

Meridian SL-100

Corporate Directory Application User Guide

MSL17 Standard 03.01 July 2002

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Meridian SL-100

Corporate Directory Application User Guide

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About this document

Purpose and audience

This document describes how to provision, administer and install the Meridian SL-100 Corporate Directory Application. This document's audience is service provisioning, installation and administrative personnel.

Structure

This document contains the following sections:

- **Overview** – introduces the Corporate Directory Application and provides procedures for using the directory.
- **Administrator interface** – describes how to use the administrator interface.
- **Installation and removal procedures** – provides procedures for installing and removing the application.
- **List of terms** – contains acronyms and abbreviations of terms used in this document.

How to check the version and issue of this document

The version and issue of the document are indicated by numbers, for example, 01.01.

The first two digits indicate the version. The version number increases each time the document is updated to support a new software release. For example, the first release of a document is 01.01. In the next software release cycle, the first release of the same document is 02.01.

The second two digits indicate the issue. The issue number increases each time the document is revised but re-released in the same software release cycle. For example, the second release of a document in the same software release cycle is 01.02.

To determine which version of this document applies to the software in your office and how documentation for your product is organized, check the release information in *Master Index of Publications*.

x About this document

References in this document

There are no referenced documents.



Overview

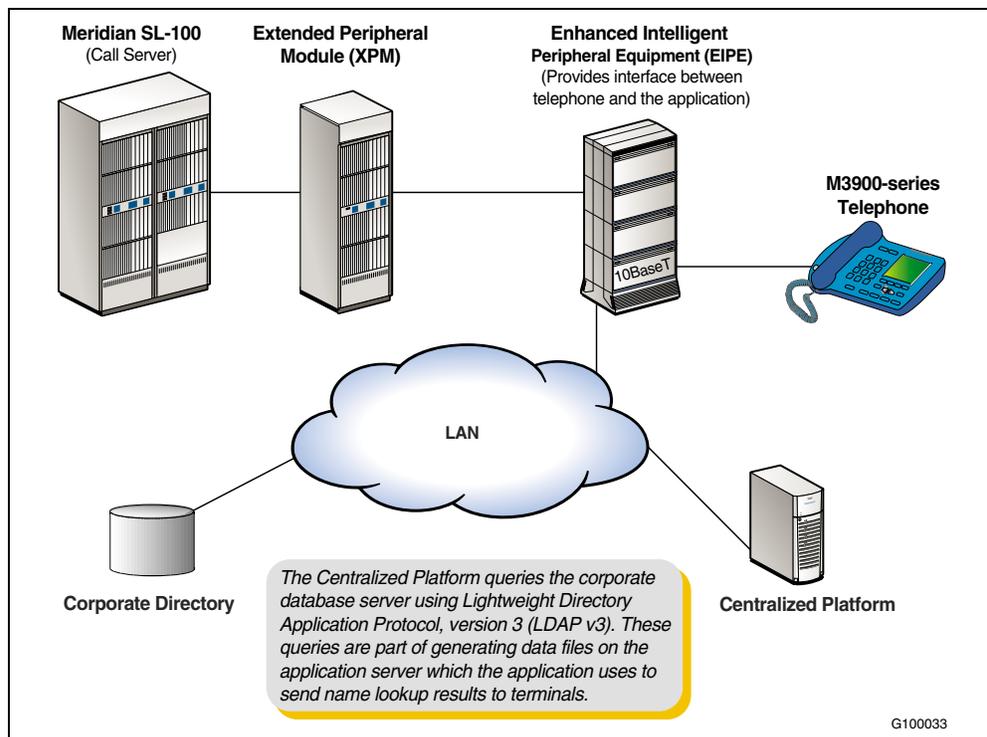
Purpose

This chapter introduces the Corporate Directory Application and provides procedures for using the application at a telephone terminal.

What is the Meridian SL-100 Corporate Directory Application?

The Meridian SL-100 Corporate Directory Application uses either a Microsoft Windows NT or a Microsoft Windows 2000 based server as a centralized platform for the web-based GUI. Figure 1 shows the configuration the application uses to generate the entries going to the M3903, M3904, or M3905 telephone sets.

Figure 1
Meridian SL-100 Corporate Directory Application configuration



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Using the application at the terminal

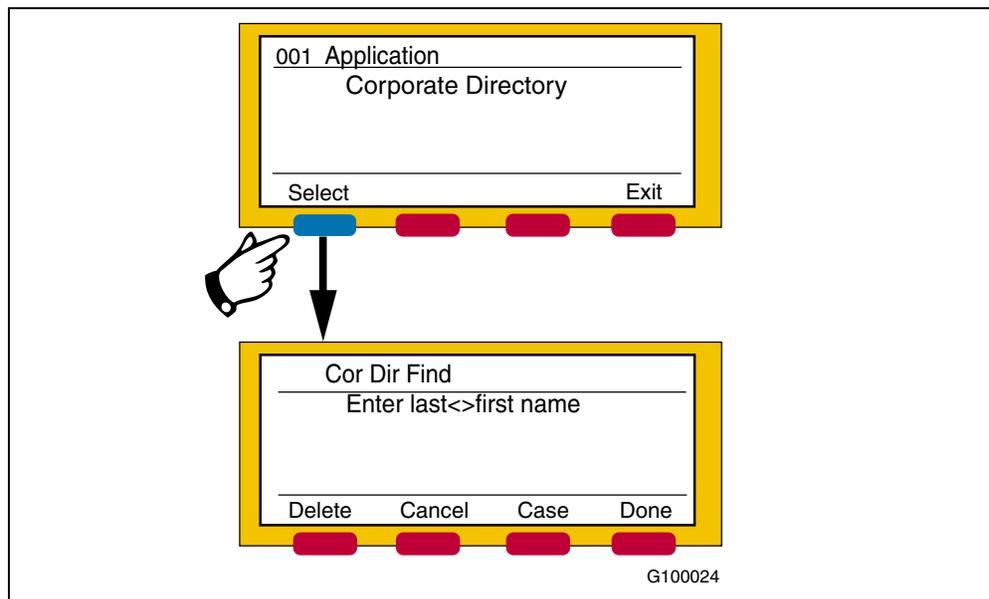
To begin using the application at a telephone terminal, press the **Applications** key on the terminal to transfer screen control to the application. The following procedures show how to use the application.

