

OAI VOICEMAIL DISCONNECT

Installation & Operation Manual

NEC America, Inc.

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Chapter 1 INSTALLATION & SET-UP

Introduction

Voicemail Disconnect is an OAI software application that is used to disconnect a phone connection to a specific phone set (D^{term} or Analog phone). This function is typically used to disconnect a phone set from a Voice mail port or conference bridge.

***Voicemail Disconnect* Installation**

Software Installation

This procedure will load the *Voicemail Disconnect* software. Follow the steps below:

Step 1: Log in to the APM Platform Administration Main Menu.

Step 2: Select the Installation of Applications/Packages option, and follow the instructions provided in the [APM Operations Manual](#) to complete this part of the installation.

Step 3: When prompted, load the *Voicemail Disconnect* media diskette(s).

Step 4: Follow the screen prompts to complete the installation.

Note: *Should any part of the installation not proceed as indicated, or an error is encountered, contact your NEC representative for assistance.*

Continue to the next page for Voicemail Disconnect Set-Up...

Voicemail Disconnect Set-Up

Application Configuration

Voicemail Disconnect is supported internally by the APM, and must be configured in the APM environment. The Software Installation procedure configures the application using default values and creates the databases needed.

Database Support

Voicemail Disconnect requires two APM databases: the Phone line database and the Tenant Number Database. Empty databases are created during initial software installation, but specific records must be added before *Voicemail Disconnect* is enabled.

Note: *If Second Party Alert Ver1.7 or higher has been previously installed, then these databases have already been created.*

Phone Line Database

The Phone Line database consists of a Master Database file component and an Application Database file component.

Master Database File filename - 'phone_m'.

The **phone_m** master database structure and example entries are shown in the table below.

Field Name	Type	Size	Min. Value	Max. Value	Example Entry
Phone Line 1	N	5	0	99999	4290
Phone Line 2	N	5	0	99999	4291
Phone Line 3	N	5	0	99999	4292
Phone Line 4	N	5	0	99999	4293
Phone Line 5	N	5	0	99999	4294
Phone Line 6	N	5	0	99999	4295

Field Definitions

- **Phone Line 1** field is the primary extension number (five-digits max.). The number that is displayed with the caller's name when this phone is used to place the call.
- **Phone Line 2 - 6** fields are the secondary, or virtual, lines that are associated with the primary extension that was entered in the first field. These virtual lines must be assigned to this primary line through the NEAX Maintenance Administration Terminal (see NEAX2400 System Manuals).

Phone Line Database (cont)

Application Database File filename - 'Phonline'.

The **Phonline** application database structure is shown in the table below:

Field Description	Data Type
Phone Line 1	Long Integer
Phone Line 2	Long Integer
Phone Line 3	Long Integer
Phone Line 4	Long Integer
Phone Line 5	Long Integer
Phone Line 6	Long Integer

Configuring the Phone Line Database

The database is initially blank. It must be configured before the *Voicemail Disconnect* application can operate. The database values are set using the APM Applications Manager Main Menu-- Selecting the **Database Administration** option. The general sequence is the following:

1. Build a Master Database File

Enter data into the master database fields to add the necessary phone line numbers for *Voicemail Disconnect*.

2. Process the Application Database

Use the **Process Application Database** option on the APM Database Administration menu to create the application database file.

(When the **Process** option is activated, data is drawn from the master database and converted to the formats specified in the application definition file.)

3. Install the Application Database

Use the **Install Application Database** option on the APM Database Administration menu to enable *Voicemail Disconnect* to copy its database.

Note: Refer to the *APM Operations Manual* for more detailed instructions on adding a database.

Tenant Number Database

The Tenant Number Database is an APM database used by the *Voicemail Disconnect* application and other OAI applications. It provides a mechanism for retrieving the tenant number of an extension. Since the Tenant Number Database may be used by other OAI applications installed under the APM, it is configured using the APM.

The Tenant Number database consists of a Master Database file component and an Application Database file component.

Master Database File filename - 'tenant_m'.

