

**555-7001-309**

DMS Family/SL-100

## **Meridian Mai**

Customer Administration Guide for  
Multi-Customer Systems

Product release 10.0 Standard 1.0 August 1995

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DMS Family/SL-100

## **Meridian Mai**

### Customer Administration Guide for Multi-Customer Systems

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## About this guide

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This document details the administration procedures to be performed by the Meridian Mail customer administrator. It is intended to be used in conjunction with the *System Administration Guide for Multi-Customer Systems* (NTP 555-7001-308).

### Typographic conventions

This section describes the conventions that are used throughout this guide:

- softkeys
- keyboard keys
- text input
- fields in a menu
- values in fields
- spoken words
- recorded prompts

#### Softkeys

These are displayed on the various administration menus and screens and indicate which keyboard function keys carry out specific Meridian Mail tasks. These are referred to in the document by using the label of the softkey (as displayed in the given menu), delimited by square brackets (for example, [Exit], [OK to Delete]).

#### Keyboard keys

These are referred to by indicating the label of the key, delimited by angle brackets (for example, <1>, <2>, <Return>).

### **Text input**

Where you are required to input specific text, the characters are presented in bold print (for example, **abcd**, as opposed to <a><b><c><d>).

### **Fields in a menu**

When the name of a field is referred to within a paragraph, it is in italics and in a different typeface than the body of the document (for example, *Last Name*, *Invalid Logon Attempts*). This is not the case if a field name appears in a heading.

### **Values in fields**

When a description refers to a set of values from which you must select, these values are in double quotation marks (for example, "Yes", "No", "Enable", "Disable"). Note that quotation marks are not used, however, in figures since these values do not appear with quotation marks in the screens themselves.

### **Spoken words**

Where you are required to speak into the telephone, such as in the recording of greetings and announcements, any suggested words appear in italics, surrounded by double quotation marks. For example, 'You might want to include the following statement in your voice menu: *"Please wait on the line, an attendant will be with you shortly."*'.

### **Recorded prompts**

Prompts which are played by the system also appear the same as spoken words. For example, *"You have no new voice messages. One old message is still unsent"*.

## **References**

In this manual, where reference is made to another part of the manual, or to another document, the following conventions are used:

- A reference to text in the same chapter appears surrounded by double quotation marks, giving the heading under which the required text is found.

For example, see "Adding local voice users" in this chapter.

- A reference to text in another section appears with double quotation marks, giving the name of the chapter and, where necessary, the heading under which the required text is found.

For example, see "Voice recordings" in the "User administration" chapter.

- A reference to text in another manual appears in italics, giving the title of the manual in which the required text is found, along with any applicable reference number.

For example, see *Meridian Mail Installation and Maintenance Guide* (NTP 555-70x1-250).



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## Chapter 1: Introduction

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This guide describes how to administer the Meridian Mail system. It assumes that all the hardware, including the administrator's terminal and optional printer, is in place. Meridian Mail administration facilities are used in the initial setup of your system as well as for routine maintenance.

This guide documents Meridian Mail administration for Meridian Mail Modular Option GP systems connected to a DMS-100, DMS-10, or SL-100 switch.

As of Meridian Mail release 8, it is also possible to connect a Meridian Mail Modular Option GP to one of the following third-party switches: AT&T, NEC or ROLM. All of these configurations use SMDI links between Meridian Mail and the switching equipment. However, not all features are available for each of the above configurations. These include: Hospitality, Network Message Services (NMS) and Integrated Mailbox Administration. Therefore, these features are not described in this document.

For Meridian Mail systems connected to an AT&T switch, see *VoiceBridge Installation Procedures for AT&T Switches* (NTP 555-7001-216).

For Meridian Mail systems connected to a ROLM CBX, see *VoiceBridge Installation Procedures for ROLM Switches* (NTP 555-7001-217).

For Meridian Mail systems connected to a NEC switch, see *VoiceBridge Installation Procedures for NEC Switches* (NTP 555-7001-218).

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## Referenced documents

The following Meridian Mail guides are referenced throughout this guide.

**Table 1-1**  
**NTPs referenced in this guide**

<b>Number</b>	<b>Title</b>
555-7001-000	<i>Meridian Mail Master Index</i>  <i>This guide lists all of the NTPs in the Meridian Mail suite and provides a brief description of their content. It does not list page references for topics across the NTP suite.</i>
555-7001-101	<i>Meridian Mail General Description</i>  <i>This guide provides an overview of the Meridian Mail system and features.</i>
555-7031-200	<i>Meridian Mail Site and Installation Planning Guide</i>  <i>This guide documents the steps necessary to engineer and plan a Meridian Mail system. It includes a number of data forms which you can fill in as you plan your system.</i>
555-7031-250	<i>Meridian Mail Installation and Maintenance Guide</i>  <i>This guide documents the installation of Meridian Mail hardware. It also describes how to provision the DMS switch for Meridian Mail.</i>
555-7001-215	<i>Meridian Mail System Installation and Modification</i>  <i>This guide documents software installation, port reconfiguration, upgrades, among other topics.</i>
555-7001-305	<i>Meridian Mail System Administration Tools</i>  <i>This guide documents additional administrative tools and utilities which are available at the Meridian Mail administration terminal at the tools level.</i>

Number	Title
555-7001-216	<i>VoiceBridge Installation Procedures for A T&amp;T Switches</i>
555-7001-217	<i>VoiceBridge Installation Procedures for ROLM Switches</i>
555-7001-218	<i>VoiceBridge Installation Procedures for NEC Switches</i>
555-7001-308	<i>Meridian Mail System Administration Guide for Multi-Customer Systems</i>
	<i>This guide documents administrative tasks that are carried out on a system-wide basis. This is the companion guide to the Customer Administration Guide.</i>
555-7001-310	<i>Meridian Mail AdminPlus System Administration Guide</i>
	<i>This guide documents the AdminPlus software which allows you to use a PC to download information from the Meridian Mail system.</i>
555-7001-315	<i>Meridian ACCESS Configuration Guide</i>
	<i>This guide documents the Meridian Mail and configuration required to support Meridian ACCESS.</i>
555-7001-316	<i>Meridian ACCESS Developer 's Guide</i>
	<i>This guide documents how to develop and maintain Meridian ACCESS applications.</i>
555-7001-318	<i>Meridian ACCESS Voice Prompt Editor User 's Guide</i>
	<i>This guide documents how to use the voice prompt editor to create and maintain voice segment files and individual voice segments.</i>
555-7001-326	<i>Meridian Mail Voice Forms Application Guide</i>
	<i>This guide documents the planning, configuration and implementation of voice forms.</i>

Number	Title
555-7001-327	<i>Meridian Mail Fax on Demand Application Guide</i>  <i>This guide documents the planning, configuration and implementation of the fax information service and fax item maintenance service.</i>
555-7001-335	<i>Meridian Mail Networking Services Administration Guide</i>  <i>This guide documents the administration of all available networking services. This includes Meridian Networking and AMIS Networking.</i>
555-7001-510	<i>Meridian Mail Maintenance Messages (SEERs)</i>  <i>This guide lists System Event and Error Reports (SEERs) to help isolate and fix system problems.</i>
<b>-end-</b>	

## Organization of chapters

The division of this manual reflects the hierarchical set of procedures accessible from the Main Menu. Most items that appear in the Main Menu have a corresponding chapter describing the administrative tasks, and the screens and fields one interacts with to complete the tasks. In the case of Fax on Demand and Network Administration, there are separate application guides covering these topics (see Table 1-1). Chapters contain the following organizational elements:

- Introduction  
A brief description of the menu, and any concepts or rules necessary to use the menu
- Menu  
Meridian Mail menus display a list of options or items from which you can make a selection. At the bottom of the terminal screen, there may be a number of softkeys to choose from.

- Screens

Administration screens contain fields in which you can enter information or make a choice between two or more options such as "Enabled" and "Disabled" or "Yes" and "No". Screens may also contain read-only fields. At the bottom of a screen will be one or more softkeys.

- Field descriptions

A description of each field as it appears on the screen, stating requirements your entries must meet and any default information supplied by the system.

- Task-oriented procedures

These are step-by-step descriptions of administrative tasks. They are provided when additional steps are required to complete a task (in addition to filling in the described fields and using the softkeys).

- Starting point

This tells you where in the menu hierarchy the procedure begins.

- Body of procedure

This is a numbered list of the required steps and any additional information you may require to complete a task.



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## Chapter 2: An overview of administration

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### Customer administration

The Multi-Customer feature allows your Meridian Mail system to be partitioned so that a single Meridian Mail system can accommodate a number of different user groups or communities. A user group is referred to as a *customer* or *customer group*. Each customer group can have a different set of features. For example, Voice Menus, Voice Forms, Meridian Networking and/or Fax on Demand may be installed on the system. However, each feature must be explicitly enabled for each customer group. (They are all disabled by default.) These features are enabled in the General Options screen.

Furthermore, any parameters that you configure in the customer administration screens (such as the broadcast mailbox number) affect only the current customer group. Certain parameters (such as defining restriction and permission dialing codes and defining the SEER printer port name) are configured at the system administration level and affect all customer groups. (System administration is described in the *System Administration Guide* (NTP 555-7001-308).

## Voice messaging interfaces

The Meridian Mail interfaces allow users to interact with the Meridian Mail system to perform the various activities associated with sending and receiving messages and logging into the mailbox.

Meridian Mail supports two interfaces:

- Voice Messaging User Interface Forum (VMUIF)
- Meridian Mail User Interface (MMUI)

When a customer group is added to the system, it is defined as either VMUIF or MMUI. A customer group can support only one of these interfaces.

*Note:* Some features are interface-dependent.

Whereas the MMUI interface is a command-driven user interface, the VMUIF interface provides a more user-friendly menu-driven user interface.

The following features are common to MMUI and VMUIF:

- handling of forwarded calls
- personalized greetings
- MWI support
- remote notification (user-changeable remote notification schedules from the telephone set are only available in the MMUI interface)
- password-protected mailboxes
- mailbox summaries and message playback
- message reply, reply all, and forward
- personal distribution lists
- message compose and send
- AMIS open networking
- class of service
- 18-digit mailbox

## VMUIF

VMUIF is an interface for users with dual tone multifrequency (DTMF) telephone sets. The VMUIF interface is primarily intended for service bureaus and telephone companies in order to rent voice mailboxes to residential consumers and small business customers. VMUIF is also well-suited for large campus environments with shared accommodations such as university dorms or hospital wards.

Users enter a password to log in to a mailbox. While in their mailbox, they can play, delete and skip voice messages. Users can request context-sensitive help at any time. Compose capability can be enabled (although it is disabled by default) to allow users to

- compose and send messages to other users
- reply to the sender of a message or reply to all recipients (and the sender) of the message
- forward a message
- immediately call back the sender of a message (call sender)
- create personal distribution lists

However, VMUIF compose and send does not support the following features which are available in the MMUI interface:

- message tagging (urgent, private)
- timed delivery
- adding to recorded messages (pressing the record key erases the previous message)
- saving a copy of the message

The following features are specific to VMUIF and are not available with the MMUI interface:

- call answer only mailbox (compose and send turned off)
- send only mailbox (call answering turned off)
- rotary set interface (message retrieval with no DTMF input required)
- greeting change service (greeting change without DTMF input required)

- introductory tutorial (special greeting on first access)
- volume control (DTMF control of volume and setting default volume)
- family mailboxes (up to 8 telephone set administratable submailboxes)
- "save as new" (read messages can be reverted to "unread" or "new" status)
- send on disconnect (implicit send command if user hangs up after composing a message)
- mailbox resources (limiting receipt of messages based on mailbox resources)
- enhanced personal distribution lists (personal distribution lists with DNU and AMIS addresses)
- login greeting (customizable login greeting that plays on each login)
- disable reset (automated, timed reset of lockout due to password violation)
- lockout revert (if locked out from the mailbox, a revert DN is possible)

### **Submailboxes**

A mailbox can be partitioned into a main mailbox, plus up to 8 submailboxes. Submailboxes are either enabled or disabled in the Meridian Mail class of service (COS) assigned to the user. If the *Maximum Number of Submailboxes* field in the COS is set to a value other than zero, then submailbox capability is enabled.

Although a main mailbox may have the ability to be divided up into a number of submailboxes, this is done by the owner of the main mailbox only. For example, if a residential subscriber of call answering has purchased the submailbox feature with up to 8 submailboxes, these submailboxes will not automatically be available. It is up to the owner of the main mailbox, not the administrator, to create and administer the submailboxes. Once submailbox capability is enabled by the administrator, the rest is up to the owner of the main mailbox. (You cannot determine how many submailboxes a main mailbox owner has activated.)

Submailboxes can receive call answering and redirected messages only. Submailboxes can redirect any message to the main mailbox or another submailbox.

When a caller reaches a mailbox with submailboxes, a menu of users is played. For example, a caller might hear *"To leave a message for William, press 1 or stay on the line. To leave a message for Paul, press 2. To leave a message for Joan, press 3. To leave a message for Jack, press 4."* If the caller does not press a key (for example, the caller is using a rotary phone), and the user stays on the line, he or she can leave a message which will be deposited in the main mailbox. The main mailbox owner can then redirect the message to the appropriate submailbox.

The main mailbox and all associated submailboxes have the same mailbox number but distinguishing passwords. As a result, there is no auto login feature because the password is required to determine the correct mailbox. All passwords must begin with the submailbox number. The password for the main mailbox must begin with "1". Subsequent submailboxes are numbered beginning with "2" through "9". When the main mailbox owner initially creates the submailboxes, he or she must define a password and must record a personal verification for each submailbox. Otherwise, the submailbox is not created. Afterwards, each submailbox owner can change their password and personal verification if desired.

A message waiting summary is played after a mailbox owner dials the Meridian Mail access number if

- submailboxes have been created by the main mailbox owner
- the user is calling from the home phone (if the user is calling from a phone other than the home phone, he or she will have to log in and enter their password, to find out if they have any messages)
- there is at least one new message

This summary is in the form *"Messages are waiting for Joan, Jack."*

## **MMUI**

MMUI is the full-featured Northern Telecom (Nortel) proprietary voice mail interface and is primarily intended for business users. The following features are specific to the MMUI interface and are not available in the VMUIF interface:

- mailbox Thru-Dial (user can press "0" + number to call a number while logged into the mailbox)
- name addressing (users can dial other users by name instead of by extension)

- Meridian Mail Networking (if installed and enabled for the customer group)
- integrated AMIS networking (AMIS virtual node)
- message tagging options (during message composition, users can tag messages as urgent, or for timed delivery)
- retention of unsent/sent messages
- internal and external greeting
- user-changeable personal verification
- customizable customer greeting and customer attendant
- custom operator revert
- user-changeable remote notification schedules through the telephone set
- express messaging
- bilingual prompting (if more than one language is installed)
- record, playback, message tagging during call answering

## Users and subscribers

Users that belong to VMUIF customer groups are referred to as *subscribers* since they subscribe to a service through a Central Office. Users that belong to MMUI customer groups are referred to as *users*. However, all of the administration screens refer simply to users. For example, User Administration applies to both MMUI users and VMUIF subscribers. This administration guide will refer to both users and subscribers.

## At the Meridian Mail administration terminal

The setup and operation of your Meridian Mail system involves work at the administration terminal. Through the administration terminal you can access the screens and menus used to define the characteristics and parameters of your system.

Customer administration can be broken down into the following categories. These items are selectable from the Customer Administration Menu.

- User Administration

User administration involves adding new users and maintaining an up-to-date database of users, and customer distribution lists, and carrying out other user-related functions such as recording personal verifications for users.

- General Administration

General administration involves configuring General Options for each customer group. This involves enabling features such as Voice Menus, Fax on Demand and Meridian Networking for customer groups, configuring an attendant DN for each customer group and assigning up to 15 classes of service to each customer group. You can also change the customer administrator password from the General Administration menu.

- Voice Administration

Voice administration involves setting voice messaging options, defining parameters to ensure the security of user mailboxes, voice services administration (the creation and maintenance of optional voice services such as Voice Menus, Thru-Dial services, Announcements, Time-of-Day Controllers and Fax Items), the creation and maintenance of service DNs (in the VSDN table), setting up certain outcalling parameters (for remote notification and delivery to non-user), and the creation and maintenance of voice forms (if installed).

**Note:** Voice Menus are documented in the *Voice Menus Application Guide* (NTP 555-7001-325). Voice Forms are documented in the *Voice Forms Application Guide* (NTP 555-7001-326). Outcalling is documented in the *Outcalling Application Guide* (NTP 555-7001-323).

- Fax Administration

Fax administration involves configuring customer-specific parameters which affect all fax services configured for that customer group. These parameters include the maximum resolution of fax reception (normal or fine), the maximum number of pages allowed per fax item, fax delivery retries, allowed times for delivery of Fax Items on weekdays and weekends, and the delivery time limit.

**Note:** The Fax on Demand feature is described in detail in the *Fax on Demand Application Guide* (NTP 555-7001-327).

- System Event and Error Reports

System event and error reports involve the monitoring information that is displayed about errors and events occurring in the system. This information is used for troubleshooting purposes.

- Operational Measurements

Operational measurements involve the collection of statistical data on user usage of the system. This includes local usage, AMIS networking usage and Meridian Networking usage. You can also view the outcalling audit trail report and the fax audit trail report from the Operational Measurements menu.

- Network Administration

Network administration involves the administration of Meridian networking and AMIS Networking. Each of these networking components is optional. Networking allows one Meridian Mail system to communicate with other Meridian Mail systems. AMIS Networking allows Meridian Mail users to send messages to, and receive messages from, users of voice messaging systems other than Meridian Mail.

**Note:** Administration of all networking types is documented in the *Networking Services Administration Guide* (NTP 555-7001-335).

- Class of Service Administration

Class of service administration involves viewing existing classes of service. Class of service administration at the customer level only allows you to view class of service definitions to verify their configuration. Classes of service can only be created, modified and deleted from the system administration level.

**Note:** Classes of service are new to Meridian Mail Release 9 and replace user models which were found on earlier releases.

## At the telephone

To create the various voice recordings required for your system, you must use a telephone as well as the administration terminal. The basic procedures for creating voice recordings are described in detail in the chapter "Making recordings". This section describes the types of voice recordings that you can create:

### Personal verification recordings

Personal verification recordings allow a person's name (and extension) to be recorded for each user. When recorded, it is played to callers instead of the user's phone number, making identification easier. (Users can also record their own personal verifications.)

### Network site names

A site name can be recorded for Meridian Mail network sites. If no site name is recorded, a recording of the site number is played when callers are connected to a remote user's mailbox to leave a message. This is used to identify the site. If a site name has been recorded, the site name is played instead, making identification easier.

### Call answering greeting

This greeting is played to external callers who reach the call answering service and is simply a recording of the customer's name. It is played before any personal greetings. This is an optional greeting.

*Note:* This greeting does not apply to VMUIF customer groups.

### VMUIF introductory tutorial greeting

This greeting is played to VMUIF subscribers the first time they log on to their mailbox. It describes how to use the call answering system and the features that are available.

### Broadcast mailbox personal verification

This is a recording of the name or purpose of the broadcast mailbox so that users can easily identify the originator of the broadcast message.

### Voice services recordings

These include announcement recordings, thru-dial greetings, fax item confirmation prompts, voice menu greetings, voice menu choices, and voice menu prompts.

## Multiple administration terminals (MATs)

On Modular Option GP systems, up to four administration terminals are supported if the Multiple Administration Terminals feature is installed: one main administration terminal and up to three secondary terminals. In Meridian Mail release 8, this feature was known as User Administration Terminals (UATs) because only User Administration could be performed from the secondary terminals. All administrative functions can be performed on the main administration terminal. As of Meridian Mail release 9, the secondary terminals can be used to

- perform user administration
- perform customer-specific voice services administration (such as creating or modifying voice services)
- view class of service definitions

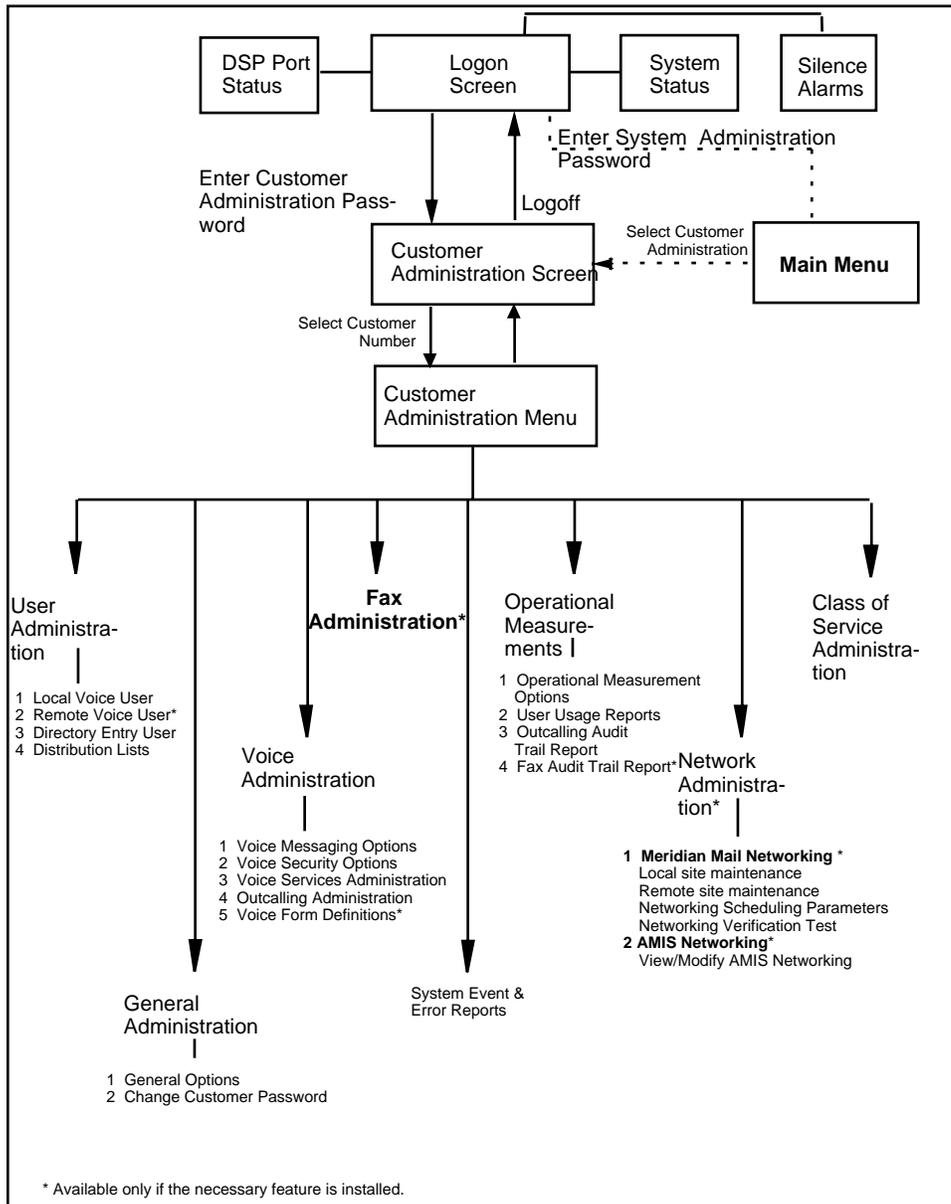
If more than one administrator accesses an entity (such as a user or a distribution list) at the same time, the administrator who first gained access has permission to save. The information displayed on the other terminals will be read-only.

For information about configuring multiple administration terminals, see the chapter "Configure MATs" in *System Administration Tools* (NTP 555-7001-305).

## Administration overview

Figure 2-1 illustrates the hierarchy of menus available when you are logged on as customer administrator.

**Figure 2-1**  
**Customer Administration menu hierarchy**

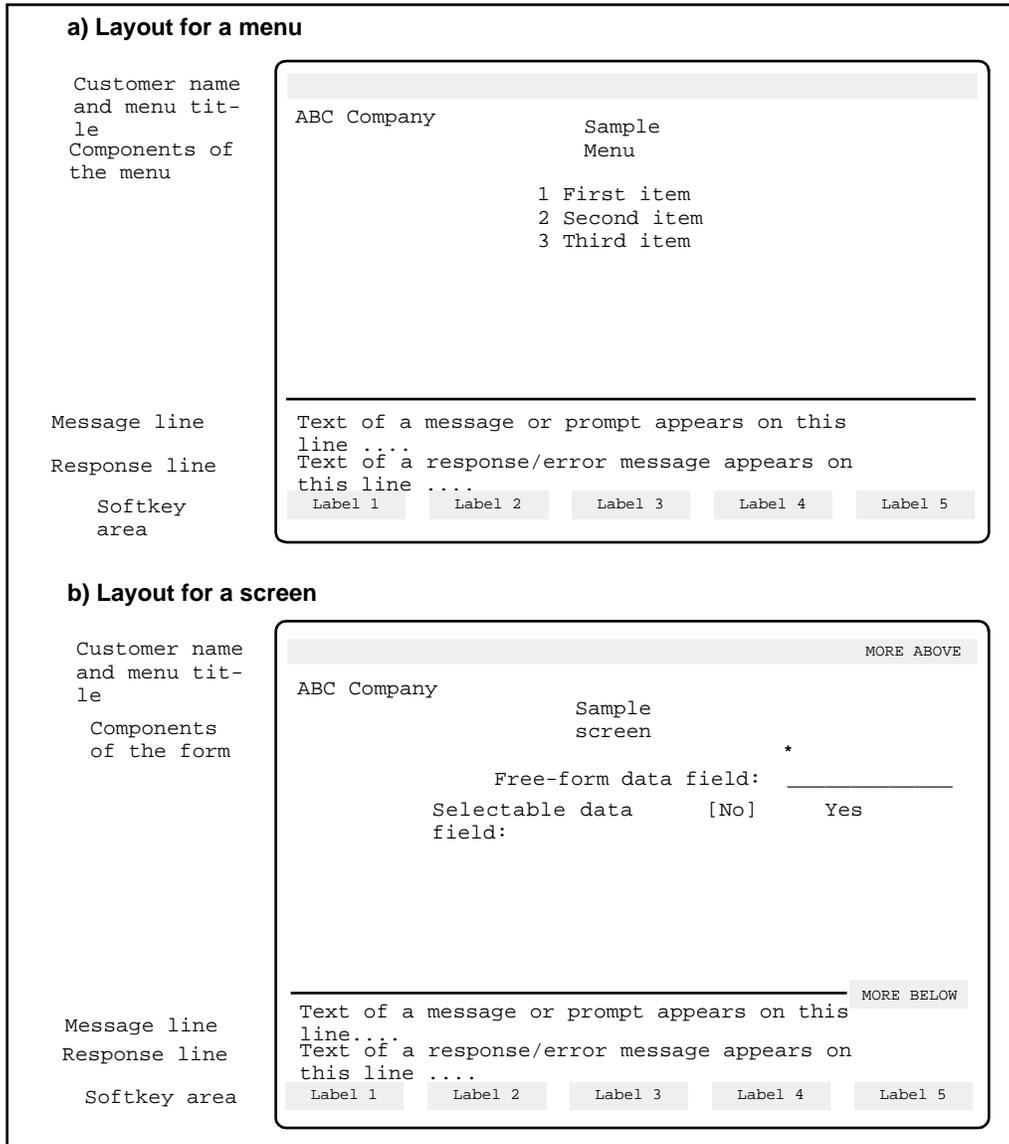


## **Customer administration screens: menus and screens**

Customer administration screens and menus conform to the general layout shown in Figure 2-2. The title of each screen or menu appears on the first line of the screen. For menus, this is followed by a list of numbered items. For screens, the title is followed by fields for viewing or entering information. The bottom four lines of the screen are reserved for system prompts, responses, error messages, and softkey identification.

Two types of fields appear in administration screens: free-form data fields, where you can overwrite existing entries and enter new data; and selection fields, where the system presents a set of options from which you can select. Some fields may already be filled in with default values. Usually, this default value can be changed as needed.

**Figure 2-2**  
**General layout for menus and screens**



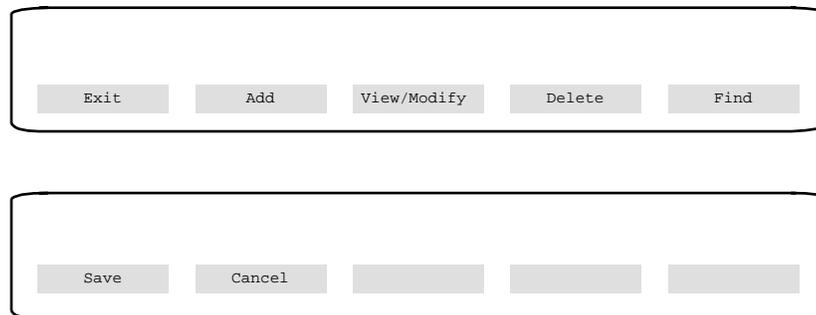
\* In this guide, items surrounded by square brackets indicate a selected option. On Meridian Mail screens, selections are actually shaded.

## Softkeys

Softkeys appear on the bottom two lines of menus and screens and are displayed in reverse video (dark characters on a light background). They correspond to function keys F6 through F10 on the top row of the keyboard. They also correspond to the keys on the keypad shown in Figure 2-4. The softkeys that appear will change depending on the menu or screen and may change with the function you are performing.

The following softkeys occur frequently on the administration screens: [Exit], [Add], [View/Modify], [Delete], [Find], [Save] and [Cancel]. If any of these keys occur on a screen, they will show up in the position indicated in Figure 2-3.

**Figure 2-3**  
**Common softkey positions**



## Keypad functions

Figure 2-4 also shows the other functions that are available on the keypad by pressing the single keys or the key combinations shown.

VT220 terminals and the following VT220-compatible terminals are supported: VT320, VT420, HP700/22, and HP700/32.

**Note:** The functions shown in Figure 2-4 are only available if the keypad is in application mode. (Application mode is the default whenever the system is rebooted.) If you choose to work with a numeric keypad (where the numeric keys generate numbers when you press them), then only the F1, F2, F3 and F4 keys retain the functions indicated. The keypad is set to numeric mode through the terminal's set-up function; for details, consult the documentation for your terminal.

**Figure 2-4**  
**Numeric keypad function keys**

F1	F2	F3	F4
7	8	9	.
4	5	6	,
1	2	3	
0		.	ENTER

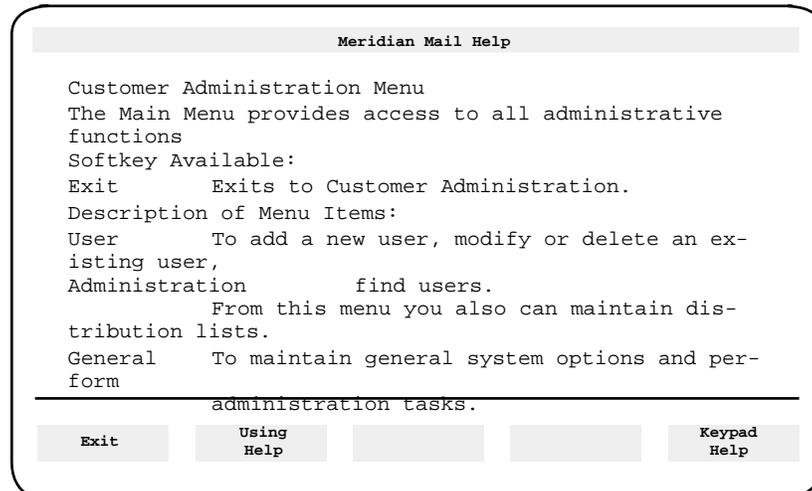
F1 - Softkey 1  
 F2 - Softkey 2  
 F3 - Softkey 3  
 F4 - Softkey 4  
 1 - Previous word in field  
 2 - Next word in field  
 4 - Previous field  
 5 - Next field  
 7 - Previous page  
 8 - Next page  
 - - Delete field contents  
 . - HELP  
 ENTER - Softkey 5

(shading indicates that the key does not have a function)

## The Help key

On-line help is available for most of the menus and screens, including the Main Menu. The <Help> key on the keyboard can be used to display information on whatever screen you are working in. If you require help with a screen, press the <Help> key. Alternatively, you can press the period (.) to call up help information. The system will display a screen showing explanations of all the fields on the menu or screen you are working in. When you are done, use the [Exit] softkey on the Help screen to return to the menu or screen you were working in. Figure 2-5 shows an example of the Help screen for the Main Menu.

**Figure 2-5**  
**Meridian Mail help example**



## Multipage screens

Certain screens may contain more fields than can be displayed at once on the screen. Additional pages are viewed by

- Scrolling

If you see "More Below" at the bottom of a screen, or "More Above" at the top of a screen, use the down-arrow key or the <Next Scrn> hardkey to view the next page. Use the up-arrow key or <Prev Scrn> to return to the previous screen. When the "More Below" prompt disappears, you are at the end of the screen. When the "More Above" prompt disappears, you are at the top of the screen.

*Note:* The down arrow key will only display the last input field, even if there is instructional text beyond it. To view any instructional text that may appear at the very end of a screen, use the <Next Scrn> hardkey.

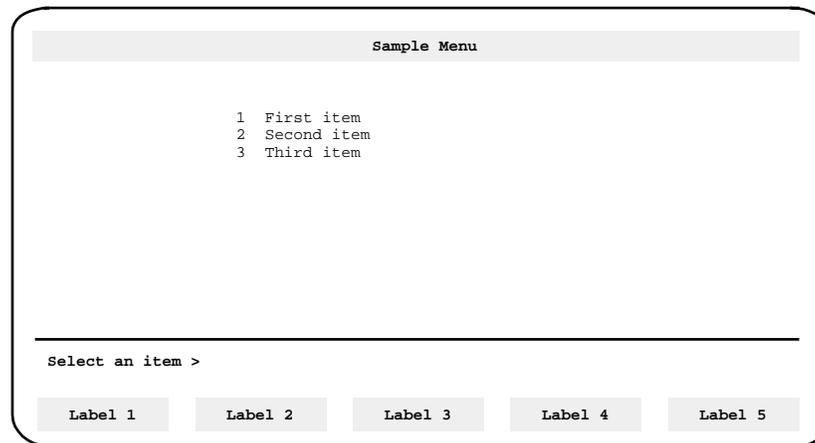
- Paging

Use the [Next Page] softkey if it is displayed.

### Selecting a numbered item in a menu

In a menu screen (see Figure 2-6), each item has a number. The system displays a prompt requesting you to select an item. To select a menu item, type the corresponding number and press the <Return> key. The number you enter appears next to the "Select an item >" prompt. When you press the <Return> key, the system displays a submenu or screen corresponding to the selected item.

**Figure 2-6**  
Selecting a numbered item in a menu



### Entering information in a screen

There are two types of modifiable fields in the Meridian Mail administration screens (see Figure 2-7). *Free-form data fields* are fields in which you enter information, such as a user's name or mailbox number. *Selectable fields*, on the other hand, present a series of specific options from which to choose.

In order to modify a field, you must first move your cursor to it. Once the cursor is in the appropriate field, you can change its contents.

**Figure 2-7**  
**Entering information in a screen**

Sample screen MORE ABOVE

Free-form data field: \_\_\_\_\_  
 Free-form data field: \_\_\_\_\_  
 Free-form data field: \_\_\_\_\_  
 Free-form data field: \_\_\_\_\_

Selectable field:      [No]      Yes  
 Selectable field:      [No]      Yes

Read-only field:      No

---

MORE BELOW

Label 1   
 Label 2   
 Label 3   
 Label 4   
 Label 5

Some fields display unmodifiable information. You cannot change the content of these read-only fields. The cursor may or may not position on these fields, depending on the type of screen displayed. When a selectable field is not modifiable, only the selected option will be displayed. For example, if a field is disabled, only "No" will be displayed. It will not be shaded.

Certain data fields must be filled in with a value whereas others are optional. Mandatory fields are pointed out in the field descriptions. If you neglect to fill in a mandatory field and then try to save your settings, the system will not save the screen and will prompt you to fill in the necessary field.

The following keys on the keyboard and on the application keypad (see Figure 2-4), move the cursor within or across fields:

- **<Tab>** moves the cursor to the next field.
- **<4>** on the application keypad moves the cursor to the previous field.
- **<Return>** moves the cursor to the next field.
- **<↑ >**, the up arrow key, moves the cursor to the previous field or the field above.

- <↓>, the down arrow key, moves the cursor to the next field or the field below.
- <←> <→>, the left and right arrow keys, move the cursor in the corresponding direction within an input field, but not between fields. They also move the cursor from one selection to the next in a selectable field.

The following keys change the contents of fields:

- <Remove> clears the current field.
- <ⓧ> deletes one character to the left of the cursor each time the key is pressed.
- <Back Space> deletes the character on which the cursor is positioned.

#### **Procedure 2-1**

##### **Changing the contents of a free-form data field**

- 1 If the field you want to change is below the current cursor position, use one of the following keys to move the cursor to the appropriate field: <Tab>, <Return>, or down arrow key.  
or  
If the field you want to change is above the current cursor position, use one of the following keys to move the cursor to the appropriate field: up arrow key or <4>.
- 2 If the field is not blank, delete the current entry using either <Remove> to clear the field, <Back Space> to delete the character on which the cursor is positioned, or <ⓧ> to delete the character to the left of the cursor (until the entry is deleted).
- 3 Enter the new information.

#### **Procedure 2-2**

##### **Changing the contents of a selectable field**

- 1 If the field you want to change is below the current cursor position, use one of the following keys to move the cursor to the appropriate field: <Tab>, <Return>, or down arrow key.  
or  
If the field you want to change is above the current cursor position, use one of the following keys to move the cursor to the appropriate field: up arrow key or <4>.

- 2 Use the right and left arrow keys to position the cursor on the appropriate selection.
- 3 When the cursor is positioned correctly, press <Return> to select.

### Selecting an entire line

In some screens you are required to select an entire line. For example, in the View/Modify Directory Entry User screen, you must select a name from a list of users to indicate which user you want to modify. To select a line in a screen, place the cursor at the beginning of the line and press the spacebar. Screens requiring this mode of selection will indicate this in a prompt ("Move the cursor to the item and press the spacebar to select it").

### Error messages

The system displays error messages, both general and screen-specific, on the line above the softkey display. These error messages are simply feedback to the administrator's actions. (They are not to be confused with SEER (System Event and Error Report) messages.) The messages remain on the screen until the next user input or until another error message appears. Typical error messages are

- "The key entered is not valid at this time."
- "Enter a number in the range of 1 to 6."

**Note:** If SEER printing is disabled, SEER messages will print out on the administration screen. To redraw the screen and clean up any interfering information, press <Control> <r>. This key combination can be used at any time to redraw the screen.

### Nightly DR audits

The DR, or *organization directory*, contains information about users, voice services and customer groups. A DR audit is performed if the DR has changed during the day due to administrative modifications (such as adding or deleting users and/or services), or if the previous evening's audit did not finish. The purpose of the audit is to rebalance (clean up) the system by removing obsolete data, reorganizing internal directories and so on. The DR changes whenever you do any of the following:

- User administration

User administration includes adding, modifying, deleting users

- Voice services administration

Voice services administration includes adding, modifying, or deleting DN's in the VSDN table, as well as adding, modifying, or deleting voice and fax service definitions (Announcements, Thru-Dial services, Time-of-Day Controllers, Voice Menus, and Fax Items).

- Add customer groups

If performed, the nightly audit begins at 3:30 a.m. (by default) and can take anywhere from a few minutes to 3 hours. (Three hours is the maximum. If the audit is not completed during this time, it will be completed during the next audit.) The length of the audit depends on how many changes have been made (the more changes, the longer it takes). You will know when the audit starts and ends because SEER 3135 is generated at the start and end of the audit.

**ATTENTION**

Do not do user administration tasks during nightly audits.

If an audit is in progress, do not perform any of the actions described in the previous section, "Nightly DR audits." These operations will fail if attempted during the audit. A number of SEERs, including 3135, will also be generated.

## System and user data storage

Each node in the Meridian Mail system has a hard disk drive for data storage. The hard disk drives are partitioned into volumes. Volumes are storage areas for system-related or user-related information. The volumes are already set up when the system is installed.

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## Chapter 3: Setting up customer groups

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Once you have configured the basic system parameters, you are ready to add customer groups, configure them to meet the requirements of your customers and add users. Furthermore, most of the optional features that can be installed on Meridian Mail also require configuration at the customer administration level. Setup and configuration of system-wide parameters is discussed in the *System Administration Guide*, in the chapter "Setting up the system".

This chapter outlines general procedures and provides page references to sections that provide detailed information about the various aspects of configuration. Read the appropriate sections before configuring the system. Also review the site-specific and user-specific information you have prepared using the forms in the *Site and Installation Planning Guide* (NTP 555-70x1-200).

## Basic setup procedures

Before carrying out any of the following steps, ensure that Meridian Mail has been properly provisioned on the switch. This is described in the *Installation and Maintenance Guide* (NTP 555-70x1-250).