Note: The key to be pressed appears in bold type, like key 1.

Procedure 1 Applications Start List example

- 1 Press the **Applications** key on the M3900 terminal to display the Corporate Directory Application.
- 2 Press the **Select** key to enter the Corporate Directory Application and display the Corporate Directory Find screen. Figure 2 shows an example.

Figure 2
Applications Start List example



Note: One Button Access provides a quick method of performing a name lookup. Press the **Applications** key and the application highlights the Corporate Directory. You can immediately enter the first character of a name.

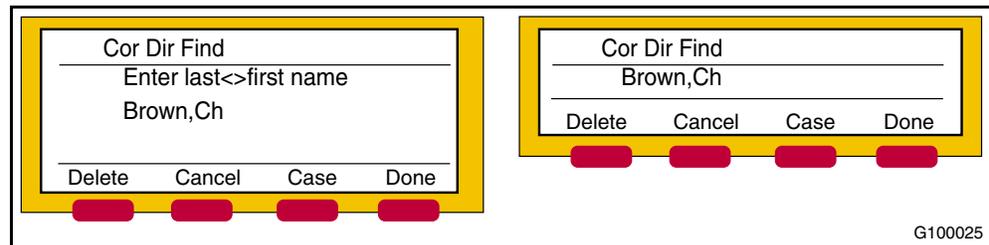
*The application displays the Corporate Directory Find screen that shows the first character. This skips the step of pressing the **Select** key to advance to the Corporate Directory Find screen.*

This procedure is now complete

Procedure 2 Search the Application

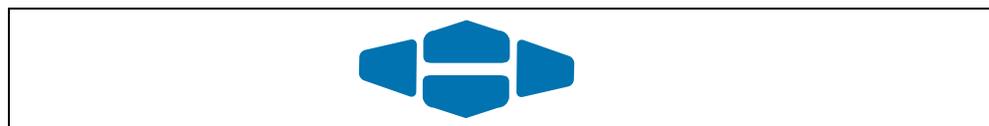
- 1 Search the application by entering the last name, first name, or the first few letters of the last name (see Figure 3).

Figure 3
Search screen example



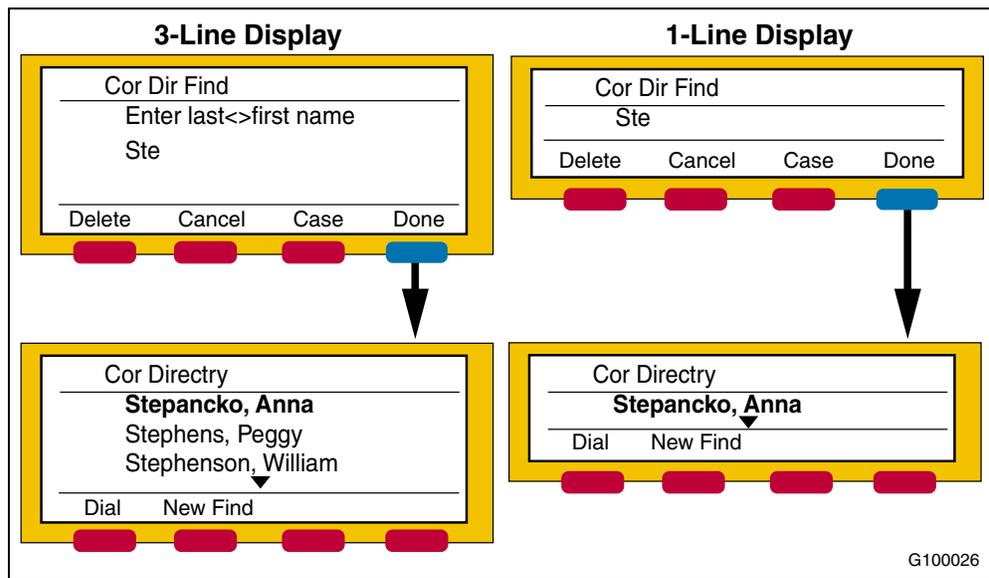
- 2 Use the dial key pad to enter letters. For example, press the dial keypad 2 once for the letter A, twice for the letter B, and three times for the letter C.
- 3 After selecting a letter and waiting a moment, the cursor on the M3904 moves to the next position. On the M3903 and M3905 sets, the user can press the letter key for the next letter, use the right navigation key, or the cursor automatically advances to display the next letter.
- 4 Enter special characters by pressing the keypad 1 until the desired character displays. The following list shows the special characters:
 - , (comma)
 - - (dash)
 - ' (apostrophe)
 - & (ampersand)
 - . (period)
 - ((open parenthesis)
 -) (close parenthesis)
 - An * (asterisk) or # (octothorpe) can be entered by pressing the keypad key
 - navigation keys (use to move the cursor)
- 5 Use the navigation keys to backspace over mistakes. [Figure 4 on page 13](#) shows an example of the navigation keys with the down key highlighted.