The **tenant_m** master database structure and example entries are shown in the table below:

Field Name	Type	Size	Min. Value	Max. Value	Example Entry
First Extension	ASCII	10			1000
Last Extension	ASCII	10			1099
Tenant Number	Numeric	3	1	255	1

Field Definitions

- **First Extension** field contains the first extension number in the range of extensions.
- **Last Extension** field contains the last extension number in the range of extensions.
- **Tenant Number** field contains the associated tenant number.
(A tenant number can be associated with an individual numeric extension or a range of numeric extensions. A given tenant number can have more than one record if all of the extensions associated with it are not consecutive.)

Application Database File filename - 'tenants'.

The **tenants** application database structure is shown in the table below:

Field Description	Data Type
First Extension	ASCII
Last Extension	ASCII
Tenant Number	Short Integer

Configuring the Tenant Number Database

This database must be configured before the *Voicemail Disconnect* application can operate. The database values are set using the APM Applications Manager Main Menu-- Selecting the **Database Administration** option. The general sequence is the following:

- 1. Build a Master Database File**

Enter data into the master database fields to add the necessary phone line numbers.

- 2. Process the Application Database**

Use the **Process Application Database** option on the APM Database Administration menu to create the application database file.

(When the **Process** option is activated, data is drawn from the master database and converted to the formats specified in the application definition file.)

- 3. Install the Application Database**

Use the **Install Application Database** option on the APM Database Administration menu to enable *Voicemail Disconnect* to copy its database.

Note: *Refer to the APM Operations Manual for more detailed instructions on adding a database.*

Database Administration

Any future administrative changes to the *Voicemail Disconnect* databases are made through the APM Database Administration option. Refer to the instructions provided in the [APM System Administration Manual](#) to make changes to these databases.

Continue to the next page to make the MAT assignments...

MAT Assignments

This manual assumes that data settings that affect the operation of all OAI software on a system-wide basis have already been assigned on the NEAX Maintenance Administration Terminal (MAT). Such settings include system index values and assignment of Interface I/O Port Data in the Interface Processor (IP). For more information about these system data settings and the MAT commands described below for Voicemail Disconnect, refer to the *OAI Module Installation Manual for the NEAX2400 IMS*, the *NEAX2400 IMS Command Manual*, the *NEAX2400 IMS Job Specification Manual*, and the *NEAX2400 IMS Programming Manual*.

Using the AOKC command, assign the MSF facility and its Op-Code to one of the 14 OAI Key Codes in the MAT. Each of these OAI Key Codes corresponds to an AKYD Function Key Index (FKI) value that is then assigned to the specific D^{term} function key. This process is illustrated below.

