the night rings as well.