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System	Software
DS2000	03.10.08 and Higher

Title: Message Notification Callbacks in UltraMail and DS2000

When processing Message Notification callouts, UltraMail sends the callout digits to the telephone system which then analyzes the digits according to the Caller ID Logging (Dial Treatment) programming. This allows the telephone system to distinguish between local and long distance calls, process 10-digit local calling (if required), and handle any toll calls within the home area code (as well as local calls within an adjacent area code). These programming changes will allow the "Make Call" voice mail feature to work on the UltraMail as well as all external voice mail systems.

Following is a summary of the required programming. Refer to the DS1000/2000 Software Manual for additional details. **Note that if you don't program the following options, the DS2000 automatically adds a leading 1 to all 10-digit callout numbers.** In addition, these changes will affect ALL external voice mail systems.

Programming

- **1302-Caller ID Outbound Line/Group**
This program is ignored by UltraMail Message Notification. UltraMail uses it's own rules and the settings in Tenant Options: Access Digits: Local Callout and Long Distance Callout to determine the route for the call.
- **1302-10 Digit Local Calls**
Use this option to indicate if the system is installed in an area that uses 10-digit local calling. Enable (Y) this option if the system is in a 10-digit local calling area. Disable (N) this option if the system is not in a 10-digit local calling area. For example, if the system is installed in area code 203 and all local calls are 7-digit calls (e.g., 926-5400), enter N. If all local calls are 10-digits (e.g., 203-926-5400), enter Y.
- **1303-Home area (HNPA) Codes**
Use this option to specify your system's home area codes. This is the area code in which the system is installed. You must make an assignment in this program so that the system can properly process the Message Notification callout digits. For example, if the system is in area code 203 and there are no other local area codes, just enter 203.

- **1304-Home Area (HNPA) Exception List**

Use this option to identify which (if any) calls within your home area code are toll calls. You can set up the Exception List table as a local table (L) or a toll table (T). By default, the HNPA Exception List is a toll table with no entries. (This means that the system outdials all calls within the home area code without the leading 1.) For example, if 203-926-xxxx is a toll call and should be dialed as 1-203-926-xxxx, enter 203926 in this table.

- **1305-Foreign Area (FNPA) Exception List**

If your dialing area has calls in an adjacent area code that are local calls, enter those codes in this table. If the system finds a code in the table, it will dial it as 10-digit (without the leading 1). If the system does not find the code, it will outdial it as 1 + 10-digit. By default, the FNPA table is a local table with no entries. This means that all FNPA codes are dialed as toll calls. For example, if all calls to adjacent area code 212-955 are local calls, then enter 212955 in this table.

- **8002-Toll Level Day**

Use this option to set the toll level of the voice mail ports during the day. If the callout number Message Notification is attempting to dial is prevented by the voice mail port's toll level, the call will not go through. By default, this option is 0 (unrestricted).

- **8002-Toll Level Night**

Use this option to set the toll level of the voice mail ports during the night. If the callout number Message Notification is attempting to dial is prevented by the voice mail port's toll level, the call will not go through. By default, this option is 0 (unrestricted).

- **8002-Dial 9 Group**

Use this option to specify the dial-9 group for voice mail ports. When a voice mail port dials 9, it uses the trunk group you select in this option. By default, option is 90.

- **8002-Outgoing Trunk Group Access**

For the trunk group specified in 8002-Dial 9 Group above, be sure to enable (y) outgoing access in this option. By default, this option is enabled (Y) for all trunk groups.

UltraMail Programming

When selecting a trunk group for the callback number, UltraMail uses the trunk group specified in Tenant Options: Access Digits: Local Callout and Long Distance Callout. The entry should be a trunk group access code (9, 90-98). **Do not enter a Direct Trunk Access code, since this will disable digit translation.**