The following steps are common to all Meridian Mail installations, and are necessary for your system's operation.

### Procedure 3-1 Setting up customer groups

<b>Step 1. Change the customer administrator password.</b>	
Log on to the administration terminal with the default customer administrator password (custpwd). You are prompted to change the password the first time you try to log on.	See page 4-13.
<b>Step 2. Add customer groups to the system.</b>	
This step must be done before users are added.  Log on as customer administrator. From the Customer Administration screen, press the [Add] softkey to add a new customer group. Specify a unique Customer Number and Customer Name for each new customer group.	See page 4-19.
<b>Step 3. Enable features for each customer group.</b>	
From the Customer Administration Menu, select General Administration, General Options.  Enter the customer name.  Specify the Customer Type (Private or Residential).  The following features are disabled by default for all customer groups and must therefore be explicitly enabled for each customer group. <ul style="list-style-type: none"><li>- Voice Menus and Announcements, if installed</li><li>- Voice Forms, if installed</li><li>- Meridian Mail Networking, if installed (MMUJ customer groups only)</li><li>- Fax on Demand, if installed</li></ul>	See page 7-4.
<b>-continued-</b>	

<b>Step 4. Assign classes of service to each customer group.</b>	
<p>For each customer group, assign up to 15 of the 127 possible classes of service. Users that are added to customer groups must be assigned to one of the classes of service that are assigned to the customer group.</p> <p>From the Customer Administration Menu select General Administration, General Options.</p>	See page 7-3.
<b>Step 5. Set the attendant DN for each customer group.</b>	
<p>From the Customer Administration Menu select General Administration, General Options. Do the following</p> <p>Assign an Attendant DN. If Meridian Mail is unable to handle a call, it is reverted to this number. Each user can have a custom revert DN. (An attendant DN cannot be configured if VMUIF is enabled for the customer group.)</p>	See page 7-4.
<b>Step 6. Customize voice messaging options for each customer group.</b>	
<p>From the Customer Administration Menu select Voice Administration, Voice Messaging Options.</p> <p>For MMUI customer groups</p> <ul style="list-style-type: none"> <li>Record a custom call answering greeting.</li> <li>Configure the broadcast mailbox number.</li> <li>Enable users to record their own personal verifications (if desired).</li> <li>Set the maximum message length.</li> <li>Set the maximum amount of time that user's read messages are kept before being deleted by the system.</li> <li>If your system is multilingual, select the default language and secondary default language.</li> </ul> <p>For VMUIF customer groups</p> <ul style="list-style-type: none"> <li>Record a customized VMUIF introductory tutorial (this is played when users log on for the first time).</li> <li>Configure the lockout revert DN.</li> <li>Configure the maximum message length.</li> <li>Configure the maximum amount of time that user's read messages are kept before being deleted by the system.</li> </ul>	<p>See page 8-6.</p> <p>See page 8-13.</p>



<b>Step 10. Create distribution lists.</b>	
<p>This step does not have to be part of the initial configuration. If you know which lists you will need to create at this time, you may do so so that they will be ready for you to use. If you are unsure at this point, these can be created at any time.</p> <p>From the Customer Administration Menu, select User Administration, Distribution Lists.</p>	See page 6-82.
-continued-	
<b>Step 11. Configure optional features and other services.</b>	
<p>You can either continue with the configuration of those optional features that are installed on your system (Voice Menus, Voice Forms, Fax on Demand) or you can back up the system now (as described in the following step) and continue at a later time.</p> <p>Note: For each service that you create that is directly dialable by users or external callers, add a DN to the VSDN table - see step 8.</p>	<p>Applicable NTPs include:</p> <p><i>Voice Menus Application Guide</i> ( 555-7001-325)</p> <p><i>Voice Forms Application Guide</i> (555-7001-326)</p> <p><i>Fax on Demand Application Guide</i> (555-7001-327)</p>
<b>Step 12. Make sure the system administrator backs up the system.</b>	
<p>Once the system configuration has been customized, back up the new data onto tape to ensure its safety.</p>	See the "General administration" chapter in the <i>System Administration Guide</i> .
-end-	

## Setting up optional features

Meridian Mail provides a number of optional features which must be set up if installed on your system. Included are Outcalling, Voice Menus, Voice Forms, Fax on Demand, Meridian networking, AMIS networking.

### Outcalling

The Outcalling feature refers to two functions. The first allows Meridian Mail users to be notified of new messages at remote phone or pager numbers and is known as Remote Notification (RN). The other feature, Delivery to Non-User (DNU) allows users to compose and deliver messages to non-users of Meridian Mail.

To configure Outcalling you must first enable remote notification and/or delivery to non-user in classes of service. There are also a number of outcalling parameters to configure in classes of service. In the Outcalling Administration screen, there are additional outcalling parameters, such as DNU retry limits and intervals, DTMF confirmation and some pager information. Once these parameters have been set up, you can add users (or assign existing users) to the appropriate class of service in which RN and/or DNU is enabled. At this stage, either the administrator or the user can create a remote notification schedule if Remote Notification is enabled. Once Outcalling services are in use, you can monitor them using the Outcalling Audit Trail Report.

You may not have to change any of the parameters if you find that the default values are adequate. However, you should look over the default configuration to ensure that your customers' specific requirements are met.

Refer to the *Outcalling Application Guide* (NTP 555-7001-323) for detailed planning and configuration instructions.

### Voice menus

The Voice Menus feature is an installable feature that comprises the following voice services:

- Announcements, which play a simple recording to callers
- Thru-Dial services, which prompt callers for an extension or name (if name dialing is enabled) and then route them to the appropriate person (if defined in the Meridian Mail directory)
- Time-of-Day Controllers, which route calls to particular voice services based on the date and time of day that a call is received

- Voice Menus, which present callers with a series of choices or menu actions, from which a caller can choose ("*Press 1 to ..., Press 2 to ...*")

There are two additional features to help you maintain your voice services:

- voice prompt maintenance, which allows an administrator to log in from a telephone set to record announcements and greetings and prompts for voice menus and thru-dial services
- remote activation, which allows an administrator to log in from a remote telephone and change the voice service that is associated with a particular DN (for example, in the case of a severe storm, you can make the main DN access a special office closure announcement or menu instead of the normal autoattendant)

Detailed planning and configuration procedures for voice menus are described in the *Voice Menus Application Guide* (555-7001-325).

## Voice Forms

Voice Forms are an optional feature and may not be installed on your system.

Voice Forms take callers through an electronic form in which they are asked a series of questions to which they respond with voice. Each completed voice form is considered a response. Once recorded, transcribers can log in to the voice form in order to listen to and transcribe caller responses. This information can then be entered into another application, such as a database, if necessary.

Voice Forms are described in detail in the *Voice Forms Application Guide* (NTP 555-7001-326). For information about transcribing voice forms, see the *Meridian Voice Forms Transcriber User Guide*.

## **Fax on Demand**

Fax on Demand is an optional feature that is new to Meridian Mail Release 9. It allows you to store Fax Items in the system and then make them accessible to external callers and internal users.

Fax items can be accessed directly. In this case, the fax service has a unique DN entered in the VSDN table which is published. Depending on how the service is set up, the fax will either be delivered on the same call (only if the caller is calling from a fax phone), or the caller will be prompted for a callback number. This is the number of a fax phone to which the fax will be delivered at a later time. You can also give callers the choice of choosing same call delivery or callback delivery.

You can also include Fax Items in Voice Menus. This allows you to create fax menus that are collections of fax items only, or combine Fax Items with other services in your voice menus.

For information about configuring this service, refer to the *Fax on Demand Application Guide* (NTP 555-7001-327).

## **Meridian Networking**

Meridian Networking is an optional feature and may not be installed on your system.

Meridian Networking allows users at one Meridian Mail site to compose messages to and receive voice messages from another Meridian Mail site. This type of networking, also known as proprietary networking, requires that each site in the network have Meridian Mail. This is unlike AMIS networking.

**Note:** Meridian Networking can only be enabled for one customer group.

See the chapter "Meridian Networking administration" in the *Networking Services Administration Guide* (NTP 555-7001-335) for details.

## **AMIS networking**

AMIS networking is an optional feature and may not be installed on your system.

AMIS is a standardized networking protocol that allows users in your Meridian Mail system to compose messages to and receive voice messages from users at other voice messaging sites. This means that the remote users can be part of a voice messaging system other than Meridian Mail, and still be able to send voice messages back and forth.

AMIS networking must be enabled in the class of service to which a user belongs for a user to have access to this feature. Unlike Meridian networking, AMIS networking can be made available to all users on the system (if necessary), not just one customer group.

See the chapter "AMIS networking" in the *Networking Services Administration Guide* (NTP 555-7001-335) for details.

**3-10** Setting up the system

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## Chapter 4: Administrator logon and the customer administration menu

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Once the Meridian Mail system has been installed and the software is loaded, you are ready to log on to the system to gain access to the customer administration menus, the starting point for the initial setup of customer groups and general administrative functions.

Administrative functions can be carried out from the main administrative console attached to your Meridian Mail system or from a remote terminal connected to the system through a modem. Remote access is generally used by off-site service personnel to troubleshoot a system. A remote administration configuration is shown in Figure 4-17. If your installation uses this feature for the purpose of support from service personnel, you must coordinate remote administration sessions. See "Using a remote terminal" later in this chapter.

If the Multiple Administration Terminals feature is installed, Meridian Mail can support up to four administration terminals: one main administration terminal and up to three secondary terminals, or MATs. However, only a limited number of administrative tasks can be performed from a MAT as opposed to the main administration terminal. These tasks include

- user administration (adding, modifying, and deleting mailboxes)
- class of service (COS) administration (read-only functions, view and find, are supported)
- voice services administration by adding/viewing/modifying/deleting the following:
  - voice service-DNs
  - announcement definitions

## 4-2 Administrator logon

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- Thru-Dial definitions
- time-of-day control definitions and voice menu definitions)

See the *System Administration Tools Guide* (NTP 555-7001-305) for more information about configuring MATs. For more information about voice menus, see the *Voice Menus Application Guide* (NTP 5551-7001-325).

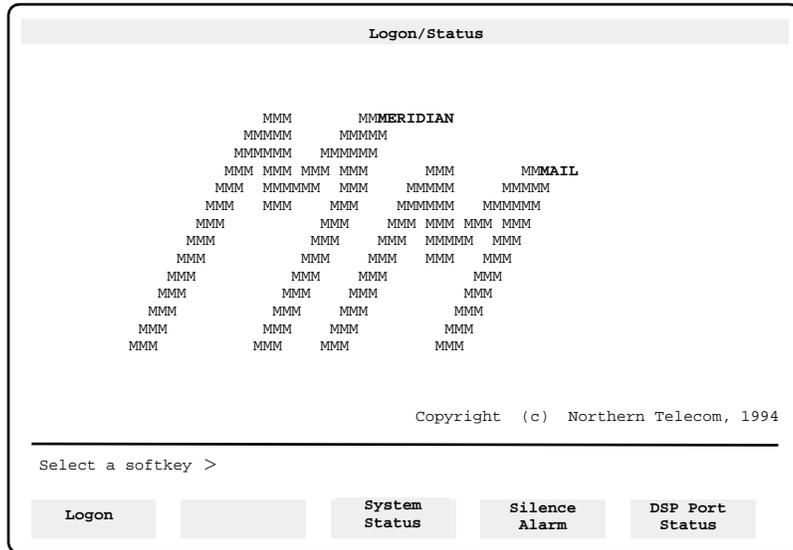
### **ATTENTION**

Keep your system secure.  
Do not leave the administration terminal logged on when it is unattended. Otherwise, you are leaving your system open to unauthorized access.

## **The Logon/Status screen**

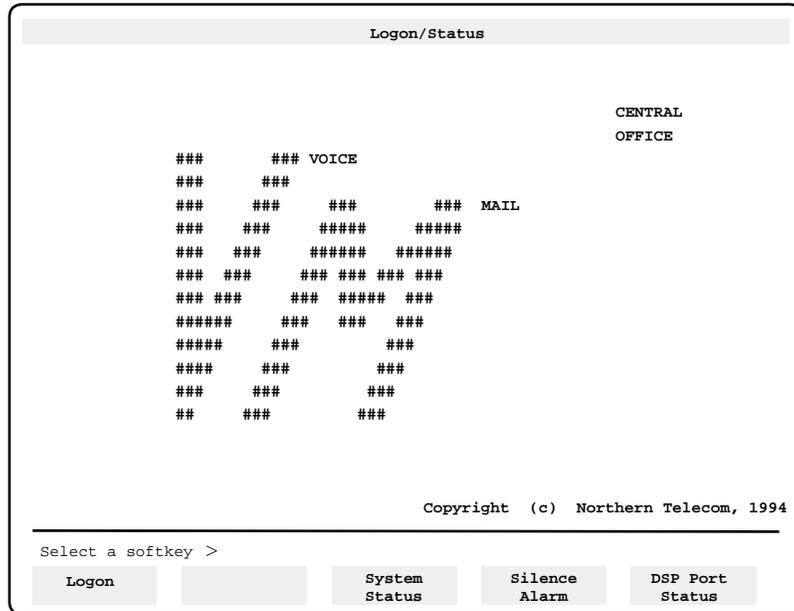
The Logon/Status screen (Figure 4-1 for CPE systems or Figure 4-2 for CO systems) is displayed when the administration terminal is idle. From this screen you can log on to the administration console to set up and maintain your customer groups, carry out administrative tasks on a customer-wide basis or on a per-user basis, configure various voice services, or use the softkeys on the Logon/Status screen to view the system status or DSP port status screens, or silence any alarms.

**Figure 4-1**  
**The Logon/Status screen (for CPE systems)**



**Note:** Throughout the rest of this guide, whenever the Logon/Status screen is illustrated, only the CPE version shown in Figure 4-1 will be displayed.

**Figure 4-2**  
**The Logon/Status screen (for CO systems)**



**Note 1:** When logging on at a MAT, only the [Logon] softkey is displayed.

**Note 2:** Sometimes when you power down your terminal and then power it back up, the screen is drawn incorrectly. Namely, instead of the line that appears near the bottom of the screen (above the softkeys), a row of "q"s appears instead. Should this ever happen, do the following in order to redraw the screen: Press Ctrl-w (a small window opens up). Type **if**. (You do not have to press <Return>. The "i" means initialize and the "f" means full screen.)

## Checking the system status

You can check the system status from one of two locations: the logon screen, or from the System Status and Maintenance Menu. The System Status screen (as shown in Figure 4-3) is displayed when you press the [System Status] softkey on the Logon/Status screen. When accessed from the logon screen, the System Status screen is a read-only screen that dynamically updates when the status of the system, system nodes, and DSP ports changes. Additional softkeys are displayed on this screen when it is accessed from the System Status and Maintenance Menu. These softkeys allow you to enable or disable nodes and courtesy down ports on the entire system. For more information about the System Status screen, see "System Status" in the chapter "System status and maintenance." in the *System Administration Guide*

**Figure 4-3**  
The System Status screen

System Status											
System Status: InService Alarm Status: Critical=Off Major=On Minor=On											
Last Event: 60-00 PRM: All System Programs Started 5/31 14:03											
Link Status: 1-1-2: InService											
Node	Type	Status	DSP Port Status						Storage Used		
			Active	Idle	OutSv	Faulty	Pending	Other	Voice	Text	
1	MSP	InService									
2	SPN	InService	10	2	0	0	0	0	15%	10%	
3	SPN	Faulty	0	0	0	12	0	0	32%	40%	
4	SPN	OutOfService	0	0	12	0	0	0	41%	6%	
Select a softkey >											
Exit											

The following fields are displayed on the System Status screen:

- **System Status** This field displays the current system status. Your system can be in one of the following states:
  - **InService** This state indicates that the system is running.
  - **CourtesyPending** This state indicates that the system is in the process of shutting down. This occurs after using the [Courtesy Down System] softkey. Incoming calls are directed to an attendant. Calls in progress are not interrupted. Each DSP port is courtesy disabled as it becomes idle. The software remains loaded.
  - **CourtesyDown** This state indicates that the system has shut down and is no longer operational nor accepting calls. The software remains loaded. When the system is down, the [Courtesy Down System] softkey becomes [Activate System]. When used, the system will restart and eventually return to an InService state.
  - **Loading** This state indicates that the system is loading software during bootup.
- **Alarm Status** This field indicates the state of each of the following alarm categories:
  - **Critical** These alarms indicate a service-affecting problem that requires immediate attention.
  - **Major** These alarms indicate a service-threatening problem that may be allowed to persist (for up to 24 hours). If not attended to, the alarm could become critical.
  - **Minor** These alarms indicate a problem that has no impact on the system or users.

The status for each type of alarm will be one of the following:

- **Off** This status indicates that there are no new alarms. This does not necessarily mean that there are no error conditions as alarms may have been silenced from the Logon/Status screen, but the error conditions causing the alarm may still exist.
  - **On** This status indicates that one or more alarm situations was detected.
  - **Unk** This status indicates that the status is unknown.
- **Last Event** This is the most recent system event or error (SEER) logged.

- 
- **Link Status** This is the status of the SMDI link to the DMS or SL-100 switch. The link will be in one of the following states:
    - **InService** This state indicates that the link is operational.
    - **Faulty** This state indicates that a hardware or software problem exists on the link.
    - **Unequipped** This state indicates that the link is not defined in the hardware database. *System Administration Tools* (NTP 555-7001-305) describes how to modify the hardware database.
    - **InSvYelAlarm** This state indicates that the SMDI link is in service but has lost the modem connection.
    - **InSvRedAlarm** This state indicates that the SMDI link has lost the signaling with the host (DMS-100, DMS-10 or SL-100).
    - **OutOfService** This state indicates that the link is not operational and that calls are not being accepted.
  - **Node** This field indicates the node number.
  - **Type** This field indicates the type of node.
  - **Status** This field indicates the status of the nodes in your system. A node may be in one of the following states:
    - **InService** This state indicates that the node is operational.
    - **Unequipped** This state indicates that the node is not defined in the hardware database. *System Administration Tools* (NTP 555-7001-305) describes how to modify the hardware database.
    - **Faulty** This state indicates that a critical program on the node is not operational.
    - **OutOfService** This state indicates that the node is no longer operational, as a result of a forced disable.
    - **Loading** This state indicates that the node is currently starting up and loading software into memory. No software is running when the node is in this state.
    - **Booting** This state indicates the operating system is being loaded on the node.

- **DSP Port Status** These fields reflect the state of each DSP port on the associated node. For each DSP port that is in a particular state, an entry is made in the appropriate column. A DSP port may be in one of the following states:
  - **Active** This state indicates that the DSP port is operational and is currently in use.
  - **Idle** This state indicates that the DSP port is operational but not in use at the moment. The DSP port is ready to accept calls.
  - **OutSv** This state indicates that the associated DSP port is not operational, as a result of a courtesy disable or forced disable.
  - **Faulty** This state indicates that the an error has been detected in the DSP port.
  - **Pending** This state indicates that there has been a request to shut down the DSP port. The port is either in the process of shutting down or restarting.
  - **Other** This state indicates that the DSP port is temporarily unavailable. This usually occurs while the system is booting up. The status remains as "Other" while the software is loading. Once fully loaded, the status automatically becomes "Active" or "Idle". The status may also appear as "Other" when you reenable a port (for as long as the necessary software is loading). The status returns to "Idle" once the port has been enabled.
- **Storage Used** These fields indicate the amount of voice and text storage used as a percentage of available storage on the user volume of this node. (If the disk on a node is bad, percentages are not displayed.)

**Procedure 4-1**

**Viewing the system status from the logon screen**

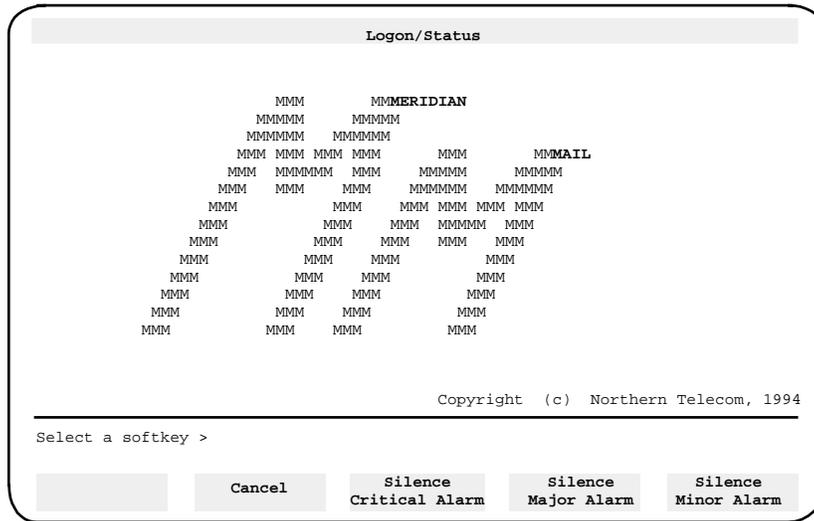
**Starting point:** The Logon/Status screen

- 1 Press the [System Status] softkey to view the status of your system.
- 2 Use [Exit] to return to the Logon/Status screen.

## Silencing alarms

When the system sounds an alarm, you may silence it using the [Silence Alarm] softkey on the Logon/Status screen. When this softkey is pressed, the softkeys displayed in Figure 4-4 are displayed.

**Figure 4-4**  
Alarm softkeys (CPE Logon/Status screen)



An alarm will sound if the corresponding severity level SEER is issued indicating that a problem exists. By using the appropriate softkey you can silence critical, major, or minor alarms. The [Cancel] softkey causes the original set of softkeys to be displayed without silencing any alarms. Try to clear the problem as well or the alarm could be turned on again if you simply silence it. Alarms persist until you silence them. (There is no timeout period after which they are turned off by the system.)

## Checking the DSP port status

Like the system status, the DSP port status can be viewed from one of two places: the logon screen and the System Status and Maintenance Menu. The DSP Port Status screen (shown in Figure 4-5) is displayed when you press the [DSP Port Status] softkey on the Logon/Status screen. It displays all of the nodes that have DSP ports and the status of each port. This screen is read-only. It is dynamically updated as the status of your DSP ports change. If you suspect that one of your ports is not functioning properly, check this screen. To enable or disable a DSP port or perform out of service diagnostics, you must access the Card and/or DSP Port Status screen from the System Status and Maintenance Menu. See "Card Status" and "DSP Port Status" in the "System status and maintenance" chapter in the *System Administration Guide*.

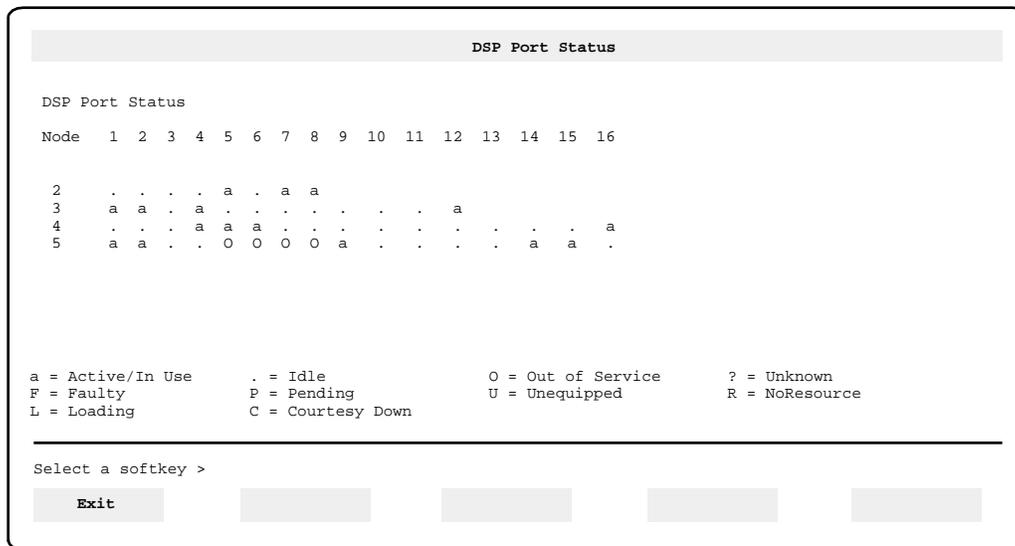
Table 4-1 shows the maximum number of DSP ports available on hardware platforms with an MMP40 upgrade. There are 96 ports available on the EC system. All other systems with MMP40 have a maximum of 64 ports.

The example shown in Figure 4-5 illustrates the status for each DSP port in a five-node system with varying numbers of ports per node.

**Table 4-1**  
**Number of ports available on EC and Modular Option platforms *with* the MMP40 card**

Hardware platform	Total number of nodes	Maximum number of DSP ports on primary node	Maximum number of DSP ports on secondary node(s)
Modular Option GP	3 to 5	None	16
	single	12	n/a
	2	8	16

**Figure 4-5**  
**The DSP Port Status screen**



For each node on the system, the status of the DSP ports is displayed. A DSP port may be in one of the following states.

- **Active/In Use** This state indicates that the DSP port is operational and in use.
- **Idle** This state indicates that the DSP port is operational but not currently in use.

- **OutOfService** This state indicates that the DSP port is no longer operational, as a result of a courtesy disable or forced disable.
- **Unknown** This state indicates that the status of the DSP port is unknown.
- **Faulty** This state indicates that the system has detected an error in the DSP port.
- **Pending** This state indicates that the DSP port is in the process of shutting down after a request to disable.
- **Unequipped** This state indicates that the DSP port is not defined in the hardware database. For more information about modifying the hardware database, see *System Administration Tools* (NTP 555-7001-305).
- **NoResource** This state indicates a transition state that occurs during the initial stages of software loading (after a request to enable a port). When software begins to load, the port is initially in this state, followed by Loading and finally, once the software has finished loading, Idle.
- **Loading** This state indicates that the DSP port is currently starting up after a request to enable and that the necessary software is loading.
- **CourtesyDown** This state indicates that the DSP port is down as a result of a Courtesy Down System.

**Procedure 4-2**  
**Viewing the DSP Port Status screen**

**Starting point:** The Logon/Status screen

- 1 Press the [DSP Port Status] softkey to view the status of the system's DSP ports.
- 2 Use [Exit] to return to the Logon/Status screen.

## Logging on

When you press the [Logon] softkey you are prompted for a password. If you are logging on for the first time, use the default customer administration password **custpwd**. You will be prompted for a new password immediately after you log on for the first time. The system does not allow you to log on until you have changed the default password.

Passwords can be between 1 and 16 characters in length. However, it is recommended that the password be no less than 7 characters in length for added system security. The longer the password, the less probable it is that someone will manage to guess it correctly.

You should continue to change the logon password on a regular basis to ensure the security of your system. In the future, you will change the password from the General Administration menu.

#### ATTENTION

If you have forgotten your password, you will have to reboot the system from the install tape. When the system boots from the tape, an item is presented which allows you to reset the password to the original default. Once this has been done, the install tape can be removed from the tape drive and the system can be rebooted from the disk. Once the system is up, use the default password to log on. You will be prompted to change it immediately. Use a memorable yet non-obvious password.

#### Procedure 4-3

##### Logging on as the customer administrator

**Starting point:** The Logon/Status screen

- 1 Press [Logon]. Enter the customer administrator password and press <Return>.

*If the system has been down due to a power outage or some other problem, the system prompts you to enter the date and time.*

- 2 Enter the date and time in the format indicated, with leading zeroes, slashes, and colon (for example, 31/01/89 09:35).

*If an invalid password is entered, an error message appears. Try logging on again.*

**Note 1:** An unsuccessful logon attempt is automatically recorded in the system log file. As a security precaution, after a third unsuccessful attempt to log on, the system forces a ten minute delay before a further logon attempt will be accepted. Only your Northern Telecom representative has the required privileges to gain access to the system during the lockout period.

**Note 2:** If you are logging in for the first time, you will be prompted to change the default password. To do so, enter a new password and press <Return>. You are prompted to reenter the password for

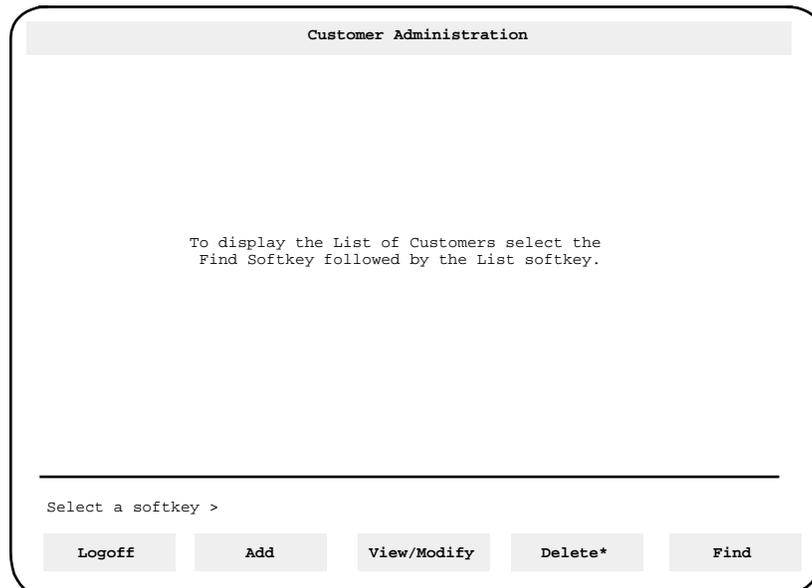
#### 4-14 Administrator logon

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verification. Enter the password again and press <Return>. If you entered the password incorrectly the second time, you will have to enter the password again.

*The Customer Administration screen is displayed. See Figure 4-6.*

**Figure 4-6**  
**The Customer Administration screen**



\* The [Delete] softkey is displayed only if there is more than one customer group on the system.

**3** You can perform one of the following actions at this point:

- a. Logoff, in which case you press the [Logoff] softkey.
- b. Add a customer group.

*When you press the [Add] softkey you are prompted for a customer number. After entering a valid number, the Add Customer screen is displayed in which you assign a name to the customer and specify the customer type and interface type. When you save the customer group, the Customer Administration menu (Figure 4-10) is displayed. The customer's name appears in the upper-left hand corner of all subsequent administration screens.*

See the section "Adding customer groups" for details.

- c. View or modify an existing customer group using the [View/Modify] softkey.

*When you press the [View/Modify] softkey you are prompted for a customer number. After entering a valid number, the Customer Administration menu is displayed. The customer's name appears in the upper-left hand corner of all subsequent administration screens.*

See the section "Viewing and modifying customer groups" for details.

- d. If there is more than one customer group, you can delete an existing customer group using the [Delete] softkey.

See the section "Deleting customer groups" for details.

- e. Find a customer group or a subset of customer groups.

This is useful if you want to view, modify or delete an existing customer group but do not remember the customer group's number.

*When you use the [View/Modify] or [Delete] softkey you are prompted for the customer number.*

The Find Customer screen allows you to set certain search criteria and then list or print those customer groups that match the search parameters.

See the section "Finding customer groups" for details.

## Logging on at a multiple-administration terminal (MAT)

If the Multiple Administration Terminal (MAT) feature is installed, your Meridian Mail system can support up to four administration terminals (one main administration terminal and up to three MATs). When logged on to a secondary terminal, you can perform a limited number of administrative tasks: User Administration, Voice Services Administration and Class of Service Administration (available as a series of read-only screens).

Use the customer administrator password to log on to a MAT (the default is **custpwd**). This password can only be changed at the main administration terminal. A password change is automatically carried over to the configured MATs.

If you log on to a secondary terminal with the default password, you will be prompted to enter a new password immediately. (The system will not allow you to log on until you have changed the default password.)

When you log on successfully, the Customer Administration screen (Figure 4-7) is immediately displayed. You can only view or modify existing customer groups from a multiple administration terminal. You do not have permission to add or delete customer groups.

For more information, see the chapter "Configure MATs" in *System Administration Tools* (NTP 555-7001-305).

### **Procedure 4-4** **Logging on to a MAT**

**Starting point:** The Logon/Status screen

- 1 Press the [Logon] softkey.
- 2 Enter the customer administration password and press <Return>.

*If an invalid password is entered, an error message appears. Try logging on again.*

*If the password is valid, the Customer Administration screen is displayed. (Note that the [Add] and [Delete] softkeys are not displayed when you log on to a secondary terminal.)*

**Figure 4-7**  
**The Customer Administration screen**



- 3** To view or modify a customer group, you can either use the [View/Modify] softkey or the [Find] softkey.

If you know the customer number, use the [View/Modify] softkey (see step 3a). If you are not sure of the customer number, use the [Find] softkey first (see step 3b). This will allow you to retrieve a particular customer group using other search criteria (such as the customer group's name).

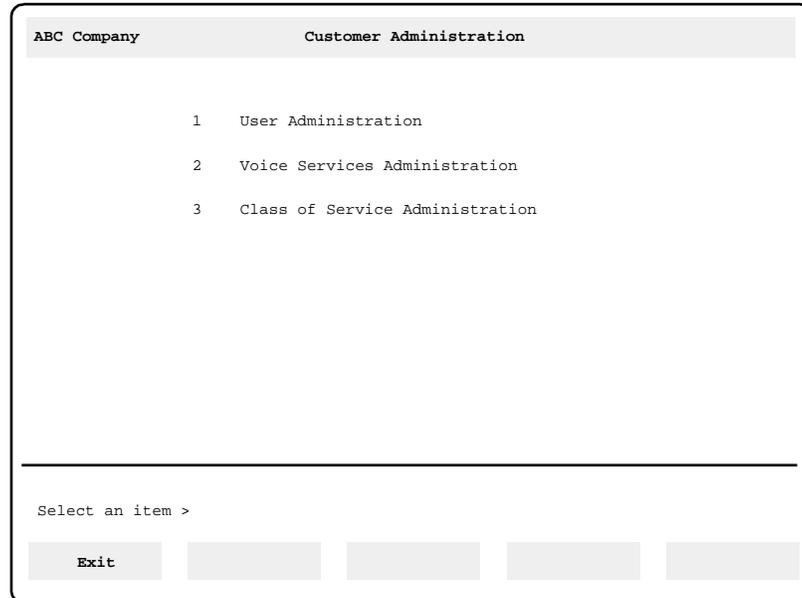
- a. Press the [View/Modify] softkey.

*You are prompted for a customer number .*

Enter the number associated with the customer you want to modify. Press <Return>.

*The Customer Administration Menu (Figure 4-8) is displayed.*

**Figure 4-8**  
**The Customer Administration Menu at a multiple administration terminal (MAT)**



b. Press the [Find] softkey.

*The Find Customer screen is displayed.*

4 Select an item from the menu.

Select <1> to perform User Administration. See the "User administration" chapter for more information.

Select <2> to perform Voice Services Administration. See the "Voice administration" chapter for more information.

Select <3> to view the existing Classes of Service. (Class of Service screens are read-only from a MAT.) See the "Class of service administration" chapter for more information.

## Adding customer groups

When Meridian Mail is installed, one default customer group is automatically added to the system. This customer is numbered as customer 1. You may either leave this original customer as it is and add your own customers or you may modify Customer 1 when you are creating your first customer on the system. (If you want to change the customer name you will have to do so through the General Options screen.)

When adding customer groups to the system, you can proceed in one of two ways. You can either add all customer groups to the system first and then configure the customer-specific parameters for each one, or you can add a customer group, configure all necessary parameters for that customer, then add the next customer group, and continue in this fashion until all customer groups have been added and configured. You may find that the second method saves some time, since there is less jumping back and forth through various levels of administration screens.



### **CAUTION**

#### **Do not add customer groups during nightly DR audit**

At 3:30 a.m. every day, an audit of the DR directory is performed. Do not add or modify customer groups during this audit. Depending on how unbalanced the system is, this audit can take anywhere from 10 minutes (if the system has not been modified since the last audit) to 2 hours (if there have been many changes, such as a lot of users or services being added or modified).

### **Procedure 4-5**

#### **Accessing the Add Customer screen**

**Starting point:** The Customer Administration screen

- 1 Press the [Add] softkey.

*You are prompted to enter the customer number .*

- 2 Enter a number which is not already associated with an existing customer and press <Return>.

You may enter a value from 1 to 2000.

The Add Customer screen is displayed. See Figure 4-9.

**Figure 4-9**  
**The Add Customer screen**

The screenshot shows a terminal-style interface titled "Customer Administration". The main heading is "Add Customer". Below this, several fields are displayed: "Customer Number:" with the value "4", "Customer Name:" with the value "TLC Inc.", and "Customer Type:" with the value "[Private] Residential". There are two "Interface Type:" fields: one with "[MMUI] VMUIF" and another with "\*Interface Type:[MMUI] VMUIF". At the bottom of the screen, there is a prompt "Select a Softkey >" and five buttons: "Save", "Cancel", and three unlabeled buttons.

\* This field is displayed only if VMUIF is installed.

The following fields are displayed:

- **Customer Number** A unique number that distinguishes this customer from other customer groups. The valid range is from 1 to 2000.
- **Customer Name** A unique name to describe the customer.
- **Customer Type** A customer group can be one of two types:
  - **Private** This type is primarily intended for centrex customers who desire full-featured voice messaging.
  - **Residential** This type is intended for customer groups that will be made up of residential subscribers.

Customer type and interface type are independent of each other and can be combined in any way. However, the following should be noted. If the customer type is Residential, users will not have access to name dialing and name addressing (even if the interface type is MMUI). Name dialing and name addressing are available only if the customer type is private and the interface type is MMUI.

- **Interface Type** Two types of interfaces are available:
  - **MMUI** This interface provides users with a command driven interface and is primarily intended for centrex customers who require full-featured voice messaging. This interface provides users with call answering functionality so that callers can leave a message when the user is away from or on the phone. Compose and send capabilities are always enabled.

The following functions (configured in the class of service) are unique to MMUI and are not available with the VMUIF interface:

    - personal verification changeable by user
    - dual language prompting (on multi-lingual systems)
    - administrator capability
    - retain copy of sent messages
    - remote notification keypad interface
    - extension dialing
    - name dialing and name addressing
  - **VMUIF** This interface provides users with a simplified menu-driven interface. Compose and send capability are disabled by default, but can be enabled (in the class of service). VMUIF also supports dial pulse telephone sets and allows subscribers to get around their mailboxes without any keypad input whatsoever. Name dialing and name addressing are not available to subscribers in VMUIF customer groups.

The following functions (configured in the class of service) are unique to VMUIF and are not available with the MMUI interface:

    - family mailbox (up to 8 submailboxes)
    - dial pulse support
    - skip to first new message
    - login from call answering

*Note:* The interface type cannot be changed after the customer group has been added.

**Procedure 4-6**  
**Adding a customer group**

**Starting point:** The Customer Administration screen

- 1 Press the [Add softkey].
- 2 Enter the customer number.
- 3 Enter a customer name that is descriptive enough to easily identify the customer.
- 4 Specify the customer type (Residential or Private).
- 5 Specify the interface type (MMUI or VMUIF).
- 6 To save the customer group, go to step 6a. To cancel this operation, go to step 6b.
  - a. Press [Save].

*The Customer Administration Menu is displayed (see Figure 4-10). The name of the customer group you just created will appear in the top-left corner of the Customer Administration Menu as well as all customer administration screens.*

From the Customer Administration Menu you will specify the specific administrative task you want to perform, such as adding users and configuring mailboxes, creating distribution lists, or configuring voice services. The various administrative tasks are described throughout the rest of this guide.

See the section "The Customer Administration Menu" for more details.

**Figure 4-10**  
**The Customer Administration Menu**

**Customer Administration Menu**

1	User Administration
2	General Administration
3	Voice Administration
*	4 Fax Administration
5	System Event and Error Reports
6	Operational Measurements
**	7 Network Administration
8	Class of Service Administration

---

Select an item >

**Exit** [ ] [ ] [ ] [ ]

\* This item is displayed only if Fax on Demand is installed and enabled for this customer group.

\*\* Appears only if Meridian Networking or AMIS Networking is enabled for this customer group.

b. Press [Cancel].

*The customer is not added to the system and you are returned to the Customer Administration screen.*

## Finding customer groups

You will most often use the [Find] softkey in order to retrieve a particular customer group in order to view, modify or delete it.

Whenever you use the [View/Modify] or [Delete] softkey from the Customer Administration screen, you are prompted for the customer number. If you do not remember the customer number, use the [Find] softkey instead to retrieve the customer group by name. If you remember only part of the customer's number or name, you can use wildcard characters to create a search pattern. In this case, a subset of customer groups matching the search pattern will be retrieved. From this list of customers, you will be able to select the specific customer group you want to view, modify or delete.

Occasionally you may want to view or print a list of all customer groups on the system. This is useful for administrative purposes, in order to keep a list of all current customer groups on record.

### Using wildcard characters

If you only remember part of the customer number or name, you can use wildcard characters to retrieve a subset of customer groups that match the retrieval pattern you have specified. From the subset of retrieved customer groups you can select one customer group in order to view, modify or delete it.

The fields on the Find Customer screen accept three wildcard characters: "+" (the plus sign), "\_" (underscore), and "?" (question mark).