Figure 4
Navigation keys example



- 6 Press the **Done** softkey after entering the name or first few letters.
- 7 [Figure 5 on page 14](#) shows an example of the list view that displays after pressing the **Done** softkey.

Figure 5
Name search result example



This procedure is now complete

Procedure 3
Additional searching

- 1 The **NewFind** softkey allows another search when no match or no exact match is found. [Figure 6 on page 15](#) shows an example of the Directory Unavailable screens.

Note 1: The application is unavailable when the server application is shutdown or when the server has network connectivity problems. Also, the terminal's EIPE must be enabled in the server application's administrator interface.

Note 2: If the application has not been activated on the EIPE, the "Directory unavailable" message displays.

Note 3: If the application was previously activated on the EIPE, the "Directory unavailable, try later" message displays.

Figure 6
Directory Unavailable screen example

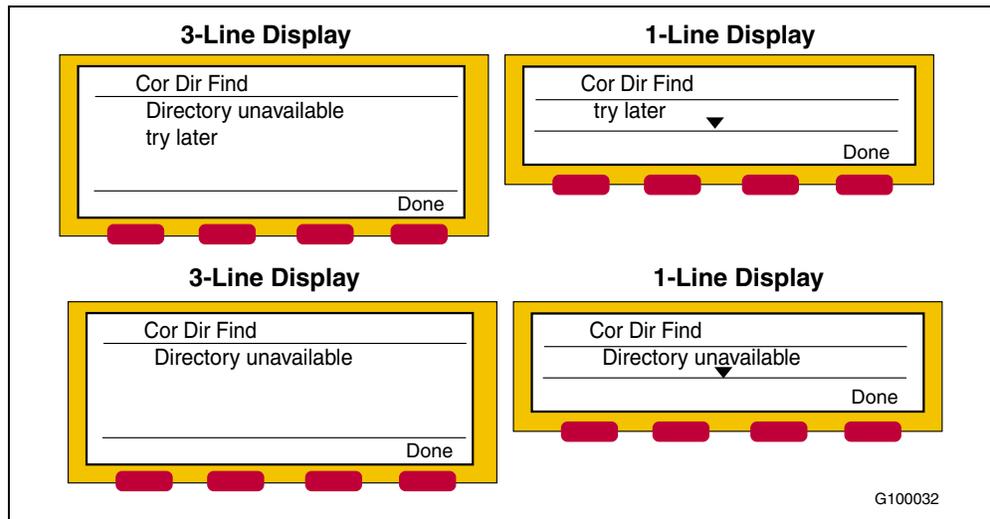
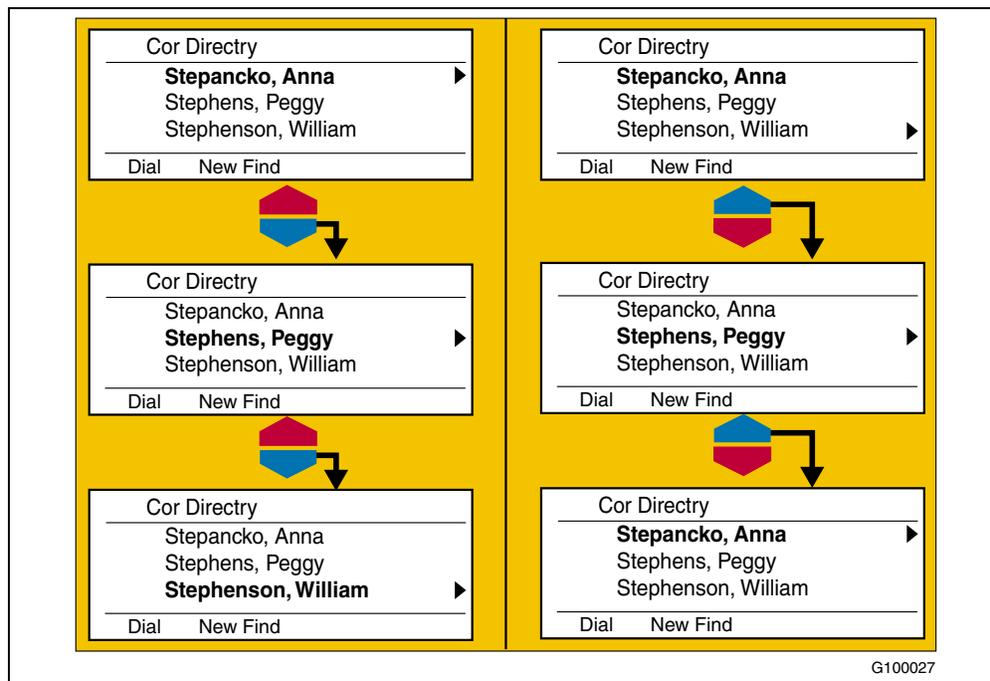


Figure 7 shows an example of the screens that display when the application finds one or more entries.