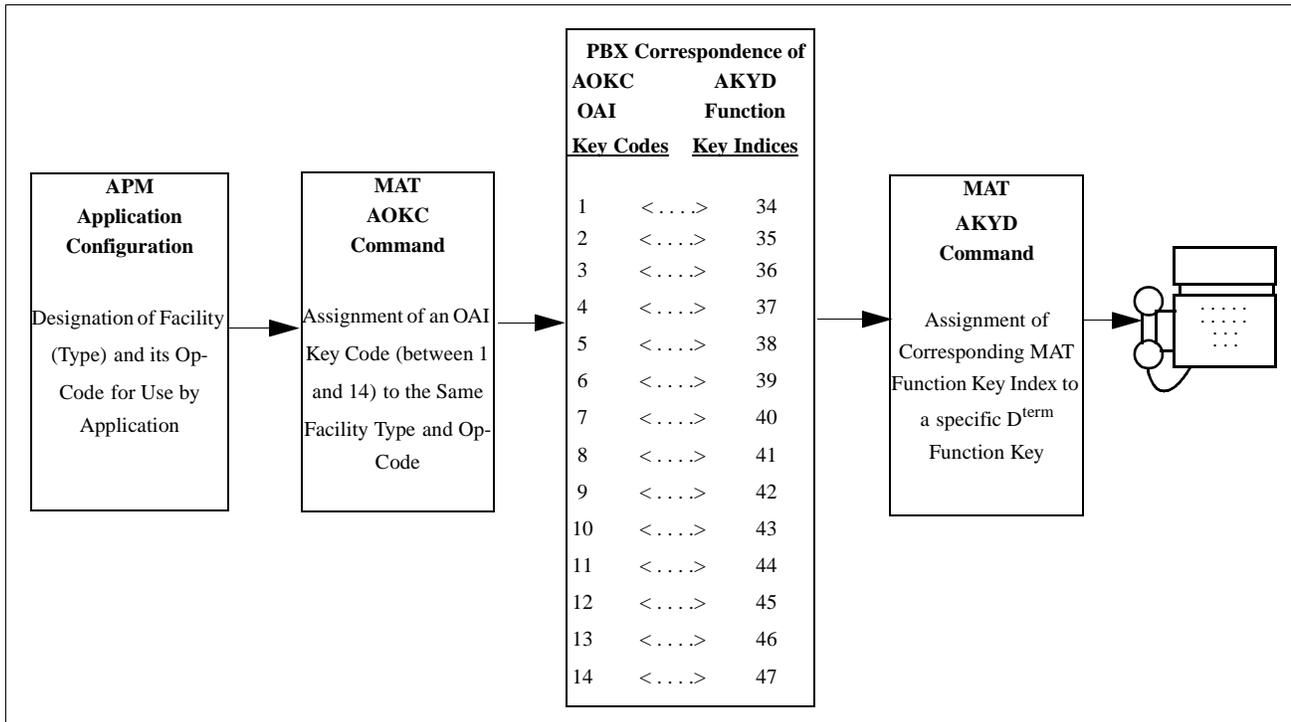


Figure 1-1 OAI Function Key Assignments

A knowledge of the D^{term} stations in the NEAX system and which ones will be set up to access *Voicemail Disconnect* is needed to use the necessary MAT commands.

Continue to the next section to set-up these various MAT assignments...

**Mat Assignments
(cont)****AOKC Command: (Assignment of OAI Key Codes)**

This command is used to associate the MSF facility and its Op-Code that was configured in the APM for the application to one of the OAI Key Codes in the MAT.

Step 1: Select an unused OAI Key Code, from 1 to 14. To determine what Key Codes are available for assignment, use the LOKC command to list the AOKC Key Codes that are already assigned.

Step 2: Enter the type of facility using the value that designates the MSF.

Step 3: Enter the same MSF Op-Code that was configured for *Voicemail Disconnect* in the APM. Retrieve it using the **Providers** command on the APM Applications Configuration Entry screen.

AKYD Command: (Assignment of D^{term} Function Key)

MAT Function Key Indexes #34 to #47 have been designated for use in the OAI system and correspond to the 14 OAI Key Codes as illustrated in [Figure 1-1 on page 6](#). The AKYD command is used to assign a D^{term} function key to the specific MAT Function Key Index that, in turn, corresponds to the previously assigned OAI Key Code. This command must be used to assign the function key on each D^{term} that is to be set up with access to *Voicemail Disconnect*.

Step 1: Determine the specific D^{term} function key designated in the application configuration as the key that is to be pressed to activate *Voicemail Disconnect* from the D^{term}.

Step 2: Enter the same tenant number that is configured for the application in the APM Application Configuration option (default is 1).

Step 3: Enter the station number of the D^{term} on which the function key is being assigned.

Step 4: Enter the D^{term} function key to the MAT Function Key Index that in turn corresponds to the previously assigned OAI Key Code.

Step 5: Assign the virtual line, such as the subline.

**Mat Assignments
(cont)**

Example MAT Configuration

In the example illustrated below, MSF was selected in the APM Application Configuration, and its Op-Code was determined to be #129. MSF #129 is then assigned through the AOKC command to an OAI Key Code.

For this example, the OAI Key Code is #3. The D^{term} function key that is to be used to access *Voicemail Disconnect* in this example is function key #8. Since OAI Key Code #3 corresponds in the PBX to MAT Function Key Index #36, D^{term} function key #8 is assigned to Function Key Index #36 using the AKYD command.

Now whenever a phone user presses function key #8 on any assigned D^{term}, MSF 129 initiates communication with *Voicemail Disconnect*.