The plus sign (+) is used to match a number of characters. For example, if you enter **Eno+** in the *Customer Name* field, all customer groups that have a name beginning with "Eno" will be retrieved.

The underscore (\_) matches a single character. For example, if you enter **2\_** in the *Customer Number* field, customer groups that are numbered between 20 and 29 will be retrieved. To retrieve all customer groups numbered 1100 to 1199, enter **11\_ \_**.

## The Find Customer screen

When you press the [Find] softkey on the Customer Administration screen, the Find Customer screen (Figure 4-11) is displayed.

**Figure 4-11**  
The Find Customer screen

The screenshot shows a screen titled "Customer Administration". Below the title bar, the text "Find Customer" is displayed. Underneath, there are four input fields: "List Format:" with the value "[Brief] Attribute COS", "Customer Number:" with the value "2+", and "Customer Name:" with an empty field. At the bottom of the screen, there is a horizontal bar containing five buttons: "Exit", a blank button, "List", "Print", and another blank button.

The following fields are displayed:

- **List Format** Specify the format in which you want the list to be displayed or printed. Your options are
  - **Brief** Only the customer number and customer name are displayed. See Figure 4-12.
  - **Attribute** The resulting list includes the following information: the customer number, customer name, the type of interface (MMUI or VMUIF), and the customer type (residential or private). See Figure 4-13.
  - **COS** The customer number, customer name and all of the classes assigned to the customer group are displayed. See Figure 4-14.

- **Customer Number** If you know the number of the customer group you want to view or modify, enter it in this field. This will be a number between 1 and 2000.

If you remember only part of the number, you can use wildcard characters to replace the character(s) you cannot remember. For example, if you know the number is in the 50's, enter "5\_".

- **Customer Name** If you know the name of the customer group you want to view or modify, enter it in this field. (The name can be up to 30 characters in length.) If you don't remember the exact name, you can use wildcard characters to specify the name as closely as possible. All customer groups that have a name matching the retrieval pattern you specify will be listed. For example, if you enter "A+ack", the following customer groups might be retrieved: Adarondack and Adtrack.

### Viewing a list of customer groups

Once you have filled in the search criteria in the Find Customer screen, you can use the [View] softkey to view a list of the retrieved customers on your terminal. Alternatively, you can print the list as described in the next section.

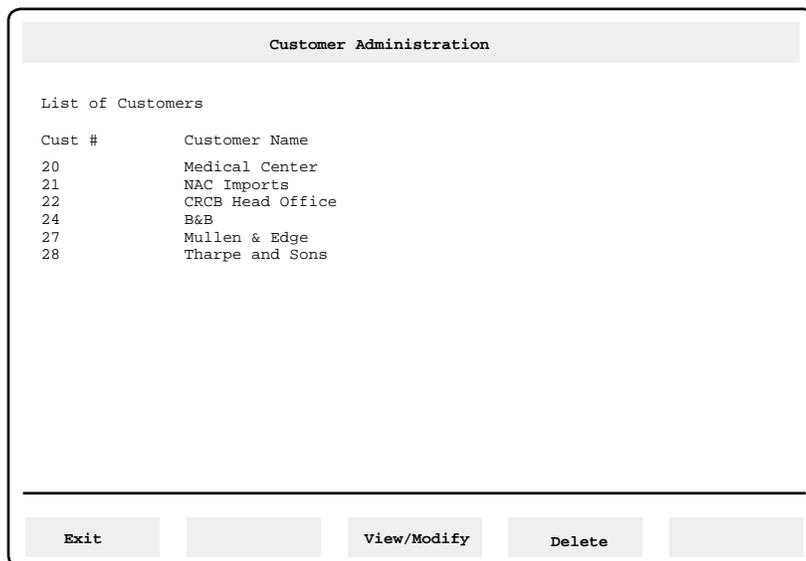
#### Procedure 4-7

#### Listing customer groups

**Starting Point:** The Customer Administration screen

- 1 Press the [Find] softkey.  
*The Find Customer screen is displayed.*
- 2 Specify the list format (brief, attribute, or COS).
- 3 Enter one of the following: the customer's name, the customer's number (either the exact name/number or use wildcard characters to specify a search pattern).  
To retrieve all customers, leave the *Customer Name* and *Customer Number* fields blank.
- 4 Press [List].  
*The List of Customers screen is displayed.*

**Figure 4-12**  
**The List of Customers screen (Brief)**



**Figure 4-13**  
**The List of Customers screen (Attribute)**

Customer Administration			
List of Customers			
Cust #	Customer Name	I/F Type	Cust Type
20	Medical Center	VMUIF	Priv
21	NAC Imports	MMUI	Priv
22	CRCB Head Office	MMUI	Priv
24	B&B	MMUI	Priv
27	Mullen & Edge	VMUIF	Priv
28	Tharpe and Sons	MMUI	Res

---

**Figure 4-14**  
**The List of Customers screen (COS)**

Customer Administration		
List of Customers		
Cust #	Customer Name	Classes of Service
20	Medical Center	1 4 9 45 89 90 101 125
21	NAC Imports	1 3 45 47 51 56
22	CRCB Head Office	5 9 11 23 26 41 56 59 67 73 79 82 88 91 95
24	B&B	1 21 29 35 41 67 101 108
27	Mullen & Edge	11 34 101 109 115 120
28	Tharpe and Sons	72 79

Exit      View/Modify      Delete

- 5 Press [Exit].

*The Find Customers screen is displayed.*

## Printing a list of customer groups

From time to time you may want to print a list of all the existing customer groups on your system for record-keeping purposes. Once you have filled in the search criteria in the Find Customer screen, use the [Print] softkey to obtain a printout of the list of retrieved customers.

### Procedure 4-8

#### Printing a list of customer groups

**Starting Point:** The Customer Administration screen

- 1 Press the [Find] softkey.  
*The Find Customer screen is displayed.*
- 2 Specify the list format (brief, attribute, or COS).

- 3 Enter one of the following: the customer's name, the customer's number (either the exact name/number or use wildcard characters to specify a retrieval pattern).  
To print a list of all customer groups, leave the *Customer Number* and *Customer Name* fields blank.
- 4 Press [Print].  
*The following softkeys appear: [Continue Printing] and [Cancel Printing].*  
*You are prompted to make sure your printer is ready and on-line.*
- 5 Choose step 5a to print or 5b to cancel.
  - a. Use [Continue Printing] to start printing.  
*Once printing is complete, the Find Customer screen and its softkeys are redisplayed; you may stop printing at any time by proceeding to 5b.*
  - b. Use [Cancel Printing] at any time to cancel printing.  
*As a result of print buffering, you may experience some delay before control is returned to your screen and the printer actually stops printing.*
- 6 Press [Exit].  
*The Find Customers screen is displayed.*

## Viewing and modifying customer groups

You can use one of two methods to select the customer group you want to view or modify.

- Use the [View/Modify] softkey on the Customer Administration screen.

To use this softkey from the Customer Administration screen, you must know the customer number of the customer group you want to view or modify.

Once you have specified a valid customer number and pressed [View/Modify], the Customer Administration Menu is displayed (see page 4-35). From this menu you can select to perform one of the following:

- User Administration
- General Administration
- Voice Administration
- Fax Administration
- System Event and Error Reports
- Operational Measurements
- Network Administration (if AMIS Networking is installed and/or if Meridian Networking is installed and enabled for the customer group)
- Class of Service Administration (read-only)

See Procedure 4-9.

- Use the [Find] softkey on the Customer Administration screen.

Use this method if you do not remember the customer number. In the Find Customer screen specify the search criteria. From the List of Customers screen, select the customer group you want to view or modify and then use the [View/Modify] softkey. See Procedure 4-10. Also see the section, "Finding customer groups" for more information about the find function.

### **Procedure 4-9 Modifying a customer group using the [View/Modify] softkey**

**Starting point:** The Customer Administration screen

- 1 Press the [View/Modify] softkey.  
*You are prompted for a customer number .*
- 2 Enter the number associated with the customer you want to modify.  
Press <Return>.  
*If the number is not valid, try entering another number .*  
*The Customer Administration Menu is displayed. See Figure 4-16 on page 4-35.*
- 3 Select a menu item and refer to the appropriate chapter for details.

**Procedure 4-10**

**Modifying a customer group using the [Find] softkey**

**Starting Point:** The Customer Administration screen

- 1 Press the [Find] softkey.  
*The Find Customer screen is displayed.*
- 2 Specify the list format (brief, attribute, or COS).
- 3 Enter one of the following: the customer's name, the customer's number (either the exact name/number or use wildcard characters to specify a search pattern).  
*To retrieve all customers, leave the Customer Name and Customer Number fields blank.*
- 4 Press [List].  
*The List of Customers screen is displayed.*
- 5 Move the cursor to the customer group you want to view or modify and press the <Space bar> to select it.
- 6 Press the [View/Modify] softkey.  
*The Customer Administration menu is displayed. See Figure 4-16 on page 4-35.*
- 7 Select a menu item and refer to the appropriate chapter for details.

## Deleting customer groups

Before you can delete a customer group, you must delete everything associated with it; namely all users in the customer group, the distribution lists that include those users, the entries in the VSDN table, and all voice services (Voice Menus, Announcements, Thru-Dialers, Time-of-Day Controllers, Voice Forms and Fax Item definitions). See the chapter "User administration" for more information about deleting users and distribution lists, and the "Voice administration" chapter for information about deleting VSDNs and voice services.

**Note:** If you only have one customer group, you can not delete it.

To retrieve the customer group you want to delete you can either use the [View/Modify] softkey from the Customer Administration screen if you know the customer number, or the [Find] softkey if you do not know the exact number. Procedure 4-11 describes the first method and Procedure 4-12 describes the second.

### **Procedure 4-11**

#### **Deleting a customer group using the [Delete] softkey**

**Starting point:** The Customer Administration screen

- 1 Press the [Delete] softkey.  
*You are prompted for a customer number .*
- 2 Enter the number associated with the customer you want to Delete.  
Press <Return>.

*If a valid customer number is entered, the Delete Customer screen is displayed. See Figure 4-15.*

**Figure 4-15**  
**The Delete Customer screen**

Customer Administration

Delete Customer

Customer Number: 4

Customer Name: TLC Inc.

Customer Type: **Private** Residential

\*Interface Type: [MMUI] **VMUIF**

Interface Type: **MMUI** VMUIF

---

Select a Softkey >

\* This field is displayed only if VMUIF is installed.

- 3 Press [OK to Delete] to go ahead and delete the customer group or [Cancel] to abort the procedure.

**Procedure 4-12**  
**Deleting a customer group using the [Find] softkey**

**Starting Point:** The Customer Administration screen

- 1 Press the [Find] softkey.  
*The Find Customer screen is displayed.*
- 2 Specify the list format (brief, attribute, or COS).
- 3 Enter one of the following: the customer's name, the customer's number (either the exact name/number or use wildcard characters to specify a search pattern).  
To retrieve all customers, leave the *Customer Name* and *Customer Number* fields blank.
- 4 Press [List].  
*The List of Customers screen is displayed.*
- 5 Move the cursor to the customer group you want to delete and press the <Space bar> to select it.

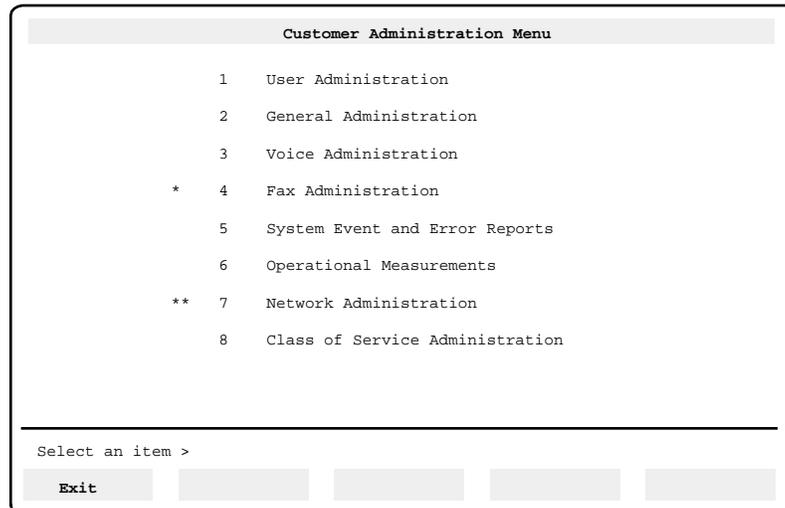
- 6 Press the [Delete] softkey.  
*The Delete Customer screen is displayed. See Figure 4-15*
- 7 Press [OK to Delete] to go ahead and delete the customer group or [Cancel] to abort the procedure.

## The Customer Administration Menu

The Customer Administration Menu (Figure 4-16) is a routing menu from which you can select the type of administrative function you require. The changes you make affect only the current customer group.

**Note:** For security and memory usage reasons, do not leave the administrative console unattended while you are logged on. Also, remember to log out at night. If you do not log out, critical audit and backup routines may not be able to run due to insufficient memory.

**Figure 4-16**  
**The Customer Administration Menu**



- \* Appears only if Fax on Demand is installed and enabled for the customer group.
- \*\* Appears only if Meridian Networking or AMIS Networking is enabled for this customer group.

**Procedure 4-13**  
**Using the Customer Administration Menu**

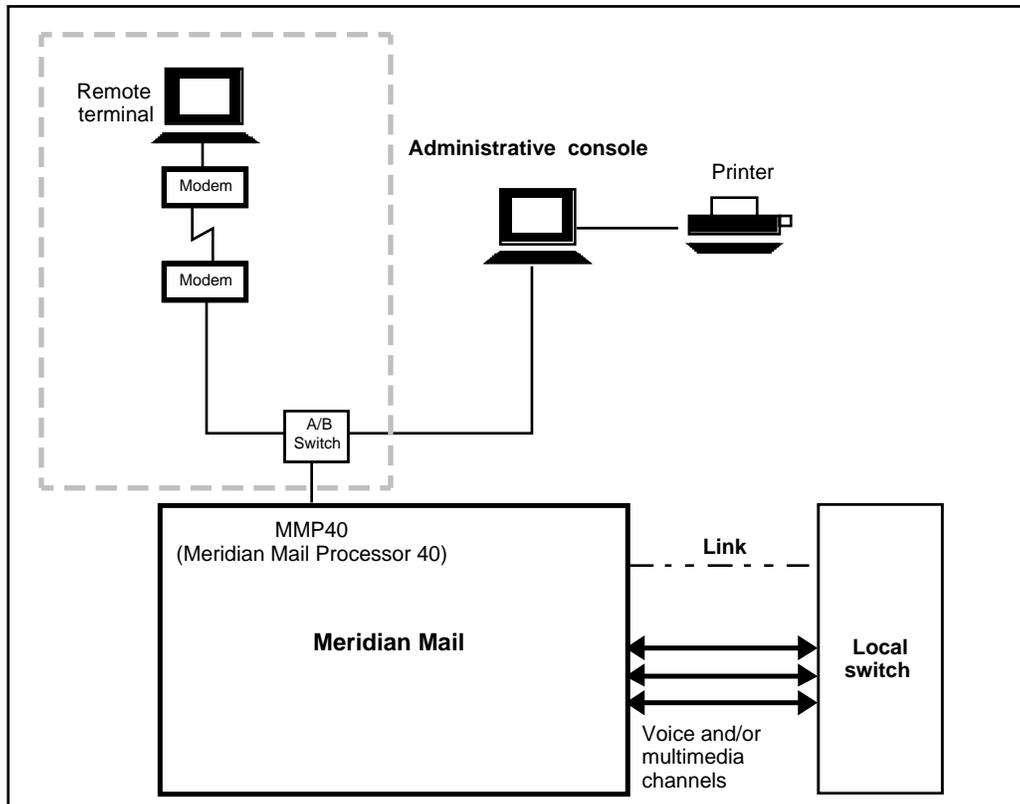
**Starting Point:** The Customer Administration menu

- 1 Choose an item by entering its number and pressing <Return>.  
*The appropriate menu appears.*
- 2 Carry out the required administrative functions, then return to the Customer Administration Menu; repeat step 1 to carry out additional administrative tasks, or proceed to step 3.
- 3 Use [Exit].  
*The Customer Administration screen is redisplayed.*

## Using a remote terminal

If your installation has a remote terminal installed for service personnel, as shown in Figure 4-17 you can perform administrative functions remotely. While a remote logon is in effect, no administrative functions can be carried out from the local console. You should coordinate a remote logon with the local administrator.

**Figure 4-17**  
**A typical remote administration configuration**



**Procedure 4-14**  
**Logging on to a remote terminal**

**Starting point:** The Logon/Status screen, at the local administration console

- 1 Change the A/B switch setting to remote.
- 2 Notify the user at the remote terminal. The user at the remote terminal should do the following:
  - a. Dial into the modem.
  - b. Press **Ctrl-r** (while holding down the <Ctrl> key, press <r>) to display the logon screen.
  - c. Enter the administrative password.
  - d. Carry out administrative tasks as required, then log off.  
*The Logon/Status screen appears at the remote console.*
- 3 At the local site, change the A/B switch back to the local setting.  
*Control is returned to the local console, and the Logon/Status screen is redisplayed.*

## On-line help

As described earlier in the chapter "An overview of administration," on-line help is available for most of the menus and screens, including the Customer Administration menu. The <Help> key on the keyboard can be used to display information on whatever screen you are working in. If you require help with a screen, press the <Help> key. The system will display explanations of all the fields on the menu or screen you are working in. When you are done, use the [Exit] softkey on the Help screen to return to the screen you are working in.

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## Chapter 5: Making recordings

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As administrator you (or selected delegates) will be required to make a variety of voice recordings. These include call answering greetings, personal verifications, verifications for Meridian Mail network sites, broadcast messages, announcements and prompts for voice menus.

### Guidelines for making voice recordings

Prompts used solely for administrative purposes can be recorded without much preparation other than deciding on the exact wording of the prompt. For Voice Menus or Announcements played to the public or other users, more formal preparation may be necessary. See the *Voice Menus Application Guide* (NTP 555-7001-325) for details. The following is a list of guidelines you may wish to use when recording prompts:

- Use a voice that is similar to the Meridian Mail prompts and consider using only one voice to avoid distracting callers by changes in pitch, tone, intonation, or accent.

Select the person who will read the text and print complete, definitive copies of the script. Audition a few candidates by recording their voices, and then listening to the recordings over the telephone line. Low-pitched voices are reproduced over telephone lines better than high-pitched ones.

- Record in quiet surroundings.

Start recording immediately after the tone and stop the recording immediately after the last word. This prevents unnecessary pauses when system prompts and personal verifications are joined together.

- Do not hang up the phone while recording as this may produce clicks in the recording. Instead press # to stop recording.

## 5-2 Making recordings

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- For applications that provide current information, have the person who knows the information monitor the prompts to ensure that the information is always up-to-date.
- When recording a personal verification for two or more people in a customer group who have the same name (or very similar names), provide more information (their extension number or title, for example) to distinguish them.
- Record a few names for personal verification and listen to them before recording the remaining names.

This ensures that the procedure is done correctly and the intonation is good. Test each of the following areas where personal verification applies:

- call answering greeting
- message envelope playback
- address playback in the compose command
- name dialing
- name addressing

### **The call answering greeting and personal verifications**

These greetings are used for identification purposes. One identifies a customer to external callers and the other identifies users during message composition.

#### **The call answering greeting**

*Note:* This greeting does not apply to VMUIF customer groups.

This greeting identifies your organization to external callers. The greeting typically consists of the spoken name of the organization. It is played when a user's mailbox is reached through call answering. It is also played by the remote notification service during notification delivery.

This greeting is optional. If recorded, external callers hear this greeting before the user's personal greeting. If you do not record a custom greeting, no call answering greeting is played and callers simply hear the user's personal greeting when they reach a mailbox.

Because this greeting is used in a variety of situations, you will have to consider how to best word this greeting (or decide if you want to record a greeting at all). For example, during remote notification calls, the following prompt is played to MMUI users if no call answering greeting is recorded: *"Hello. Meridian Mail has received a message for ..."* For users belonging to VMUIF customer groups, the prompt is *"Hello. Call Answering has received a message for ..."*.

When a custom call answering greeting exists, the following prompt is played: *"Hello. <Call Answering Greeting> has received a message for ..."*. If the call answering greeting is something like *"Hello. Thank you for calling Myelin Incorporated"*, the prompt will not sound right when used during remote notification. Consider the following when deciding whether or not to record a call answering greeting.

- If you do not record a call answering greeting, the organization's name will not be announced at the beginning of a call answering session.

When an external caller is connected to a user's mailbox, the caller will only hear the user's external greeting (or internal greeting, if an internal but not external greeting is recorded). If you feel that the user's personal greeting is sufficient, you may regard this greeting as unnecessary.

- If you record just the organization's name (*"The Myelin Corporation"*), the greeting that is played during call answering may sound too abrupt.

However, the prompt that is played during remote notification will sound quite natural.

- A friendlier greeting (*"Thank you for calling The Myelin Corporation"*), is ideal for call answering scenarios, yet results in an awkward sounding prompt for remote notification.

## The personal verification

The personal verification is a recording of a user's first and last names (and extension, if desired). It is used to identify the owner of a mailbox. If no verification is recorded, the system plays a recording of the user's extension number. Since it is easier to determine if you have reached the correct person by hearing their name than hearing their extension number, it is highly recommended that a personal verification be recorded for all users with mailboxes.

The personal verification can be recorded by you (the administrator) as you add each user to the system, or by the users themselves. Users can change their own personal verifications only if this capability is enabled in the class of service to which the user is assigned. See the chapter "Class of service administration" for more information. The field is called *Personal Verification Changeable by User* and is disabled by default.

The procedure for recording personal verifications at the administration terminal is described in the "User administration" chapter. However, it is ideal to have users record their own personal verifications because the user's own voice is likely to be more recognizable to callers. The user's procedure for recording a name for personal verification is covered in the *Meridian Mail Voice Messaging User Guide*. If you prefer your users to record their own personal verifications, ensure that they are informed of this feature and that they are instructed in the procedure.

Personal verifications are played in the following situations:

- During message composition, the personal verification is played after the mailbox number is entered to verify that the correct person is being addressed.
- Messages delivered to non-users (using the Delivery to Non-Users feature) include the personal verification.

The recipient is more likely to listen to the message if they recognize who the message is from.

- When a user is called using the name dialing feature, the personal verification is played instead of spelling out the name to the caller.
- During remote notification the system will play the verification to identify for whom the message is intended.

### **Procedure 5-1**

#### **Recording call answering greetings and personal verifications**

**Note:** Carry out the following procedure for each customer group. When you log on to the administrative mailbox in step 1, ensure that the mailbox belongs to the correct customer group.

- 1 Log on to a Meridian Mail mailbox with administrator capabilities.
- 2 Follow step 2a to record a call answering greeting or 2b to record a personal verification.

- a. To record a call answering greeting, press **829** on the telephone keypad.
  - b. To record a personal verification for a user, press **89**, enter the user's mailbox number and then press **#**.
- 3** Choose step 3a to replace an existing call answering greeting or personal verification, or 3b to add a new greeting or verification.
- a. Press **76** to delete the old greeting. Proceed to step 3b.
  - b. Press **5** to start recording.  
*If a previous recording exists, the recording you are about to make will be appended to the existing message.*
- 4** Wait for the tone and say the custom call answering greeting or personal verification (name of user).
- 5** Press **#** to stop recording. (Do not hang up the phone during recording as this may produce a click sound.)
- 6** To check the recording, press **2** (play).
- 7** When recording is finished, press **83** to end the voice messaging session, and then hang up.
- Note:** Both the call answering greeting and personal verifications can be recorded from the administration terminal (with a telephone nearby).

## Broadcast messages

**Note:** It is recommended that you refrain from sending broadcast messages during busy hours.

There may be times that you will need to send a message to all Meridian Mail users in a particular customer group. A message that is sent to all users is known as a *broadcast message*. A special mailbox number (the broadcast mailbox number) is defined in the Voice Messaging Options screen (see the chapter "Voice administration"). When composing a broadcast message, you simply specify the broadcast mailbox number and all users in the customer group will receive it. Note that any user who knows the broadcast mailbox number and has access to a mailbox with broadcast capability can also send broadcast messages.

**Note:** You can not send a broadcast message to all users in the system (only to all users in a particular customer group). Although the broadcast mailbox number can be the same for all customer groups in the system ("999" for example), the mailbox to which you log on determines to which customer group the message will be sent. For

example, when you log on to a mailbox that belongs to Customer Group 101, only the users in this customer group will receive the message.

It is a good idea to record a personal verification for the broadcast mailbox (before you record and send any broadcast messages as described in Procedure 5-2). This verification is played to users when they receive the message. You can either identify who the message is from (such as the system administrator) or that the message is a broadcast message so that each recipient knows that all users have received the message. This verification is recorded from the Voice Messaging Options screen using the [Voice] softkey. See the section "Voice messaging options" in the "Voice administration" chapter for details.

### **Procedure 5-2** **Recording and sending broadcast messages**

***Note:** Ensure that a personal verification has been recorded for the broadcast mailbox in the Voice Messaging Options screen.*

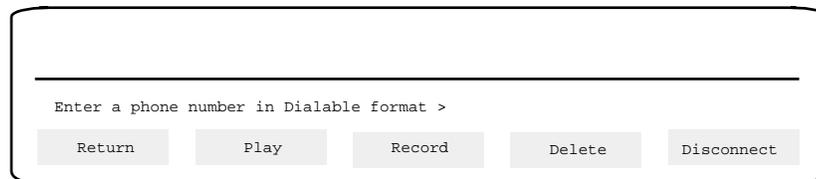
- 1** Log on to a Meridian Mail mailbox with broadcast capability. Make sure the mailbox belongs to the customer group to which you want to send the broadcast message.
- 2** Press **75**, enter the broadcast mailbox number (the default is 999) for that customer, and press **#**.
- 3** Press **#** again to end the list.
- 4** Press **5** to start recording.
- 5** Wait for the tone and say the message to be broadcast.
- 6** Press **#** to stop recording.
- 7** To check the recording, press **2** (play).
- 8** To send the broadcast message, press **79**.
- 9** When recording is finished, press **83** to end the voice messaging session, and then hang up.

## Making recordings using the [Voice] softkey

The [Voice] softkey is displayed on some administration screens. It can be used to record personal verifications and prompts for voice menu applications and voice forms. If the environment around your terminal is noisy, you may prefer to use a phone that is in a quieter location to dial into the Voice Prompt Maintenance Service to record voice menu prompts, or to record the call answering greeting or personal verifications. When the [Voice] softkey is pressed, the softkeys in Figure 5-1 are displayed.

**Note:** A telephone set is required to make recordings. Ensure that a phone set is available near the administration terminal where you are working.

**Figure 5-1**  
Recording softkeys



### Procedure 5-3

#### Using the recording softkeys

**Starting point:** Voice softkeys displayed

- 1 Press the [Voice] softkey.  
*The current screen remains displayed; the softkey display changes to [Cancel].*  
*You are prompted to enter a phone number in dialable format.*  
**Note:** Dialable format means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.
- 2 Enter the extension number of the phone set you are going to use to make the recording.  
*The phone will ring when you finish entering the extension and press <Return>.*
- 3 Pick up the telephone handset.  
*The recording softkeys are displayed. See Figure 5-1.*

## 5-8 Making recordings

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- 4 To make a new recording, go to step 4a. To listen to the existing recording, go to step 4b. To delete the existing recording, go to step 4c.
  - a. Press the [Record] softkey. At the sound of the beep, begin speaking into the handset.  
See Procedure 5-5 for more details.
  - b. Press the [Play] softkey.  
See Procedure 5-4 for more details.
  - c. Press the [Delete] softkey.  
See Procedure 5-6 for more details.
- 5 When you are satisfied with the recording and want to disconnect the call through the softkeys, use step 5a. To disconnect by hanging up, go to step 5b. To return to the original softkeys without disconnecting the extension, go to step 5c.
  - a. Use the [Disconnect] softkey.  
*The line is disconnected and the original softkeys are displayed. If you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*
  - b. Place the receiver on hook.  
*The call is terminated and [Return] appears.*  
Use [Return] to return to the current screen with its original softkeys.
  - c. Use the [Return] softkey.  
*The line is not disconnected (unless you hang up the receiver). The original softkeys are displayed. This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*
- 6 Press [Save] to save the recording.

### Playing a recording

The voice recording can be played using the [Play] softkey.

#### **Procedure 5-4** **Playing a voice recording**

**Starting point:** Voice softkeys displayed

- 1 Use [Voice].
- 2 Use [Play].

*If there is no current recording, a message is displayed on the console.*

*If a recording is available, it is played, and the [Stop] softkey is displayed;*

- 3 Use [Stop] at any time to stop the playback.  
*The Voice Recording softkeys are redisplayed.*

## **Recording a new message**

The voice recording can be recorded using the [Record] softkey. This overwrites any existing recording.

### **Procedure 5-5 Recording a voice recording**

**Starting point:** Voice softkeys displayed

- 1 Use [Record].  
*A message is displayed on the console requesting you to make the recording, and a beep can be heard in the telephone receiver .  
The [Stop] softkey is displayed.*
- 2 Say the text of the recording and use [Stop] when you are done.  
*The Voice Recording softkeys are redisplayed.  
The recording will be stopped automatically if you exceed the Maximum Prompt Size or the Record Timeout set in the Voice Service Profile screen.  
If a recording existed before, it is overwritten.*

## **Deleting a recording**

The recording can be deleted using the [Delete] softkey.

### **Procedure 5-6 Deleting a voice recording**

**Starting point:** Voice softkeys displayed

- 1 Use [Delete].  
*A message is displayed on the console requesting you to confirm the deletion; the softkeys [OK to Delete] and [Cancel] are displayed.*
- 2 Choose 2a to delete the recording, or 2b to cancel.
  - a. Use [OK to Delete].  
*The recording is deleted.  
The Voice Recording softkeys are redisplayed.*

## 5-10 Making recordings

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- b. Use [Cancel].

*The Voice Recording softkeys are redisplayed; the recording is not deleted.*

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## Chapter 6: User administration

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User administration primarily involves adding users to the customer groups, maintaining them and deleting them when necessary. The creation and maintenance of customer distribution lists is also part of user administration.

*Note:* Before adding any users to a customer group, make sure that Classes of Service (COS) have been created and assigned to this customer group. For information about creating Classes of Service, see the chapter "Class of service administration" in the *System Administration Guide*. Classes of service are assigned to customer groups in the General Options screen.

**CAUTION****Risk of loss of service if user administration is performed during a nightly DR audit**

At 3:30 a.m. every day, an audit of the DR directory is performed. Do not perform any user administration (adding, modifying, or deleting users) during this audit. Depending on how unbalanced the system is, this audit can take anywhere from 10 minutes (if the system has not been modified since the last audit) to 2 hours (if there have been many changes, such as a lot of users being added).

## Categories of users

User administration primarily involves adding users to customer groups, and once added, maintaining existing users. When you add a new user to a customer group, you must specify the user type.

There are three categories of users as described as follows:

- Local Voice Users

Local voice users have extensions on the local switch. Each local voice user has a mailbox with call answering capability. This means that if the user is away from his or her phone (or on the phone), callers are connected to their personal mailbox in which they can leave a voice message.

Local voice users belonging to MMUI customer groups also have access to voice messaging functions (in other words, they can compose and send messages to other users and non-users). Local voice users belonging to VMUIF customer groups tend not to have compose and send capabilities (although compose capability can be enabled). Instead, they typically have access to a simplified call answering interface only.

- Remote Voice Users

Remote voice users are users on other Meridian Mail systems who have access to your system through the Meridian Networking service. Meridian Networking is an optional feature that can only be enabled for one MMUI customer group on the system.

Not all voice users at remote sites need to be added to your system as remote voice users. You should only consider adding users who correspond frequently with users at the local site or if it is important that they can be included in your customer distribution lists or users' personal distribution lists. By adding a user at a remote site to your local database network, certain extra features become available. For a list of the benefits of adding users as remote voice users, see the section "Adding remote voice users" on page 6-30.

Meridian Networking is documented in the *Networking Services Administration Guide* (NTP 555-7001-335).

- Directory Entry Users

Directory entry users can only be added to MMUI customer groups. Directory entry users are registered in the Meridian Mail directory but they do not have mailboxes. As a result, they do not have access to voice messaging functions. They can, however, be referenced by such features as name dialing and automated attendant functions such as Voice Menus (if these are installed on your system).

## The User Administration screens

The User Administration screens provide the necessary facilities to add, modify and delete directory entry users, local voice users and remote voice users.

The Find facility simplifies the process of locating existing users for the purpose of modifying or deleting them. You can retrieve a particular user or a subset of users using various search criteria such as first or last name, department (MMUI only), or personal verification status (to find all users without recorded personal verifications).

*Note:* User Administration can be performed from a secondary administration terminal if the Multiple Administration Terminals (MAT) feature is installed. If more than one administrator accesses a user or customer distribution list at the same time, the administrator who first gained access to the user or list is the only one who can modify the information. The information displayed on the other terminals will be read-only and instead of the [Save] and [Cancel] softkeys, only the [Exit] softkey will be displayed.

## Planning to add new users to the system

When you add a local voice user to the system, the user-specific parameters are based on the Class of Service (COS) to which he or she is assigned. Classes of service act as templates to simplify the process of adding new local voice users to the system and provide a way of changing a parameter (such as enabling/disabling a feature, changing a maximum limit) for a group of local voice users (all of the users who belong to a class of service). Up to 127 system COSs can be defined. You can assign up to 15 of these COSs to a customer group.

Personal classes of service can be created to meet the needs of a local voice user who does not fit into any of the existing classes of service. This is described in more detail in the section "Adding local voice users." Classes of service are described in the chapter "Class of service administration."

*Note:* Classes of service can only be created by the system administrator as described in the *System Administration Guide*.

Before you begin to add any local voice users to the system, you should do some planning first. Ask yourself the following questions:

- 1 What types of local voice users will you be servicing? Identify the classes of service that you will need to meet their needs.
- 2 The system automatically distributes local voice users over volumes so that a new local voice user is added to the volume that is least full.

However, you may want to consider some other strategy for assigning local voice users to volumes.

- 3 If you have disk shadowing on some nodes but not others, which local voice users should be put on the shadowed nodes?
- 4 If you are adding large numbers of users in a short time period (in a 24-hour period), there are special considerations as described in the section "Adding large numbers of users."

### **Distributing local voice users over volumes**

Meridian Mail systems can have from one to five nodes, each of which contains a hard disk drive for data storage. The hard disk drives are partitioned into volumes. Volumes are storage areas for system and user related information. The volumes are already set up when your system is installed.

The system automatically distributes local voice users over volumes.

Whenever you press the [Add] softkey, the volume to which the local voice user is added defaults to the volume with the greatest amount of free voice space. This ensures that certain volumes do not fill up while others remain empty.

Even though this guarantees a fairly random process, you should be careful that you do not assign too many local voice users who use the system a lot to the same volume. Putting certain types of local voice users who share the same usage pattern (especially those who use the system heavily) on the same volume increases the probability that too many channels will try to access the same disk at one time. For example, all secretaries are added to the same volume (volume 203). They all come in at 9:00 a.m. and log on immediately. Suddenly a large number of channels are trying to access the disk. This situation is not desirable. It is therefore recommended that you distribute local voice users across volumes randomly in such a manner that

does not result in correlations in access patterns among the users on a volume.

Before adding local voice users to the system, survey your users to estimate average usage in terms of number of messages and length of each message. Compare this with the capacity of the available disk volumes and the minutes of storage you wish to assign to local voice users and then, estimate the number of local voice users each volume can accommodate. Randomly assign local voice users on different disks to distribute traffic evenly to the disk drives. Ideally, each user volume should have an equal number of local voice users. For example, to randomly select local voice users, choose the volume based on the first letter of the local voice user's surname.

Information on disk usage can be obtained through the Disk Usage report. (See "Traffic reports" in the chapter "Operational measurements") in the *System Administration Guide* (NTP 555-7001-308.) A listing of disk volumes can be obtained by displaying the Volume Administration screen (see the "General administration" chapter in the *System Administration Guide*). For information about volume names and how information is distributed on the volumes, see "Volume numbers and distribution" in the "General administration" chapter.

If a volume becomes full and you need to move local voice users to another volume, existing local voice users can be moved from one user volume to another using the Move User utility available under the Tools menu. To move a local voice user you must know the local voice user's mailbox number. For more information, see *System Administration Tools* (NTP 555-7001-305).

## **Disk shadowing**

Disk shadowing is an optional feature which provides protection against data loss in the event of disk failure. This feature works by writing new information to two disks at the same time. If one disk fails, it is taken out of service without service interruption. Disks are shadowed on a node-by-node basis. Before adding local voice users, find out which nodes are shadowed and which are unshadowed. It is recommended that you put more important mailboxes (such as those of high-level executives) on the shadowed nodes. Local voice users whose messages may not be as critical can be placed on nonshadowed nodes. Should a shadowed disk fail, very important messages will not be lost since they will be on the second disk of the shadowed pair.

### Adding large numbers of users

It is not recommended that you add a large number of users (600 or more total, not per customer group) in a short period of time. (A short period of time here means a 24-hour period between two nightly audits. These audits take place between 2:30 a.m. and 5:00 a.m.). When you add such a large number of users, the organization directory which stores user information, can become unbalanced and perform less efficiently.

If you must add a large number of users between audits, consider the following factors:

- 1 Ensure that the number of local voice users to be added is within the engineering guidelines for the system.

Specifically, Meridian Mail is engineered for up to 3 000 local voice users per voice node.

- 2 If you have both residential and private customer groups, the type of user affects system load.

Residential subscribers place less of a load on the system than private users.

**Note:** When adding users to a private customer group, add them in *reverse alphabetical order*. When you add voice messaging users in alphabetical order, performance gradually degrades as you add more users (the system will get slower and slower). This degradation in performance will be corrected when the next nightly audit occurs.

When adding users to a residential customer group, you can add them in any order.

- 3 Distribute local voice users across volumes as evenly as possible.

See the section "Distributing local voice users over volumes" on page 6-4.

- 4 Do not add more than 2000 users to the same exchange.

Otherwise, the system will become unbalanced. The next nightly audit will rebalance the system. For example, if the exchanges 763, 766 and 769 exist on your switch, do not add more than 2000 users to any of them within a 24-hour period.

If you notice that the system is slowing down as you add users, you should stop. You can then force an audit from the tools level, using the Rebalance directory tool. (This tool is documented in the *System Administration Tools Guide*, NTP 555-7001-305). However, you should not perform this audit during busy traffic times. Furthermore, during the audit, you will not be able to make any more updates from the administration terminal.

### **Converting from prior releases**

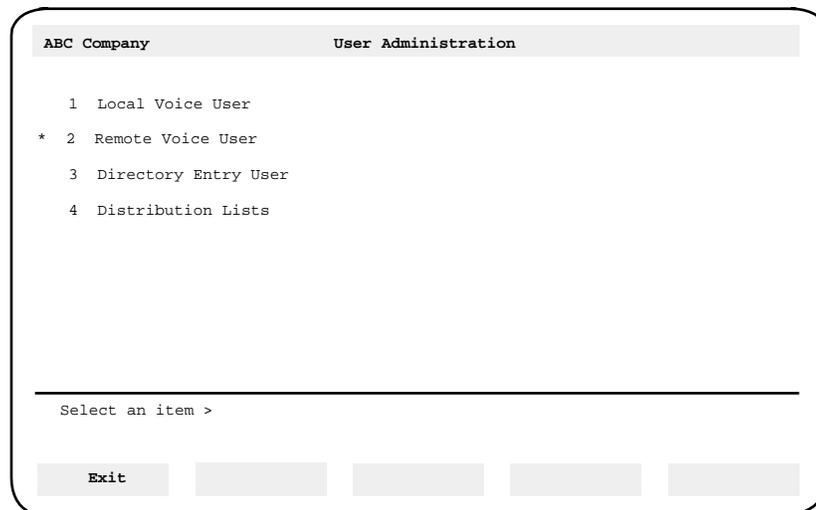
When you convert to Meridian Mail release 9 from a prior release, all existing local voice users are assigned to a personal class of service. This means that each local voice user has a "unique" class of service which is not connected to any of the system classes of service. Therefore, local voice users must be reassigned to system classes of service after a conversion.

There is a class of service conversion utility ("COS conversion") that is documented in the *System Administration Tools Guide* (NTP 555-7001-305). It checks each local voice user's personal class of service and if it matches an existing system class of service, the local voice user is assigned to that class of service. Local voice user mailboxes that do not match a system class of service remain with personal COSs. You can use this utility to view these unassigned mailboxes and then use the utility to either create a system class of service based on the personal COS or assign the unassigned mailbox to a defined system class of service.

## The User Administration menu

When User Administration is selected from the Customer Administration Menu, the User Administration menu (Figure 6-1) is displayed. From this menu, you can add, modify or delete local voice users, directory entry users, remote voice users (if Meridian Networking is installed and enabled for the customer group), or distribution lists.