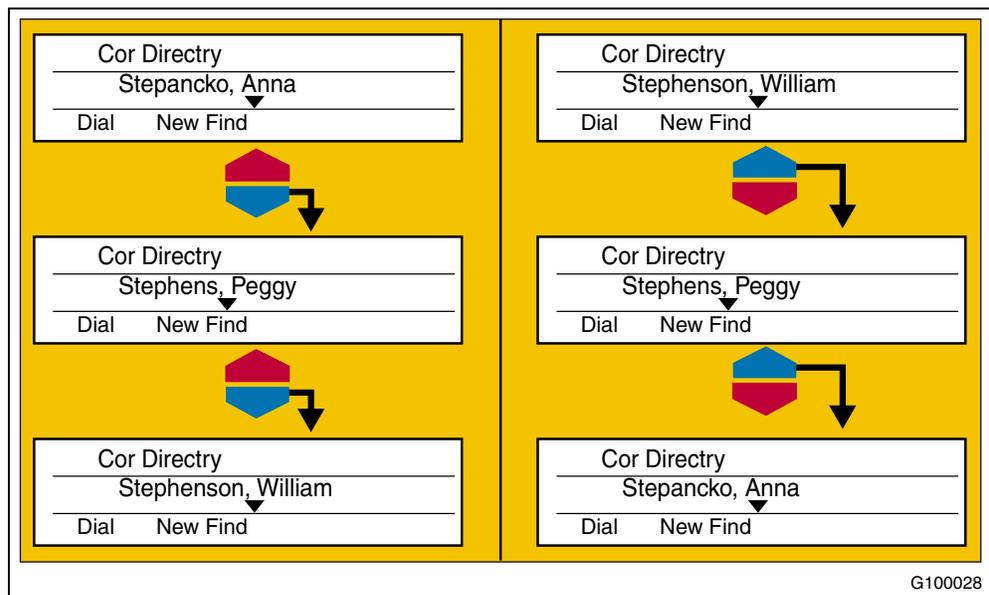
Figure 7
Three-line display example



- 2 Use the up and down navigation keys to scroll through the list of names in alphabetical order. Press the down arrow at the bottom of the list to scroll down one entry. Press the up arrow at the top of the list to scroll up one entry.

Figure 8 on page 16 shows an example of the one-line display phone set.

Figure 8
One-line display example



G100028

The Corporate Directory Search Enhancement introduces the **Resume** softkey to the Corporate Directory screens of the M3903, M3904, and M3905 sets. The **Resume** key allows you to return to the Corporate Directory Find screen to enter additional characters and continuing to search without starting over from the beginning.

The **Resume** key appears on the following Corporate Directory screens:

- List view
- Card view

This procedure is now complete

Procedure 4
Corporate Directory Search Enhancement

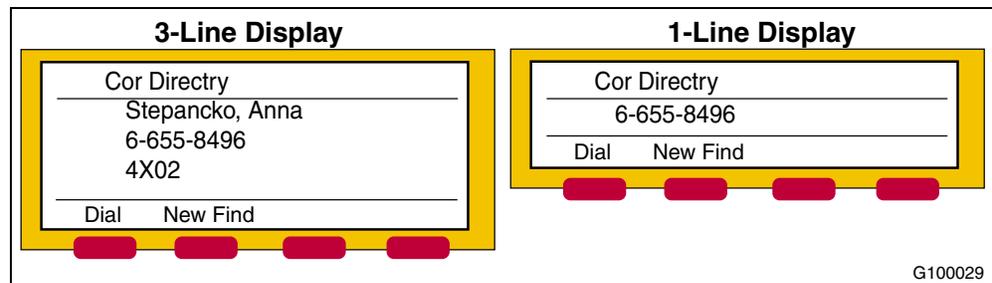
- 1 Pressing the **Resume** softkey, returns the Corporate Directory Find screen with the previously entered information. This places the cursor at the last entered letter.
- 2 Enter additional letters and press the **Done** softkey to go to a new point in the directory.

This procedure is now complete

Procedure 5
Card view information

- 1 When the correct entry displays and highlights in list view, go to card view for more information about the entry. Card view shows the name, department number, and DN in dialable format.
- 2 Pressing the right arrow navigation key displays the highlighted entry in Card View. Figure 9 shows an example of an entry in Card View.

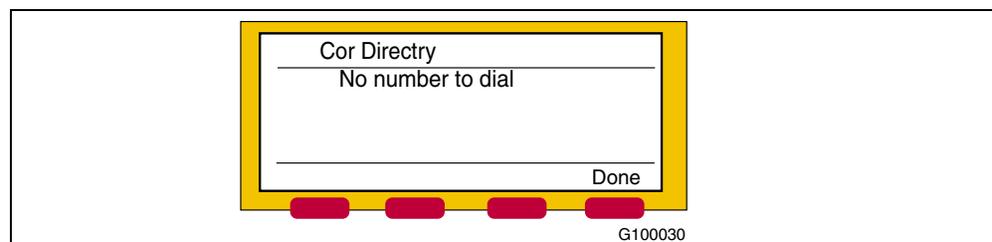
Figure 9
Card view example



- 3 Press the up arrow navigation key to display the previous entry in card view.
 - Note 1:** Card view on an M3903 or M3905 set displays the second or third line of card view information when you press the down arrow navigation key. Card view on a M3904 set displays the next entry when you press the down arrow.
 - Note 2:** Press the left arrow navigation key to return to list view.
- 4 After finding the number entry, quit the application by pressing the **Quit** key or a softkey from the list view or card view. The user can exit the application by pressing the **Applications** key at all stages in the applications.
- 5 Pressing the **Dial** key dials the number and ends the application.
 - Note:** The phone does not respond to a dial key press when the primary DN is being used. On a M3905 Call Center Telephone, the primary DN is the **Incalls** key and cannot be used for outgoing calls.

Figure 10 shows an example of the No number to dial message that displays when there is not a number for a particular entry.

