Summary For The Impatient Rather than Mail transfer the caller to the external number (since you've restricted yourself out of that option), have it transfer the caller to an internal extension that will not be answered. Set that internal extension to FNA/FDN to the desired external number. Yes, just like it sounds…."FDN 912125551212"

Like most work-arounds, there is a challenge, but not a show stopper: ***"How many rings must cycle before the call will FNA/FDN to the external number…"***

If all of your phone TNs are set to RCO "0" (or you have used 0 and 1, but not 2) it means you have the option of making the unused RCO equal "1 ring". In this case, "Method 1" is my choice.

Method 1. "Every External Target Needs One Phantom TN"

Phantoms first ring is at the DCFW…so when does the FDN apply? The Phantom must DCFW to an extension that won't be answered so the RCO will be reached and the FDN is called.

Why not just set the DCFW of the phantom to be the external number???... Because Mail will know it is a trunk to trunk call and will block it.

None of my RCO values are acceptable – way too many rings. *Then read on*

Method 2. "Every External Target Needs one 2616 Data TN" So you can't make an RCO only 1 or 2 rings and the lowest RCO is too many rings for the situation you face. In that case, the Phantom TN is out. What you need are 2616 data TNs for each external number that Voice Mail needs to transfer callers to.

Here is the trick of the day: Remember that behind the RCO are the CFNn and DFNn in RDR of the Customer Data Block. Those values are "ring cycles" and not seconds. So go to FTC, make yourself a new Ring that does 'ring – silence – ring – silence" as fast as possible. Then add CLS DRDA to the 2616 set with the new ring and it will FDN as fast as the FTC ring can cycle past the RCO.

GOAL: OFFER MENU CHOICE OR OP ASSIST NUMBER THAT IS AN EXTERNAL TARGET

GHTROUT

ROAD BLOCK: VOICE MAIL PORTS RESTRICTED FROM TRANSFERRING TO EXTERNAL TARGET.

VOICE MAIL PORT/TN HAVE CLS = FTTR OR SRE – OR NCOS TOO LOW TO ALLOW TRANSFER OVER TRUNK

STEPPING AROUND THE RESTRICTION WITHOUT OPENING A HOLE: WHAT YOU WILL NEED

IDENTIFY THE LOWEST CFN/DFN VALUE AVAILABLE

CUSTOMER DATA BLOCK RDR

CFN0 & DFN0
CFN1 & DFN1
CFN2 & DFN2

CFN AND DFN VALUES DEFINE 3 VARIATIONS IN THE NUMBER OF RINGS BEFORE CALL WILL FNA.

THE SUFFIX OF 0, 1 & 2 RELATE TO THE 0, 1 & 2 THAT CAN BE ENTERED ON A PHONE TN AT THE "RCO" PROMPT.

IDEALLY ONLY 1 OR 2 RCO VALUES ARE IN USE ON THE PHONE TNs – OR ONE OF THE VALUES IS ALREADY SET TO "1 RING". THE LOWEST RING COUNT YOU CAN CREATE OR ASSIGN WITHOUT DISRUPTION IS HOW MANY RINGS CALLERS WILL BE DELAYED BEFORE REACHING THE EXTERNAL MENU OR OAN TARGET.

ONE DATA TN WITH A SERIES OF DNs IN A HUNT CHAIN. ONLY ONE DATA TN IS NEEDED PER SYSTEM.

2616 DATA TN (UNIT 16-31)

HUNT 000

FDN 1341 (or KEY 01 DN)

CLS FNA HTA

RCO [n] LOWEST POSSIBLE RING COUNT

KEY 00 **1340**
KEY 01 1341
KEY 02 1342
KEY 03 1343
KEY 04 1344
KEY 05 1345
KEY 06 1346

THE 2616 DATA TN IS SIMPLY A PLACE FOR PHANTOM TNs TO RING WHILE WAITING FOR FNA TO ACTIVATE AND SEND THE CALLER TO THE EXTERNAL TARGET.

ONE PHANTOM TN PER EXTERNAL TARGET. THE TARGET IS ASSIGNED AT THE FTR FDN PROMPT.

ANALOG PHANTOM TN

DN [nnnn] THIS WILL BE THE NUMBER ENTERED IN THE MENU OR OP ASSIST FIELD THAT EQUATES TO THE EXTERNAL TARGET

TGAR 0; NCOS = LEAST RESTRICTED; CLS = FNA

RCO [n] LOWEST POSSIBLE RING COUNT

FTR DCFW 4 [**1340**] = KEY 00 OF 2616 DATA TN)

FTR FDN n nnnnnnnnnn - THE ACTUAL EXTERNAL TARGET PHONE NUMBER