**Figure 6-1**  
The User Administration menu



\* This item appears only if Meridian Networking is installed and enabled for the customer group.

### Procedure 6-1 Using the User Administration menu

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.  
*The User Administration menu appears (Figure 6-1).*
- 2 Choose an item by entering its number and pressing <Return>.
  - a. Select Local Voice User if you want to add, modify or delete a local voice user.
  - b. Select Remote Voice User if you want to add, modify or delete a remote voice user.

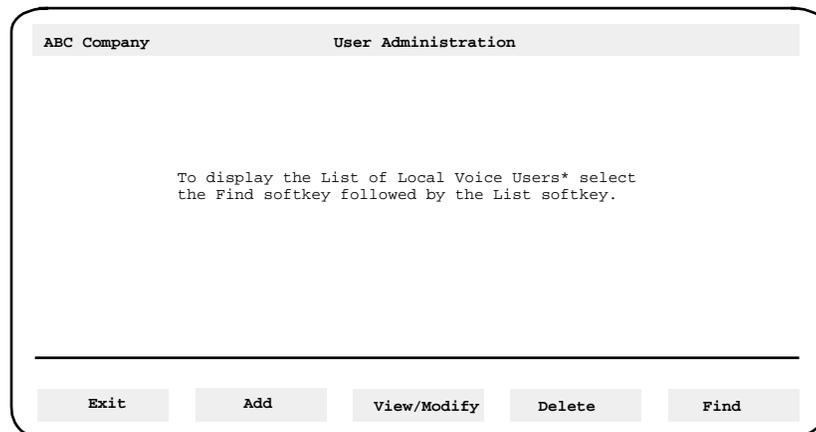
## 6-10 User administration

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- c. Select Directory Entry User if you want to add, modify or delete a directory entry user.
- d. Select Distribution Lists if you want to add a new distribution list, or modify or delete an existing list.

*The following screen is displayed when you select one of the options described in the previous step:*

**Figure 6-2**  
**The User Administration softkeys**



\* This statement will vary depending on the menu item you selected. Instead of Local Voice Users, it may say Directory Entry Users, Remote Voice Users, or Distribution Lists.

- 3 Select a softkey.
  - a. Use [Exit] to return to the User Administration Menu.
  - b. Press [Add] to add a user or distribution list.
  - c. Press [View/Modify] to view or modify an existing user or distribution list.
  - d. Press [Delete] to delete an existing user or distribution list.
  - e. Press [Find] to find a particular user/distribution list or to find a subset of users/distribution lists from which you can then retrieve a specific user or list.

## Adding local voice users

Most of the users that you add to the system will be local voice users.

In business environments, people that are not in the office much (such as salespeople) may not have their own telephone set. You still can, however,

configure a mailbox for these people so that they can collect and listen to messages. All that you need is an available DN on the switch that is not associated with a physical telephone set.

Before adding local voice users, you should

- 1 Determine the capacity of your disk volumes.
- 2 Survey users to determine the types of classes of service that will be necessary and to estimate the average system usage of each class of user.
- 3 Create classes of service to reflect the results of your survey.

## User passwords

Each local voice user belonging to an MMUI customer group must have a password. When you add a new local voice user to an MMUI customer group, the system assigns a default password (the user's mailbox number). This password can be changed by the administrator or by the user at the telephone set (the procedure for the administrator is described in Procedure 6-4 on page 6-25).

New local voice users that are added to VMUIF customer groups are not initially assigned a password by the system. This means that subscribers can only log on to their mailboxes from their "home phone". (A password is required to log on to a mailbox from a phone other than a user's own phone.) If the local voice user belongs to a class of service for which remote notification is enabled, a password is necessary so that the user can call from a phone other than the home phone in order to listen to messages. In fact, if the local voice user wants to be able to log on to his or her mailbox from any phone (not just the home phone), a password will be necessary. You can create a password at the administration terminal using the [Change User Password] softkey in the Add (or View/Modify) Local Voice User screen. Alternatively, you can inform users that they will have to create a password using their telephone set in order to use remote notification and to log on to their mailbox from a phone other than the home phone.

You can increase mailbox security for MMUI users through the use of a password prefix. If you define a password prefix, it will be attached to the initial password at the time of mailbox creation. For example, you create a mailbox for a local voice user at extension "3334". The password prefix is "696". The resulting default password will be "6963334". If no prefix is

defined, the default password would simply be the user's extension ("3334").

When a local voice user changes his or her password, the password prefix is no longer used. If, for example, the previously described local voice user changed his or her password to "51243", the prefix would not be added and the password would remain as "51243". Furthermore, when you change the password prefix, it will not affect existing mailbox passwords. It will only affect those mailboxes that are created after the change.

This prefix is defined in the Voice Security Options screen.

**Table 6-1**  
**Common fields controlled by VMBA**

### **The Add Local Voice User screen**

When you press the [Add] softkey, you are prompted to enter the mailbox number of the local voice user. If a valid mailbox number is entered, the Add Local Voice User screen (Figure 6-3) is displayed.

The Add Local Voice User screen is actually made up of three screens which contain:

- Basic fields

The basic fields are contained in the first screen that is accessed after you press the [Add] softkey. It contains information such as the user's mailbox number, name, COS number, extension DNs, revert DN, and message waiting indication DN.

- Class of service fields

The class of service fields are contained in the screen that is accessed by placing the cursor on the *Class of Service* field and pressing the [More Detail] softkey. This screen allows you to view (only) the configuration of the COS that is selected (for verification purposes). However, if the "Personal" COS is selected, you can modify the fields to create a custom COS for the user.

- Outcalling fields

If Outcalling is installed on the system and the *Remote Notification Capability* field is set to "Yes" in the class of service selected for the user, you can create a remote notification schedule for the user from this screen. The outcalling fields are contained in the screen that is accessed by moving the cursor to the *Remote Notification Schedules* field and pressing the [More Detail] softkey.

**Procedure 6-2**

**Accessing the Add Local Voice User screen**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press the [Add] softkey.

*You are prompted for a mailbox number .*

- 4 Enter the user's mailbox number followed by <Return>.

*This number will be used in the Add Local Voice User screen to fill in the Mailbox Number, primary Extension DN and Message Waiting Indication DN fields. In most cases, these three numbers are indeed identical. This number can be up to 18 digits long.*

If the system addressing length is defined (in the General Options screen), all mailbox numbers must be of the specified length.

*The Add Local Voice User screen is displayed.*

**Figure 6-3**  
**The Add Local Voice User screen (basic fields)**

ABC Company	User Administration
Add Local Voice User	
Mailbox Number: 8765432 _____	Volume ID: 2__
Storage Used: 0	
Last Name: _____	
First Name: _____	Initials: _____
* Department: _____	
Class of Service: Personal [001_Standard] 002_Executive 003_Secretary (More Detail) 004_OC 005_DNUonly 006_AMIS/OC	
Extension DNs:	8765432 _____ _____ _____
Revert DN: 0 _____	
** Message Waiting Indication DN: _____	
** Message Waiting Link Name: [Link1] Link2 Link3 Link4	
Personal Verification Recorded (Voice): No	
# Remote Notification Schedules: No (More Detail)	
* Name Dialable by External Callers: No [Yes]	
Logon Status: Disabled [Enabled]	
## Volume Level: [Normal] Loud Louder Loudest	
! Preferred Language: [American English] Canadian French Mandarin	
Save	Cancel
More Detail	Change Password
Voice	

\* These fields are displayed only for MMUI customer groups.  
 \*\* These fields are displayed only if the MWI option is not set to None in the selected COS.  
 # This field is displayed only if Outcalling is installed and Remote Notification Capability is set to Yes in the selected COS.  
 ## This field is displayed only for VMUIF customer groups.  
 ! This field is displayed only on multilingual systems.

The following fields are displayed:

- **Mailbox Number** This field is filled in with the mailbox number you entered to access this screen, although it can be changed from within this screen. This field is mandatory. If it is not filled in, you will not be able to save the local voice user. The mailbox number can be up to 18 digits long and can be in the range 10 to 999999999999999999.

The mailbox number is generally the user's directory number as configured on the switch and is typically a 7-digit number.

Mailbox numbers should not conflict with any of the following numbers:

- the broadcast mailbox number (the default is 999)
- other DNs
- the name dialing prefix (the default is 11); see "Voice messaging options" in the "Voice administration" chapter
- delivery to non-user dialing prefixes
- customer distribution list numbers
- other mailbox numbers
- the AMIS compose prefix if AMIS networking is installed (the default is 13)
- the personal distribution list prefix (VMUIF customer groups only)

The same mailbox number can be used within different customer groups. However, only one user can have that number as an extension DN.

- **Volume ID** This field specifies the hard disk volume to which the local voice user is assigned. The volume ID indicates where messages for the user and related information are to be stored. All local voice users must be assigned to a volume. This field defaults to the volume with the greatest amount of free voice space at the time that the [Add] softkey is pressed.

- **Storage Used** This read-only field indicates how many minutes of voice messages are currently stored for the current local voice user. This value is rounded up to the nearest minute. Before deleting a local voice user, check this field to make sure that there are no voice messages in the mailbox. If submailboxes are enabled in this user's COS, all submailbox greetings and messages take up voice storage allocated to the mailbox.

For MMUI customer groups, the system still accepts calls when the mailbox is full. However, users experience limited functionality. (For example, users can only listen to messages and delete them. They cannot compose and send messages if their mailbox is full.) For VMUIF customer groups, calls are rejected (the system will not take messages) when the mailbox is full.

**Note:** A user may inform you that he or she has received the mailbox full warning, but that the mailbox is definitely not full. For example, the user is certain that there are only two short messages in the mailbox. A prematurely full mailbox is caused by an unexpected system reboot that leaves inconsistencies between the volume server and what is actually in the mailbox. This problem will be fixed automatically during the scheduled nightly audit. However, if an unexpected reboot happens at a busy traffic time, you can log on at the Tools level and select the menu item "Audit all volumes". This will update the real mailbox storage information that is stored on disk and prevent prematurely full mailboxes. See the *System Administration Tools* guide (NTP 555-7001-305) for more information about this tool.

- **Last Name** This is the last name of the new local voice user, up to 41 characters in length. This field accepts any characters with the exception of the restricted characters "+", "\_", and "?". However, you should limit yourself to alphanumeric characters. If you use any control characters or special characters, name dialing and name addressing may not work properly. This field is blank by default. Be sure to fill it in and be sure to use correct spelling because the name dialing and name addressing features use this information.

**CAUTION****Risk of lost messages**

If you must change a user's last name once the mailbox has been added and put in use, do not modify this field. Instead, make sure the user has listened to all of his or her messages, delete the mailbox, and add it again with the new last name. Meridian Mail uses the user's last name to keep track of users, mailboxes, and messages. Modifying the *Last Name* field can cause inconsistencies.

- **First Name** This is the first name of the new local voice user. You can enter up to 21 characters in this field. Do not use any special characters. Limit yourself to alphanumeric characters for the reasons mentioned in the *Last Name* field. This field is blank by default. Ensure correct spelling because the Name Dialing and Name Addressing features use this information.
- **Initials** This field holds the initials (up to 5 of them) of the local voice user. This field is for display only and can be used to distinguish users with identical first and last names. These initials, however, cannot be used in name dialing.

**Note:** If you do not enter any initials, the system will automatically fill in this field with the first initial of the user's first name after you save the user.

- **Department** (MMUI only.) You may enter up to 31 characters. The characters "+", "\_", and "?" are restricted. It is recommended that you use alphanumeric characters only and avoid using special characters altogether (even though some are accepted by this field) for the reasons described in the *Last Name* field.

When adding the first user to the customer group, this field will be blank by default. For subsequent users, this field defaults to the department entered for the last user added.

You can retrieve users on the basis of department when using the Find Local Voice Users function (described later in this chapter). However, only the first 12 characters of the department are displayed in the List of Local Voice Users. Therefore, the first 12 characters of department names should be unique so that you can distinguish departments in this list.

- **Class of Service (More Detail)** This field specifies the class of service (COS) to which the user belongs. Up to 15 COSs will be displayed. The COSs that are displayed in this screen depend on the selections made in the General Options screen (see the "General administration" chapter). Only the "Personal" COS will be displayed if you have not yet assigned any COSs to this customer group.

If you press the [More Detail] softkey while the cursor is on this field, you will see the definition for the selected COS. The fields are read-only and are provided as a reminder to you, so that you can verify the configuration of a COS before selecting one for the user.

If the "Personal" COS is selected, you will be able to modify the fields and create a custom COS especially for this user. This is useful if the user doesn't fit into any of the COSs that have been assigned to the user's customer group. However, each personal COS will have to be maintained separately, in addition to the system COSs. See the section "Creating a personal class of service" on page 6-26.

- **Extension DNs** The user's extension number or numbers. A user can have up to three extension DNs. (This means that a caller can dial any of these numbers and still reach the user's mailbox.) An extension DN can be up to 30 digits in length.

The first field is for the primary DN and is mandatory. It should be the same as the mailbox number. It is automatically filled in with the mailbox number you entered to access this screen, but can be changed. You cannot save the user if this field is blank.

**Important:** If the mailbox number and primary DN are not the user's 7-digit directory DN, you must enter the 7-digit directory DN as the secondary DN. (If the 7-digit directory DN is the primary DN, the secondary DN is optional.)

The tertiary DN is optional.

**Note:** If the SMDI link is set to 10-digit messaging, the extension DN should include the area code (this is the full 10-digit DN).

- **Revert DN** If this field is not blank, the number entered in this field is the number to which calls are passed when:
  - a caller presses "0" during a call answering session
  - when a user waits more than 2 seconds to enter "#" after dialing "0" in order to place a call while in his mailbox (known as mailbox thru-dial or extension dialing).

The revert DN may be up to 30 digits in length and can begin with 0 (zero). However, keep in mind that this revert DN is limited by the restriction/permission codes that are selected in the user's class of service.

This field is blank by default. For MMUI users, if this field is left blank, the number entered in the Attendant DN field in the General Options screen will be used as the revert DN for this user. Therefore, when a caller presses "0", he or she will be transferred to the attendant DN (which is typically "0" or the main console). If, however, a user wants his or her callers to be transferred to another person, such as a personal secretary, a revert DN must be configured.

For VMUIF users, there is no Attendant DN to be configured for customer groups. Therefore, if no revert DN is defined, callers will not have the opportunity to transfer to another number by pressing "0". For most VMUIF users, this will probably be sufficient. However, if a user does want callers to be able to revert, this DN will have to be defined.

MMUI users and VMUIF users with defined revert DN's should be encouraged to include a statement in their personal greeting to inform callers that they can press "0" to transfer out of Meridian Mail.

Users can also configure their own revert DN through their telephone set. This is covered in the *Meridian Mail Voice Messaging User Guide*. However, you might want to restrict users from changing their own revert DN's. This can be done by assigning a set of restriction/permission codes (that has the restriction codes filled in with the digits 0 to 9) to the *Custom Revert Restriction/Permission Codes* field in a class of service. This is done in the Add or View/Modify Class of Service screen. (The user must then be assigned to the class of service.) The administrator can still enter a revert DN through user administration and custom revert will work. However, users will not be able to change this DN from a telephone set. See the chapter "Class of service administration" in the *System Administration Guide* for details about setting up these restriction codes.

- **Message Waiting Indication DN** This field is not displayed if the *Message Waiting Indication Options* field in the user's COS is set to "None". If this field is displayed, it is mandatory. This DN specifies the telephone extension at which message waiting indication is activated when a new message is put in the user's mailbox. This field defaults to the mailbox number that was entered to access this screen. This DN must be the user's 7-digit directory number as it is configured on the switch.

If you try to save your configuration when the primary DN and the MWI DN are different, the system will give you a warning message indicating that these two DN's are different. At this point, you can either press [Save] a second time to continue, or change your mind and make the two DN's identical.

**Note 1:** To modify or delete this DN, make sure MWI is turned off first. If the MWI DN is changed when MWI is on, MWI will never be turned off.

**Note 2:** If the SMDI link is configured for 10-digit messaging, enter the user's 10-digit directory number (this DN includes the area code).

- **Message Waiting Link Name** This field is only displayed if the system has SMDI links and if the *Message Waiting Indication Options* field in the user's COS is set to something other than "None". This name specifies the link on which the message waiting indication is sent for this user.

This field is intended for systems with the Multi-SMDI (indicated as "SMDI" in the General Options screen) feature so that you can distribute users over all available links. If you have only one SMDI link, this field defaults to the link name entered in the hardware database and cannot be changed from this screen.

If you do have multiple SMDI links, do not put all users on the same link. Instead, distribute users (as evenly as possible) across all available links. This field defaults to the first link name defined in the hardware database.

- ***Personal Verification Recorded (Voice)*** When a personal verification has been recorded, this field is set to "Yes". "No" indicates that no verification is currently recorded. The verification can either be recorded by the user from his or her phone or by the administrator from this screen. See the chapter "Making recordings" for more information about personal verifications and when they are used.
- ***Remote Notification Schedules (More Detail)*** This field is displayed only if Outcalling is installed and if *Remote Notification Capability* is set to "Yes" in the user's COS.

"Yes" indicates that remote notification schedules have been set up for this user (either by the administrator or by the user). This field will show "Yes" even if the schedules are disabled (as long as at least one schedule has been created).

To create a remote notification schedule for a user, press the [More Detail] softkey while the cursor is on this field. See the chapter "Planning outcalling" in the *Outcalling Application Guide* (NTP 555-7001-323) for details.

- ***Name Dialable by External Callers*** (MMUI only.) When this field is set to "Yes", external callers can use name dialing to call the user. This may not be desirable for all users, since a caller could get through to any extension as long as they know the person's name. You may therefore want to set this field to "No" for those users who have their phone calls screened by a secretary. The default is "Yes".

- **Logon Status** A mailbox will become disabled if too many logon attempts are made using the wrong password. (The maximum number of invalid logon attempts is set in the Voice Security Options screen.) If the logon status is "Disabled", an explanation is displayed on the line below this field. When the status is "Enabled" the user has full access to the mailbox and messages are accepted. The default is "Enabled".

If the user belongs to an MMUI customer group and his or her mailbox becomes "Disabled", the user will not be able to log on to the system, however, messages are still received. To reenable a mailbox, access the user through the View/Modify Local Voice User screen and set the *Logon Status* field to "Enabled".

If the user belongs to a VMUIF customer group, the user will be able to log on, however, the system will no longer take messages (in other words, calls are rejected). This field is affected by the *Lockout Duration* field in the subscriber's class of service. A value other than zero in the *Lockout Duration* field indicates that the subscriber's mailbox will automatically be reenabled once the specified time period has passed (up to 24 hours). A value of "00:00" indicates that the subscriber will be locked out until the administrator reenables the mailbox manually by setting the Logon Status to "Enabled".

- **Volume Level** (VMUIF only.) This field controls the volume level for voice messaging. The options are: "Normal", "Loud", "Louder", "Loudest". The default is "Normal". Note that if there are submailboxes, this field affects only the main mailbox.
- **Preferred Language** This field applies only to multilingual systems. The language specified in this field determines the language in which prompts are played. (This includes prompts that are played to the user during a login session and to callers during express messaging and call answering sessions.) This field can display a maximum of four of the languages installed on your system. The default is the first language in the list.

**Note:** If the *Default Language Overrides User's Preferred Language* field is set to "Yes" in the Voice Messaging Options screen, prompts played to callers during call answering and express messaging sessions will be in the default language. However, prompts played to the user during login sessions continue to be played in the user's preferred language.

**Procedure 6-3**  
**Adding a local voice user****Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press the [Add] softkey.  
*The [Cancel] softkey appears, and you are prompted to enter a mailbox number (up to 18 digits in length).*
- 4 Go to step 4a to proceed, or 4b to cancel.
  - a. Enter the mailbox number and press <Return>.  
*The Add Local Voice User screen is displayed (Figure 6-3).*
  - b. Use [Cancel].  
*The Local Voice User Administration softkeys screen is displayed.*
- 5 Enter the *Last Name, First Name, Initials* , and *Department* (if applicable) of the new user.
- 6 Assign the user to a class of service (either to one of the system COSs or create a personal COS if necessary).
  - a. To view a COS, press the [More Detail] softkey while the cursor is on the *Class of Service* field. Fields in the COS are read-only.
  - b. To create a personal COS, make sure "Personal" is selected and then press [More Detail]. The fields in the personal COS are modifiable from this screen.
  - c. Press [Return to Basic Fields] when finished.  
See the chapter "Class of service administration" for screen illustrations and field descriptions.
- 7 Normally the primary extension DN is the same as the user's mailbox number and message waiting indication DN. If required, however, it can be modified. Enter optional secondary and tertiary DNs if necessary.
- 8 Enter a revert DN if this user wants to revert callers to a number other than the attendant DN (defined in General Options).
- 9 The message waiting indication DN is typically the same as the primary DN and the mailbox number. This is the default. However, it can be changed to another number if required.

- 10 If you need to create a personal verification for the user, move the cursor to the *Personal Verification Recorded (Voice)* field and press [Voice]. (This is necessary if the field *Personal Verification Changeable by User* is set to "No" in the COS and the user requires or desires a personal verification.)
  - a. Enter the extension number of the phone you will be using to record the verification.

**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.
  - b. A new set of softkeys is displayed.
  - c. Press the [Record] softkey.
  - d. At the sound of the beep, speak the user's name into the telephone handset.
  - e. Press the [Stop] softkey to stop recording.
  - f. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.

*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*

*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.
- 11 If remote notification is enabled in the COS to which the user belongs and you need to create a schedule for the user, put the cursor on the *Remote Notification Schedules* field and press [More Detail]. See the section "Creating a remote notification schedule."
- 12 For VMUIF users, set the volume to the desired level.
- 13 On a multilingual system, specify the user's preferred language.
- 14 For MMUI users, the default password is the same as the user's mailbox number. For VMUIF users, there is no initial password. To change the password, see Procedure 6-4.
- 15 Go to step 15a to save the new user, or 15b to discard this user.
  - a. Use [Save].

*If the primary extension DN and the message waiting indication DN are different, the system will warn you of this. If you intend these numbers to be different, press [Save] again to save the user . If you have made a mistake, press [Cancel] or modify the MWI DN. The user will not be added and you will have to redefine the user if [Cancel] is pressed.*

*The system saves the new user and prompts for another local voice user's mailbox number. Go to step 4a to add another user , or to 15b to exit this screen.*

- b. Use [Cancel].

*New user information is discarded. The Local Voice User Administration softkeys screen is displayed.*

#### **Procedure 6-4 Changing the user's password**

**Starting point:** The Add Local Voice User screen

- 1 Press the [Change Password] softkey.  
*You are prompted to enter the new password.*
- 2 Enter the new password (up to 16 digits in length) and press <Return>.  
*(The password is not displayed on the screen.)*  
*You are prompted to reenter the password for verification.*
- 3 Reenter the password and press <Return>.  
*If there is a mismatch between the first and second passwords, return to step 2.*

### **Creating a personal class of service**

If a user has special requirements that are not met by any of the existing COSs, you can create a personal COS that is customized for that user. All personal COSs must be maintained individually since any changes made to a personal COS will not affect any other users. If, for example, it is decided that all users belonging to a particular customer group will be given access to a particular feature, you would have to modify the COSs that are assigned to that customer group as well as all personal COSs that exist in that customer group. To create a personal COS, follow Procedure 6-5.

**Procedure 6-5**  
**Creating a personal class of service**

**Starting point:** The Add Local Voice User screen

- 1 Move the cursor to the *Class of Service* field.
- 2 Select the Personal COS (the first COS in the list).
- 3 Press the [More Detail] softkey.  
*The View/Modify Class of Service screen is displayed. Refer to the "Class of service administration" chapter for screen illustrations and field descriptions.*
- 4 Make the necessary modifications.
- 5 Press the [Return to Basic Fields] softkey to return to the Add Local Voice User screen.
- 6 Press [Save] to save the personal class of service and the user.

**Creating a remote notification schedule**

A remote notification schedule allows you to define the telephone or pager numbers where users can be reached at different times of the business day, as well as nonbusiness days. There are three different schedules associated with each user: one for business days, one for nonbusiness days, and one temporary schedule. The temporary schedule overrides the other two schedules until the time specified. This schedule is useful if a user will be at a different number than usual for a short period.

See the *Outcalling Application Guide* (NTP 555-7001-323) for detailed instructions on setting up remote notification schedules.

**Procedure 6-6**  
**Creating a remote notification schedule**

**Starting point:** The Add Local Voice User screen

- 1 Move the cursor to the *Remote Notification Schedules* field.
- 2 Press the [More Detail] softkey.  
*The outcalling fields are displayed. See Figure 6-4.*

**Figure 6-4**  
**The Add Local Voice User screen (outcalling fields)**

ABC Company	User Administration	MORE ABOVE
Add Local Voice User - Outcalling Fields		
Current State of Remote Notification:	Off	
Message Remote Notification Option:	[Any] Urgent	
Business Days Schedule		
* Period 1 from (hh:mm):_____ to (hh:mm):_____	[Disabled]	Enabled
Target 1 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Target 2 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Target 3 DN: _____	Phone Tone Voice Numeric [Service]	Pager ID Number: _____
Non-Business Days Schedule:		
* Period 1 from (hh:mm):_____ to (hh:mm):_____	[Disabled]	Enabled
Target 1 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Target 2 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Target 3 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Temporary Days Schedule up to midnight of (dd/mm/yy): _____		
* Period 1 from (hh:mm):_____ to (hh:mm):_____	[Disabled]	Enabled
Target 1 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Target 2 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
Target 3 DN: _____	[Phone] Tone Voice Numeric Service	Pager Callback Number: _____
The Outcalling Fields data will be saved only if the user is saved.		
<b>Return to</b>	<input type="text"/>	<input type="text"/>
<b>Basic Fields</b>	<input type="text"/>	<input type="text"/>

\*There are actually three periods listed for each schedule, each with three targets.

- 3 Create a business day schedule. For each time period necessary**
  - a. Enter the from and to time.
  - b. Enable the time period.
  - c. Enter up to three target DN's. For each target DN, specify the type of device.
  - d. For pagers, specify the Pager Callback Number. For general access pager services, enter the Pager ID Number.

- 4 Create a nonbusiness days schedule. For each time period necessary
  - a. Enter the from and to time.
  - b. Enable the time period.
  - c. Enter up to three target DNs. For each target DN, specify the type of device.
  - d. For pagers, specify the Pager Callback Number. For general access pager services, enter the Pager ID Number.
- 5 Create a temporary days schedule if necessary.
  - a. Enter the date on which the temporary days schedule should be disabled.

*The schedule will be disabled at midnight of that day and the business days or nonbusiness days schedule will be activated.*

For each time period necessary

  - b. Enter the from and to time.
  - c. Enable the time period.
  - d. For each period necessary, enter up to three target DNs. For each target DN, specify the type of device.
  - e. For pagers, specify the Pager Callback Number. For general access pager services, enter the Pager ID Number.
- 6 Press the [Return to Basic Fields] softkey when you are done.
- 7 Press the [Save] softkey to save the user and remote notification schedule information.

The following outcalling fields are displayed:

- ***Current State of Remote Notification*** This is a read-only field which indicates whether or not remote notification is currently enabled or disabled for this user.
- ***Message Remote Notification Option*** This field specifies the type of message that will cause the system to remotely notify the mailbox owner. If "Any" is selected, the user will be notified of all new messages. If "Urgent" is selected, only those messages that are tagged as urgent will trigger a remote notification call.

- **Schedules** Up to three remote notification schedules can be defined for each user. One for business days, one for nonbusiness days and a temporary days schedule for short-term remote notification. The temporary days schedule overrides the business and nonbusiness days schedules until midnight of the date specified, including the current day. When the duration expires, the temporary days schedule is automatically disabled.

To enable a schedule, define a valid time period and set the appropriate schedule to "Enabled" (defining the time period alone will not automatically enable the schedule). For a time period to be valid, the times must be chronologically correct, nonoverlapping, within the 24-hour time window (midnight to midnight) and the targets must be dialable, unrestricted phone or pager numbers.

Within each schedule, you can define up to three time periods. For each time period, you can define up to 3 RN target DN's. The target DN can be a phone number, a directly dialable pager number, or a common pager service number (if this is a general access pager service, such as SkyPager).

For each target DN that you enter you must define the type of device to which the service will be outcalling. If the device is a phone, select "Phone". You do not have to enter anything in the *Pager Callback Number* field. To define a pager as the target device, select one of the following options:

- **Tone** defines either a Tone-only or Tone and Voice pager. You do not need to enter anything in the *Pager Callback Number* field.
- **Voice** defines a Tone and Voice pager. You do not need to enter anything in the *Pager Callback Number* field.
- **Numeric** defines a digital or numeric pager with DID access. Fill in the callback number to be displayed in the *Pager Callback Number* field. If you do not enter a callback number here, the number entered in the *Default Numeric Pager Data* field in the Outcalling Administration screen will be used instead.

- *Service* defines a digital or numeric pager with general access. Enter the pager's PIN number in the *Pager ID Number* field. In this case, the callback number is taken from the *Default Numeric Pager Data* field in the Outcalling Administration screen. This is a customer-wide callback number that is displayed on all pagers configured with "Service" as the RN target device.

## Adding remote voice users

**Note:** To add users as remote voice users, Meridian Networking must be installed and enabled for this customer group. If installed, Meridian Networking can only be enabled for one MMUI customer group on the system.

Users at remote Meridian Mail sites that are networked to yours through Meridian Networking can be added to your system as Remote Voice Users. This is by no means necessary. There are, however, several benefits of doing this:

- When a remote voice user sends a message to a user at the local site, the sender's personal verification is played. When a user at a remote site (that is not defined as a remote voice user) sends a message, the mailbox number (for example, 63385443, if the dialing plan is ESN) is played to the recipient.
- Remote voice users can be added to distribution lists, whereas users at remote sites (not defined as remote voice users) cannot.
- Users at the local site can use name dialing to reach remote voice users.
- External callers to your system can reach remote voice users by name dialing (for example, through a voice menu or thru-dialer) if you enable the *Name Dialable by External Callers* field.

You should only choose to add those users who correspond frequently with users at the local site or if it is important that they can be included in your distribution lists. For more information about Meridian Networking, see the chapter "Meridian Networking administration" in the *Networking Services Administration Guide* (NTP 555-7001-335).

The following fields are displayed:

- **Mailbox Number** Enter the mailbox number preceded by any necessary access codes and the user's network prefix. The access code is the number used to dial out of the system (such as "6" for ESN). The network prefix will depend on the type of dialing plan used at the remote site. It may be an ESN prefix, a mailbox prefix, a dialing prefix or, if the remote site is part of a CDP dialing plan, the CDP steering code is already part of the mailbox number and no additional prefixes need to be added. For example, if the remote voice user is part of an ESN dialing plan, the access code will likely be "6". This is followed by the ESN prefix for that site ("233") and the mailbox number "4433", making the full extension 62334433). (Dialing plans and network prefixes are described in the "Meridian Networking administration" chapter in the *Networking Services Administration Guide*, NTP 555-7001-335.) This number can be up to 28 digits long.
- **Last Name** This is the last name of the remote voice user. This field can hold up to 41 characters. This field accepts any characters with the exception of the restricted characters "+", "?", and "\_". However, it is recommended that you use alphanumeric characters only because this field is used by the name dialing and name addressing features. The default is blank.
- **First Name** This is the first name of the new remote voice user. This field can hold up to 21 alphanumeric characters. You can use spaces and hyphens. The default is blank.
- **Initials** These are the initials of the remote voice user. This field can hold up to 5 alphanumeric characters. This field is for display only and can be used to distinguish users with identical first and last names. These initials, however, cannot be used during name dialing.

**Note:** If you do not enter any initials, the system will automatically fill in this field with the first initial of the user's first name.

- **Department** (MMUI only) You may enter up to 31 characters. The characters "+", "\_", and "?" are restricted. It is recommended that you use alphanumeric characters only and avoid using special characters altogether (even though some are accepted by this field).

When adding the first user during this add session, this field will be blank by default. For subsequent users, this field defaults to the department entered for the last user added.

You can retrieve users on the basis of department when using the Find Remote Voice Users function (described later in this chapter).

However, only the first 26 characters of the department are displayed in the List of Remote Voice Users screen. Therefore, make sure that department names are unique based on the first 26 characters of their names.

- **Extension DNs** Enter the user's full extension number at the remote site including any necessary access codes and network prefixes. You can enter up to three DNs. (The primary DN is required whereas the others are optional.) For example, if the remote voice user is part of an ESN dialing plan, the access code will likely be "6". This is followed by the ESN prefix for that site ("233") and the mailbox number "4433", making the full extension 62334433).
- **Personal Verification Recorded (Voice)** When a personal verification has been recorded, this field is set to "Yes". "No" indicates that no verification is currently recorded. This field is only changed by using the [Voice] softkey. The personal verification is played when a local user composes a message to the remote user, includes the remote user in a distribution list, or uses the name dialing feature to call the remote user.
- **Name Dialable by External Callers** (MMUI only) When this field is set to "Yes", external callers can reach the remote voice user by entering the user's name rather than the user's extension. Name dialing can be used when an external caller is connected to a voice menu or thru-dialer and does not remember the user's extension. If this field is set to "No", external callers have to enter the remote user's DN (including access code and network prefix) whenever prompted for an extension. The default is "Yes".

It may not be desirable to enable this feature for all remote voice users. A caller who is connected to your system through a voice menu can get through to any extension as long as they know the person's name. You may, therefore, want to set this field to "No" for those users who have their phone calls screened.

**Procedure 6-7****Adding a remote voice user**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Select the [Add] softkey.

*You are prompted for a remote mailbox number . The [Cancel] softkey is displayed. The mailbox number can be up to 28 digits long.*

- 4 Go to step 4a if you do not want to add the user. Go to step 4b to proceed.
  - a. Use [Cancel].
  - b. Enter the location prefix (ESN prefix or CDP steering code) and mailbox number and press <Return>.

*The Add Remote Voice User screen is displayed below (Figure 6-5).*

**Figure 6-5**  
**The Add Remote Voice User screen**

\* These fields are displayed only for MMUI users.

- 5 Enter the remote voice user's last name, first name, initials (optional), and department.
- 6 Normally the primary extension DN is the same as the user's mailbox number and message waiting indication DN. If required, however, it can be modified. Enter optional secondary and tertiary DNs if necessary.
- 7 Press the [Voice] softkey to record a personal verification, if one is not already recorded.
  - a. Enter the extension number of the phone you will be using to record the verification.
 

**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.

*A new set of softkeys is displayed.*
  - b. Press the [Record] softkey.
  - c. At the sound of the beep, speak the user's name into the telephone handset.
  - d. Press the [Stop] softkey to stop recording.
  - e. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.

*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*

*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.

- 8** Disable name dialing by external callers if necessary.
- 9** Go to step 9a to save the new user, or 9b to cancel the addition.
  - a. Use [Save].

*The system saves the new user and prompts for another remote voice user mailbox number . To add another user, go to step 4b. Go to step 9b if you do not want to add more users at this time.*
  - b. Use [Cancel].

*The information for the new user is discarded.*

## Adding directory entry users

Directory entry users do not have mailboxes associated with their extensions. This may be the case for one of several reasons. The user may not require or want a mailbox, or perhaps the user is not authorized to have a mailbox. Another common reason is that a user shares the same phone with other users. (In other words, you can associate a number of directory entry users with the same DN. This is unlike local voice users in that each local voice user must have a unique primary DN and mailbox number.) In this case, if you were to create a mailbox for this telephone, it would not be clear for whom new messages are intended when the MWI is turned on.

Because directory entry users do not have mailboxes, they, therefore, do not have access to voice messaging functions (such as compose and send) or other features such as outcalling, AMIS networking, and so on. However, by adding users as directory entry users, they are included in the Meridian Mail directory. This means that these users can be dialed using thru-dial features such as name dialing and automated attendants.

For example, if June Miller, Andy Artaud, and Don Lawrence share the same phone (at extension 2339), another user can call June by using the name dialing feature instead of dialing the extension number. This is also useful when an external caller wants to ring a user's phone through a voice menu or automated attendant. If the external caller does not remember June's extension number, the caller can still dial the phone by entering June's name.

If at some point a directory entry user needs a mailbox, you will have to delete the directory entry user and add the user again as a local voice user.

*Note:* Directory entry users are only applicable to the MMUI interface.

### The Add Directory Entry User screen

Directory entry users are added to the customer groups through the Add Directory Entry User screen (Figure 6-6). Like local voice users, each directory entry user can be associated with up to three different extensions. Primary extension numbers do not have to be unique. A number of users can share the same extension.

**Figure 6-6**  
**The Add Directory Entry User screen**

ABC Company      User Administration

Add Directory Entry User

Last Name: Smith

First Name: John      Initials: J

\* Department: Human Resources

Extension DNs: 7000  
7001

Personal Verification Recorded (Voice):      No

\* Name Dialable by External Callers:      No      [Yes]

Select a Softkey >

Save      Cancel                Voice

\* These fields are displayed for MMUI users only.

The Directory Entry User screen contains the following fields:

- **Last Name** This is the last name of the new directory entry user, up to 41 characters in length. This field is mandatory. This field accepts any characters with the exception of the restricted characters "+", "\_", and "?". However, you should limit yourself to alphanumeric characters for name dialing to work properly. This field is blank by default. Be sure to fill it in and ensure correct spelling because the name dialing feature uses this information.
- **First Name** This is the first name of the new directory entry user. It can be up to 21 alphanumeric characters in length. Spaces and hyphens ("-") are also allowed. The default is blank.
- **Initials** This field holds the initials (up to 5 alphanumeric characters) of the directory entry user. Using initials can help you distinguish users with identical first and last names. These initials, however, cannot be used in name dialing.

**Note:** If you do not enter any initials, the system will automatically fill in this field with the first initial of the user's first name.

- **Department** (MMUI only) You may enter up to 31 characters. The characters "+", "\_", and "?" are restricted. It is recommended that you use alphanumeric characters only, and avoid using special characters altogether (even though some are accepted by this field).

When adding the first user to the customer group, this field will be blank by default. For subsequent users, this field defaults to the department entered for the last user added.

You can retrieve users on the basis of department when using the Find Directory Entry Users function (described later in this chapter). However, only the first 26 characters of the department are displayed in the List of Directory Entry Users screen. Therefore, make sure that department names are unique based on the first 26 characters of their names.

- **Extension DNs** The user's extension number or numbers. A user can have up to three extension DNs (a primary, secondary and tertiary DN). This means that a caller can dial any of these numbers and still reach the user's mailbox. A DN can be up to 30 digits in length.

The first field is for the primary DN and is mandatory. You cannot save the user if this field is blank. It is automatically filled in with the DN you entered to access this screen and is therefore the same as the mailbox number.

**Important:** If the mailbox number and primary DN are not the user's 7-digit directory DN, you must enter the 7-digit directory DN as the secondary DN. For example, in a centrex or private network environment, the primary DN can be the user's locally dialable extension (typically a 4-digit DN). In this case, you must enter the 7-digit DN as the secondary DN because it is required by Meridian Mail when sending message waiting notifications.

If the 7-digit directory DN is the primary DN, the secondary DN is optional. The tertiary DN is optional.

**Note:** If the SMDI link is set to 10-digit messaging, the extension DN could include the area code (this is the full 10-digit DN).

**Note:** Make sure none of these DNs conflict with any distribution list numbers. If a distribution list and a directory entry user share the same number, the distribution list number will take precedence over a directory entry user number during compose. The message will not be sent to the directory entry user.

- **Personal Verification Recorded (Voice)** If a personal verification has been recorded for this user, this field displays "Yes". "No" indicates that no verification is currently recorded. The setting in this field changes when the [Voice] softkey is used to record a verification. The personal verification is played when the user's phone is dialed using a Thru-Dial service (including name dialing). It informs the caller that he or she has reached the correct phone.
- **Name Dialable by External Callers** (MMUI only.) When this field is set to "Yes", external callers can reach the user through the name dialing feature. This may occur when a caller reaches a voice menu and is prompted to enter an extension or the name of the person they want to speak to. (Internal callers can always use name dialing to call directory entry users.) The default is "Yes".

**Procedure 6-8**  
**Adding a directory entry user**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Directory Entry User.
- 3 Select [Add].

*You are prompted to enter a DN.*

*The [Cancel] softkey is displayed.*

- 4 Go to step 4a if you do not want to continue, or 4b to proceed.
  - a. Use [Cancel].
  - b. Enter the extension number and press <Return>.

*This number will be used in the Add Directory Entry User screen to fill in the primary Extension DN field.*

For centrex customer groups, enter the DN that is dialable by other local voice users (typically a 4-digit DN).

For residential customer groups, this is the 7 or 10-digit directory number.

**Note:** Make sure this DN does not conflict with any distribution list numbers. If a distribution list and a directory entry user share the same number, the distribution list number will take precedence over a directory entry user number during compose. The message will not be sent to the directory entry user.

*Once a valid DN has been entered, the Add Directory Entry User screen is displayed (Figure 6-6).*

- 5 Enter the *Last Name, First Name, Department, and Extension Numbers* of the new user.
- 6 Press the [Voice] softkey to record a personal verification.
  - a. Enter the extension number of the phone you will be using to record the verification.