Figure 10
No number to dial example



This procedure is now complete

Procedure 6 Dialing when the primary DN is in Use

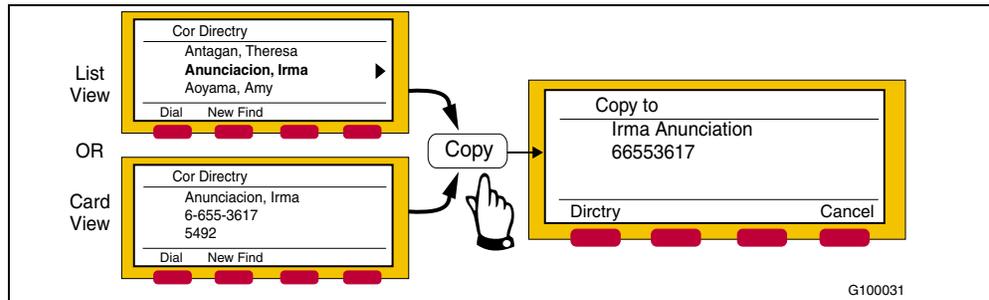
- 1 To dial with the Corporate Directory Application when a primary DN is in use, press the **Dial** key.
- 2 Then press an available secondary DN key to dial.

This procedure is now complete

Procedure 7 Copying an entry

- 1 Figure 11 shows an example of copying.

Figure 11
Copying an entry example



- 2 Copy a highlighted entry from card or list view to another feature by pressing the **Copy Fixed** key.
The Copy to? prompt displays.
- 3 Press the **Dirctry** softkey to add the entry to a personal directory or cancel to return to the Corporate Directory.
Pressing **Dirctry** displays a screen to allow editing of the entry. An existing entry is not recopied.
- 4 Quit the application at any point by pressing the **Quit**, **Applications**, or **Done** keys.

Note: The Meridian SL-100 Corporate Directory Application exits automatically if it receives no key press for 60 seconds.

This procedure is now complete



Administrator interface

Purpose

This chapter describes how to use the administrator interface.

Introduction

The system administrator uses the web-based GUI to input parameters to perform LDAP queries and manage the application server. The purpose of the GUI is to configure the Corporate Directory server to deliver employee name, department number, and telephone number information to the enhanced intelligent peripheral equipment (EIPE). The M3903, M3904, and M3905 telephone sets retrieve the information from the EIPE. The server maintains Corporate Directory information retrieved from a corporate LDAP directory server in the format necessary for display on the terminal.

The server periodically connects to the corporate LDAP server to get the information and keep it current. The server generates a file with all the Corporate Directory entries. The Corporate Directory server needs to know the hostname (or IP address) of the corporate LDAP server and corresponding port. The Corporate Directory server queries the entire corporate LDAP server database for LDAP attributes that return first name, last name, department, and telephone information. The output from the corporate LDAP server is stored by the Corporate Directory server and put into a form guided in part by the dialing plan.

Meridian SL-100 Corporate Directory GUI examples

The following sections show GUI example screens.

Login screen example

You need a user id and password to access the Corporate Directory application. Change the password manually by updating the LOGIN_ID file in the main directory where the application was installed. [Figure 12 on page 20](#) shows an example of the Login screen.

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Figure 12
Login screen example



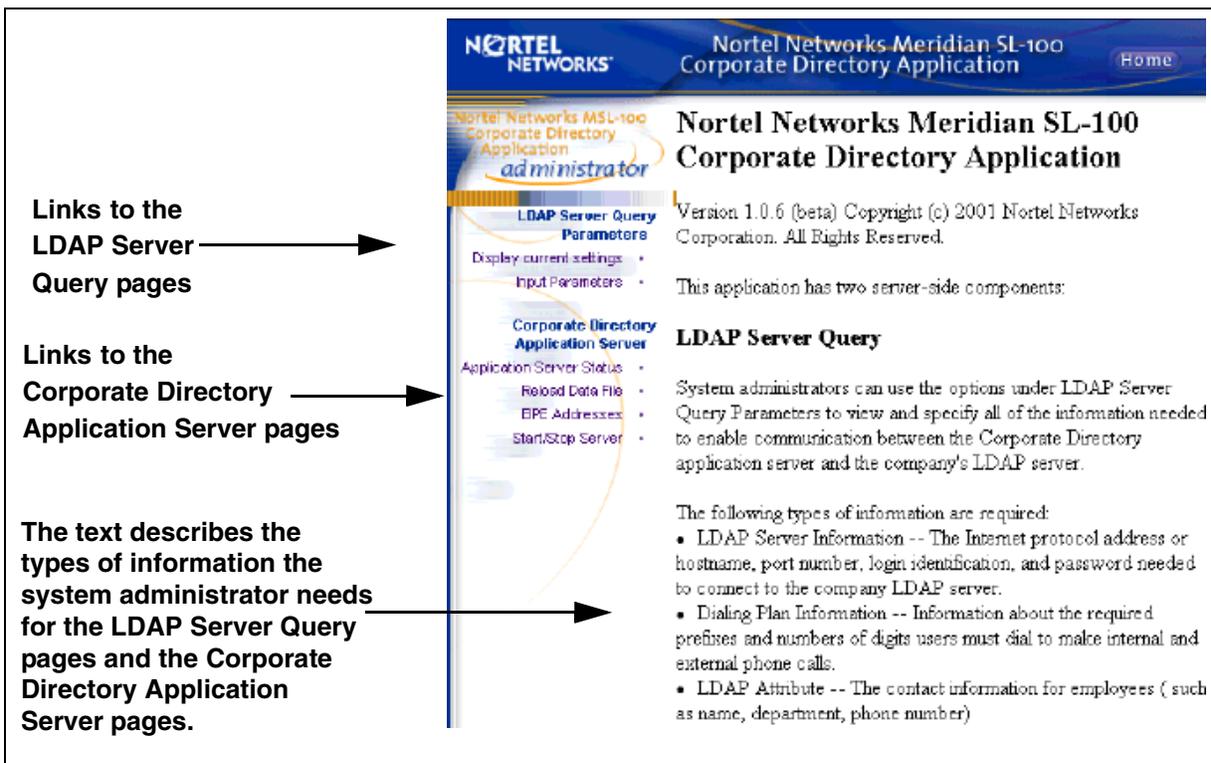
Main page example

The main page includes links to the following pages for the system administrator:

