Wake-up Call off-loading for Nortel Meridian 1
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Advantages to Wake-up Call off-loading:

♦ PBX has can issue multiple wake-up calls at one time
♦ PBX issued wake-up calls don’t follow a stations coverage path or call forwarding

Requirements:

♦ An available SDI port (programmed as a BGD - Background Terminal)
♦ Announcement device for playing wake-up messages
♦ BGD printer

How Wake-up Call off-loading works:

A guest sets a wake-up call, using the system’s automated guest services feature. The voicemail application generates an SE WA message that contains the guest DN and the wake-up time to the Meridian 1’s SDI port. The Meridian 1 responds with a message back to the voicemail application, confirming that the message was understood.

Example:

Guest (DN 7507) sets a wake-up call for 6:00am tomorrow

Voicemail sends this message to the Meridian 1: **SE WA 7507 TI 600**

The Meridian 1 responds with this message: **WAKE UP NONE TERM CHG TO 06:00 AT 21:05**

If the voicemail does not receive the confirmation message, it will take responsibility for delivering the wake-up call.
PBX PROGRAMMING

Program a TTY port

In LD 17, program an available TTY port that will be used for the wake up call off-loading function, similar to the example below:

ADAN  TTY 1
TTY_TYPE SDI
CAB  00
CARD 00
PORT 1
DES bgdwakeoffload
BPS 1200
BITL 8
STOP 1
PARY NONE
FLOW NO
USER SCH BGD
CUST 00

Get to the “dot” prompt to program WA parameters and display options for the TTY port

From your PBX's local maintenance terminal\(^1\) type in OP at the dot prompt:

.OP

ALL  ON
CONFIRM OFF
RANGE  ON
X RANGE ON
CATEGORY 1: 2: 3: 4: 5:
6: 7: 8: 9: 10:
11: 12: 13: 14: 15:
CHECK CO DN MW RE TL WA LA VI
DISPLAY TE ME ST:DE CC DI RM WA:AN EN RE
SALE PA VA
TIME DETECT OFF
DIAL ON
RAN2 OFF
REQUEST OFF
LANG 0: 1: 2: 3: 4: 5:
00 PORT 0 WA: SE PR DI ME: SE ** ** OP: SE ** ** ST: SE ** **
01 PORT 1 WA: SE ** DI ME: SE ** ** OP: SE ** ** ST: SE ** **
02 PORT 2 WA: SE ** ** ME: SE ** ** OP: SE ** ** ST: SE ** **

On port 1 of this example, notice how the WA (Wake) parameter has SE and DI enabled. SE allows the port to change data, and DI allows the changes to be visible on the display. PR does not need to be enabled, since the voicemail does not make print requests to this port. It does not hurt anything if it is enabled, however. If only ** ** is displayed next to the WA parameter, type these commands at the “dot” prompt to enable SE and DI (using port 1 as the example):

SE OP PO 1 WA SE DI ON <enter>

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\(^1\) Programming for this cannot be accomplished from a core terminal or a PTY. It must be done from a physical TTY port. Also, the local maintenance terminal must have BGD as a user option; otherwise you will never get to the “dot” prompt.
TE must be a display option. If does not show as a display option, use this command at the “dot” prompt to enable it:

SE OP DI TE ON <enter>

**Talking to the TTY port using HyperTerminal**

Connect an available COM port from the voicemail server to the TTY port you just programmed, using a null modem adapter between the two devices if needed. Open a HyperTerminal session, and verify communication by entering * (star), and press enter, as shown below:

Not only does this verify communication, but it also shows the Terminal Number and port ID of the terminal you are connected to. Once this communication is verified, close and exit the HyperTerminal session.
VOICEMAIL PROGRAMMING

Wake-up Call Settings

Go to System > Tenants > Tenant1
Double-click Wake-up Calls icon
Click the Off-loading tab and ensure that the External Device field is set to Nortel

Device Interfaces

Check by clicking the Do button if the following serial device interface is loaded on the voicemail server:
If it is not present, activate by going to **System > Device Interfaces**. Check the communication parameter settings of both interfaces and make sure that the baud rate, stop bits, etc. match the settings of the devices they are connecting to.

**Nortel PBX Background Terminal (NORTELBT)**

![Nortel PBX Background Terminal (NORTELBT)](image-url)
DEVICE INTERFACE SERIAL CONNECTIONS:

Connecting the voicemail system to the Nortel Meridian 1’s TTY port

Locate the COM port that is programmed with the NORTELBT interface, and connect it directly to the TTY SDI port you just programmed. You will most likely need to use a null modem adapter and female to female gender changer to connect the two devices, since both systems transmit data on pin 2.

![Diagram of voicemail system and Nortel Meridian 1 PBX connection]

TESTING

Before testing, it’s important that both clocks (Nortel Meridian 1 PBX and the voicemail) are synchronized.

Access voicemail and set a wake-up call for a guest at least 10 minutes in the future. Monitor the NORTELBT interface to ensure that the Nortel PBX acknowledged the wakeup message².

A confirmation message is also displayed on the main screen of the voicemail system:

```
001 play "Hi... 01c
001 play 1401 339 235 110 116 100 339
001 loop current drop detected
001 on hook
001 wait for call...
501 confirmed off-load of wake-up call for 4000 at 07:00
```

The Nortel PBX will now deliver the wakeup call to extension 4000 at 7:00a

END OF DOCUMENT

² A response from the Nortel’s TTY port may take as long as 45 seconds