**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.

*A new set of softkeys is displayed.*

- b. Press the [Record] softkey.
- c. At the sound of the beep, speak the user's name.
- d. Press the [Stop] softkey to stop recording.

- e. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.

*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*

*When you use [Disconnect], the line is disconnected, and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.

- 7 Go to step 7a to save the new user, or 7b to cancel the addition.

- a. Use [Save].

*The system saves the user and prompts for another extension number.*

To add another user, enter the extension, press <Return> and fill in the screen for the new user. If there are no further users to add, go to step 7b to leave the screen.

- b. Use [Cancel].

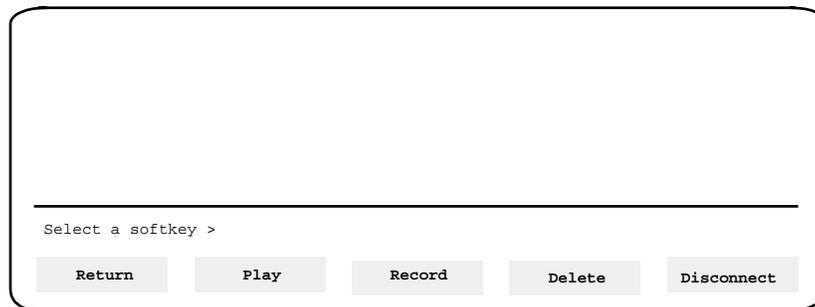
*The information for the new user is discarded.*

## Recording personal verifications using the [Voice] softkey

The [Voice] softkey is displayed on the Add and View/Modify User screens. When this softkey is pressed, a new set of softkeys is displayed as in Figure 6-7. These allow you to record personal verifications for all types of users (directory entry users, local voice users, and remote voice users). When a personal verification is recorded, the *Personal Verification Recorded (Voice)* field is automatically set to "Yes".

**Note:** A telephone set is required to record the personal verification. Ensure that a phone set is available near the administration terminal where you are working.

**Figure 6-7**  
Personal verification recording softkeys



### Procedure 6-9 Recording, playing, and deleting personal verifications

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select the type of user (local voice user, directory entry user, or remote voice user).
- 3 If you haven't added the user yet, go to step 3a. If you want to record a personal verification for an existing user, go to step 3b.
  - a. Press the [Add] softkey. Enter the extension number when prompted and press <Return>.
  - b. Press the [View/Modify] softkey. Enter the extension number when prompted. If you do not know the extension number of the user, use the [Find] softkey instead to retrieve the user from a subset of users.

- 4 From the Add or View/Modify User screen, press the [Voice] softkey.  
*You are prompted for an extension number .*  
**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.
- 5 Enter the extension number of the phone set you are going to use to record a spoken name.  
*The phone will ring when you press <Return> after you finish entering the extension.*
- 6 Pick up the telephone handset.
- 7 To record a new verification, go to step 7a. To listen to the existing personal verification, go to step 7b. To delete the existing personal verification, go to step 7c. To return to the original set of softkeys, go to step 7d.
  - a. Press the [Record] softkey. At the sound of the beep speak the personal verification for the user into the handset.  
*When you pressed the [Record] softkey , a new [Stop] softkey appeared in its place.*  
Press the [Stop] softkey to stop recording.
  - b. Press the [Play] softkey.  
*If a verification has been recorded for the user , it is played over the phone.*
  - c. Press the [Delete] softkey.  
*If a verification has been recorded, it is deleted. A prompt is displayed advising you that the recording was deleted.*
  - d. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.  
*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [V oice] softkey.*  
*When you use [Disconnect], the line is disconnected, and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

## Finding users

The Find function can be used to retrieve a list of users for viewing or printing. This is useful for record-keeping purposes. It is also useful if you need to view or modify a particular user but you do not know the mailbox number. (When you press the [View/Modify] softkey after selecting Local Voice user or Remote Voice User from the User Administration menu, you are prompted for a mailbox number.) If you only know the last name, for example, use the [Find] softkey to retrieve the user according to name.

### Using wildcard characters

The fields on the Find Users screens accept three wildcard characters: "+" (plus sign), "\_" (underscore), and "?" (question mark).

The plus sign (+) is used to match a number of characters. For example, if you enter "2+" in the *Mailbox Number* field, all mailboxes beginning with 2 will be retrieved.

The underscore (\_) matches a single character. For example, if you enter "210\_" in the *Mailbox Number* field, mailboxes with numbers in the range 2100 to 2109 will be retrieved. To retrieve all mailboxes numbered 2100 to 2199, enter "21\_\_".

The question mark (?) produces a "sound match." This is useful if you are unsure of the spelling of a user's name. For example, a user calls to inform you that his mailbox has been disabled and tells you that his name is "Roger Braemoore". You forget to ask him for the spelling of his last name (it could be spelled Braymore, Braemore, Breymore, or some other way you may not think of). If you enter "Br+more", the system will find all surnames that begin with "br" and end with "more". If you enter "Br\_\_more", the system will find surnames that begin with "br" followed by two characters and ending with "more". In both of these cases, the user you are looking for will not be found because you did not think to enter "moore" instead of "more". If you enter "Braymore?", the system will find all names that sound like "Braymore" and find the user you are searching for.

**Note:** The search criteria that you specify in this screen also apply when you use the [Print Users] softkey.

## Finding local voice users

To access the Find Local Voice User screen, follow Procedure 6-10.

### Procedure 6-10

#### Accessing the Find Local Voice Users screen

**Starting point:** The Customer Administration Menu

- 1 Select Local Voice User.
- 2 Press the [Find] softkey.

*The Find Local Voice Users screen (Figure 6-8) is displayed.*

**Figure 6-8**  
The Find Local Voice Users screen

ABC Company
User Administration

Find Local Voice Users

Status: [Any] Enabled Disabled Expired Violation

Mailbox Number: \_\_\_\_\_ Volume ID: \_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

\* Department: \_\_\_\_\_

Extension Number (DN): \_\_\_\_\_

Personal Verification Status: [Any] Not\_Recorded Recorded

Display Data: [General] MWI

Only if Primary DN differs from MWI DN: [No] Yes

---

Select a softkey >

Exit

List

Print

\* This field is displayed only for MMUI customer groups.

The following fields are displayed:

- **Status** This field allows you to retrieve and view local voice users according to their mailbox status. You have five choices:
  - **Any** Select this option to retrieve local voice users regardless of their current mailbox status.
  - **Enabled** Select this option if you want to find users whose mailboxes are enabled.
  - **Disabled** Select this option to find users whose mailboxes are disabled. These users cannot log on, however messages are still received. A mailbox may be disabled if the user has made too many logon attempts with an incorrect password or if their password has expired.
  - **Expired** Select this option to find users whose passwords have expired. This situation can occur only if users are required to change their password before the number of days stipulated in the *Maximum Days Permitted Between Password Changes* field in the Voice Security Options screen. If a user's password has expired, he or she will have to enter a new password the next time that he or she logs on.
  - **Violation** Select this option to find users who have surpassed the maximum number of allowed invalid logon attempts for their mailbox (configured in the Voice Security Options screen). Users who have made too many invalid logon attempts will not be able to log on and their mailbox will be disabled.
- **Mailbox Number** You might use this field to retrieve users within a certain range of mailbox numbers. For example, to retrieve all users with mailbox numbers between 2300 and 2399, enter "23\_\_" or "23+". This field can hold up to 18 characters.
- **Volume ID** To find all users or a subset of users on a particular volume, enter a volume number in this field.

Information on disk usage can be obtained (by system administrators only) through the Disk Usage report (see "Operational Measurement Reports" in the "Operational measurements" chapter in the *System Administration Guide*). If you notice that one volume is getting full, you should move some of the users to another volume. Set the *Volume ID* field to the ID of the volume that is almost full in order to get a list of user's names and their mailbox numbers. You can then move some of these users to another volume with the Move User utility accessible through the Tools menu. See the *System Administration Tools* guide (NTP 555-7001-305) for more information.

- **Last Name** Fill in this field if you want to retrieve a particular user and only remember the last name. Use wildcard characters if you are unsure of the spelling.
- **First Name** Fill in this field if you want to retrieve a particular user and only remember the first name. Or if you also know the last name, the first name will narrow down the search (if a number of users have the same last name). Use wildcard characters if you are unsure of the spelling.
- **Department** (MMUI only) This field can help you narrow down a search even further if, for example, you only remember the first or last name of the user you want to find. You can also use this field if you want to retrieve all users that belong to a particular department. Use wildcard characters if you are unsure of the spelling or exact name of the department.
- **Extension Number (DN)** The user's primary extension DN. Enter the user's DN if it is known (and if different from the mailbox number). Use wildcard characters to retrieve a subset of users in a particular range of DNs.
- **Personal Verification Status** Set this field to "Not\_Recorded" to retrieve all local voice users who do not have a recorded personal verification. Since it is a good idea for all users to have a personal verification, you can either record a verification for the user yourself, or notify the found users and suggest that they record their own personal verifications (if the *Personal Verification Changeable by User* field in the user's class of service is set to "Yes"). If the personal verification status is not important, make sure this field is set to "Any" (the default).

- **Display Data** This field determines the format in which the resulting list of retrieved users will be displayed. Your choices are
  - **General** When selected, the list of users includes the following information: user's name, mailbox number, department, COS number, the amount of storage used, and whether or not a personal verification has been recorded. See Figure 6-9. This is the default format on entering the Find Local Voice User screen.
  - **MWI** When selected, the list of users includes the following information: user's name, DN, mailbox number, the number of read messages, the number of unread messages, the number of text messages, and the MWI status. See Figure 6-10.
- **Only if Primary DN differs from MWI DN** Set this field to "Yes" if you want to check for occurrences of a mismatch between extension DN and MWI DN. If a user's primary DN differs from his or her MWI DN, the MWI DN may be set to the extension DN of another user, meaning that the user is not being notified of new messages and that some other user is being notified of someone else's messages. The default is "No".

### **Viewing a list of local voice users**

The List of Local Voice Users screen appears when the [List] softkey on the Find Local Voice Users screen is used. It provides a list of user names and mailboxes matching the search parameters entered in the Find Local Voice Users screen. Users are sorted by the first search parameter that is filled in on the Find Local Voice Users screen. From the resulting list you can select a particular user and view, modify, or delete the user.

#### **Procedure 6-11**

##### **Viewing a list of local voice users**

**Starting point:** The Find Local Voice Users screen

- 1 Fill in the screen with the required search parameters.
- 2 Use [List] to display search results on the screen.

*The List of Local Voice Users screen is displayed. If Display Data is set to "General", see Figure 6-9. If Display Data is set to "MWI", see Figure 6-10.*

- 3 To view, modify, or delete a user, move the cursor to the user's name and press the <Space Bar> to select it. To view or modify a user, go to step 3a. To delete a user, go to step 3b. To record a personal verification for the user, go to step 3c.
  - a. Press the [View/Modify] softkey.

*The View/Modify Local Voice User screen is displayed. See the section "Viewing and modifying local voice users."*
  - b. Press the [Delete] softkey.

*The Delete Local Voice User screen is displayed. See the section "Deleting local voice users."*
  - c. Press the [Voice] softkey.

*The recording softkeys are displayed. Refer to the section "Recording personal verifications using the [Voice] softkey" on page 6-42.*

#### **The List of Local Voice Users screen**

When you choose to list the retrieved local voice users on screen, the display format of the screen depends on how the *Display Data* field in the Find Local Voice Users screen is configured. Figure 6-9 shows the general format, and Figure 6-10 shows the MWI format.

**Figure 6-9**  
**The List of Local Voice Users screen (General)**

ABC Company		User Administration			
List of Local Voice Users					
Name	Mailbox	Department**	COS Num.	Storage Used (mins)	Personal Verific. Recorded
Alcott, Tom	2209	Financial	1	2	No
Gordon, John	2145	Sales	1	0	Yes
Jones, Tracy	2134	Admin	12	5	No
Smith, Luke	2291	Accounting	14	9	Yes
Valdez, J	212026	Marketing	15	3	Yes

Select a softkey >

Exit      View/Modify      Delete      Voice

\* The Department column only appears this is an MMUI customer group.

The following information is displayed for each user:

- **Name** This is the user's last name followed by the first name.
- **Mailbox** This is the user's mailbox number.
- **Department** (MMUI only.) This is the name of the department to which the user belongs.
- **COS Num** This is the number of the class of service to which the user belongs.
- **Storage Used (mins)** These are the minutes of voice storage used up by the user.
- **Personal Verific Recorded** This indicates whether or not a spoken name has been recorded for this user.

**Figure 6-10**  
**The List of Local Voice Users screen (MWI)**

ABC Company		User Administration				
List of Local Voice Users (MWI Status)						
Name	DN	Mailbox	Read Msgs	UnreadText Msgs	MWI Status	
Alcott, Tom	5552557	2005	1	0	0	Off
Gordon, John	9215552344	5552344	3	2	0	On
Jones, Tracy	5551221	1221	0	0	0	Off
Smith, Luke	5553359	5553359	7	1	0	On
Valdez, J	5551212	1212	2	2	0	On

Select a Softkey >

Exit		View/Modify	Delete	Voice
------	--	-------------	--------	-------

The following information is displayed for each user:

- **Name** This is the user's last name followed by the first name.
- **DN** This is the user's primary DN.
- **Mailbox** This is the user's mailbox number.
- **Read Msgs** This is the number of read messages in the user's mailbox.
- **Unread Msgs** This is the number of unread messages in the user's mailbox.
- **Text Msgs** This is the number of text messages in the user's mailbox.
- **MWI Status** This is the status of the message waiting indicator. "On" indicates that there are new unread messages waiting. "Off" indicates there are no new unread messages (even though there may be older unread messages in the mailbox).

**Printing a list of local voice users**

The results of your search can also be printed. Instead of using the [List] softkey on the Find Local Voice Users screen, use the [Print] softkey.

**Procedure 6-12**

**Printing a list of local voice users**

**Starting point:** The Find Local Voice Users screen

- 1 Fill in the screen with the required search parameters.
- 2 Press the [Print] softkey.  
*Two new softkeys are displayed: [Continue Printing] and [Cancel Printing].*
- 3 Press [Continue Printing] to send the results to the printer.  
*See Figure 6-11 for an example of the printer output.*  
*Press [Cancel Printing] at any time to cancel the print job.*

**Figure 6-11**  
**Print output example**

Name	Mailbox	Department**	COS Num.	Storage Used (mins)	Personal Verific. Recorded
Alcott, Tom	2209	Financial	1	2	No
Gordon, John	2145	Sales	1	0	Yes
Jones, Tracy	2134	Admin	12	5	No
Smith, Luke	2291	Accounting	14	9	Yes
Valdez, J	212026	Marketing	15	3	Yes

\* The Department column appears only if this is an MMUI customer group.

## Finding remote voice users

To access the Find Remote Voice Users screen, follow Procedure 6-13.

### Procedure 6-13

#### Accessing the Find Remote Voice Users screen

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press the [Find] softkey.

*The Find Remote Voice Users screen (Figure 6-12) is displayed.*

**Figure 6-12**  
The Find Remote Voice Users screen

ABC Company User Administration

Find Remote Voice Users

If a specific location is desired, include the location code prefix in the mailbox number field:

Mailbox Number: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

\* Department: \_\_\_\_\_

Extension Number (DN): \_\_\_\_\_

Personal Verification Status: [Any] Not\_Recorded Recorded

---

Select a softkey >

Exit [ ] List Print [ ]

\* This field is displayed only if this is an MMUI customer group.

The following fields are displayed:

- **Mailbox Number** You can use this field to retrieve remote voice users within a certain range of mailbox numbers. You can use the wildcard characters "+", "\_" and "?". This field can hold up to 28 characters.

- **Last Name** Fill in this field if you want to retrieve a particular user and only remember the last name. Use wildcard characters if you are unsure of the spelling.
- **First Name** Fill in this field if you want to retrieve a particular user and only remember the first name. If you also know the last name, the first name will narrow down the search (if a number of users have the same last name). Use wildcard characters if you are unsure of the spelling.
- **Department** (MMUI only) This field can help you narrow down a search even further, if for example, you only remember the first or last name of the user you want to find. You can also use this field if you want to retrieve all users that belong to a particular department. Use wildcard characters if you are unsure of the spelling or exact name of the department.
- **Extension Number (DN)** This is the user's primary extension DN. Enter the user's DN if it is known (and if different from the mailbox number). Use wildcard characters to retrieve a subset of users in a particular range of DNs.
- **Personal Verification Status** Set this field to "Not\_Recorded" to retrieve all remote voice users who do not have a recorded personal verification. Since it is a good idea for all users to have a personal verification, you should record a verification for the user. If the personal verification status is not important, make sure this field is set to "Any" (the default).

#### **Viewing a list of remote voice users**

The List of Remote Voice Users screen appears when the [List] softkey on the Find Remote Voice Users screen is used. It provides a list of user names and mailboxes matching the search parameters entered in the Find Remote Voice Users screen. Users are sorted by the first search parameter that is filled in on the Find Remote Voice Users screen. From the resulting list, you can select a particular user and view, modify, or delete the user.

#### **Procedure 6-14**

##### **Viewing a list of remote voice users**

**Starting point:** The Find Remote Voice Users screen

- 1 Fill in the screen with the required search parameters.
- 2 Use [List] to display search results on the screen.

*The List of Remote Voice Users screen is displayed. See Figure 6-13.*

- 3** To view, modify, or delete a remote voice user, move the cursor to the user's name and press the <Space Bar> to select it. To view or modify a remote voice user, go to step 3a. To delete a remote voice user, go to step 3b. To record a personal verification for the user, go to step 3c.

- a. Press the [View/Modify] softkey.

*The View/Modify Remote Voice User screen is displayed. See the section "Viewing and modifying remote voice users."*

- b. Press the [Delete] softkey.

*The Delete Remote Voice User screen is displayed. See the section "Deleting remote voice users."*

- c. Press the [Voice] softkey.

*The recording softkeys are displayed. Refer to the section "Recording personal verifications using the [Voice] softkey" on page 6-42.*

### The List of Remote Voice Users screen

The List of Remote Voice Users screen (Figure 6-13) is displayed when you choose to list users from the Find Remote Voice Users screen.

**Figure 6-13**  
The List of Remote Voice Users screen

ABC Company		User Administration	
List of Remote Voice Users			
Name	Mailbox	Department *	Personal Verific. Recorded
Alcott, Tom	66554321	Financial	No
Gordon, John	63998907	Sales	Yes
Jones, Tracy	41534677899	Admin	No
Smith, Bod	62445336	Accounting	Yes
Valdez, J	68987008	Marketing	Yes

Select a Softkey >

Exit		View/Modify	Delete	Voice
------	--	-------------	--------	-------

\* The department column only appears if this is an MMUI customer group.

The following fields are displayed:

- **Name** This is the user's last name followed by the first name.
- **Mailbox** This is the user's mailbox number (in network format).
- **Department** This is the department to which the user belongs.
- **Personal Verific Recorded** This field indicates whether or not a spoken name (personal verification) has been recorded for this user.

**Printing a list of remote voice users**

The results of your search can also be printed. Instead of using the [List] softkey on the Find Remote Voice Users screen, use the [Print] softkey.

**Procedure 6-15****Printing a list of remote voice users**

**Starting point:** The Find Remote Voice Users screen

- 1 Fill in the screen with the required search parameters.
- 2 Press the [Print] softkey.  
*Two new softkeys are displayed: [Continue Printing] and [Cancel Printing].*
- 3 Press [Continue Printing] to send the results to the printer.  
See Figure 6-14 for an example of the printer output.  
*Press [Cancel Printing] at any time to cancel the print job.*

**Figure 6-14**  
**Print remote voice users output**

8/27/92		ABC Company		Page 1
List of Remote Voice Users				
Name	Mailbox	Department* *	Personal Verific. Recorded	
Alcott, Tom	66554321	Financial	No	
Gordon, John	63998907	Sales	Yes	
Jones, Tracy	41534677899	Admin	No	
Smith, Bod	62445336	Accounting	Yes	
Valdez, J	68987008	Marketing	Yes	

\* The department column only appears if this is an MMUI customer group.

## Finding directory entry users

To access the Find Directory Entry Users screen, follow Procedure 6-16.

### Procedure 6-16

#### Accessing the Find Directory Entry Users screen

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Directory Entry User.
- 3 Press the [Find] softkey.

*The Find Directory Entry Users screen (Figure 6-15) is displayed.*

**Figure 6-15**  
**The Find Directory Entry Users screen**

ABC Company User Administration

Find Directory Entry Users

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

\* Department: \_\_\_\_\_

Extension Number (DN): \_\_\_\_\_

Personal Verification Status: [Any] Not\_Recorded Recorded

Select a softkey >

Exit List Print

\* This field is displayed only this is an MMUI customer group.

The following fields are displayed:

- **Last Name** Fill in this field if you want to retrieve a particular user and only remember the last name. Use wildcard characters if you are unsure of the spelling.

- **First Name** Fill in this field if you want to retrieve a particular user and only remember the first name. If you also know the last name, the first name will narrow down the search (if a number of users have the same last name). Use wildcard characters if you are unsure of the spelling.
- **Department** (MMUI only) This field can help you narrow down a search even further if, for example, you only remember the first or last name of the user you want to find. You can also use this field if you want to retrieve all users that belong to a particular department. Use wildcard characters if you are unsure of the spelling or exact name of the department.
- **Extension Number (DN)** This is the user's primary extension DN. Enter the user's DN if it is known. Use wildcard characters to retrieve a subset of users in a particular range of DNs.
- **Personal Verification Status** Set this field to "Not\_Recorded" to retrieve all directory users who do not have a recorded personal verification. Since it is a good idea for all users to have a personal verification, you should record a verification for the user. If the personal verification status is not important, make sure this field is set to "Any" (the default).

### **Viewing a list of directory entry users**

The List of Directory Entry Users screen (Figure 6-16) appears when the [List] softkey on the Find Directory Entry Users screen is used. It provides a list of user names matching the search parameters entered in the Find Directory Entry Users screen.

#### **Procedure 6-17**

##### **Viewing a list of directory entry users**

**Starting point:** The Find Directory Entry Users screen

- 1 Fill in the screen with the required search parameters.
- 2 Use [List] to display the results of the search on the screen.

*See Figure 6-16.*

- 3 To view, modify, or delete a directory entry user, move the cursor to the user's name and press the <Space Bar> to select it. To view or modify a directory entry user, go to step 3a. To delete a directory entry user, go to step 3b. To record a personal verification for the user, go to step 3c.
  - a. Press the [View/Modify] softkey.

*The View/Modify Directory Entry User screen is displayed. See the section "Viewing and modifying directory entry users."*
  - b. Press the [Delete] softkey.

*The Delete Directory Entry User screen is displayed. See the section "Deleting directory entry users."*
  - c. Press the [Voice] softkey.

*The recording softkeys are displayed. Refer to the section "Recording personal verifications using the [Voice] softkey" on page 6-42.*

#### **The List of Directory Entry Users screen**

The List of Directory Entry Users screen (Figure 6-16) is displayed when you choose to list users from the Find Directory Entry Users screen.

**Figure 6-16**  
**The List of Directory Entry Users screen**

ABC Company		User Administration	
List of Directory Entry Users			
Name	Department **	Personal Verific. Recorded	
Alcott, Tom	Financial	No	
Gordon, John	Sales	Yes	
Jones, Tracy	Admin	No	
Smith, Bod	Accounting	Yes	
Valdez, J	Marketing	Yes	
Select a Softkey >			
Exit		View/Modify	Delete
			Voice

\* This field is displayed only if this is an MMUI customer group.  
 \* The department column only appears if this is an MMUI customer group.

The following information is displayed for each directory entry user:

- **Name** This is the user's last name followed by the first name.
- **Department** (MMUI only) This is the name of the department to which the user belongs.
- **Personal Verific Recorded** This field indicates whether or not a spoken name (personal verification) has been recorded for this user.

#### Printing a list of directory entry users

The results of your search can also be printed. Instead of using the [List] softkey on the Find Directory Entry Users screen, use the [Print] softkey.

#### Procedure 6-18

##### Printing a list of directory entry users

**Starting point:** The Find Directory Entry Users screen

- 1 Fill in the screen with the required search parameters.
- 2 Press the [Print] softkey.

Two new softkeys are displayed: [Continue Printing] and [Cancel Printing].

- 3 Press [Continue Printing] to send the results to the printer.  
See Figure 6-17 for an example of the printer output.  
Press [Cancel Printing] at any time to cancel the print job.

**Figure 6-17**  
**Print directory entry users output**

Name	Department **	Personal Verific. Recorded
Alcott, Tom	Financial	No
Gordon, John	Sales	Yes
Jones, Tracy	Admin	No
Smith, Bod	Accounting	Yes
Valdez, J	Marketing	Yes

\* This column is displayed only for MMUI customer groups.

## Viewing and modifying local voice users

Use the View/Modify Local Voice User screen to change the parameters of an existing local voice user. This screen contains the same fields as the Add Local Voice User screen except that a number of additional fields, shown in Figure 6-18, are displayed at the bottom of the screen.

**CAUTION****Risk of corrupted messages**

If you must change a local voice user's last name once the mailbox has been added and put in use, do not modify the *Last Name* field in the View/Modify Local Voice User screen. Instead, make sure the user has listened to all of his or her messages, delete the mailbox, and add it again with the new last name. Meridian Mail uses the user's last name to keep track of users, mailboxes, and messages. Modifying the *Last Name* field can cause inconsistencies.

**Figure 6-18**  
**The View/Modify Local Voice User screen**

ABC Company	User Administration			
View/Modify Local Voice User				
Mailbox Number: 8765432	Volume ID: 2			
Storage Used: 0				
Last Name: _____				
First Name: _____	Initials: _____			
* Department: _____				
Class of Service: Personal [001_Standard] 002_Executive003_Secretary (More Detail) 004_Outcalling 005_DNUonly 006_AMIS/OC				
Extension DNs: 8765432 _____ _____				
Revert DN: 0				
** Message Waiting Indication DN: _____				
** Message Waiting Link Name: [Link1] Link2 Link3 Link4				
Personal Verification Recorded (Voice): No				
# Remote Notification Schedules: No (More Detail)				
* Name Dialable by External Callers: No [Yes]				
Logon Status: Disabled [Enabled]				
## Volume Level: [Normal] Loud Louder Loudest				
! Preferred Language: [American English] Canadian French Mandarin				
Save	Cancel	More Detail	Change Password	Voice

- \* These fields are displayed only for MMUI customer groups.
- \*\* These fields are displayed only if the MWI option is not set to None in the selected COS.
- # This field is displayed only if Outcalling is installed and Remote Notification Capability is set to Yes in the selected COS.
- ## This field is displayed only for VMUIF customer groups.
- ! This field is displayed only on multilingual systems.

*Figure continued on next page*

**Figure 6-18 (continued)**  
**Additional fields in the View/Modify Local Voice User screen**

ABC Company	User Administration	MORE ABOVE
View/Modify Local Voice User		
Invalid Logon Attempts:	2	
Time of Last Logon:	**/**/** **:**	
* Time of Last Mailbox Lockout:	**/**/** **:**	
* Calls Rejected after Mailbox Full:	No	
* Personal Greeting Recorded:	No	
** Internal Personal Greeting Recorded:	No	
** External Personal Greeting Recorded:	No	
Password Last Changed:	**/**/** **:**	

Save	Cancel	More Detail	Change Password	Voice
------	--------	-------------	-----------------	-------

\* These fields are displayed only if this is a VMUIF customer group.  
 \*\* These fields are displayed only if this is an MMUI customer group.

Note: If you have logged on to a terminal while another administrator is modifying the same user, only the [Exit] and [More Detail] softkeys will be

See the section "Adding local voice users" on page 6-10 for most field descriptions. Descriptions for additional fields (as shown in the second part of Figure 6-18) are provided as follows:

- **Invalid Logon Attempts** This is a read-only field displaying the number of successive logon attempts using an incorrect password. When the maximum number of invalid logon attempts is reached, the user's mailbox is disabled. (There are two fields in Voice Security Options which limit the number of invalid logon attempts. The default is 3 for the maximum number of invalid logon attempts permitted per session and 9 for the maximum number permitted per mailbox.)

A large number of invalid logon attempts or a lower but persistent count may indicate a security problem. For example, someone may be trying to get into your system through this particular mailbox. Or, the owner of the mailbox may have simply forgotten his or her password and tried a variety of passwords. You should speak with the mailbox owner to determine what the problem might be. If you are convinced that there is no security risk, reenable the mailbox by setting the *Logon Status* field to "Enabled". This action resets the *Invalid Logon Attempts* field to 0.

- ***Time of Last Logon*** This is a read-only field displaying the time of the last successful logon. In the case of a new user who has not logged on yet, the field will display "\*\*\*/\*\*/\*\* \*\*:\*\*\*".

A considerable amount of time between the current date and the user's last logon could indicate one of several things. For example, the user may not know how to log on and retrieve messages; the user may have forgotten his or her password (in which case he or she may have stopped trying to log on and has not contacted the administrator to change the mailbox password); the user might be on holiday. If the user belongs to a centrex customer group, the user may be off-site and not retrieving messages or the user may have left the organization. Try to contact the user to determine if there is a problem. You might also want to check the voice messaging user usage report (described in the "Operational measurements" chapter) to see if the user has messages waiting.

- ***Time of Last Mailbox Lockout*** (VMUIF only) This is a read-only field that displays the time of the last mailbox lockout. This is usually due to an excessive number of invalid logon attempts. To reenable a disabled mailbox, set the *Mailbox Status* field to Enabled.
- ***Calls Rejected after Mailbox Full*** (VMUIF only) "Yes" indicates that calls have been lost for this user. No either indicates that the mailbox is not full or that the mailbox is full, but no calls have been rejected.

You may never actually see this field set to Yes because when the user logs on, this field is reset to No. When a user logs on after messages have been lost, he or she will hear a message indicating that the mailbox is full and that messages have been lost. In turn, the user may inform you of lost messages. Ask the user to delete messages if this has not already been done.

If a subscriber complains about lost messages, you can reassign him or her to another class of service that has a larger voice storage limit. However, if many subscribers are losing calls, you might want to consider manipulating the following fields in the class of service to which they belong:

- *Voice Storage Limit*
- *Maximum Call Answering Message Length*
- *Maximum Message Length*
- *Maximum Personal Greeting Length*
- *Read Message Retention*
- ***Personal Greeting Recorded*** (VMUIF only) This is a read-only field which indicates whether or not the user has a recorded personal greeting.
- ***Internal Personal Greeting Recorded*** (MMUI only) This is a read-only field. It indicates whether or not an internal personal greeting has been recorded by the user. This greeting is played to callers that have reached the user from a line inside the switch. This greeting should normally be recorded by the user from his or her phone so that it is in the user's own voice and because this greeting may change on a fairly regular basis.

If the internal greeting is not recorded, the external greeting (if recorded) is played to internal callers. If neither an internal greeting or external greeting is recorded, the following standard system greeting is played to callers if the user's personal verification is recorded: "*<Personal verification> is not available to take your call. Please leave a message after the tone or press zero for assistance.*" If the personal verification is not recorded, callers hear "*The person at extension xxxx ...*".

This greeting is typically less formal than the external greeting and can include information that is not appropriate to external callers. For example, "*Hi, this is David. I'm not at my desk right now, so please leave a message after the tone. If this is an urgent matter, you can find me at Brian's desk.*"

- **External Personal Greeting Recorded** (MMUI only) This is a read-only field. It indicates whether or not an external personal greeting has been recorded by the user. This greeting is played to callers who reach the user's mailbox from an outside trunk. This greeting will also be played to internal callers if an internal greeting has not been recorded. The external greeting message is usually more formal than the internal greeting. This greeting should normally be recorded by the user from his or her phone so that it is in the user's own voice and because this greeting may change on a fairly regular basis.

If the external greeting is not recorded, the following standard system greeting is played to external callers (or internal callers if the internal greeting is also not recorded): "*<Personal verification> is not available to take your call. Please leave a message after the tone or press zero for assistance.*" If a personal verification has not been recorded, callers hear "*The person at extension xxxx ...*" instead. This system greeting is also played to internal callers if neither the internal or external greeting is recorded.

- **Password Last Changed** This is a read-only field displaying the date and time of the last password change. For new MMUI users, this is the time at which the user was added. (If VMUIF is installed, this field is set to "nil" for new users.)

If this is an MMUI customer group, there is a maximum imposed on the number of days permitted between password changes. This value is set in the Voice Security Options screen. If this maximum is exceeded, the user will have to change their password the next time they log on.

**Procedure 6-19**  
**Viewing and modifying local voice users**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press the [View/Modify] softkey if you know the user's mailbox number or [Find] to retrieve a user according to some other search criteria (such as name, department, and so on.)

*If you select [View/Modify], you are prompted to enter a mailbox number. Go to step 4.*

---

If you select [Find], the Find Local Voice Users screen is displayed. See the section "Finding local voice users" for details, then go to step 5 in this procedure.

- 4 Enter the mailbox number and press <Return>.  
*The View/Modify Local Voice User screen is displayed.*
- 5 Make the necessary modifications.
- 6 If a personal verification has not been recorded for this user, press the [Voice] softkey.
  - a. Enter the extension number of the phone you will be using to record the verification.  
**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.  
*A new set of softkeys is displayed.*
  - b. Press the [Play] softkey to see if a verification has been recorded.  
If there is no verification, or if you want to record a new one, continue with step 6c. If you do not need to rerecord the verification, go to step 6f.
  - c. Press the [Record] softkey.
  - d. At the sound of the beep, speak the user's name into the telephone handset.
  - e. Press the [Stop] softkey to stop recording.
  - f. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.  
*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*  
*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*  
See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.
- 7 If you need to change this user's password, press the [Change Password] softkey.
  - a. Enter the new password.  
User passwords must be numeric and up to 16 digits long.

## 6-70 User administration

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*The password is not displayed as you enter it.*

*You are prompted to enter the password again for verification.*

- b. Enter the password again.

If there is a mismatch between the two passwords, return to step 7.

- 8** Go to step 8a to save the modified user, or 8b to cancel the changes.

- a. Use [Save].

*The system saves the modified user information and prompts for another mailbox number. To view or modify another user, go to step 4. If you do not want to modify any more users at this time, go to step 8b.*

- b. Use [Cancel].

*Any changes you have made are discarded. The Local Voice User Administration softkeys screen is displayed.*

## Viewing and modifying remote voice users

Remote voice users are modified from the View/Modify Remote Voice User screen (see Figure 6-19). The fields in this screen are identical to those in the Add Remote Voice User screen. See page 6-34 for field descriptions.

**Figure 6-19**  
The View/Modify Remote Voice User screen

ABC Company User Administration

View/Modify Remote Voice User

Mailbox Number: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Initials: \_\_\_\_\_

\* Department: \_\_\_\_\_

Extension DNs: \_\_\_\_\_

Personal Verification Recorded (Voice): No

\* Name Dialable by External Callers: [No] Yes

Select a Softkey >

Save Cancel [Greyed Out] [Greyed Out] Voice

\* These fields are displayed only for MMUI customer groups.

### Procedure 6-20

#### Viewing and modifying remote voice users

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press the [View/Modify] softkey if you know the user's mailbox number or [Find] to retrieve a user according to some other search criteria (such as name, department, and so on.)

*If you select [View/Modify], you are prompted to enter a mailbox number. Go to step 4.*

*If you select [Find], the Find Remote Voice Users screen is displayed. See the section "Finding remote voice users" on page 6-53 for details, then go to step 5 in this procedure.*

- 4 Enter the mailbox number and press <Return>.  
*The View/Modify Remote Voice User screen is displayed.*
- 5 Make the required changes.
- 6 If a personal verification has not been recorded for this user, press the [Voice] softkey.
  - a. Enter the extension number of the phone you will be using to record the verification.  
**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.  
*A new set of softkeys is displayed.*
  - b. Press the [Play] softkey to see if a verification has been recorded. If there is no verification, or if you want to record a new one, continue with step 6c. If you do not need to record the verification at this time, go to step 6f.
  - c. Press the [Record] softkey.
  - d. At the sound of the beep, speak the user's name into the handset.
  - e. Press the [Stop] softkey to stop recording.
  - f. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.  
*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*  
*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*  
See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information.

- 7** Go to step 7a to save the modified user data, or 7b to cancel the modification.

- a. Use [Save].

*The system saves the modified user information. You are prompted for another mailbox number. To modify another remote voice user go to step 4. If you do not need to modify any other users, go to step 7b.*

- b. Use [Cancel].

*Any changes that you have made are discarded. The Remote Voice User Administration softkeys screen is displayed.*

## Viewing and modifying directory entry users

When you choose to view or modify a directory entry user, you are prompted for an extension number. If more than one directory entry user is associated with that extension you will see the List of Directory Entry Users screen (Figure 6-20). From the list of users, choose the user you want to view or modify. Once you have specified the user, the View/Modify Directory Entry User screen is displayed (Figure 6-21). If only one user is associated with the extension you enter, the View/Modify Directory Entry User screen is displayed immediately. The fields in this screen are identical to those on the Add Directory Entry User screen, described on page 6-37.

**Figure 6-20**  
The List of Directory Entry Users screen

Name	* Department *	Personal Verific. Recorded
Adams, Joan	Coordination	No
Smith, John	Administration	Yes

Select a softkey >

Exit      View/Modify

\* This column is displayed only if this is an MMUI customer.

**Figure 6-21**  
**The View/Modify Directory Entry User screen**

ABC Company User Administration

View/Modify Directory Entry User

Last Name: Smith

First Name: John Initials: J

\* Department: Human Resources

Extension DNs: 7000  
7001

Personal Verification Recorded (Voice): No

\* Name Dialable by External Callers: No [Yes]

Select a Softkey >

Save Cancel Voice

\* These fields are displayed for MMUI customer groups only.

Note: If you have logged on to a terminal while another administrator is modifying the specified user, only the [Exit] softkey will be displayed.

**Procedure 6-21**  
**Viewing and modifying directory entry users**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Directory Entry User.
- 3 Select the [View/Modify] softkey if you know the user's extension number. If you do not know it, use the [Find] softkey instead.

*If you selected [View/Modify], you are prompted for an extension number. Go to step 4.*

*If you selected [Find], the Find Directory Entry Users screen is displayed. See page 6-58. Once you have filled in this screen and the View/Modify Directory Entry User screen is displayed, continue with step 5 in this procedure.*

- 4 Enter the extension number in a dialable format.
  - a. If only one user is assigned to the extension number, the View/Modify Directory Entry User screen appears (Figure 6-21). Go to step 5.
  - b. If more than one user share the extension, the List of Directory Entry Users screen appears.

Select a user by placing the cursor on the user you want to view or modify. Press <Space Bar> to select the user and then press [View/Modify].
- 5 Modify the fields as needed.
- 6 Press the [Voice] softkey to record a personal verification, if necessary.
  - a. Enter the extension number of the phone you will be using to record the verification.

**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.

*A new set of softkeys is displayed.*
  - b. Press the [Record] softkey.
  - c. At the sound of the beep, speak the user's name into the telephone handset.
  - d. Press the [Stop] softkey to stop recording.
  - e. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.

*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*

*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.
- 7 Go to step 7a to save the modified user, or 7b to cancel the modification.
  - a. Use [Save].

*The system saves the modified directory entry user .*

*If only one user was associated with the entered extension, you are prompted for another extension number . (Go to step 4a to modify another user.)*

*If a number of users are associated with the extension you entered, the List of Directory Entry Users screen is displayed. (Go to step 4b to modify another user .)*

*If you do not want to modify another user at this time, go to step 7b.*

- b. Use [Cancel].

*Any changes will be discarded. The Directory Entry User Administration softkeys screen or the List of Directory entry Users screen is displayed.*

## Deleting local voice users

Before deleting a user, you may want to ensure that there are no voice messages in the user's mailbox. This can be verified by checking the *Storage Used* field in the View/Modify Local Voice User screen. If there are messages remaining, you may want to make sure that the user listens to them before you delete the user.

When you delete a local voice user, the user's mailbox (including all messages), the user's personal verification, the user's personal greetings, and the user's personal distribution lists are deleted. Furthermore, any instances of this user's mailbox is automatically deleted from customer distribution lists, but not from other users' personal distribution lists. In the case of personal distribution lists, users will hear a message indicating that the mailbox no longer exists when they try composing a message to a personal distribution list in which the deleted mailbox is included. To delete a local voice user, follow Procedure 6-22.



### **CAUTION**

#### **Risk of data loss if deleting mailboxes**

User usage data is collected by the system once a day (at approximately 4:00 a.m.). If a user's mailbox is removed before user usage data is processed then the data will be lost. (See the chapter "Operational measurements.") If you require this information for billing purposes, do not delete the mailbox until the data is processed. (If you have the AdminPlus feature and file downloading capability then do not delete the mailbox until you have downloaded the data.) Instead, the mailbox should be disabled. See the description of the *Logon Status* field in the section "Viewing and modifying local voice users" earlier in this chapter. Once data is processed then you can delete the user if you wish.