- Display current settings page to view the current query parameters
- Input parameters page to specify Corporate Directory query parameters
- Application server status page to view the current status
- Reload data file page to set manually reload directory data from another data file
- EIPE addresses page to set the IP addresses of the EIPEs
- Start/stop server page for the application

There are also links to logout of the GUI and to view the help pages (see [Figure 13 on page 21](#)).

Figure 13
Main page example



LDAP Server Query Parameters

The Corporate Directory query parameters pages tell the corporate server everything it needs to know to talk to a corporate LDAP server and to return the information that the application needs.

Display current settings page

Use this page to start a non-scheduled update of the data file. Click on the **Start LDAP Query Now** button that is near the bottom of the page. If the Corporate Directory Application is running when the query completes, the system loads the new data file. The reload of the data file occurs for a manual or scheduled query. Only one update may occur at a time. Perform the reload during low usage times to minimize user delays. [Figure 14 on page 22](#) shows an example.

Note: The system administrator can stop the data file update by clicking the **Cancel LDAP Query Now** button at the bottom of the page.

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Figure 14
Display current settings page

Links to the LDAP Server Query pages →

Links to the Corporate Directory Application Server pages →

The text lists the parameters for the following topics:

- LDAP Server information
- Dialing Plan Information
- LDAP attributes
- Show All Names, including those without phone numbers
- LDAP Data Files Update Schedule

Nortel Networks Meridian SL-100 Corporate Directory Application

Current LDAP Query Parameter Setting

LDAP Server Information	
Attribute	Value
Corporate LDAP Server hostname/IP	192.168.0.0
Port Number	389
Login ID	
Password	

Dialing Plan Information	
Attribute	Value
Internal Local ESN	444.445
Number of Internal Local Dialing Digits	5
Internal Long Distance ESN Prefix	6
External Local Area Code	214.972
Number of External Local Dialing Digits	10
External Local Calling Prefix	9
External Long distance Prefix	61

Input Parameters page example

The query pages tell the application server how to communicate with the corporate LDAP server and return the information to the application. The following information is required. [Figure 15 on page 23](#) shows an example of the Input Parameters page.

Figure 15
Input Parameters for M3900 Terminals Page

Links to the LDAP Server Query pages

Links to the Corporate Directory Application Server pages

The text lists the Corporate Directory Access for M3900 Telephone Terminals Attributes and Values input fields for the following topics:

- LDAP Server information
- Dialing Plan information
- LDAP attributes
- Miscellaneous
- LDAP Data Files Update Scheduling

LDAP Server Information	
Attribute	Value
Server Hostname/IP	192.168.0.0
Port Number	389
Login ID	
Password	

Dialing Plan Information	
Attribute	Value
Internal Local ESN (use comma "," to separate multiple entries)	444.445
Number of Internal Local Dialing digits	5
Internal long distance ESN prefix	5
External Local Area code (use comma "," to separate multiple entries)	214.972

Corporate LDAP Server Information

This field provides the host name or IP address and the port number of the corporate LDAP server used for requesting Corporate Directory information. It also provides the LOGIN ID and password to access the corporate LDAP server when required.

Dialing Plan Information

The Corporate Directory server must know the following basics of the dialing plan to display entries in dialable format on the telephone set. Table 1 on page 24 describes the available options.

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Note: All configured DNs must follow a standard Enterprise dialing schema to allow calls to process through the centralized platform interface.

Table 1
Dialing plan information description

Item	Description
Internal local ESN	It is necessary to know which ESNs the system uses to make local internal calls to determine which internal numbers require a long distance ESN prefix to be dialed prior to the ESN. An abbreviated dialing plan (four- or five-digit dialing) may be available which means the ESN must be stripped. This indicates that all numbers starting with an ESN prefix like 444 or 445 should be dialed using the abbreviated plan.
Number of internal local dialing digits	Offices using abbreviated dialing for local ESN dialing must define how many digits are required for local dialing.
Internal long distance ESN prefix	Which prefix to add to entries received from the corporate LDAP server that are not local ESNs. An example is if 6 is entered, this means that a 6 should be dialed in front of internal long distance ESN numbers.
External local area codes	Which area codes are local to the enterprise to show which external numbers require the external local calling prefix.
External digits for local dialing	How many digits to dial for an external local number, usually set for 7 or 10 digits.
External local calling prefix	The prefix, 9 for example, used to dial external local telephones numbers from within the enterprise.
External long distance prefix	Prefix necessary to dial external long distance telephone numbers from within the enterprise. This should include the 1 that is normally dialed for long distance. An example of this is 61, indicating to dial 6 then 1 for a long distance number.
International number dialing prefix	Which prefix to use for international number, if any exist within the Corporate Directory.
Company name LDAP query field	This is the LDAP search base that is used to begin searches through the directory. For example, a company named ABC Company has a base that begins with 0 = ABC, but every enterprise is different.
LDAP attributes	<p>The Corporate Directory server searches the LDAP server looking for matching attributes. The system administrator needs to know the LDAP server attributes to be able to match them with the directory server. The following attributes should match the LDAP server.</p> <p>Note: If the corporate LDAP server has entries with more than 24 characters, the telephone set displays the first 24. The sets display a combined total of 24 characters for last and first name, in that order.</p>
Last name attribute	The attribute that maps to the last name on the LDAP server.
First name attribute	The attribute that maps to the first name on the LDAP server.

