

A Cleaner Quick Transfer to VM For NEAX2000IVS/IVS²/IPS with AD40/AD64

The current method of quick transfer to VM requires that the called party return either ring or busy tone on a transferred call only. This of course presents a few limitations when encountering call forwarding or if an internal caller just wishes to leave a message in the mailbox.

Systems with available real estate can take advantage of the method described below. On available LEN's or virtuals a phantom station is created for each actual station that wishes to utilize this feature (E.g. create ext 82540 for Dterm 2540 or #4530 for S/L set 4530). Each of these phantom stations is then forwarded all calls to the pilot of the AD40. Utilizing the "Extension Remap" feature the AD40 will strip the leading character and go to the mailbox matching the remaining digits. Other 3rd party voice mail systems (E.g. Octel, AVT) may also have flexible integrations to support this type of function. Please check with these manufactures for details on how to do this.

The end user now has the advantage of going dialing directly to the mailbox to leave a message and when transferring does not impose a ring at the station or require a busy back to get to the mailbox. All the user has to remember is add the specific character to the front of the station number E.g. 8 + XXXX where XXXX = the station number.

Programming

NEAX 2000

1. Create one phantom or virtual station for each station that wishes to use this feature. E.g. create ext 82540 for Dterm 2540 or #4530 for S/L set 4530.
2. Make the leading digits of the phantom number = to a station in the numbering plan. E.g. CM 200>82>805, CM 200>#4>805.
3. Call forward all calls the phantom/virtual to the VM pilot.
E.g. CM E600>82540>X-XXXX Where X-XXXX = Pilot of VM.

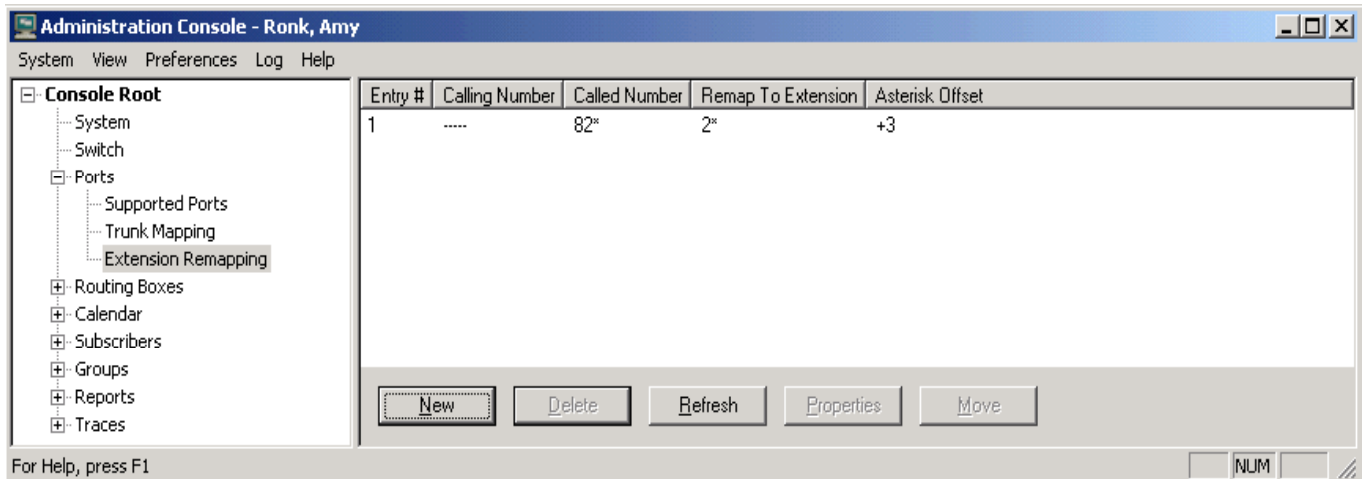
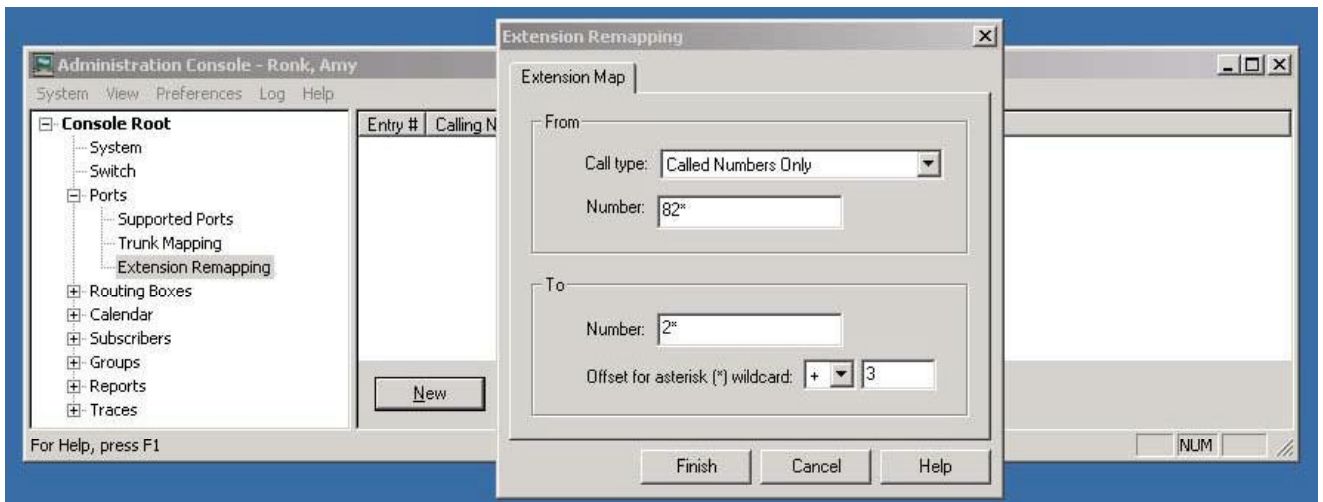
NEAXMAIL AD40