**Procedure 6-22**  
**Deleting a local voice user**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Local Voice User.
- 3 Press the [Delete] softkey if you know the user's mailbox number. If you do not remember the user's mailbox number, use the [Find] softkey instead to retrieve the user from a subset of users.

*If you press [Delete], you are prompted for the user 's mailbox number. Enter the mailbox number .*

If you press [Find], fill in the Find Local Voice User screen or press [List] to see a list of all local voice users. Once you have found the user, press the [Delete] softkey. See the section "Finding local voice users" on page 6-45 for more details.

*The Delete Local Voice User screen (Figure 6-22) is displayed.*

- 4 Choose step 4a to delete the user, or 4b to cancel.
  - a. Use [OK to Delete].

*The user is deleted and the system prompts for another mailbox number.*
  - b. Use [Cancel].

*The user is not deleted.*

**Figure 6-22**  
**The Delete Local Voice User screen**

ABC Company		User Administration		
Delete Local Voice User				
Mailbox Number:	7000	Volume ID:	203	
Last Name:	Smith			
First Name:	John	Initials:	J	
* Department:	Administration			
Class of Service: (More Detail)	Personal 004_OC	[001_Standard] 005_DNUonly	002_Executive 006_AMIS/OC	003_Secretary
Extension DNs:	7000 7001 7002			
Revert DN:	0			
# Message Waiting Indication DN:	87654321			
# Message Waiting Link Name:	Link1			
Personal Verification Recorded (Voice)	Yes			
## Remote Notification Schedules: (More Detail)	No			
* Name Dialable by External Callers:	No			
Logon Status	Disabled <b>Enabled</b>			
** Volume Level:	[Normal] Loud Louder Loudest			
@ Preferred Language	[American English] Canadian French			
Invalid Logon Attempts:	2			
Time of Last Logon:	**/**/** **:**			
** Time of Last Mailbox Lockout:	**/**/** **:**			
** Calls Rejected after Mailbox Full:	No			
** Personal Greeting Recorded:	No			
				MORE BELOW
OK to Delete		Cancel	More Detail	

\* These fields are displayed only if this is an MMUI customer group.  
 \*\* These fields are displayed only if VMUIF is enabled for the customer.  
 # These fields are displayed only if the MWI option is not set to "None" in the selected COS.  
 ## This field is displayed only if Outcalling is installed and if Remote Notification Capability is set to "Yes" in the selected COS.  
 @ This field is displayed only on multilingual systems.  
 Note: If you have logged on to a terminal while another administrator is modifying the same user, only the [Exit] and [More Detail] softkeys are displayed.

## Deleting remote voice users

Remote voice users can be removed from your system from the Delete Remote Voice User screen (Figure 6-23). When you delete a remote voice user, the personal verification (if recorded), is also deleted.

**Figure 6-23**  
The Delete Remote Voice User screen

ABC Company		User Administration	
Delete Remote Voice User			
Mailbox Number:	222660		
Last Name:	Jones		
First Name:	Edward	Initials:	E
** Department:	Accounting		
Extension DNs:	6000		
Personal Verification Recorded (Voice):	No		
** Name Dialable by External Callers:	No	Yes	

OK to Delete    Cancel    [ ]    [ ]    [ ]

\* These fields are displayed only if this is an MMUI customer group.

Note: If you have logged on to a terminal while another administrator is modifying the specified user, only the [Exit] softkey will be displayed.

### Procedure 6-23

#### Deleting remote voice users

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Remote Voice User.
- 3 Press the [Delete] softkey if you know the user's mailbox number. If you do not remember the user's mailbox number, use the [Find] softkey instead to retrieve the user from a subset of users.

*If you press [Delete], you are prompted for the user's mailbox number. Enter the user's mailbox number.*

If you press [Find], fill in the Find Remote Voice User screen or press [List] to see a list of all remote voice users. Once you have found the user, press the [Delete] softkey. See the section "Finding remote voice users" for more details.

*The Delete Remote Voice User screen is displayed.*

4 Choose step 4a to delete the user, or 4b to cancel.

a. Use [OK to Delete].

*The user is deleted and the system prompts you for another mailbox number. To delete another user, enter another mailbox number. If you do not want to delete another user at this time, go to step 4b.*

b. Use [Cancel].

*The user is not deleted. The Delete User softkeys are displayed.*

## Deleting directory entry users

If you do not know the extension DN of the user you want to delete, use the find function to retrieve a subset of users from which you can select the user you want to delete.

If you know the extension DN, use the [Delete] softkey instead. You will be prompted for the extension number. If more than one directory entry user is associated with that extension you will see the List of Directory Entry Users screen (Figure 6-24).

From the list of users, choose the user you want to delete. Once you have specified the user, the Delete Directory Entry User screen is displayed (Figure 6-25). If only one user is associated with the extension you enter, the Delete Directory Entry User screen is displayed immediately. The fields in this screen are identical to those on the Add Directory Entry User screen, described on page 6-37.

When you delete a directory entry user, their personal verification is automatically deleted.

### Procedure 6-24 Deleting directory entry users

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Directory Entry User.
- 3 Press the [Delete] softkey if you know the user's extension DN. Press the [Find] softkey if you do not know the extension.

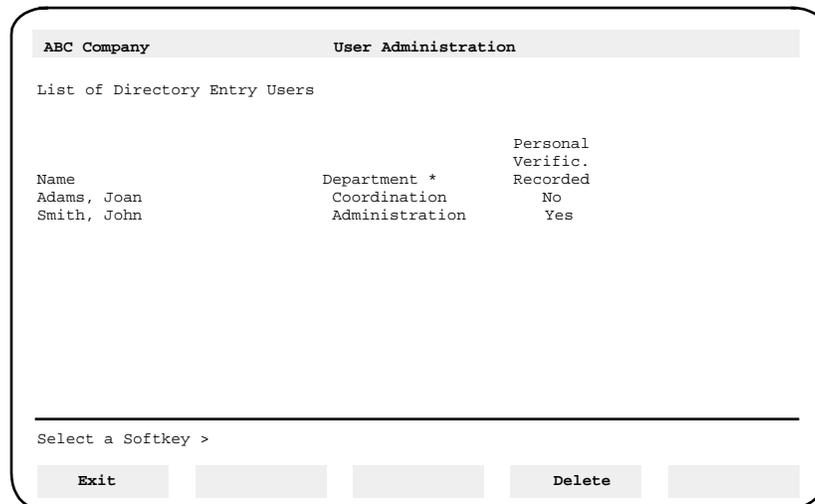
*If you pressed [Delete], you are prompted for an extension number . Go to step 4.*

If you pressed [Find], the Find Directory Entry Users screen is displayed. See page 6-58. Once you have retrieved the directory entry user you want to delete, continue with step 5 in this procedure.

- 4 Enter the extension number and press <Return>.

*If more than one user shares the extension number , the List of Directory Entry Users screen appears (Figure 6-24). Select the required user and press [Delete]. The Delete Directory Entry User screen appears. Proceed with step 5.*

**Figure 6-24  
The List of Directory Entry Users screen**



\* This column is displayed only if this is an MMUI customer.

If only one user is associated with the extension number , the Delete Directory Entry User screen appears (Figure 6-25). Proceed with step 5.

**Figure 6-25**  
**The Delete Directory Entry User screen**

ABC Company		User Administration	
Delete Directory Entry User			
Last Name:	Smith		
First Name:	John	Initials:	J
* Department:	Administration		
Extension DNs:	7000		
	7001		
Personal Verification Recorded (Voice):	No		
* Name Dialable by External Callers:	No	Yes	

**OK to Delete**   **Cancel**        

\* These fields are displayed only if this is an MMUI customer.  
**Note:** If you have logged on to a terminal while another administrator is modifying the specified distribution list, only the [Exit] softkey will be displayed.

**5** Go to step 5a to delete the user. Go to step 5b to cancel.

a. Use [OK to Delete].

*The user is deleted and the system prompts for another extension number. To delete another user go to step 4. If you do not want to delete another user at this time, go to step 5b.*

b. Use [Cancel].

*The user is not deleted.*

## Distribution lists

A distribution list is a collection of mailbox numbers. It allows you to send the same message to a number of people. Distribution lists are convenient and timesaving devices if you frequently have to send messages to the same group(s) of people.

To create a distribution list, you specify the mailbox numbers that should be included, assign a unique number to the list, and record a title for the list. It is recommended that you assign numbers to distribution lists that are of a different series or of a different length from those used as mailbox numbers. This will help to avoid confusion or conflict with other DNs. Although the list title is optional, it is recommended. The idea of a list title is similar to that of the personal verification. It is played when a distribution list number is entered when addressing messages. It is recommended that you record a list title, describing who is included in the list or the purpose of the list. This will make it easier to identify whether or not you have entered the correct list number when addressing messages.

When composing a message, you simply specify the distribution list number as you would any other mailbox number. When the message is sent, it is deposited in every mailbox included in the list.

There are two types of distribution lists: customer distribution lists and personal distribution lists.

Customer distribution lists are created by the administrator through Meridian Mail User Administration. You can create any number of customer distribution lists containing up to 120 entries each.

Personal distribution lists are created by users from their telephone sets. Each Meridian Mail user can create up to 9 personal distribution lists. A personal distribution list can contain up to 99 entries. There are, however, some limitations on the total number of addresses to which an outgoing message can be sent using personal distribution lists. If a user tries to send a message to a number of distribution lists, he or she may get the following message if the maximum address size of the message is exceeded: *"Your command cannot be completed at this time, please try again or contact your administrator."* The message is deleted and the user is positioned at the next message in the mailbox (or end of mailbox) and can use other commands normally.

**Note:** For VMUIF customer groups, a personal distribution list prefix must be defined in the Voice Messaging Options screen. By default, no prefix is defined. If you want VMUIF subscribers to be able to address messages to personal distribution lists, this prefix must be defined.

The number of addresses to which a user can successfully send a message simultaneously depends on the size of the message. See the following examples:

- up to 290 addresses      99 minutes voice
- up to 350 addresses      60 minutes voice
- up to 425 addresses      10 minutes voice
- up to 440 addresses      1 minute voice

### General limitations

The following restrictions are placed on distribution list numbers:

- A distribution list number must not conflict with any dialing plan prefixes or codes.  
  
(These are detailed further in the description of the *List Number* field on page 6-88.)
- If the system addressing length in the General Options screen is set to a value other than zero and the local addressing lengths are defined in the Voice Messaging Options screen, then a customer distribution list number cannot be the same length as either of the local addressing lengths.
- A customer distribution list cannot be assigned a number between 1 and 9.

These numbers are reserved for personal distribution lists.

**Note:** All mailbox numbers in a distribution list must belong to the same customer group.

### MMUI limitations

Distribution lists can include the following types of numbers:

- mailbox numbers of local voice users
- mailbox numbers of remote voice users

Mailbox numbers at AMIS sites cannot be added to a distribution list unless Meridian Networking is also installed and the AMIS site has been defined as a virtual node in the Meridian network. Virtual nodes are described in the "AMIS Networking" and "Meridian Networking administration" chapters in the *Networking Services Administration Guide* (NTP 555-7001-335).

Users at remote sites in a Meridian network cannot be included in distribution lists unless they are defined as remote voice users in the local network database.

The following types of numbers do not have mailboxes associated with them and, therefore, cannot be included in a distribution list:

- numbers of directory entry users
- remote notification targets
- delivery to nonuser targets

### **Creating a distribution list**

To add a new distribution list, follow Procedure 6-25 to access the Add Distribution List screen.

#### **Procedure 6-25**

##### **Accessing the Add Distribution List screen**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Distribution Lists.
- 3 Press the [Add] softkey.  
*You are prompted for a distribution list number .*
- 4 Enter a number that conforms to the rules described under the *List Number* field.

*The Add Distribution List screen is displayed (Figure 6-26).*

**Figure 6-26**  
**The Add Distribution List screen**

ABC Company
Distribution Lists

Add Distribution List

List Number:

List Title:

List Title Recorded (Voice):  No

Mailbox Numbers:

#	<input type="text" value="2339"/>	<input type="text" value="2431"/>	<input type="text" value="2776"/>	<input type="text" value="2641"/>
	<input type="text" value="2600"/>	<input type="text" value="2901"/>	<input type="text" value="2238"/>	<input type="text"/>

Save
Cancel

More Fields
Voice

# Two fields, 28 characters in length, are displayed per row (instead of 4) if Meridian Networking is installed.

The following fields are displayed.

- **List Number** This value uniquely identifies the distribution list. The valid range is from 10 to 99999999999999999999 (only digits are allowed). The list number cannot be the same as the following numbers:
  - personal distribution list numbers (the single digits 1 to 9 are reserved)
  - any mailbox number including the broadcast mailbox number (the default is 999)
  - a directory entry user's DN
 

If a distribution list and a directory entry user share the same number, the distribution list number will take precedence over a directory entry user number during compose. The message will not be sent to the directory entry user.
  - the name dialing prefix (The default prefix is 11. Do not use 11 to number a list unless you are sure that the name dialing prefix has been changed.)

- the delivery to nonuser prefix
- another distribution list number
- any dialing plan access code prefixes
- **List Title** This is the title of the distribution list, up to 41 characters in length. Do not use "?", "+", or "\_" (underscore). This field is blank by default. This title can also be used to address the distribution list by name when composing and sending a message to the members of the distribution list.
- **List Title Recorded (Voice)** This read-only field indicates whether or not a list title has been recorded for this list. It is a good idea to record a title for each distribution list. This will help you to identify the list after you have entered its number when composing a message. Choose a name that uniquely identifies this list. This field can be changed only by using the [Voice] softkey to record (or delete) a list title. The default is "No".
- **Mailbox Numbers** Enter the mailbox numbers of the users who are to be included in the distribution list. Mailbox numbers can be up to 18 digits in length. If Meridian Networking is installed, you can enter up to 28 characters in this field. Up to 120 mailbox numbers are allowed in a distribution list. By default, these fields are blank. The [More Fields] softkey can be used to add more mailbox fields if required.

**Note:** If you are adding a remote voice user to the distribution list, enter the mailbox number in network format. That is, include all necessary access codes and prefixes. For example, if the dialing plan is ESN, a valid mailbox number might be 63342337 (6 is the ESN access code; 334 is the ESN prefix, and 2337 is the local mailbox number).

#### **Procedure 6-26** **Adding a distribution list**

**Starting point:** The Add Distribution List screen

- 1 Enter a name for the list in *List Title*.
- 2 Enter the mailbox numbers of the users you want to include in the distribution list.

If you are entering the mailbox number of a remote voice user, enter the network prefix (ESN prefix or CDP steering code), followed by the mailbox number.

*You will be informed if any of the numbers you enter are invalid.*

- 3 Use [More Fields] if you have reached the last available *Mailbox Numbers* field and wish to add more mailboxes to the list. One row of fields is drawn each time you press this softkey. Up to 120 mailboxes can be included in a list.
- 4 To record a list title press the [Voice] softkey.
  - a. Enter the extension number of the phone you will be using to record the verification.

**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.

*A new set of softkeys is displayed.*
  - b. Press the [Record] softkey.
  - c. At the sound of the beep, speak the list title into the telephone handset.
  - d. Press the [Stop] softkey to stop recording.
  - e. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.

*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*

*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.
- 5 Choose step 5a to save the distribution list or 5b to cancel.
  - a. Use [Save].

*The distribution list is saved; if you have created a long distribution list, it may take a few moments to save.*

*You are prompted to enter a number for a new distribution list. Enter a number to add another distribution list and go to step 1. Go to step 5b to exit the screen.*
  - b. Use [Cancel].

*The distribution list is not saved and you are returned to the Distribution Lists softkey screen.*

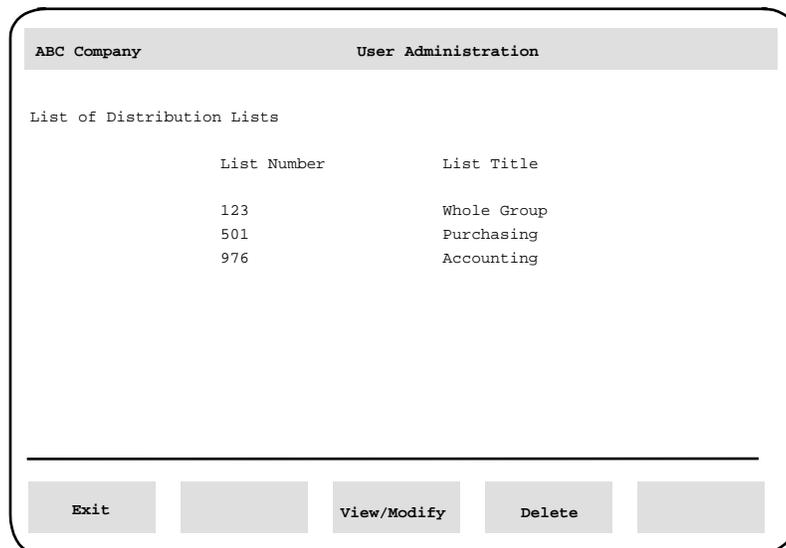


- 3 To retrieve a particular distribution list, enter either the complete number or name of the list. To find a subset of distribution lists, use wildcard characters to create a search pattern.

For example, to retrieve all lists beginning with 1, enter "1+". You can also use wildcard characters if you want to retrieve a particular list but cannot remember the exact number or name. To obtain a listing of all existing distribution lists, leave both fields blank.

- 4 To view a list of the retrieved distribution lists, press the [List] softkey. This function allows you to view an alphabetical listing of distribution list titles. Use the list to obtain the number of an existing distribution list, if you need to modify, delete, or print it. See Figure 6-28.

**Figure 6-28**  
**The List of Distribution Lists screen**



To view or modify a list, go to step 4a. To delete a list, go to step 4b.

- a. To view or modify one of the retrieved lists, move the cursor to the distribution list you want to modify and press <Space bar> to select it. Then press the [View/Modify] softkey. See the following section, "Modifying a distribution list" for details.

- b. To delete one of the retrieved lists, move the cursor to the distribution list you want to modify and press <Space bar> to select it. Then press the [Delete] softkey. See the section "Deleting a distribution list."

**Procedure 6-28****Printing a list of distribution list titles and/or entries**

**Starting point:** The Customer Administration Menu

- 1 Select Distribution Lists.
- 2 Press the [Find] softkey.  
*The Find Distribution Lists screen (Figure 6-27) is displayed.*
- 3 To retrieve a particular distribution list, enter either the complete number or name of the list. To find a subset of distribution lists, use wildcard characters to create a search pattern. For example, to retrieve all lists beginning with 1, enter "1+". To obtain a listing of all existing distribution lists, leave both fields blank.
- 4 To print a list of the titles of the retrieved distribution lists, press the [Print Titles] softkey. To print a list of the entries associated with the retrieved distribution list(s), press the [Print Entries] softkey.  
*The following softkeys appear: [Continue Printing] and [Cancel Printing].*  
*You are prompted to check that the printer is ready and on-line.*
- 5 Choose step 5a to print or 5b to cancel.
  - a. Use [Continue Printing].  
*The list of distribution list titles or entries begins printing.*  
*Once printing is complete, the List of Distribution Lists screen and its softkeys are redisplayed; you may stop printing at any time by proceeding to 5b.*
  - b. Use [Cancel Printing].  
*The print operation is canceled, and you are returned to the List of Distribution Lists screen.*  
*There may be some delay before control is returned to the screen because the system waits for the printer to stop.*

## Modifying a distribution list

The following procedure describes how to modify an existing distribution list. The fields in the View/Modify Distribution List screen are identical to the fields described in "Creating a distribution list" on page 6-87.

From this screen, you can add, modify, or delete one or more mailbox numbers from the distribution list. However, to delete all mailboxes, that is, to delete the entire distribution list, see the following section, "Deleting a distribution list," on page 6-97.

**Figure 6-29**  
View/Modify Distribution List screen

```

ABC Company           Distribution Lists

View/Modify Distribution List

List Number:         1234
List Title:          Lost city
List Title Recorded (Voice):  Yes
Mailbox Numbers:
# 2339                2431                2776                2641
2600                  2901                2238
  
```

Save Cancel More Fields Voice

# Two fields, 28 characters in length, are displayed if Meridian Networking is installed.

**Note:** If you have logged onto a terminal while another administrator is modifying the specified distribution list, only the [Exit] softkey will be displayed.

### Procedure 6-29

#### Modifying a distribution list

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Distribution Lists.

*The Distribution Lists softkey screen is displayed.*

- 3 Select [View/Modify] if you know the number of the distribution list you want to view or modify.

If you do not know the number of the list, press the [Find] softkey instead. Refer to page 6-91 for more information. Then continue with step 5 in this procedure.

*If you used the [View/Modify] softkey, you are prompted to enter the distribution list number.*

- 4 Enter the list number to be modified, then press <Return>.

*The View/Modify Distribution List screen is displayed. (Figure 6-29)*

- 5 Modify the list title if necessary.

- 6 Change, add, or delete any mailbox numbers by using the keyboard cursor keys.

To delete an entire list, see the next section, "Deleting distribution lists."

- 7 Use [More Fields] if you have reached the last available mailbox number and wish to add more mailboxes to the list. Up to 120 mailboxes can be included in a list.

- 8 To record a list title press the [Voice] softkey.

- a. Enter the extension number of the phone you will be using to record the verification.

**Note:** This number must be in dialable format which means that the number you enter must be in a form that would allow a caller from any other switch customer group to reach the phone set.

*A new set of softkeys is displayed.*

- b. Press the [Record] softkey.
- c. At the sound of the beep, speak the list title into the telephone handset.
- d. Press the [Stop] softkey to stop recording.
- e. If you are satisfied with the recording, press either [Disconnect] or [Return] to display the original softkeys.

*When you use [Return], the line is not disconnected (unless you hang up the receiver). This means that if you decide to rerecord or listen to the recording, you do not have to reenter the telephone extension after pressing the [Voice] softkey.*

*When you use [Disconnect], the line is disconnected and if you press [Voice] to access the recording softkeys again, you will have to reenter the telephone extension.*

See the section, "Recording personal verifications using the [Voice] softkey" on page 6-42 for more information about the recording softkeys.

- 9 Choose step 9a to save the distribution list or 9b to cancel.

- a. Use [Save].

*The distribution list is saved. If you have modified a long distribution list, it may take a few moments to save.*

*You are prompted for another distribution list number . To modify another list, go to step 4. If you do not want to modify another list, go to step 9b.*

- b. Use [Cancel].

*You are returned to the Distribution Lists softkeys screen.*

### **Deleting a distribution list**

The Delete Distribution List screen (Figure 6-30) allows you to view a distribution list before deleting it. The fields in this screen are read-only. See "Creating a distribution list" on page 6-87 for field descriptions. (To delete mailbox numbers from a distribution list, but not the entire list, see the preceding section, "Modifying a distribution list.")

**Figure 6-30**  
**Delete Distribution List screen**

ABC Company		Distribution Lists	
Delete Distribution List			
List Number:	1234		
List Title:	Lost City		
List Title Recorded (Voice):		Yes	
Mailbox Numbers:			
** 2339	2431	2776	2641
2600	2901	2238	

---

\*\* Two fields, 28 characters in length, are displayed if Meridian Networking is installed.

**Note:** If you have logged onto a terminal while another administrator is modifying

**Procedure 6-30**  
**Deleting a distribution list**

**Starting point:** The Customer Administration Menu

- 1 Select User Administration.
- 2 Select Distribution Lists.
- 3 Press the [Delete] softkey.

*You are prompted to enter the distribution list number .*

If you do not know the number, use the [Find] softkey instead. This allows you to retrieve a list according to its title, or to retrieve a subset of lists. See page 6-91 for more information. Once the Delete Distribution List screen is displayed, continue with step 5 in this procedure.

- 4 If you used the [Delete] softkey, enter the number of the distribution list you want to delete followed by <Return>.

*The Delete Distribution List screen is displayed (see Figure 6-30).*

- 5 Choose step 5a to delete the distribution list or 5b to cancel.

- a. Use [OK to Delete].

*The distribution list is deleted. If you delete a long distribution list, the operation may take a few moments to complete.*

*You are prompted for the number of another distribution list. To delete another list, go to step 4. If you do not want to delete another list at this time, go to step 5b.*

- b. Use [Cancel].

*You are returned to the Distribution Lists softkeys screen.*

---

## Chapter 7: General administration

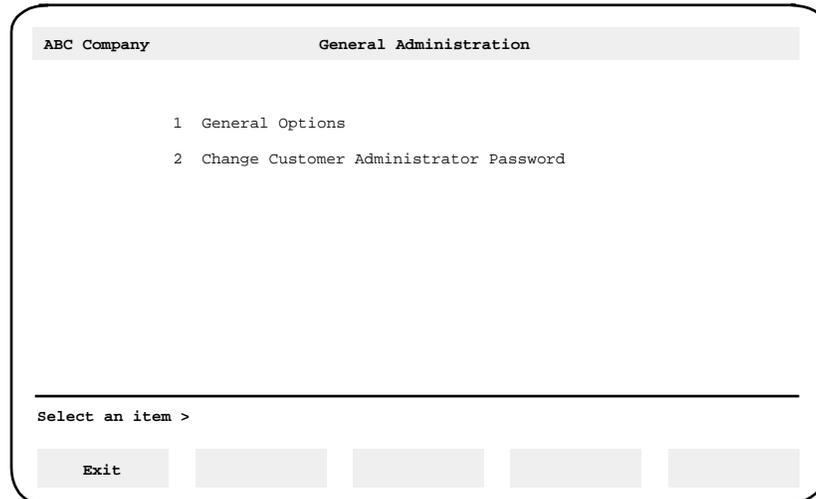
---

At the customer administration level, there are two items in the General Administration menu. General Options allows you to enable features that are installed on the system for specific customer groups, define the customer name and customer number (that will appear on administration screens and reports), assign classes of service to customer groups, and define the attendant DN for each customer group. You can also change the customer administrator password from the General Administration Menu. It is recommended that you do this on a regular basis to ensure the security of your system.

### The General Administration menu

The General Administration menu displays the items shown in Figure 7-1.

**Figure 7-1**  
**The General Administration menu**



**Procedure 7-1**  
**Navigating the General Administration menu**

**Starting point:** The Customer Administration Menu

- 6** Select General Administration.  
*The General Administration menu appears (Figure 7-1).*
- 7** Choose an item by entering its number and pressing <Return>.  
*The menu corresponding to your selection appears.*  
See the following sections in this chapter for details.
- 8** Use [Exit] to return to the Customer Administration Menu.

## General options

The General Options screen exists at both the customer administration level and the system administration level. When you are logged on as customer administrator, you can configure the following parameters specifically for each customer group: customer name, customer number, available features, and the attendant DN. The system administrator can configure certain parameters in the General Options screen that affect all customer groups. These include: the system name, system number, ACCESS default customer number, date format (which appears on reports), SEER printing, SEER printer port name, and reports printer port name. Therefore SEER printing can only be disabled or enabled for the entire system, not selectively on a customer basis. Furthermore, you can only specify one printer port name (for SEERs and reports) so that all customer groups print to the same printer.

If any of the following features are installed on your system, they must be separately enabled for each customer group (if required by the customer).

- Voice Menus and Announcements  
(described in the *Voice Menus Application Guide* (NTP 555-7001-325))
- Voice Forms  
(described in the *Voice Forms Application Guide* (NTP 555-7001-326))
- Fax on Demand  
(described in the *Fax on Demand Application Guide* (NTP 555-7001-327))
- Meridian Mail Networking (for one customer group only)

**Note:** The Serial Number used to be displayed on the General Options screen in releases prior to Meridian Mail release 9. This has now moved to the System Record which is accessible from the tools level. The system record confirms that the installed system correctly reflects the keycode. This tool can be used to identify your system when reporting problems to field support, or when placing orders. See the *System Administration Tools Guide* (NTP 555-7001-305).

**Figure 7-2**  
**General Options screen**

ABC Company	General Administration	
General Options		
System Name:	Meridian Mail Customer	
System Number:	0	
System Addressing Length:	0	
*ACCESS Default Customer Number:	1	
Customer Name:	ABC Company	
Customer Number:	2000	
Customer Type:	Private Residential	
#Interface Type:	MMUI VMUIF	
**Available Features:	Multi-Customer Multiple Administration Terminals SMDI Disk To Disk Backup Meridian ACCESS AdminPlus Voice Messaging AMIS Dual Language Prompting Outcalling Voice Menus & Announcements [Disabled] Enabled Voice Forms [Disabled] Enabled Fax On Demand [Disabled] Enabled Meridian Mail Networking [Disabled] Enabled	
Class of Service Selection:	___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___	
!Attendant DN:	0	
Date Format for Administration and Maintenance Reports:	mm/dd/yy yy/mm/dd dd/mm/yy	
SEER Printing:	Disabled <b>Enabled</b>	
Valid Printer port names can be viewed from Dataport Configuration in the Hardware Administration Menu.		
SEER Printer Port Name:	(Blank implies the console port)	
Reports Printer Port Name:	(Blank implies the console port)	
<div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>Save</span> <span>Cancel</span> <span></span> <span></span> <span></span> </div>		

## This field is read-only and is displayed only if VMUIF is installed.  
 \* This field is displayed only if Meridian ACCESS is installed.  
 \*\* The features listed here are for illustration purposes. The list shows all possible features. Many of these features are optional and will only be displayed if installed on your system.  
 ! This field is displayed for MMUI only.

The following fields are displayed:

- **System Name** This is the name by which Meridian Mail is identified. This field is read-only and displays the name supplied during installation or entered by the system administrator.
- **System Number** Not applicable.
- **System Addressing Length** (This field is read-only and is configured by the system administrator.) The standard in North America is 10 (nnn-xxx-yyyy, where nnn is the area code, xxx is the NXX and yyyy is the local extension. This field accepts values in the range 0-18. The default is "0").

To enable address expansion, set this field to a value other than zero. (Zero indicates that address expansion is disabled.) This value will be the length of full mailbox numbers. Address expansion allows users to enter shorter forms of their mailbox numbers during message composition (voice messaging) or express messaging.

This field is used in conjunction with two other fields:

- **Local Addressing Lengths** in the Voice Messaging Options screen  
This is the length of the shorter forms of mailbox numbers. See the "Voice administration" chapter for details.
- **Expansion Digits** (when adding VSDNs for voice messaging and express messaging in the Add DN Information screen)  
These are the digits used to expand the shorter mailbox numbers to full mailbox numbers. See the "Voice administration" chapter for details.

For example, if address expansion is enabled, a user who wants to compose a message to local mailbox number "2335" need only enter the 4-digit local address during message addressing. The mailbox number will be expanded to the full 10-digit number (such as 416-599-2335) using the digits entered in the *Expansion Digits* field. If address expansion is not enabled, users would have to enter the full 10-digit mailbox number.

**Note:** If you enter a value other than zero in this field, all mailboxes on the system will have to equal the system addressing length.

- **ACCESS Default Customer Number** This field is displayed only if Meridian ACCESS is installed. This is a read-only field. It is configured at the system administration level. Each ACCESS application that is created should specify the customer number to which it applies. If there is no customer number specified in the application, the number entered in this field is used by default.
- **Customer Name** The name of the current customer group. This name is printed on all reports and lists generated for this customer. If the name is changed and saved, the customer name displayed on the top-left corner of Meridian Mail administration screens will change to reflect the new name. This field holds a name up to 30 alphanumeric characters in length.
- **Customer Number** The number of the current customer group. This is a read-only field. The number is configured when the customer is added from the Customer Administration screen.
- **Customer Type** This field reflects the choice that was made when the customer group was added to the system. This field is read-only if the customer was added as a hospitality customer. The following customer types are available:
  - **Private** This customer type is intended for business customer groups.
  - **Residential** This customer type is intended for residential and small business customer groups.

**Note:** Once users are added to the customer group, this field becomes read-only and can no longer be modified.

- **Interface Type** This is a read-only field. MMUI is compatible with full-featured voice messaging and is displayed in bold if MMUI was selected as the interface type in the Add Customer screen. VMUIF is displayed in bold if VMUIF was selected in the Add Customer screen.

The interface determines the telephone set interface to which users belonging to this customer group have access. Both interfaces may be installed on the system, however only one can be enabled for any customer group.

- **Available Features** This list displays (1) system-wide features and (2) customer-specific features. Three of the system features (AMIS, Dual Language Prompting (for MMUI only) and Outcalling), are made available to users by enabling them in a class of service (COS) and then assigning users to that COS. Therefore, even though these features may be installed on the system, a particular user in the current customer group may not have access to them if they are disabled in the class of service to which he or she belongs. (See the chapter "Class of service administration" for more information about enabling these features.)

The second part of the list is modifiable and indicates features that must be selectively enabled (or disabled) for each customer group. Voice Menus and Announcements, Voice Forms, Fax on Demand and Meridian Networking are initially set to "Disabled" and must, therefore, be enabled for each customer group requiring a particular feature.

The following features are system features. These are optional features (except Voice Messaging) and may not all be installed on your system.

- Multi-Customer
  - Note:* Do not change a Multi-Customer system to a single customer system after users have been added.
- Multiple Administration Terminals
- SMDI (this is the Multi-SMDI feature which provides additional connectivity capability)
- Disk To Disk Backup
- Meridian ACCESS (Unix Access)
- AdminPlus
- Voice Messaging

The following features are enabled or disabled on a customer basis. When a feature has been enabled and then disabled, the feature is simply turned off. All data settings are kept. Therefore, should the feature be reenabled, the "old" data values will be used.

- Voice Menus & Announcements

This feature allows you to create the following voice services: Voice Menus, Announcements, Thru-Dial services, Time-of-Day Controllers, Prompt Maintenance, and Remote Activation.

- Voice Forms
- Fax on Demand

This enables a number of fax-related services: Fax Information Service, Fax Item Maintenance Service, Fax Call Back Delivery, and Fax Same Call Delivery.

- Meridian Mail Networking (not available for VMUIF customer groups)

**Note 1:** If installed on your system, Meridian Networking can only be enabled for one customer group.

**Note 2:** If this feature is currently enabled and remote voice users have been added to the system, this feature cannot be disabled until all remote voice users are deleted.

To make the following features available to users, they must be enabled in the user's class of service.

- AMIS
- Dual Language Prompting (MMUI only)
- Outcalling
- **Class of Service Selection** Assign up to 15(from the 127) system COSs to the customer group. When adding users, you will be able to assign them to one of the COSs you specify here.
- **Attendant DN** (MMUI only.) This field indicates the extension number to which a caller is transferred when the user's revert DN is unsuccessful or undefined. (The revert DN is defined in the Add or View/Modify Local Voice User screen. This is described in the "User administration" chapter.) The number can be up to 30 digits and may begin with the digit 0. This field may be left blank, however, it is recommended that you define this DN. The default is 0.

The following fields are read-only. They are configured at the system level by the system administrator.

- ***Date Format for Administration and Maintenance Reports*** The format selected is used on reports generated by the MMI including lists of users, operational measurement reports, and SEERs. It also specifies the format used for inputting dates. The default is mm/dd/yy. (Other possibilities are yy/mm/dd and dd/mm/yy.)
- ***SEER Printing*** When this field is "Enabled", System Error and Event Reports (SEERs) are printed as events or errors occur. When this field is "Enabled" and no printer is connected, SEERs are shown on the screen as they occur. More detail is given when SEERs are printed than when they are displayed on screen. The default is "Enabled".

Even when the system is working well and few error reports are generated, many event reports are produced. This means that the SEER buffer will fill up relatively quickly. Once full, contents are automatically deleted. It is therefore recommended that you print your SEERs on a regular basis. This will also help you troubleshoot problems as you will be able to look back through system events to monitor the beginning and history of a problem. If you are going to view SEERs on screen only, do so on a daily basis as critical information can be lost within a few days.

- ***SEER Printer Port Name*** The printer port to which the dedicated SEER printer is connected (if installed). If this field is left blank, reports will print to the console printer port.
- ***Reports Printer Port Name*** This field indicates the printer port to which the dedicated printer for Operational Measurement reports and general printing from the administration menus is connected (if installed). If this field is blank, reports print on the console printer port.

#### **Procedure 7-2** **Modifying general options**

**Starting point:** The Customer Administration Menu

- 1 Select General Administration.
- 2 Select General Options.  
*The General Options screen is displayed (see Figure 7-2 on page 7-4).*
- 3 Use the cursor keys to move the cursor to the field you wish to modify; make the required changes.

**7-10** General administration

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- 4 Choose step 4a to save the changes, or 4b to cancel.
  - a. Use [Save].

*The changes are saved and you are returned to the General Administration menu.*
  - b. Use [Cancel].

*Changes are not saved and you are returned to the General Administration menu.*

**ATTENTION**

**Backing up**

Perform backups regularly. Recovery from a system where no backups have been kept implies a complete reentry of all user and site-specific information.

Avoid backing up the system between the hours of 1:00 a.m. and 5:00 a.m. since important system audits take place during these hours.

Do not back up the system when it is operating above 50% of the rated capacity for call answering, voice messaging, and port usage. Try to choose the slowest traffic time outside of the audit hours.

For the Viper tape drive, only use 6250 tapes to perform backups.

For the Tandberg tape drive, you may use tapes of up to 2.5 Gbytes to perform backups.

Store tapes in a secure area free of electromagnetic fields; store important backup tapes off-site for added security.

Do not use Nortel software distribution tapes for backing up your system; these tapes are important in recovering from disk failures.

Do not reuse the same tapes for consecutive backups. It is recommended that you maintain at least two sets of backup tapes and that you use these sets in rotation.

Store tapes in their cases, label them clearly, and set the write protection tab (turn the rotating knob until the arrow points to safe).

**ATTENTION****Backing up voice services**

If voice services are stored on a volume other than VS1, be sure to do a full backup of that volume. (To do a full backup, choose the Voice&Data option.) To check the volume on which voice services are stored, select Voice Services Profile from the Voice Administration menu. The *Voice Services Volume* field indicates where voice services are stored.

MM10 introduces a new tape drive, the Tandberg TDC4220 drive. The Tandberg serves as a direct substitution for the Archive 2150 (viper) drive. For Card Option, there is an available external Tandberg tape drive.

The Tandberg reads and writes tapes with a capacity up to 2.5 Gbytes and is backwards compatible with all existing MM tapes. The new storage capacity represents a ten-fold increase of maximum storage capacity on one tape.

The following table shows the amount of time necessary to complete a variety of tape backups.

**Table 7-1**  
**Types of tape backup and time requirements**

Type of backup	Archive Viper	Tandberg TDC4220
5 node (partial)	1 tape : 42 min	1 tape : 20 min
240 h (full)	10 tapes : 10.9 h	1 tape : 5.7 h
400 h (full)	16 tapes : 18.0 h	2 tapes : 9.5 h
MSM (partial)	5 tapes : 3.3 h	1 tape : 1.3 h
1200 h (full)	47 tapes : 52.9 h	5 tapes : 27.7 h

## Tape drive maintenance

Preventive maintenance of the tape drive involves periodic cleaning (after every four to six hours of use). To ensure reliable tape drive performance, you should establish a regular cleaning schedule and observe the following precautions:

- Maintain a clean, dust-free environment within the temperature and humidity limits listed in the specifications of the Meridian Mail system.
- Keep all liquids away from the drive and tapes to prevent spills into the equipment.
- Exercise reasonable care when using and storing tape cartridges. Do not place cartridges on the Meridian Mail or Meridian 1 cabinets, or on the monitor of the system administrator's terminal.
- When a stored tape is moved to an environment with a greatly different temperature, allow the tape to slowly reach room temperature before using it.
- Do not open the cartridge access door to touch the tape.

### Cleaning the tape drive

The tape drive should be replaced when you receive repeated errors when attempting to write to tape. You should also consider replacing the tape drive if the light on the front of the tape drive is out or you cannot hear or see the tape spinning.

The tape cartridge cavity should be cleaned after an initial pass with a new tape cartridge, after eight hours of normal use, or whenever dust or debris is visible inside the cartridge cavity.