Table 1
Dialing plan information description

Item	Description
Department number attribute	The attribute that maps to the department number or other identifier on the LDAP server. This attribute can have up to 24 alphanumeric characters.
Telephone number attribute	The attribute that maps to telephone number on the LDAP server.
Entries without phone numbers	Corporate directories can include entries without an associated telephone number. The system administrator enters no to the "Save names without phone number in data file" field to ignore the entries. This prevents the unassociated entries from being in the database. When the end user presses the button to dial an unassociated entry number, the terminal displays the "No number to dial" message.
Update scheduling	<p>The scheduling attribute controls the Corporate Directory data file updates. The system administrator initially creates the directory data file after completing the forms or can input the date and time to create the data file. The system administrator specifies monthly, weekly, or daily updates of the directory data file for the Meridian SL-100 Corporate Directory.</p> <p>Note: Daily is not recommended, because corporate directories are generally not changed significantly on a daily basis. Daily updates add to the processor usage, and should be done at low usage times.</p>
Submit Data button	Click on the Submit Data button to activate changes.

Corporate Directory Application server pages

The Corporate Directory Application server pages provide status information and a means to perform the following actions:

Corporate Directory Application server status

This page displays the current Corporate Directory information. Information includes data filename, the time the data was loaded, and a list of the EIPE IP addresses requesting Corporate Directory status. The application on an EIPE can be STARTED or NOTSTARTED. Started means the EIPE allows M3900 sets to access the application.

If the server is not currently running, the pages displays the message "The Corporate LDAP application server is not running, please start it first."

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Figure 16
Corporate Directory Application Server Status page example

Links to the LDAP Server Query pages

Links to the Corporate Directory Application Server pages

The text lists the Corporate Directory Application Status Attributes and Values fields for the LDAP Application Server Status.

Attribute	Value
Input Data File	C:\Program Files\Meridian SL-100 Corporate Directory\PrimaryPhonesData
Last Reload Time	Tue Mar 13 20:14:23 CST 2001
EIPE: 192.168.0.1	NOTSTARTED

Reload directory data file page

The system administrator uses this page to reload data files into the Corporate Directory Application without actually performing the LDAP query. Click on the “Reload Data File” link and select a file to reload. The application server by default keeps a primary and secondary data file. The system administrator can choose to reload one of these files or specify a different file. You can load an older backup data file (see Figure 17).

Figure 17
Reload Directory Data File page example

Links to the LDAP Server Query pages

Links to the Corporate Directory Application Server pages

This text lists the Reload Directory Data File information.

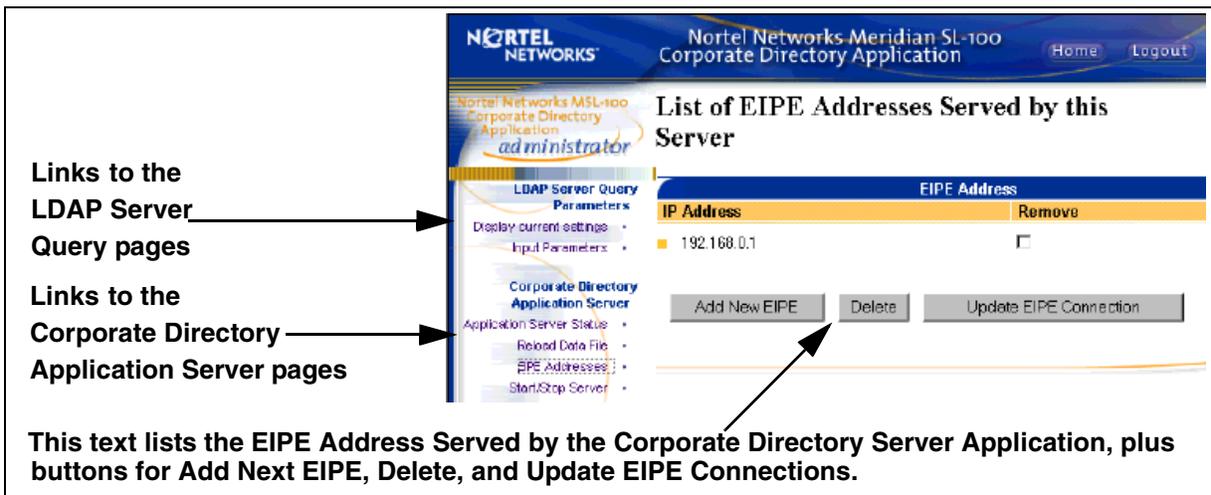
List of EIPE addresses served by this server page

This page displays a list of valid IP addresses of EIPEs with requests. Click on the “Update IPE Connection” button for the Corporate Directory Application server to compare lists of EIPEs and make updates. Removing an EIPE from the current list, turns off its application. Adding a new EIPE to the current list turns it on. Figure 18 shows an example.

Note 1: Only one EIPE update process can be running at a time. If the EIPEs are already being updated, the connection will fail. A pop-up window notifies the user of the success or failure to update the EIPE connection.