1. Exit the AD40 and go to an OS/2 window.
2. At the [E:\Vmail] prompt type "tedit cps.ini" and press Enter
3. Press the Esc key to enter the file and then the Page Down key several times to get to the bottom of the file.
4. Once there locate the [ExtensionRemap] line (near Soft Keys).
5. If the line does not appear place the cursor at the end of the last line and press Ctrl/Enter to create a new line and type "[ExtensionRemap]".
6. Press Ctrl/Enter to create another new line and add the required syntax.
E.g. 82*=2* where 8 equals the leading digit to be ignored and 2* equals the actual station/mailbox number. Or #4*=4* Where # equals the leading digit to be ignored and 4* equals the actual station/mailbox number.

NEAXMAIL AD64

1. Access the Administration Console
2. From the tree select “Ports” and then “Extension Remapping”.
3. Change the “Call type:” to “Called Numbers Only”.
4. In the “Number” field enter the phantom lead digit and the station lead digit followed by a *.
5. In the “To” field next to “Number:” enter the regular station lead digit followed by a *.
6. In the “Offset for asterisk (*) wildcard:” change the drop down box to a “+” and then in the next box enter the number of digits the wildcard (*) represents.
7. Select “Finish”.

The 2 screen shots below are an example for station range 2000~2999 with the phantom Quick Transfer numbers of 82000~82999.



Operating Procedure

Direct dial to the mailbox.

- Lift the station handset and dial “Quick Transfer” digit followed by the station number.

Transfer to the mailbox.

- With the call in progress press “Transfer” and dial the “Quick Transfer” digit followed by the station number.

Service conditions

1. NEAX AD40/AD64 does not recognize phantom stations starting with *.
2. The phantom extensions can be assigned in CM 10 or CM 11.
3. The NEAX AD40 must be revision 7.47 or higher and all versions of AD64.
4. With NEAX 2000IVS phantom stations can only be a maximum of 4 digits long.
5. If Split call forwarding is being utilized on internal or trunk calls, be sure to move the phantom extensions to a tenant that is not affected by this.