To clean the tape drive, you need the following supplies:

- low pressure aerosol air
- tapehead cleaning fluid or reagent grade chemically-pure isopropyl alcohol
- tape drive cleaning kit (A0378220) including a tape drive cleaning cartridge, OR
- tapehead cleaning pads, lint-free cotton swabs, or any industry-acceptable head-cleaning swabs, six inches or longer

**Procedure 7-3**

**Cleaning the tape drive with a tape drive cleaning kit (Tandberg or Viper)**

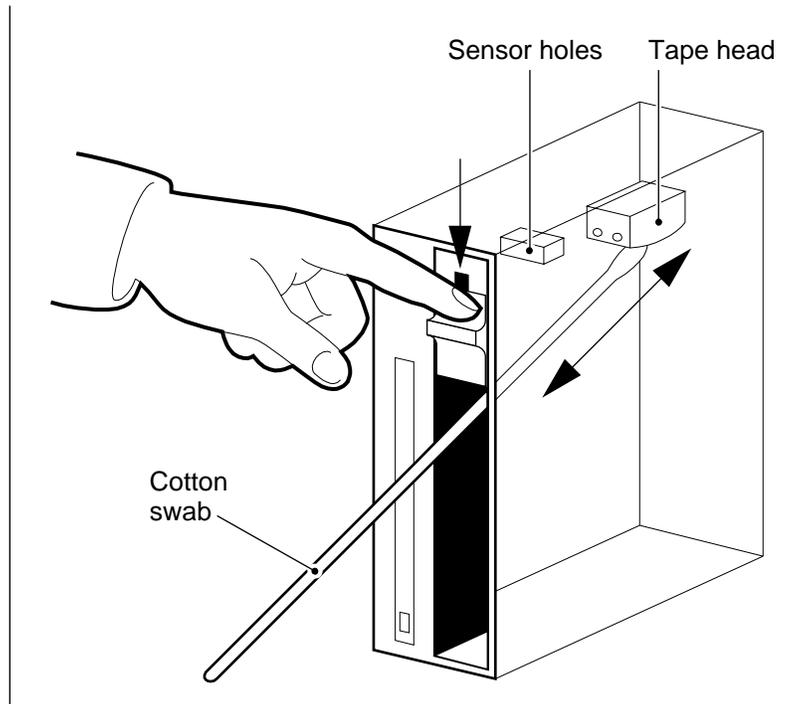
- 1 If there is a tape cartridge in the tape drive, remove the cartridge.
- 2 Push the head loading lever down into the load position.
- 3 Carefully blow out dust from the sensor hole and tape cartridge cavity with aerosol air. Release the head loading lever.
- 4 Moisten the flexible pad of the cleaning cartridge with 4 drops of the Streaming Tape Head Cleaning Fluid.
- 5 Insert the cleaning cartridge into the tape drive in the same way as a normal tape cartridge and lock into position.
- 6 Move the moistened pad using 4 strokes of the guide rod, moving the rod as far as it will go each time.
- 7 Remove the cleaning cartridge from the tape drive.
- 8 Remove the flexible pad by sliding it out of the holder. Discard the pad.
- 9 Insert a new, dry pad into the holder by sliding it into place.
- 10 Insert the cleaning cartridge into the tape drive and lock into place.
- 11 Move the dry pad using 4 strokes of the guide rod, moving the rod as far as it will go each time.
- 12 Remove the cleaning cartridge. Store it with the dry pad in its original carton until next use.

**Procedure 7-4**

**Cleaning the tape drive with swabs and fluid (Viper only)**

- 1 If there is a tape cartridge in the tape drive, remove the cartridge.
- 2 Push the head loading lever down into the load position.
- 3 Carefully blow out dust from the sensor hole and tape cartridge cavity with aerosol air. (Refer to Figure 7-3 for the Viper tape drive.)
- 4 Moisten a pad or swab with the head-cleaning fluid until it is saturated but not dripping.

**Figure 7-3**  
**Cleaning the Viper tape drive**



- 5 Carefully wipe the head in the direction that the tape travels. (Refer to Figure 7-3). *Do not* wipe perpendicularly or use a circular scrubbing motion. This could seriously damage the tape heads.
- 6 Discard the used swab and repeat steps 4 and 5 with new swabs until the swab shows no signs of dirt.
- 7 Use a new dry swab to remove any remaining cleaning fluid from the head.
- 8 Allow 2 minutes for the tape head to dry before inserting a tape.
- 9 Release the head loading lever away from the load position. If there was a tape cartridge in the tape drive, reinsert it.

## Changing the customer administrator password

When the system is first installed you are given a default customer administrator password (custpwd). When you log on for the first time, you are prompted to change this password. You should continue to change the password on a regular basis. Passwords are not case-sensitive; any capitalization used in defining the password need not be used when entering the password. The maximum length is 16 digits. It is recommended that your administration password be at least 7 digits for added security.

### **Procedure 7-5** **Changing the customer password**

**Starting point:** The Customer Administration Menu

- 1 Select General Administration.
- 2 Select Change Customer Administrator Password.  
*You are prompted to enter the existing administrator password.*
- 3 Enter the existing password.

**Note:** *The passwords are not displayed on the screen as you enter them.*

- 4 You are prompted to enter the new password.
- 5 Enter the new password.

The customer administrator password is alphanumeric (it can contain both letters and numbers).

- 6 You are prompted to enter the new password again, for verification purposes.  
*The new password is recorded and you are returned to the General Administration menu.*

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## Chapter 8: Voice administration

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Voice administration comprises all facilities related to processing voice information. These facilities offer a range of functions from the simple playback of a recorded announcement to the more sophisticated automated attendant service. This chapter discusses voice services administration by the following topics:

- voice messaging options
- voice security options
- voice services administration
- outcalling administration
- voice form definitions

This section introduces you to each of these topics.

### Introduction to voice messaging options

Voice messaging options determine the general characteristics of the voice messaging service for each customer group.

For MMUI customer groups you will configure: the broadcast mailbox number, the maximum delay for timed delivery, the name dialing prefix, and the maximum read message retention. The custom call answering greeting is also recorded in this screen (once for each language that is installed on the system).

For VMUIF customer groups you will configure: the lockout revert DN, and the maximum read message retention. From this screen, you will also record any introductory tutorials which describe the call answering service to new subscribers and the login greeting.

## Introduction to voice security options

Voice security options allow you to control the level of security provided to users of Meridian Mail. For example, you can set the maximum number of invalid logon attempts that are allowed before a user's mailbox is disabled as well as several parameters related to user passwords.

## Introduction to voice services administration

Voice services administration allows you to add service DNs to the system (and maintain existing DN information), create a Voice Services Profile, and create and maintain services such as Announcements, Thru-Dial services, Voice Menus, Time-of-Day Controllers and Fax Item definitions (if Fax on Demand is installed). These services offer a range of functions from the simple playback of a recorded announcement to the more sophisticated voice menus which allow callers to make choices by pressing keys on their telephone keypads, and automated attendants which take calls during off-hours or holidays.

*Note 1:* Voice Menus and related services are documented in the *Voice Menus Application Guide* (NTP 555-7001-325).

*Note 2:* Fax on Demand is documented in the *Fax on Demand Application Guide* (NTP 555-7001-327).

## Introduction to outcalling administration

Outcalling administration allows you to specify outcalling parameters which affect the Remote Notification and Delivery to Non-User features.

*Note:* Outcalling is documented in the *Outcalling Application Guide* (NTP 555-7001-323).

## Introduction to voice form definitions

Voice form definitions allow you to develop custom applications that ask specific questions of callers and collect their responses. These applications can be thought of as the electronic equivalent of the traditional paper form or questionnaire.

*Note:* Voice forms are documented in the *Voice Forms Application Guide* (NTP 555-7001-326).



**Procedure 8-1**  
**Selecting items from the Voice Administration Menu**

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.  
*The Voice Administration menu appears (Figure 8-1).*
- 2 Select an item by entering its number and pressing <Return>.  
*The menu corresponding to your selection appears. See the following sections for details:*
  - 1 "Voice messaging options"
  - 2 "Voice security options"
  - 3 "Voice services administration"
  - 4 *Outcalling Application Guide (NTP 555-7001-323)*
  - 5 *Voice Forms Application Guide (NTP 555-7001-326)*
- 3 Use [Exit] to return to the Customer Administration Menu.

## Voice messaging options

The Voice Messaging Options screen allows you to set voice messaging parameters for each customer group. For MMUI customer groups, this includes setting the broadcast mailbox number, the maximum allowed delay for time delivery, and the name dialing prefix. The custom call answering greeting is also recorded in this screen. For multilingual systems, you can record a custom call answering greeting in all of the languages that are installed on your system. For VMUIF customer groups this means recording various greetings (tutorials and the login greeting), setting the personal distribution list prefix, the lockout revert DN and the maximum read message retention.

### Setting up address expansion

Address expansion has been provided to make it more convenient for users to enter mailbox numbers when logging in, composing messages or using express messaging. When address expansion is enabled, users will be allowed to enter the shorter local addressing length of the mailbox number rather than the full system addressing length.

For example, the system addressing length is often 10 digits, whereas the local addressing length in a private customer group is 4 digits (or 7 digits in a residential customer group). If address expansion is not enabled, users have to enter the full 10-digit mailbox number when addressing voice messages or using express messaging. However, when address expansion is enabled, they need only enter the shorter local address length of the mailbox number.

To enable address expansion

- 1 Make sure the *System Addressing Length* field is set to a value other than zero.  
  
This field is located in the General Options screen and is configurable only at the system administration level.
- 2 Specify up to two Local Addressing Lengths for each customer group.  
  
The local addressing lengths indicate the short form of users' mailbox numbers for a customer group. For private customer groups, a typical local addressing length is 4 (extension XXXX). For residential customer groups, a typical local addressing length is 7 (NXX-XXXX). Local addressing lengths are defined in the Voice Messaging Options screen.

3 Specify the expansion digits.

These are the digits that are used to convert the short form of a mailbox number to the full mailbox number (with a length equal to the system addressing length). These digits must be specified for both Voice Messaging and Express Messaging. They are defined when adding the Voice Messaging DN and Express Messaging DN to the VSDN table. (See the section "Adding DN information" in the "Voice administration chapter.")

**Example:**

The system addressing length is 10. Therefore, all users' mailbox numbers must also be 10 digits in length. You have a residential customer group with a local addressing length of 7 digits. Numbers are in the format NPA-NXX-XXXX. The NPA is "416" and the NXX is "267". You have a private customer group with a local addressing length of 4 digits.

- 1 The system addressing length is 10.
- 2 The local addressing length for the private customer group is 4.
- 3 The local addressing length for the residential customer group is 7.
- 4 The expansion digits (for Voice Messaging and Express Messaging) are specified when adding a DN to the VSDN Table in Voice Services Administration.

For the private customer group, the expansion digits are "416267".  
For the residential customer group, they are "416".

When a user in the private customer group composes a message to another user, he will only have to enter the 4-digit DN, not the full 10-digit DN. A user in the residential customer group can enter the shorter 7-digit DN.

Address reduction is the complement of address expansion. Reduction is used when addresses are played back to the mailbox owner. The address is reduced to a local addressing length based on the user's mailbox number.

For example, the system addressing length is 10 and the local addressing length is 7. The owner of mailbox number 416-555-1009 plays a message that was received from address 416-556-2090. In the header, the address is played as "... from phone number 556-2090". If the area code of the calling party was different from the user's area code, it would be included in the header.

### Setting up Meridian Mail to originate calls

The following two fields, *Dialing Prefix for Outgoing Calls* and *Customer DN Length*, are necessary when you are using Meridian Mail in one of the following configurations:

- Meridian Mail is connected to a single switch with each Meridian Mail customer group corresponding to a distinct switch customer group.

For more information about using these fields to set up this kind of configuration, refer to "Setting Voice Messaging Options for a single switch configuration" on page 8-8.

- Meridian Mail is connected to several switches with each Meridian Mail customer group connected to a given switch.

For more information about using these fields to set up this kind of configuration, refer to "Setting Voice Messaging Options for a multiple switch configuration" on page 8-10.

Also, for a more detailed description of these fields refer to the descriptions:

- for MMUI, starting on page 8-17
- for VMUIF, starting on page 8-25.

The *Dialing Prefix for Outgoing Calls* and *Customer DN Length* fields are essential for the proper operation of situations in which Meridian Mail originates a call. These situations include:

- operator revert
- Thru-Dial
- Delivery to Non-User
- Remote Notification
- call sender
- Fax on Demand
- [Voice] softkey

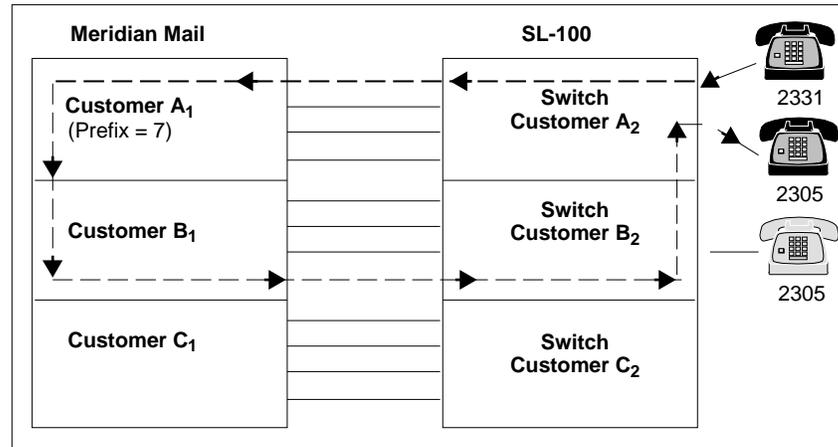
**Note:** The DN entered as the *Modem DN* (entered in the Modify Data Port (NWModem) screen that is described in the section "NWModem Data Port" in the "Hardware Administration" chapter) and the DN used by the [Voice] softkey (described in the "Making recordings" chapter) are not translated using the values entered in the *Dialing Prefix for Outgoing Calls* and the *Customer DN Length* fields. These DNs must be entered in a format that is dialable from any switch customer group (in a single-switch configuration) or switch (in a multiple-switch configuration).

### **Setting Voice Messaging Options for a single switch configuration**

When Meridian Mail presents a DN to the switch in a multi-customer setup (several customer groups on the switch, and corresponding customer groups on Meridian Mail with, potentially, Meridian Mail having its own customer group), it communicates with the switch on an arbitrarily picked channel. This outgoing channel may, therefore, be associated with any customer group on the switch whose agents are forwarded to Meridian Mail.

If the DN presented to the switch was specified by a caller belonging to a certain Meridian Mail customer group, the caller's specification of the DN can be expected to conform to the caller's dialing habits within their own switch customer group, and may not necessarily match the view of the same DN as seen by the switch customer group that owns the outgoing channel. Figure 8-2 shows an example of a thru-dial call in a single switch scenario.

**Figure 8-2**  
**Thru-dial scenario in a single switch scenario**



In Figure 8-2, the caller at extension 2331 requests Meridian Mail to thru-dial to extension 2305 in the same switch customer group ( $A_2$ ). However, to make the call as shown in this example, Meridian Mail happens to use a channel associated with switch Customer  $B_2$ . The call is, therefore, considered external to switch Customer  $A_2$ , and must be prefixed with the digit(s) that all callers external to  $A_2$  would use in order to reach someone in  $A_2$  (which is 7 in this case). This is the prefix that will go into the *Dialing Prefix for Outgoing Calls* field. Meridian Mail, therefore, uses this prefix, together with the next field, *Customer DN Length*, as follows:

- 1 In placing a call, Meridian Mail compares the length of the DN supplied by the caller to the *Customer DN Length* for the user's Meridian Mail customer group.
- 2 If it is equal to (or shorter than) the *Customer DN Length* (which means that the caller is trying to reach someone in the same switch customer group), Meridian Mail will add the *Dialing Prefix for Outgoing Calls* to the beginning of the DN.

When a caller is trying to reach someone who is external to their customer group, they will add the dialing prefix when they dial the telephone number, making it unnecessary for Meridian Mail to add the dialing prefix.

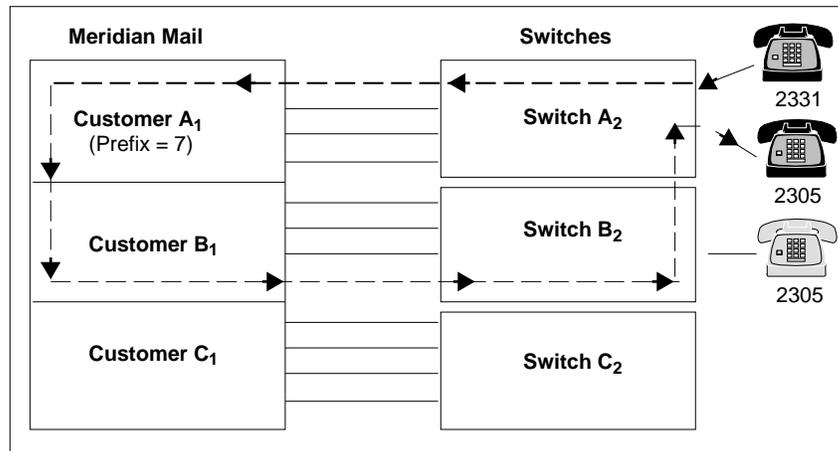
For example, if a user in Customer A<sub>2</sub> supplies 4 digits to Meridian Mail (e.g., 2305) to reach an extension within Customer A<sub>2</sub>, Meridian Mail will add the digit '7' to the beginning of the extension and will present '72305' to the PBX/switch.

**Setting Voice Messaging Options for a multiple switch configuration**

When Meridian Mail presents a DN to switch in a multiple switch setup (several switches, and corresponding customer groups on Meridian Mail), it communicates with the other switch on an arbitrarily picked channel. This outgoing channel may, therefore, be associated with any switch in the multiple switch configuration whose agents are forwarded to Meridian Mail.

If the DN presented to the switch was specified by a caller belonging to a certain Meridian Mail customer group, the caller's specification of the DN can be expected to conform to the caller's dialing habits within their own switch, and may not necessarily match the view of the same DN as seen by the switch that owns the outgoing channel. Figure 8-2 shows an example of a thru-dial call in a multiple switch scenario.

**Figure 8-3**  
Thru-dial scenario in a multiple switch scenario



In Figure 8-2, the caller at extension 2331 requests Meridian Mail to thru-dial to extension 2305 in the same switch (A<sub>2</sub>). However, to make the call as shown in this example, Meridian Mail happens to use a channel associated with switch B<sub>2</sub>. The call is, therefore, external to switch A<sub>2</sub>, and

must be prefixed with the digit(s) that all callers external to  $A_2$  would use in order to reach someone in  $A_2$  (which is 7 in this case). This is the prefix that will go into the *Dialing Prefix for Outgoing Calls* field. Meridian Mail, therefore, uses this prefix, together with the next field, *Customer DN Length*, as follows:

- 1 In placing a call, Meridian Mail compares the length of the DN supplied by the caller to the *Customer DN Length* for the user's Meridian Mail customer group.
- 2 If it is equal to (or shorter than) the *Customer DN Length* (which means that the caller is trying to reach someone on the same switch), Meridian Mail will add the *Dialing Prefix for Outgoing Calls* to the beginning of the DN.

When a caller is trying to reach someone who is external to their switch, they will add the dialing prefix when they dial the telephone number, making it unnecessary for Meridian Mail to add the dialing prefix.

For example, if a user in Customer  $A_2$  supplies 4 digits to Meridian Mail (e.g., 2305) to reach an extension within Customer  $A_2$ , Meridian Mail will add the digit '7' to the beginning of the extension and will present '72305' to the PBX/switch.

### **The Voice Messaging Options screen**

This screen will display different fields depending on a) which interface is enabled for the customer group (MMUI or VMUIF) and b) whether or not multiple languages are installed. Figure 8-4 displays the screen for a single language system with the MMUI interface. Figure 8-5 displays the screen for a multilingual system with the MMUI interface. Figure 8-7 displays the screen for a single language system with the VMUIF interface and Figure 8-8 displays the screen for a multilingual system with the VMUIF interface.

**Figure 8-4**  
**The Voice Messaging Options screen for single language systems**  
**(MMUI interface)**

ABC Company	Voice Administration
Voice Messaging Options	
Customized recording for American_English	
Call Answering Greeting (Voice):	Yes
Maximum Delay for Timed Delivery (days):	<u>31</u>
Name Dialing and Name Addressing:	Disabled [Enabled]
# Prefix for Name Dialing and Name Addressing:	<u>11</u>
Broadcast Mailbox Number:	<u>999</u>
Broadcast Mailbox Personal Verification (Voice):	No
Billing DN:	<u>2339</u>
Dialing prefix for Outgoing calls:	_____
Customer DN Length:	—
Local Addressing Lengths:	<u>0</u> <u>0</u>
* Default Message Delivery Priority:	Standard [Economy]
Mailbox Full Warning Threshold (percentage):	<u>85</u>
Maximum Read Message Retention (days):	<u>7</u>
("0" implies that there is no organization maximum limit. Read Message Retention will be determined from each user's profile.)	
Select a softkey >	
Save	Cancel
	Voice

- # This field is displayed only if the Name Dialing and Name Addressing field is set to "Enabled".
- \* This field is displayed only if Meridian Networking is installed and enabled for the current customer group.

**Figure 8-5**  
**The Voice Messaging Options screen for multilingual systems**  
**(MMUI interface)**

ABC Company	Voice Administration
Voice Messaging Options	
Default Language:	[American_English] Canadian_French Japanese
* Secondary Default Language:	AmericanEnglish [Canadian_French] Japanese
Default Language Overrides User's Preferred Language for Call Answering:	[No] Yes
Customized recording for American_English	
Call Answering Greeting (Voice):	Yes
Customized recording for Canadian_French	
Call Answering Greeting (Voice):	Yes
Customized recording for Japanese	
Call Answering Greeting (Voice):	No
Maximum Delay for Timed Delivery (days):	<u>31</u>
Name Dialing and Name Addressing:	Disabled [Enabled]
# Prefix for Name Dialing and Name Addressing:	<u>11</u>
Broadcast Mailbox Number:	<u>999</u>
Broadcast Mailbox Personal Verification (Voice):	No
Billing DN:	<u>2339</u>
Dialing prefix for Outgoing calls:	_____
Customer DN Length:	<u>30</u>
Local Addressing Lengths:	<u>0</u> <u>0</u>
** Default Message Delivery Priority:	Standard [Economy]
Mailbox Full Warning Threshold (percentage):	<u>85</u>
Maximum Read Message Retention (days):	<u>31</u>
("0" implies that there is no organization maximum limit. Read Message Retention will be determined from each user's profile.)	
Select a softkey >	
<b>Save</b>	<b>Cancel</b>
	<b>Voice</b>

\* This field is displayed only if Dual Language Prompting is installed.

\*\*This field is displayed only if Meridian Networking is installed and enabled for the current customer group.

# This field is displayed only if the Name Dialing and Name Addressing field is set to "Enabled".

The following fields are displayed for MMUI customer groups. The first three fields appear only on multilingual systems. (For VMUIF field descriptions, see page 8-22.)

- **Default Language** This field displays all of the languages that are installed on your system. (Additional languages can only be installed by a Nortel representative.) The primary default language (the first language installed) is highlighted. The selection made here determines the language in which prompts are played to callers during call answering and express messaging sessions.
- **Secondary Default Language** This field is available only if the Dual Language Prompting feature is installed. When this feature is installed, introductory Meridian Mail prompts are played in two languages. A prompt is first played in the primary default language (as specified in the previous field) followed by the secondary default language as specified in this field. Dual language prompting is designed for bilingual environments and is only used for initial prompting when the caller's language preference is not known.

Dual language prompting only applies to call answering and express messaging sessions.

- **Default Language Overrides User's Preferred Language for Call Answering** When two or more languages are installed, Meridian Mail users can specify a "preferred" language which is different from the default language. (The preferred language is defined in the Add or View/Modify Local Voice User screen.) When this field is set to "No", callers will hear Meridian Mail prompts in the preferred language of the user they have called. However, if this field is set to "Yes", the language specified in the *Default Language* field overrides the user's preference. This may be desirable if the customer wishes to present a common language to all callers regardless of the preferred language of the called party.

When set to "Yes", only those prompts that are played to callers during call answering and express messaging sessions are affected. Users will still hear prompts in their preferred language while they are logged on to Meridian Mail. For example, if the default language is AmericanEnglish, and a user's preferred language is Japanese, the user will still hear Meridian Mail prompts in Japanese. However, callers will hear prompts in English.

- **Customized recording for <language>** On multilingual systems, this field is displayed once for each language that is installed.
  - **Call Answering Greeting (Voice)** This field indicates whether or not a custom call answering greeting has been recorded. The call answering greeting is played to external callers when they are connected to a user's mailbox through call answering. This greeting is played before any personal greetings and typically contains the spoken name of the customer. This greeting is also played when a Remote Notification call is answered. To make a custom greeting, use the [Voice] softkey at the bottom of this screen. If you do not record your own greeting, no call answering greeting is played (there is no default greeting).
- **Maximum Delay for Timed Delivery (days)** This field displays the maximum number of days that a message can be delayed before being delivered. For example, a user may compose a message that he or she does not want delivered until one week from now. The user can tag the message for timed delivery and specify when the message is to be delivered as long as it falls within the limit set by this field.

The valid range is from 0 to 365 days. The default is 31. To disallow users from tagging their messages for later delivery, set this field to 0.

- **Name Dialing and Name Addressing** This field allows you to disable the name dialing and name addressing features. These features should be disabled in those countries where the telephone keypads do not map to an alphabetical sequence recognizable to Meridian Mail. This field defaults to "Enabled".

**Note:** If you disable name dialing and name addressing and then reenabling them, the prefix for name dialing and name addressing is changed from the current value to null. Be sure to enter the correct prefix if you reenabling these features.

- **Prefix for Name Dialing and Name Addressing** This field is displayed only if the previous field, *Name Dialing and Name Addressing*, is enabled. This field defines the prefix that users must dial in order to use name dialing (during thru-dial) or name addressing (during message composition). When the system encounters this number, the data that is entered via the telephone keypad is processed as a name instead of a number. The valid range is from 1 to 99. The default is 11.

**Note:** Ensure that this number does not conflict with any of the following:

- mailbox numbers (including the broadcast mailbox number)
- telephone extensions
- distribution list numbers
- the DNU prefix
- network location prefixes
- the AMIS compose prefix

These numbers conflict if they start with the name dialing prefix.

**Note:** If name dialing and name addressing were disabled and then reenabled, this field is reset to null.

- **Broadcast Mailbox Number** A broadcast message is a voice message that is delivered to all users in the customer group. In order to send a broadcast message, you (or a user) must specify a special mailbox number (the broadcast mailbox number) when composing the broadcast message from a mailbox with broadcast capability. (Broadcast capability is enabled in the user's class of service.)

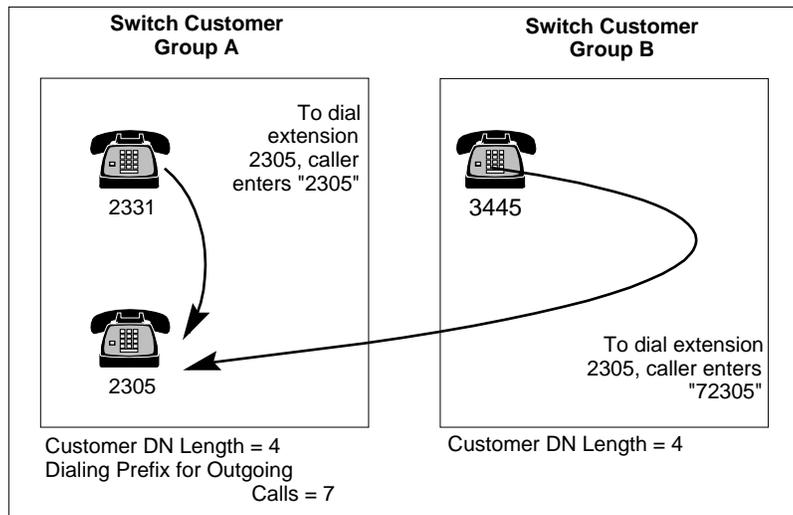
The default mailbox number is 999. This number can be the same for all customer groups because the customer group to which a broadcast message is sent depends on the customer group to which the mailbox you log on to belongs. For example, to send a broadcast message to the users in customer group 100, log on to a phone with broadcast capability that belongs to this customer group.

If this default number conflicts with the ESN access code and causes a conflict (for example, if 9 is used as the ESN access code), change the broadcast mailbox number. If you change the broadcast mailbox number for this reason (or any other reason), ensure that the new number does not conflict with other numbers in the system.

- **Broadcast Mailbox Personal Verification (Voice)** This field indicates whether or not a spoken name has been recorded for the broadcast mailbox. If recorded, this verification is announced when composing a message to the broadcast mailbox. It confirms that the correct number has been entered. The verification is recorded using the [Voice] softkey at the bottom of the Voice Messaging Options screen.

- **Billing DN** Whenever an outgoing call is made, it is charged against a DN. Typically, the mailbox number of the user that initiates the outcall is stored and used for billing purposes. However, if for some reason the mailbox number is not known (if for example, the call is dropped), the Billing DN will be used instead. It is essentially a standby DN for those cases in which the mailbox number is unattainable. This DN can be up to 30 digits in length. This field is optional and can be left blank. The default is "null".
- **Dialing prefix for Outgoing calls** This prefix is a string of digits that callers external to a switch customer group must use before dialing a particular extension number in that group. The length of this prefix should be the difference between the *Customer DN Length* (as defined in the following field) and the number of digits dialed by callers external to the group.

**Figure 8-6**  
Dialing within and between switch customer groups



**Customer DN length** This is the length of DNs in the corresponding switch customer group as dialed by callers within that group. This DN can be up to 30 digits in length. The default is "0".

For example, a caller dials 4 digits (such as "2305") to reach a phone within his or her customer group. However, callers from other customer groups may need to dial 5 digits to reach the same phone ("72305" for example). In this example, the customer DN length is "4".

In placing a call, Meridian Mail compares the length of the DN supplied by the user to the customer DN length of the user's Meridian Mail customer group. If it is equal to or shorter than the customer DN length, the dialing prefix for outgoing calls is prepended to the DN.

- **Local Addressing Lengths** These fields specify the length of the mailbox numbers that must be entered by users. You can enter up to two addressing lengths. However, in most cases, you will only need to define one addressing length.

This field is applicable only if the *System Addressing Length* field (in the General Options screen at the system administration level) is set to a value greater than "0". If the *System Addressing Length* is greater than "0", this field and the *Expansion Digits* field (in the Add DN Information screen in Voice Services Administration) will have to be configured.

By defining the local addressing length and expansion digits, users will not have to enter the full system addressing length of the mailbox number. If a user enters a mailbox number that is the same length as one of the local addressing lengths, then the number will be expanded to the system addressing length, allowing users to enter the shorter local addressing length of the mailbox number that they are used to using.

These values must be less than the system addressing length or 0. Both fields default to "0".

- **Default Message Delivery Priority** This field is displayed only if Meridian Networking is installed and enabled for the current customer group. The setting determines when messages are delivered across a network. When "Standard" is selected, messages are retained for a certain period of time before they are sent to remote sites. If "Economy" is specified, messages are sent at a specific time each day (usually off hours). The Standard holding time and Economy initiation time are set in the Network Scheduling Parameters screen, accessible through the Network Administration Menu. (See the *Networking Services Administration Guide*, NTP 555-7001-335.) The default is "Standard".
- **Mailbox Full Warning Threshold (percentage)** This field allows you to determine how full a user's mailbox must become before the system plays the mailbox full prompt when the user logs on. A value of 0 means that the user will never hear the mailbox full warning prompt. The valid range is 0 to 100 (percent), and the default is 85.  
  
*Note:* A user may inform you that he or she has received the mailbox full warning, but that the mailbox is definitely not full. For example, the user is certain that there are only two short messages in the mailbox. (Also, time-stamped messages may be taking up additional space.) A prematurely full mailbox is caused by an unexpected system reboot that leaves inconsistencies between the volume server and what is actually in the mailbox. This problem will be fixed automatically during the scheduled nightly audit. However, if an unexpected reboot happens at a busy traffic time, you can log on at the Tools level and select the menu item "Audit all volumes". This will update the real mailbox storage information that is stored on disk and prevent prematurely full mailboxes. See the *System Administration Tools Guide* (NTP 555-7001-305) for more information about this tool.
- **Maximum Read Message Retention (days)** This field determines the maximum number of days that messages will be kept in the user's mailbox after being read. When the maximum is reached, read messages are deleted. The valid range is from 0 to 31 days. If this field is set to 0, messages are not deleted by the system and are retained until deleted by the user. The default is 7 days. For Dial Pulse subscribers, the default is 3.

**Note:** The read message retention limit can also be configured in the Add or View/Modify Class of Service screen (see the "Class of service administration" chapter). The user's limit is overridden by the limit defined here (for a value other than zero).

**Figure 8-7**  
**The Voice Messaging Options screen for single-language systems (VMUIF Interface)**

<b>ABC Company</b>	<b>Voice Administration</b>
--------------------	-----------------------------

Voice Messaging Options

Customized recordings and Recording Selections for AmericanEnglish

VMUIF Introductory Tutorial (Voice):	No	Type: None [Default] Custom
VMUIF Introductory Tutorial for Dial Pulse (Voice):	Yes	Type: None [Default] Custom
Login Greeting (Voice):	Yes	Type: None [Default] Custom

Lockout Revert DN:  
 (Blank implies no revert) \_\_\_\_\_

Personal Distribution List Prefix: 14

Broadcast Mailbox Number: 3449

Broadcast Mailbox Personal Verification (Voice): No

Billing DN: 5552897

Dialing prefix for Outgoing calls: 555

Customer DN Length: 30

Local Addressing Lengths: 0 0

Maximum Read Message Retention (days): 7  
 ("0" implies that there is no organization maximum limit. Read Message Retention will be determined from each user's profile.)

---

Select a softkey >

<input type="button" value="Save"/>	<input type="button" value="Cancel"/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value="Voice"/>
-------------------------------------	---------------------------------------	---------------------------------	---------------------------------	--------------------------------------

**Figure 8-8**  
**The Voice Messaging Options screen for multilingual systems**  
**(VMUIF Interface)**

ABC Company		Voice Administration	
Voice Messaging Options			
Default Language:		[AmericanEnglish]	CanadianFrench Japanese
Default Language Overrides User's Preferred Language for Call Answering:		[No]	Yes
Customized recordings and Recording Selections for AmericanEnglish			
VMUIF Introductory Tutorial (Voice):	No	Type: None	[Default] Custom
VMUIF Introductory Tutorial for Dial Pulse (Voice):	No	Type: None	[Default] Custom
Login Greeting (Voice)	No	Type: None	[Default] Custom
Customized recordings and Recording Selections for CanadianFrench			
VMUIF Introductory Tutorial (Voice):	No	Type: None	[Default] Custom
VMUIF Introductory Tutorial for Dial Pulse (Voice):	No	Type: None	[Default] Custom
Login Greeting (Voice)	No	Type: None	[Default] Custom
Customized recordings and Recording Selections for Japanese			
VMUIF Introductory Tutorial (Voice):	No	Type: None	[Default] Custom
VMUIF Introductory Tutorial for Dial Pulse (Voice):	No	Type: None	[Default] Custom
Login Greeting (Voice)	No	Type: None	[Default] Custom
Lockout Revert DN: (Blank implies no revert)	_____		
Personal Distribution List Prefix:	<u>14</u>		
Broadcast Mailbox Number:	<u>2338</u>		
Broadcast Mailbox Personal Verification (Voice):	No		
Billing DN:	<u>2543</u>		
Dialing prefix for Outgoing calls:	_____		
Customer DN Length:	<u>30</u>		
Local Addressing Lengths:	<u>0</u> <u>0</u>		
Maximum Read Message Retention (days): ("0" implies that there is no organization maximum limit. Read Message Retention will be determined from each user's profile.)	<u>31</u>		
Select a softkey >			
Save	Cancel		Voice

The following fields are displayed for VMUIF customer groups. The first three fields are displayed on multilingual systems only.

**Note:** VMUIF is not available on Meridian Mail systems connected to a third-party switch (NEC, AT&T, or ROLM).

- **Default Language** This field displays all of the languages that are installed on your system. (Additional languages can only be installed by a Nortel representative.) The primary default language (the first language installed) is highlighted. The selection made here determines the language in which prompts are played to callers during call answering and express messaging sessions.
- **Default Language Overrides User's Preferred Language for Call Answering** When two or more languages are installed, Meridian Mail users can specify a preferred language which is different from the default language. (The preferred language is defined in the Add or View/Modify Local Voice User screen.) When this field is set to "No", a caller will hear Meridian Mail prompts in the preferred language of the called party during a call answering session. However, if this field is set to "Yes", the language specified in the *Default Language* field overrides the user's preference. This may be desirable if the customer wishes to present a common language to all callers regardless of the preferred language of the called party.

When this field is set to "Yes", only those prompts that are played to callers during call answering sessions are affected. Users will still hear prompts in their preferred language while they are logged on to Meridian Mail. For example, if the default language is "AmericanEnglish", and a user's preferred language is Japanese, the user will still hear Meridian Mail prompts in Japanese. However, callers leaving messages will hear prompts in English.

- **Customized recordings and Recording Selections for <language>**  
The following fields are displayed once for each language:
  - **VMUIF Introductory Tutorial (Voice)** This field indicates whether or not a voice recording has been made for the introductory tutorial. The introductory tutorial is played to subscribers when they log on for the first time in order to familiarize them with the service. If a custom recording has been made, the following field, *VMUIF Introductory Tutorial Type*, will allow you to select "Custom".

- ***VMUIF Introductory Tutorial Type*** This field identifies the type of introductory tutorial to be played the first time a user logs into a new mailbox. The "Custom" option is available if there is a voice recording of the introductory tutorial. If you do not record a custom tutorial, you can play the default recording. You also have the option of playing no introductory tutorial at all.
- ***VMUIF Introductory Tutorial for Dial Pulse (Voice)*** This field indicates whether or not a custom voice recording has been made for the tutorial for dial pulse users. If a recording is made, the following field, *VMUIF Introductory Tutorial for Dial Pulse Type*, will allow you to select "Custom".
- ***VMUIF Introductory Tutorial for Dial Pulse Type*** This field identifies the type of introductory tutorial to be played the first time a user logs into a new mailbox from a dial pulse (rotary) telephone. The "Custom" option is available if you have recorded your own custom tutorial. If you did not create your own tutorial, you can choose to play the default tutorial or no tutorial at all.
- ***Login Greeting (Voice)*** This field indicates whether or not a voice recording has been made for the Login Greeting. This is the greeting that is played when subscribers log on to Meridian Mail.
- ***Login Greeting Type*** This field determines which greeting is used if there is one. If a login greeting has been recorded (see the previous field), you may select "Custom". If one has not been recorded, you can use the default greeting or select "None".
- ***Lockout Revert DN*** This field specifies the DN to which callers are reverted when the dialed mailbox is disabled (for example, after the subscriber has made too many invalid logon attempts). If you leave this field blank, a prompt is played to callers asking them to try again at a later time.
- ***Personal Distribution List Prefix*** During message composition, users must precede any distribution list numbers with this prefix. The prefix essentially informs Meridian Mail that the number that follows is a distribution list number.

For example, if the prefix is 14 and the user wants to address a message to personal distribution list number 3, mailbox number 2339 and distribution list number 6, the subscriber would enter 14 3# 2339# 14 6## when addressing the message. You may enter a value from 1 to 99. The default is null (that is, this field is blank).

*Note:* This field cannot conflict with other prefixes defined in the system, such as the AMIS compose prefix and the DNU prefixes.

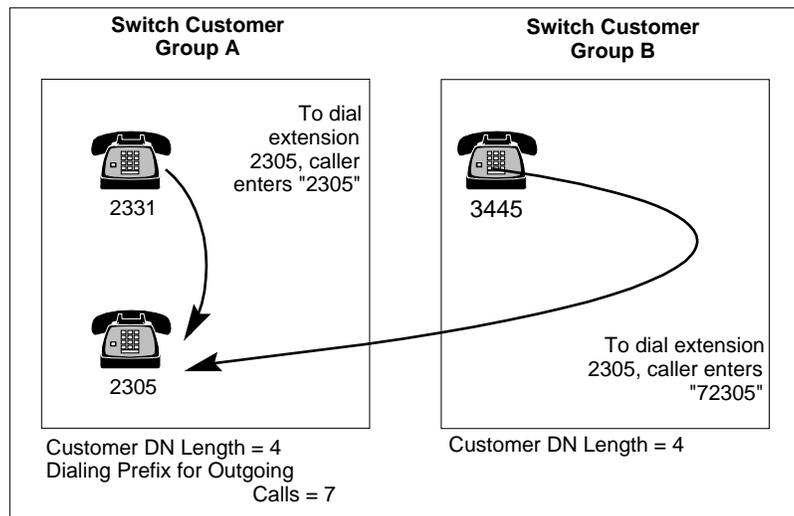
- **Broadcast Mailbox Number** A broadcast message is a voice message that is delivered to all users in the customer group. In order to send a broadcast message, you (or a user) must specify a special mailbox number (the broadcast mailbox number) when composing the broadcast message. The default mailbox number is 999. This number can be the same for all customer groups because the customer group to which a broadcast message is sent depends on the customer group to which the mailbox you log on to belongs. For example, to send a broadcast message to the users in customer group 100, log on to a phone with broadcast capability that belongs to this customer group.

If this default number conflicts with the ESN access code and causes a conflict (for example, if 9 is used as the ESN access code), change the broadcast mailbox number. If you change the broadcast mailbox number for this reason (or any other reason), ensure that the new number does not conflict with other numbers in the system.