Note 2: The EIPE updates automatically, updates daily, or can be manually updated.

Figure 18
EIPE Addresses Served by this Server page example



Activate the Corporate Directory Application server

This page allows the system administrator to start the application. The system must be active for users to enter the application from their phones. Figure 19 on page 28 shows an example.

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Figure 19
Activate the Corporate Directory Application server page example

Links to the LDAP Server Query pages

Links to the Corporate Directory Application Server pages

This text lists the Corporate Directory Application Server activation information.

Shut down the Corporate Directory Application server page

This page allows the system administrator to shut down the application. When the application is shut down, users cannot enter the application from their phones. The application allows current users to finish their sessions before shutting down. A force option is available which allows the server to shut down immediately (see Figure 20).

Figure 20
Shut down the Corporate Directory Application server page example

Links to the LDAP Server Query pages

Links to the Corporate Directory Application Server pages

This text lists the Corporate Directory Application Server shut down information.

Help file

Click on the Corporate Directory Application Help button to access on-line help. Help is available for a wide-range of topics.



Installation and removal procedures

Purpose

This chapter provides procedures for installing and removing the Corporate Directory Application.

Installation procedure

The corporate directory application is installed on a Windows NT or Windows 2000 Server, using an installation program. Procedure 8 shows an example of the steps the program performs.

Note: The administrator must review the server read me file for more details regarding the installation and removal steps. The server must have Microsoft Internet Explorer version 4 or higher and one of the following Microsoft products installed (on the C drive) before installing the Meridian SL-100 Corporate Directory Application:

- Windows NT 4.0 Server with Windows NT Service Pack 5 or higher, and Windows Option Pack 4
- (or)
- Windows 2000 Server with Service Pack 2 or higher

Other software requirements include:

- JRE version 1.2.2 or later

Procedure 8 Install Corporate Directory Application

- 1 Remove previous versions of the application using [Procedure 9 on page 30](#).
- 2 Insert the CD containing the corpdire 1.0.8 software into the CD drive of your computer. The installation automatically starts.
- 3 If the JRE requires installation, this will occur first. Once the JRE is installed, then eject and reinsert the CD (or double-click setup.exe in the CD drive) to install the application.
- 4 Follow steps of the installation dialogs. It is recommended not to alter the default directories for the installation.
- 5 Reboot the server at the end of installation.

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- 6 After installation, if there are java or java virtual machine errors when accessing the administration pages, it is possible that Microsoft's Java Virtual Machine may need to be reinstalled. This is certainly the case if the file msjava.dll is missing from directory c:\winnt\system32. To reinstall the virtual machine, reinstall the virtual machine portion of Microsoft's Internet Explorer.

This procedure is now complete

Removal procedure

The Windows NT or Windows 2000 Add/Remove function removes the Corporate Directory Application program. Procedure 9 shows an example of the program and user steps.

Procedure 9 Remove Corporate Directory Application

- 1 Shutdown the application server. Logout of the web interface and end the browser session.
- 2 For removal of versions 1.0.7 and later, the background process service needs to be stopped and removed.
- 3 First, go to the Services located in the Control Panel. In Services, find and select Meridian SL100 LDAP Service. Its status should be Started. Click Stop and wait for the service to stop. Then Close. Second, open a MS-DOS prompt window and go to <drive>:\Program Files\JavaSoft\JRE\1.2\bin\classic (or <drive>:\Program Files\JavaSoft\JRE\1.3.1\bin\hotspot if JRE 1.3.1 is installed). Enter command: **javaserv -r**. This removes the background service.
- 4 Stop the web server. This can be done via the IIS interface. However, the most reliable and the recommended way to do this is by opening a MS-DOS prompt window and typing the following command:
net stop iisadmin /y
- 5 Remove the application through Control Panel/Add-Remove Programs interface.

The removal should completely delete all files and shortcuts associated with the execution of the application. If the user has added data files to the working directory during the time of the application's use, you will have to remove those files manually.

This procedure is now complete

Restrictions and limitations

The following restrictions and limitations apply:

- If an EIPE goes System Busy and is restarted, the system administrator must intervene to restart communications with the server. The administrator manually clicks the Update EIPE Connection button on the EIPE Addresses page to activate the EIPE for the application. This enables the M3900s subtended off of the EIPE to use the application. At this time, the administrator is not automatically notified by the application that an EIPE has restarted. If the administrator does not manually update the EIPE connections, the server updates the connections within 24 hours. The server updates the EIPE connections once a day. Informational report logs are generated for each EIPE in the Meridian SL-100 switch at the time of the manual or automatic update.
- The EIPEs cannot be started or successfully process queries of the directory when network communication problems occur between the EIPEs and the server.
- The server is unable to enable (start) or disable (stop) an EIPE for the application if there is currently a telnet session active with the EIPE.

32 Installation and removal procedures



List of terms

ASL

Applications Start List that displays on the M3900 terminals when the Application key is pressed.

Card view

Card view is the telephone set display showing name, department, number and DN in dialable format.

EIPE

Enhanced Intelligent Peripheral Equipment

GUI

Graphic User Interface

IP

Internet Protocol

JRE

Java Run-time Environment

LAN

Local Area Network

LDAP

Lightweight Directory Access Protocol

Navigation keys

The directional keys (up, down, right, and left) found on the M3900 telephone sets.

Search screens

The display panel output on the M3900 telephone sets. The number of lines vary with the set.

Softkey

Keys that can be defined by the application.

Meridian SL-100

Corporate Directory Application User Guide

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