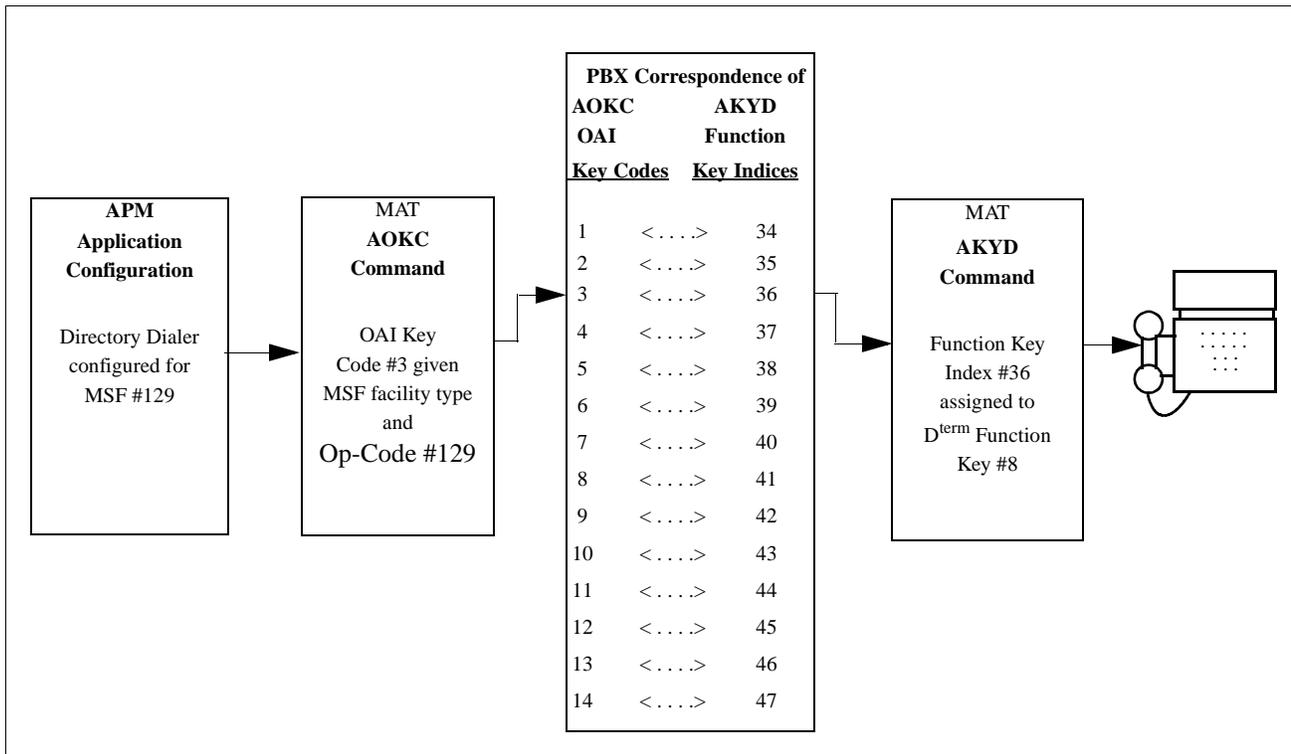


Figure 1-2 Example OAI Function Key Assignment

This completes the installation and set-up of the Voicemail Disconnect application. Refer to Chapter 2 of this manual for Operation information.

Chapter 2 OPERATION

Using *Voicemail Disconnect*

Voicemail Disconnect is used by pressing the D^{term} OAI key assigned to the Voicemail Disconnect function. If the assigned key for this function is unknown, see your system administrator.

One of four status messages may be displayed on your phone when *Voicemail Disconnect* is invoked:

- **RELEASED** - The request is successful, call has been disconnected.
- **FAILED** - The request failed. This means either your phone/subline (is not connected) to any device, or the disconnect process failed.
- **DB ERROR** - The request can not be processed because your phone does not exist in the database, or your phone does not have a subline in the database.
- **SUBS BUSY** - The request can not be processed because you have more than one busy line, the application can not determine which one to disconnect.

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