- **Broadcast Mailbox Personal Verification (Voice)** This field indicates whether or not a spoken name has been recorded for the broadcast mailbox number. This verification is announced to users before the message is played. It should inform users that the message they are about to hear is a broadcast message (and who it is from, as users may need to get in touch with the sender).
- **Billing DN** Whenever an outgoing call is made, it is charged against a DN. Typically, the mailbox number of the user that initiates the outcall is stored and used for billing purposes. However, if for some reason the mailbox number is not known (if, for example, the call is dropped), the Billing DN will be used instead. It is essentially a standby DN for those cases in which the mailbox number is unattainable. This DN can be up to 30 digits in length. This field is optional and can be left blank. The default is "null".

- Dialing prefix for Outgoing calls** This prefix is a string of digits that callers external to a switch customer group must use before dialing a particular extension number in that group. The length of this prefix should be the difference between the *Customer DN Length* (as defined in the following field) and the number of digits dialed by callers external to the group.

**Figure 8-9**  
Dialing within and between switch customer groups



**Customer DN length** This is the length of DNs in the corresponding switch customer group as dialed by callers within that group. This DN can be up to 30 digits in length. The default is "0".

For example, a caller dials 4 digits (such as "2305") to reach a phone within his or her customer group. However, callers from other customer groups may need to dial 5 digits to reach the same phone ("72305" for example). In this example, the customer DN length is "4".

In placing a call, Meridian Mail compares the length of the DN supplied by the user to the customer DN length of the user's Meridian Mail customer group. If it is equal to or shorter than the customer DN length, the dialing prefix for outgoing calls is prepended to the DN.

- **Local Addressing Lengths** These fields specify the length of the mailbox numbers that users must enter. You can enter up to two addressing lengths. However, in most cases, you will only need to define one addressing length.

This field interacts with the *System Addressing Length* field (in the General Options screen at the system administration level) and the *Expansion Digits* field (in the Add DN Information screen in Voice Services Administration). By defining the local addressing length and expansion digits, users will not have to enter the full system addressing length of the mailbox number. If a user enters a mailbox number that is the same length as one of the local addressing lengths, then the number will be expanded to the system addressing length, allowing users to enter the shorter local addressing length of the mailbox number that they are used to using.

These values must be less than the system addressing length or 0. Both fields default to 0.

- **Maximum Read Message Retention (days)** This field determines the maximum number of days that messages will be kept in the user's mailbox after being read. When the maximum is reached, read messages are deleted. The valid range is from 0 to 31 days. If this field is set to 0, messages are not deleted by the system and are retained until deleted by the user. The default is 7 days.

**Note:** The read message retention limit can also be configured in the Add or Modify Class of Service screen (see the "Class of service administration" chapter). The limit that is configured in the class of service is overridden by the limit defined here (for a value other than zero).

#### **Procedure 8-2** **Modifying voice messaging parameters**

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Messaging Options.  
*The Voice Messaging Options screen appears (Figure 8-4 or 8-5).*
- 3 Move the cursor to the field you wish to modify and make the required changes.
- 4 Choose step 4a to save the changes or 4b to cancel.

- a. Use [Save].  
*The changes are saved and you are returned to the Voice Administration menu.*
- b. Use [Cancel].  
*Changes are discarded and the Voice Administration menu reappears.*

## Voice security options

The Voice Security Options screen allows you to configure parameters that affect mailbox security. These parameters primarily have to do with invalid logon attempts and passwords. Restriction and permission codes are displayed here (they are read-only) but can only be configured at the system administration level. See the section "Restriction/permission codes" in the "Voice administration" chapter in the *System Administration Guide* for an important discussion of how to configure these codes.

### **ATTENTION**

#### **All features are initially restricted**

When Meridian Mail is installed, all 10 restriction fields are filled in (unless you have upgraded from a prior release). The first restriction code is defined as 0, the second is 1 and so on to the tenth code which is defined as 9. This means that all possible extensions and phone numbers are restricted and, therefore, none of the features to which you can apply restriction/permission codes will work.

**Figure 8-10**  
**The Voice Security Options screen**

ABC Company		Voice Administration									
Voice Security Options											
Password Prefix:	_____										
Maximum Invalid Logon Attempts Permitted per session:	<u>3</u>										
Maximum Invalid Logon Attempts Permitted per mailbox:	<u>9</u>										
# Maximum Days Permitted Between Password Changes:	<u>60</u>										
# *Password Expiry Warning (days):	<u>5</u>										
# *Minimum Number of Password Changes before Repeats:	<u>5</u>										
# Minimum Password Length:	<u>4</u>										
# External Logon:	Enabled										
# Call Answering/Express Messaging Thru_Dial restriction/permission codes:	Unrestricted	On_switch	[Local]								
	Long_distance_1	Long_distance_2									
** List Name:	On switch										
** Restriction Codes:	0	1	2	3	4	5	6	7	8	9	
** Permission Codes:											
List Name:	Local										
Restriction Codes:	0	1	2	3	4	5	6	7	8	9	
Permission Codes:											
List Name:	Long distance 1										
Restriction Codes:	0	1	2	3	4	5	6	7	8	9	
Permission Codes:											
List Name:	Long distance 2										
Restriction Codes:	0	1	2	3	4	5	6	7	8	9	
Permission Codes:											
Select a softkey >											
Save		Cancel									

\* These fields are displayed only if Maximum Days Permitted Between Password Changes is greater than 0.

\*\* The List Name and Restriction/Permission Codes fields are read-only.

# These fields are not displayed for VMUIF customer groups.

The following fields are displayed:

- **Password Prefix** This prefix is optional. (The field is blank by default, meaning no prefix will be assigned to mailbox passwords.) If this prefix is defined, it will be inserted at the beginning of the default mailbox password *when a new mailbox is created*. For example, when a new mailbox is created, the default password is the user's extension (such as 2339). If the prefix is 319, the password would be 3192339.

**Note:** The password prefix is not used for VMUIF users.

When a user changes his or her password, the password prefix is no longer used. If, for example, the user changes his password from the initial default password of 3192339 to 4518, the password would be 4518, not 3194518.

When you change the password prefix, passwords for existing mailboxes are not affected. When the password prefix is modified, it affects only those mailboxes that are created after the change.

This field is blank by default and is optional. If you enter a prefix, it can be up to 4 digits in length. (When you define a value, existing mailboxes will not be affected since this prefix is added only when a mailbox is created.)

This prefix should be changed on a regular basis to reduce the risk of security breaches.

**Note:** Due to the maximum length of a password, the password prefix plus the user's DN cannot exceed 16 digits.

- **Maximum Invalid Logon Attempts Permitted per session** This field determines the maximum number of times that a user can make an invalid logon attempt within a single session. (This limit also applies if the user tries to log on to a number of different mailboxes.) When this maximum is reached within one session, the session will be terminated. When the user logs on the next time (and a new logon session is initiated), this counter is reset to "0". You may enter a value from 1 to 99. The default is "3".
- **Maximum Invalid Logon Attempts Permitted per mailbox** This field specifies the maximum number of unsuccessful logon attempts allowed for each mailbox. (This is a cumulative number.) When the limit is reached, the mailbox is disabled and the user is not able to log on. The range is from 1 to 99. The default is 9.

For MMUI customer groups, go to the View/Modify Local Voice User screen and enable the *Logon Status* field to reenabte a mailbox.

For VMUIF customer groups, a lockout duration is configured in the subscriber's class of service. If a value other than zero is specified, the subscriber's mailbox will automatically be reenabled after the specified time has passed. If zero is specified, the administrator will have to manually reenable the mailbox in the View/Modify Local Voice User screen by setting the *Logon Status* field to "Enabled".

- **Maximum Days Permitted Between Password Changes** (MMUI only.) This field determines the maximum number of days allowed between password changes. If you do not want users to have to change their passwords, set this field to 0.

If this field is set to a value other than zero, and a user allows his or her password to expire, the user will be prompted to change the password the first time he or she logs on after the password has expired. (The current password expires after the exact number of days specified in this field, including partial days.) The user will not be allowed to log on and retrieve messages until the password has been changed. The valid range is from 0 to 90. The default is 0.

**Note:** If this field has been set to 0 on an operational system and you then decide to enforce password changes by setting it to a value other than zero, warn users to change their passwords *immediately*. (You should inform them that they will now be forced to change their passwords every x days.) If you change this value from 0 to a value other than zero, user passwords will expire immediately. After the change, when users log in, they will be prompted to change their passwords. If they do not do this (and hang up instead), this will cause a heavy system load and the system will slow down. (The system will also generate a number of 3134 DR SEERs during this update period.) If you are planning on changing this value to a value other than zero, it is recommended that you do so during a slow traffic time.

- **Password Expiry Warning (days)** This field appears only when the interface type is MMUI and the *Maximum Days Permitted Between Password Changes* field is set to a value greater than 0. The value you enter determines the number of days advance notice given to a user before their password expires. The range is from 0 to 60. The default is 5.

- **Minimum Number of Password Changes before Repeats** This field appears only when the interface type is MMUI and the field *Maximum Days Permitted Between Password Changes* is set to a value other than zero. This number determines the number of password changes required before the same password can be reused. The range is from 0 to 5. The default is 5.
- **Minimum Password Length** (MMUI only) This field determines the minimum number of digits required in passwords that are entered from a telephone keypad. This includes mailbox passwords, the access password used to restrict access to voice menu applications and the update password used to update voice menu applications from a DTMF phone set. (It does not include the administration password that is entered when logging on at the administration terminal.)

The default is 4. This is also the minimum. You cannot enter a value less than 4 in this field. The maximum value you can enter is 16.

- **External Logon** (MMUI only) This is a read-only field in the Voice Security Options screen and it is enabled by default. When enabled, access to voice messaging from external trunks is allowed. If, for security reasons, you need to disable external logon, this can only be done by a field service representative.



**CAUTION**

**Risk of loss of access to external trunks**

Once external logon is disabled, access from external trunks is permanently revoked. External logon cannot be reenabled.

- **Call Answering/Express Messaging Thru-Dial Restriction/Permission codes** (MMUI only) Select the restriction/permission set that will apply to call answering thru dial and express messaging thru dial. The selection made here affects all users in this customer group. (Restriction/permission codes are specified in the Voice Security Options screen at the system administration level.)

---

Call answering and express messaging thru dial allows callers who are connected to Meridian Mail during call answering or express messaging sessions to place calls by pressing 0 followed by an extension DN or an external phone number. This can become a crucial security hole in your system if restriction codes are not put in place to prevent callers from placing calls which will be charged to the customer.

You can either choose to leave call answering and express messaging thru-dial unrestricted (this is not recommended) or choose from one of the four options displayed in Figure 8-10. (Note that On\_switch, Local, Long distance 1, and Long distance 2 are the default names and may be different on your system.)

- **List Name** This field is read-only. It indicates the name of the restriction/permission list. The default list names are "On Switch", "Local", "Long distance 1", and "Long distance 2".

Once a restriction/permission list is defined, it can be applied to the following services in your class of service definitions: Extension Dialing (MMUI only), Custom Revert, External Call Sender, AMIS Networking, Remote Notification, Delivery to Non-User. This is done from the Add or View/Modify Class of Service screen (see the "Class of Service administration" chapter in the *System Administration Guide*).

- **Restriction Codes** These fields are read-only. The restriction codes are defined at the system administration level. Any extension numbers or phone numbers beginning with any of these codes are restricted. When this occurs, a prompt is played indicating that the number can't be reached from the service.
- **Permission Codes** These fields are read-only. The permission codes are defined at the system administration level. Any extension numbers or phone numbers beginning with any of these codes are permitted.

### **Procedure 8-3** **Setting voice security parameters**

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Security Options.

*The Voice Security Options screen appears (Figure 8-10).*

- 3 Move the cursor to the appropriate field and make your changes.
- 4 Choose step 4a to save the changes or 4b to cancel.

- a. Use [Save].

*The changes are saved and you are returned to the Voice Administration menu.*

- b. Use [Cancel].

*Changes are discarded and the Voice Administration menu reappears.*

## Types of services

The following are the different types of services that you can make available to your subscribers. Some of these features may not be installed on your system. Some, like Meridian Networking, AMIS Networking, and Meridian ACCESS are optional features that must be purchased separately. Certain features are part of the base software package in some countries, but optional in other countries (these include Voice Menus, Outcalling, Voice Forms, and Fax on Demand).

### Voice messaging services

#### Voice Messaging

This service provides call handling and message storage capabilities, thus allowing a user's mailbox to function like an answering machine, taking calls when the user is away from or currently on the phone. If a caller rings a user's phone, the caller is connected to the user's mailbox. The caller hears a greeting (which may or may not be recorded in the user's voice) and is prompted to leave a message after the tone. This is the call answering aspect of the Voice Messaging service.

In addition, voice messaging also provides facilities that permit users to compose and send voice messages. For example, a user can compose a message and then send it to a number of people. Or a caller can record a message and then request that it be sent at a later date.

MMUI classes of service provide all subscribers with compose and send capability.

VMUIF classes of service contain a field called *Compose Capability*. If this field is set to "No" (the default), subscribers belonging to the COS will only have call handling and message storing capabilities. They will not be able to compose and send messages.

Furthermore, for VMUIF classes of service, dial pulse support can be provided to those users who do not have touch-tone phones. This is done by setting the field *Dial Pulse Support* to "Yes". This simplified interface does not require any keypad commands unlike the standard VMUIF interface or the MMUI interface.

### **Express Messaging**

Express Messaging allows users to directly place a message in another user's mailbox without first ringing the destination phone. Users first dial the Express Messaging directory number to indicate they want to use this service. They are then prompted for the mailbox. A personal verification (if recorded) is played to confirm they have reached the correct user and they are prompted to leave a message.

*Note for Meridian Networking users:* Users can only use express messaging to deposit a message into another local voice user's mailbox. If networking is installed, express messaging cannot be used to send a message to a user at a remote site, even if that user is defined on the system as a remote voice user.

### **Outcalling (Remote Notification and Delivery to Non-User)**

Remote Notification allows users to be informed of new messages at a remote phone or pager. Delivery to Non-User allows users to compose and send messages to people outside of the Meridian Mail system. Refer to the *Outcalling Application Guide* (NTP 555-7001-323) for details.

### **Voice Menus and related services**

If the Voice Menus feature is installed, you will have the ability to create custom call answering applications. These applications allow callers to listen to recorded information (Announcements), leave messages for specific users, or place calls (Thru-Dial services). They can route callers to particular services based on the time of day (business hours or off-hours) and can handle calls that are received during holidays by passing callers to the appropriate service (time-of-day controllers). The Voice Menus feature is comprised of the following voice services.

#### **Announcements**

This service allows you to record messages that can be played back within a voice menu, or as a stand-alone service that is directly dialable.

#### **Thru-Dial services**

This service accesses predefined DNs or user-prompted DNs that can be used within a voice menu service, or as a separate service with a directory

number. Thru-dial services can be created to provide a variety of dialing options to users of Meridian Mail. Thru-Dial services can be set up to allow Name Dialing, and can have restrictions barring users from dialing unauthorized numbers (such as long distance access codes).

#### **Time-of-day controllers**

This service allows you to control the activation of voice services based on the date and time at which a call is received. This allows you to control the availability of voice services during off-hours and holidays.

#### **Voice Menus**

This service allows you to create single-layered or multilayered menus which present callers with a series of choices about the actions they can perform. A caller selects an action by pressing the key (on the telephone keypad) that corresponds to the action.

#### **Voice Prompt Maintenance**

This service allows you or your delegates to modify the various prompts and greetings available in your Voice Menus and Announcements using a telephone. See the chapter "Making recordings" for information about using this service.

#### **Remote Activation**

This service allows you to enable or disable voice services while you are off-site, through a standard DTMF telephone set.

For more information, see "Voice services administration" later in this chapter. To determine how many voice services can be created, see the technical specifications in the *Meridian Mail General Description* (NTP 555-7001-101).

### **Fax on Demand**

Fax on Demand is a Meridian Mail feature that allows a caller to obtain information in the form of a fax. The fax information is stored in Meridian Mail and is sent on request to a fax device.

Depending on how the Fax on Demand application is configured, fax documents may be stored as stand-alone, directly-dialed fax items or as items selected from voice menus.

Depending on how the Fax on Demand application is configured and on whether the caller is using a fax phone, fax information may be delivered as part of the call requesting the information, or later, by callback to the caller's fax device.

**Fax information service (FI)**

The Fax Information service is the service by which a caller accesses fax items stored in Meridian Mail. A Fax Item can be set up to be directly dialed, or to be accessed indirectly through a voice menu.

If the service is configured to support either same call or caller choice delivery, then the service must be serviced by full service multimedia ports. If the fax delivery mode is callback only, then the service can terminate on full service voice ports.

**Fax Item Maintenance (FIM)**

The Fax Item Maintenance service is used to maintain the content of fax items via a fax phone from a remote location. When fax content is changed, the new fax content can be checked by having a verification fax sent immediately to the administrator or to the owner/sponsor of the information.

The Fax Item Maintenance service requires full service multimedia ports.

**Voice Forms****Voice forms administration**

Administration involves the creation of applications that collect voice information from callers. An application consists of a series of questions, played in sequential order, to which callers give voice responses. It is as if callers are filling in a form over the phone. Refer to the *Voice Forms Application Guide* (NTP 555-7001-326) for details.

**Voice forms transcription**

Transcription refers to the process of retrieving the information collected by a voice form application. Once retrieved, the data can be processed in a number of ways, depending on how the information will be used and the goal you intend to achieve by collecting the information. Refer to the *Voice Forms Transcriber User Guide* for details.

**AMIS networking**

This service allows users to send and receive messages to or from users of other types of remote voice messaging systems that also use the AMIS protocol (which may include non-Meridian Mail systems). Users can also reply to the originator of an AMIS message. Predefined passwords or site information are not required in order to send, receive or reply to messages.

This feature is documented in the *Networking Services Administration Guide* (NTP 555-7001-335).

### **Meridian Networking**

This is a proprietary networking service that allows one customer group to participate in a network thereby allowing users to send messages to users at remote Meridian Mail sites. Meridian Networking provides enhanced capabilities above and beyond AMIS Networking. See the "Meridian networking administration" chapter in the *Networking Services Administration Guide* (NTP 555-7001-335).

*Note:* This feature cannot be enabled for VMUIF customer groups.

### **Meridian ACCESS**

Meridian ACCESS is an optional software program. It uses a Unix interface to provide a development tool for creating specialized voice service applications such as banking-by-phone and order entry-by-phone where the system places orders for callers based on the caller input on a tone-generating telephone. ACCESS applications provide users with access to computer systems without the need for complicated terminals or a human intermediary. ACCESS applications can make use of the full range of voice and telephony functions that a digital voice processing system and a telephone switching system can offer. No special voice or telephone interface cards are needed as the DMS and Meridian Mail together provide all of the necessary resources. ACCESS can be used to create applications for incoming or outgoing calls or for administrative purposes.

Meridian ACCESS allows customers to provide specialized services combining the convenience of a telephone with the power of a computer. Often these services are Interactive Voice Response (IVR) applications, which enable a person to retrieve information or place an order over the telephone simply by pressing the telephone keys.

Meridian ACCESS applications can be developed to meet a wide variety of requirements. An application can receive or place telephone calls, play prompts, receive "input" in the form of digitone keypresses (which can be interpreted as commands or data), transfer calls, record messages, and use Meridian Mail services—all of these functions can be built into a voice service that is tailored to meet special requirements.

The following NTPs document Meridian ACCESS:

- *Meridian ACCESS Configuration Guide* (NTP 555-7001-315)
- *ACCESS Developer's Guide* (NTP 555-7001-316)
- *ACCESS API Reference Manual* (NTP 555-7001-317)

- *Voice Prompt Editor User's Guide* (NTP 555-7001-318)

## Voice services administration

Voice services administration involves the following activities:

- adding DN's to the Voice Services-DN Table (VSDN table) and keeping the VSDN table up-to-date

The VSDN table lists all of the services that are available to a customer group and the corresponding DN's for each service. These DN's are the numbers that users and callers dial to access particular services.

- configuring the Voice Services Profile, where you specify the broad operational parameters common to all voice services
- creating and maintaining voice menus and related services (Note that these voice services are described in the *Voice Menus Application Guide* (NTP 555-7001-325).) These include
  - *Announcement Definitions* define recorded announcements for playback within a voice menu, or as a stand-alone voice service.
  - *Thru-Dial Definitions* define call handling services as a stand-alone service or to allow users to place calls to permitted numbers from a voice menu.
  - *Time-of-Day Control Definitions* define the activation of voice services according to the time and date at which a call arrives.
  - *Voice Menu Definitions* - in which you define voice menus as sets of actions to be offered to the user. Each action corresponds to a key on the telephone keypad.
- creating and maintaining fax item definitions (See the *Fax on Demand Application Guide* [NTP 555-7001-327] for details.)

Because Voice Services Administration can also be performed at a Multiple-Administration terminal, it is possible that a number of administrators can be logged on to the same voice service definition at the same time. If two administrators log on to the VSDN Table or the same voice service definition (Announcement, Voice Menu, Thru-Dial service, Time-of-Day Controller) for the same customer group, the administrator who first accessed the table or definition has write access. All other administrators can only view the table/definition.

**Figure 8-11**  
**The Voice Services Administration Menu**

ABC Company	Voice Services Administration
	1 Voice Services-DN Table
	* 2 Voice Services Profile
	**3 Announcement Definitions
	**4 Thru-Dial Definitions
	**5 Time-of-Day Control Definitions
	**6 Voice Menu Definitions
	# 7 Fax Item Definitions
Select an item >	
Exit	Find Subset of VSDNs/Services

- \* This item does not appear on multi-administration terminals (MATs).
- \*\* These items are displayed only if the Voice Menus feature is installed and enabled for the customer group.
- # This item is displayed only if Fax on Demand is installed.



### CAUTION

#### Risk of loss of service during nightly DR audit

At 3:30 a.m. every day, an audit of the DR directory is performed. Do not perform any voice services administration at this time (adding, modifying or deleting DNs in the VSDN table, or adding, modifying or deleting voice menu-related definitions and fax item definitions). Depending on how unbalanced the system is, this audit can take anywhere from 10 minutes (if the system has not been modified since the last audit) to 2 hours (if there have been many changes, such as a lot of users or services being added or modified).

### **Finding a subset of VSDNs or services**

If the VSDN table is accessed directly from the Voice Services Administration menu, all VSDN entries associated with this customer group are retrieved and displayed. If you want to view or modify a particular VSDN or a subset of VSDNs, and do not want to have to search through the entire list of VSDNs, use the [Find Subset of VSDNs/Services] softkey. By specifying your search criteria you can retrieve a particular VSDN (by specifying the exact DN) or a subset of VSDNs (by using wildcard characters to create a search pattern). Wildcard characters are explained in the following section.

If the Voice Menus feature is enabled, the Find function can also be used to find a particular service definition or a subset of service definitions (such as an Announcement, Thru-Dial service, Time-of-Day Controller, or Voice Menu). When you select Announcement Definitions, Thru-Dial Definitions, Time-of-Day Control Definitions, or Voice Menu Definitions from the Voice Services Administration menu, all Announcements, Thru-Dial services, Time-of-Day Controllers, or Voice Menus associated with the customer group are listed. Depending on how many services are defined, this list can be quite long. To retrieve a particular service definition or a subset of definitions, use the [Find Subset of VSDNs/Services] softkey.

To use the find functionality, you will have to remember some information about the VSDN or service you are trying to retrieve. In the case of a VSDN, you must be able to specify part or all of the DN, the service that is represented by the VSDN (Announcement, Voice Menu, etc.), or the comment that is stored as part of the DN information. In the case of a voice service, you must be able to provide the exact service ID or part (or all) of the service title.

If you leave all of the fields in the Find Subset of VSDNs/Services screen blank, a list of all VSDN entries/services will be displayed.

A [Find] softkey is also available in the VSDN table to help you retrieve a particular VSDN or a subset of VSDNs once you have accessed the VSDN table. This softkey is also available from the service definition selection menus (such as the Announcement Definitions screen). When you press the [Find] softkey, the Find Subset of VSDNs/Services screen is displayed (Figure 8-12). This allows you to switch between different service definitions and DN definitions without having to sort through a hierarchy of menus. Since there is no restriction on the order in which objects (DNs, announcements, thru-dial services, and so on) are added to the system, you

can manipulate DN information and then cross check the associated service definitions or vice versa.

### **Using wildcard characters**

You can use wildcard characters in the following fields: *Customer Name*, *DN*, *Comment* and *Title*. (The *Customer Number*, *ID* and *Service* fields do not accept wildcard characters.) Where accepted, the three valid wildcard characters are: "+" (the plus sign), "\_" (underscore), and "?" (question mark).

The plus sign (+) is used to match a number of characters. For example, if you enter "2+" in the *DN* field, all DNs beginning with 2 will be retrieved.

The underscore (\_) matches a single character. For example, if you enter "210\_" in the *DN* field, DNs in the range 2100 to 2109 will be retrieved. To retrieve all DNs numbered between 2100 and 2199, enter "21\_ \_".

The question mark (?) produces a "sound match". This is useful if, for example, you are unsure of the spelling of a customer's name. For example, you want to retrieve all announcement definitions for a customer called Braemore. However, you cannot remember how to spell this name. If you enter "Br+", the system will find all customer groups whose names begin with Br. If you enter "Braymore?" the system will find all names that sound like "Braymore". This might include Braymore, Breymore, Braemer, and so on.

### **The Find Subset of VSDNs/Services screen**

The same screen is displayed regardless of how it is accessed-either from the Voice Services Administration menu using the [Find Subset of VSDNs/Services] softkey, or from the VSDN table or a service definition using the [Find] softkey.

**Figure 8-12**  
**The Find Subset of VSDNs/Services screen**

ABC Company
Voice Services Administration

Find Subset of VSDNs/Services

Choice of Services:

AN AMIS Networking	AS Announcement Service	EM Express Messaging
FI Fax Info Service	FIM Fax Item Maintenance	GS Greetings Service
ACC Meridian ACCESS	NW Meridian Networking	PM Prompt Maintenance
RA Remote Activation	TS Thru-Dial Service	TD Time-of-Day Controls
TR Transcription Service	VF Voice Forms Service	MS Voice Menu Service
VM Voice Messaging		

# Type: [VSDN Entry] Announcement Thru-Dial TOD\_Control Voice\_Menu Fax\_Item##

\* DN: 233+

\* Service: MS

\* Comment: \_\_\_\_\_

\*\* ID: \_\_\_\_\_

\*\* Title: \_\_\_\_\_


---

Select a softkey >

Cancel

Find  
Selection

Print  
Selection

# This field is displayed if the Voice Menus feature is installed.  
 ## Fax\_Item is displayed only if Fax on Demand is installed.  
 \* These fields are displayed if Type is VSDN Entry.  
 \*\* These fields are displayed if Type is not VSDN Entry.

**Note:** If this screen is accessed from the VSDN table or one of the service definition screens, the screen may or may not be prefilled with some information. This depends on whether or not an item was preselected when the [Find] softkey was pressed. If no item was selected, the fields in the form will be blank. If an item was selected (such as a DN in the VSDN table), then some of the fields will be datafilled with the information obtained from the selected item (such as the DN, Service and Comment).

The following fields appear on the Find Subset of VSDNs/Services screen:

- **Choice of Services** This is a list of available services and their acronyms.

- **Type** This field is displayed only if Voice Menus are enabled. If they are not enabled, you can only retrieve VSDNs. This field specifies the type of information you wish to retrieve. Your choices are
  - VSDN Entry
  - Announcement
  - Thru-Dial
  - TOD Control
  - Voice Menu
  - Fax Item (if Fax on Demand is installed)

The following fields are displayed only if *Type* is "VSDN Entry":

- **DN** To find a particular DN, enter the full DN in this field. To retrieve a subset of DNs, use wildcard characters to create a search pattern.
- **Service** To retrieve all of the VSDNs for a particular service type (Announcements, Thru-Dial services, Time-of-Day Controllers, or Voice Menus), enter the acronym for that service. For example, to retrieve only announcement DNs, enter AS in this field. This field does not accept wildcard characters.
- **Comment** Any comment you enter here must match the comment that was entered in the Add or View/Modify DN Information screen. Wildcard characters are acceptable.

The following fields are displayed only if *Type* is *not* "VSDN Entry":

- **ID** To retrieve a particular service definition, enter the service ID in this field. If this field is left blank, all service definitions that match any other search criteria will be retrieved. You cannot use wildcard characters in this field.
- **Title** To retrieve a specific service definition, enter the title. The title must match exactly the title that was entered when the service definition was created. If you cannot remember the exact title of the service, use wildcard characters to create a search pattern.

Once you have filled in this screen, use the [Find Selection] softkey to display the results, or the [Print Selection] softkey to print the results.

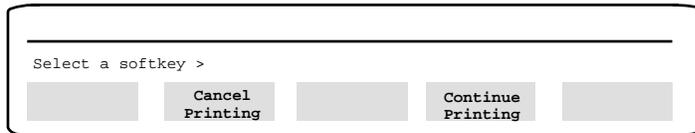
**Procedure 8-4**  
**Finding or printing a subset of VSDNs or services**

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Services Administration.
- 3 Press the [Find Subset of VSDNs/Services] softkey.  
*The Find Subset of VSDNs/Services screen is displayed.*
- 4 Fill in the Find Subset of VSDNs/Services screen. See the field descriptions on the preceding pages.
- 5 To view the results on the screen, go to step 5a. To print the results, go to step 5b. If you do not want to continue, go to step 5c.

- a. Press the [Find Selection] softkey.  
*If the data type was VSDN Entry , the VSDN Table is displayed.*  
*If the data type was a voice service (announcement, thru-dial service, time-of-day controller , or voice menu), the list of service definitions is displayed (such as the Announcement Definitions screen).*

- b. Press the [Print Selection] softkey.  
*You are prompted to verify that the printer is ready and the following set of softkeys are displayed:*



*Press [Continue Printing] to go ahead with printing.*  
*Press [Cancel Printing] if you do not want to print at this time. You can also press this softkey once printing has begun in order to cancel a print job.*

- c. Press the [Cancel] softkey.  
*The search is not performed and the Voice Services Administration menu is displayed.*
- 6 If you have retrieved a subset of DNs or services, you can select one of them and then use the [View/Modify] or [Delete] softkey.

## The Voice Services-DN Table

The Voice Services-DN (VSDN) Table (Figure 8-13) lists the Directory Numbers (DNs) associated with specific voice services. A DN is required for each voice service that you want users to be able to access directly by dialing a unique DN. The VSDN table maps voice services onto DN so that when Meridian Mail receives an incoming call, it looks up the DN to determine which service is being requested and which prompts to play.

If a voice service is going to share the agents in the voice messaging queue, you must first ensure that there is an available DN on the DMS, or configure one if there is not. If you are going to dedicate agents to the service, you must create a UCD queue on the DMS for the service (if there are none available). Your system administrator is usually responsible for ensuring that there are DN and UCD queues available on the DMS. If necessary, see "Configuring Meridian Mail services" in the "Voice administration" chapter in the *System Administration Guide* for information about configuring DN and UCD queues.

At the very least you must define a DN for Voice Messaging. This is the DN that users dial to log on to Meridian Mail and access their mailboxes. The other DN are essentially optional. However, the following DN are commonly configured:

- at least one express messaging DN
- if voice menus are installed, a DN for both remote activation and voice prompt maintenance as well as DN for any directly dialed voice menu applications such as Announcements, Thru-Dial services, Time-of-Day Controllers, Voice Menus and Voice Forms (if installed).

**Figure 8-13**  
**The Voice Services-DN Table**

ABC Company		Voice Services Administration	
Voice Services-DN Table			
DN	Service	Comment	
100	NW	Networking	
115	EM	Express Messaging	
123	PM	Prompt Maintenance	
129	AN	AMIS Networking	
1459	AS 1090	Announcement	
147	TS 3015	Thru-Dialer	
153	MS 4001	Voice Menu	
1590	VM	Voice Messaging	
169	RA	Remote Activation	
2	TS 3004	Thru-Dial	
310	EM	Express Messaging	

Move the cursor to the item and press the space bar to select.

Exit      Add      View/Modify      Delete      Find

**Note 1:** The VSDN Table is sorted by DN. This can be changed in the Set Display Options screen so that it is sorted alphabetically according to Service or Comment.

**Note 2:** If you tried accessing the VSDN table and no entries were retrieved, the following message is displayed near the bottom of the screen: "There are no DN's associated with any service. Select Add to add an entry".

The Voice Services-DN Table includes the following read-only fields:

- **DN** (Directory Number) This field displays the DN that is dialed to reach the corresponding voice service. In a central office environment, this is the 7-digit line DN or UCD DN. Although DN's are typically the same length, the example in Figure 8-13 shows the fields ordered by DN's of variable length.

For configurations involving AT&T or ROLM PBX's, enter the DN of the VoiceBridge. For configurations involving NEC PBX's, enter the pilot number of the UCD group.

**Note:** If the SMDI link is set to 10-digit messaging, then enter the full 10-digit DN (including the area code).

- **Service** This is the service that is reached when the DN is dialed.  
Voice menu applications display a number in this field which represents the ID of the specified service.
- **Comment** You can use this field to enter a description of the voice service.

Once you have accessed the VSDN Table, you can use the Find function to retrieve a subset of DN's or a particular DN. When you press the [Find] softkey, the Find Subset of VSDN's/Services screen is displayed. See the description of this screen on page 8-44.

#### **Procedure 8-5**

#### **Adding, modifying, and deleting voice service DN's**

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Services Administration.  
*The Voice Services Administration menu is displayed.*
- 3 Select Voice Services-DN Table.  
*The Voice Services-DN Table is displayed (Figure 8-13).*
- 4 Choose step 4a to add a service DN, 4b to view/modify an existing DN, 4c to delete an existing service DN, 4d to find a specific DN or a subset of DN's, or 4e to exit the VSDN Table.
  - a. Use [Add].  
*The Add DN Information screen appears; proceed to the next section, "Adding DN information", for details.*
  - b. Use the cursor keys to move the cursor to the required voice service and press <Space Bar> to select it; use [View/Modify].  
*The View/Modify DN Information screen appears; proceed to "Modifying DN information" later in this chapter for details.*
  - c. Use the cursor keys to move the cursor to the required voice service and press <Space Bar>. Press the [Delete] softkey.  
*The Delete DN Information screen appears; proceed to "Deleting DN information" later in this chapter for details.*
  - d. Use [Find].

*The Find Subset of VSDNs/Services screen is displayed. If a DN was selected when you pressed [Find], the screen will be datafilled with information taken from the selected DN. If no DN was selected, all of the fields in the screen are blank. See page 8-42 for more information about the Find function.*

- e. Use [Exit].

*The Voice Services Administration menu is redisplayed.*

### Adding DN information

The Add DN Information screen (Figure 8-14) is accessed from the VSDN Table and is used to assign available DNs to voice services.

Figure 8-14 shows this screen before any information is entered. Additional fields may appear depending on the type of service that is specified. Figure 8-15 shows an example of the *Service* field for all types of services and the additional fields that are displayed (if any) for each of them.

**Figure 8-14**  
The Add DN Information screen

<b>ABC Company</b>	<b>Voice Services Administration</b>
--------------------	--------------------------------------

Add DN Information

\*Choice of Services:

AN AMIS Networking	AS Announcement Service	EM Express Messaging
FI Fax Info Service	FIM Fax Item Maintenance	GS Greetings Service
ACC Meridian ACCESS	NW Meridian Networking	PM Prompt Maintenance
RA Remote Activation	TS Thru-Dial Service	TD Time-of-Day Controls
TR Transcription Service	VF Voice Forms Service	MS Voice Menu Service
VM Voice Messaging		

Access DN: \_\_\_\_\_

Service: \_\_\_\_\_

Comment: \_\_\_\_\_

---

Select a Softkey >

Save	Cancel	Session Profile Detail**		
------	--------	-----------------------------	--	--

\* All possible services are listed in this screen for illustration purposes.  
 \*\* This softkey is displayed only if the Service is set to MS, TD, FI, or FIM.

**Figure 8-15**  
**Additional service fields in the Add DN Information screen**

ABC Company
Voice Services Administration

Add DN Information

Choice of Services:

AN AMIS Networking	AS Announcement Service	EM Express Messaging
FI Fax Info Service	FIM Fax Item Maintenance	GS Greetings Service
ACC Meridian ACCESS	NW Meridian Networking	PM Prompt Maintenance
RA Remote Activation	TS Thru-Dial Service	TD Time-of-Day Controls
TR Transcription Service	VF Voice Forms Service	MS Voice Menu Service
VM Voice Messaging		

Access DN: \_\_\_\_\_

Service: AN

Service: AS      Announcement ID: \_\_\_\_\_

Service: EM      Mailbox ID: \_\_\_\_\_

\*+ or Expansion digits: \_\_\_\_\_

\* Enforce Prefix: No [Yes]

Service: GS

Service: ACC      Class: \_\_\_\_\_

Revert DN: \_\_\_\_\_

Service: NW

Service: PM      Language of Service: [American\_English]

Canadian\_French

Service: RA      Password: \_\_\_\_\_

Service: TS      Thru-Dial ID: \_\_\_\_\_

Service: TD      Time-of-Day Control ID: \_\_\_\_\_

\*\*Session Profile: Custom Full\_Multimedia [Full\_Voice] Basic

Service: TR      Voice Form ID: \_\_\_\_\_

Service: VF      Voice Form ID: \_\_\_\_\_

Service: MS      Voice Menu ID: \_\_\_\_\_

\*\*Session Profile: Custom Full\_Multimedia [Full\_Voice] Basic

Service: VM      \*+ Expansion digits: \_\_\_\_\_

\* Enforce Prefix: No [Yes]

Service: FIM      Language of Service: [AmericanEnglish]

Canadian\_French

\*\*Session Profile: Custom [Full\_Multimedia]

Service: FI      Fax Item ID: \_\_\_\_\_

\*\*Session Profile: Custom Full\_Multimedia [Full\_Voice]

Comment: \_\_\_\_\_

---

Select a softkey >

Save

Cancel

Session  
Profile Detail\*\*

- \* Expansion Digits and Enforce Prefix are displayed only if the system addressing length is defined (greater than zero) in the General Options screen. For Meridian 1 systems, the System addressing Length must be set to 0. Therefore, these fields should not show up.
- + To enter expansion digits, local addressing lengths must be defined in the Voice Messaging Options screen.
- \*\* The Session Profile field and Session Profile Detail softkey are displayed only when the service is MS, TD, FI, or FIM.

The following fields are displayed:

- **Choice of Services** This field lists the available voice services. The list is sorted horizontally according to the feature description, not the acronym. This can be changed in the Set Display Options screen.  
  
If a service is installed on your system but does not appear in this list, ensure that the feature has been enabled for the customer. This can be verified in the General Options screen for this customer group.
- **Access DN** This is the DN that callers dial when accessing the voice service directly. It must be a numeric value without any embedded spaces. This is either the DN of the line that is forwarded to the voice messaging queue (if the service shares agents) or the DN of the UCD queue of the service (if the service has dedicated agents). If there are no available DNs they will have to be programmed into the switch by a technician (or yourself if you are familiar with the procedure).

**ATTENTION**  
**Avoid duplication**

Ensure that VSDNs do not duplicate mailbox numbers.

- **Service** This field defines which service is to be called up when the Access DN is dialed. Depending on the service selected, an extra field may be displayed. These are explained in the following descriptions:
  - AN**      **AMIS Networking** The Access DN establishes a network connection for AMIS format message transfer. No other fields are displayed.
  - AS**      **Announcement service** The following field is displayed:  
**Announcement ID** The ID specifies which announcement to retrieve when the access DN is dialed.
  - EM**      **Express Messaging** When this service is retrieved, callers are either prompted to enter a mailbox number or are directly connected to a particular mailbox number, depending on whether or not a mailbox ID has been defined. Once connected to the mailbox, the caller can leave a message for the voice messaging user.

Three additional fields may be displayed when this service is specified: *Mailbox ID*, *Expansion Digits* and *Enforce Prefix*. You can use either the *Mailbox ID* field or the *Expansion Digits* field (or neither one), but not both.

**Note:** Express messaging is not available for VMUIF customer groups.

**Mailbox ID** This is an optional field. If you fill in this field, you cannot enter anything in the *Expansion digits* field.

It is possible to have several Express Messaging services. Express Messaging is typically used to provide users with a service whereby they can leave messages in mailboxes without actually ringing the destination phone. Do not enter a mailbox ID for this type of service.

You can also create Express Messaging services that connect callers to a specific mailbox. In this case you will need to enter a mailbox number in the *Mailbox ID* field. This is useful if, for example, you want to create a 'suggestion box.' You can ask users to dial the Express Messaging DN and leave their suggestions in the mailbox. You can then play the messages back. If the mailbox number you specify has not been added to the system (through User Administration), do so after adding the Express Messaging DN.

Each Express Messaging service you create will have a unique Access DN (make sure there are enough line DNs in the switch to accommodate a number of Express Messaging services).

Up to 18 digits can be entered in the *Mailbox ID* field. If networking is installed, up to 28 digits can be entered to accommodate site and location codes for Networking.

**Expansion Digits** This field is displayed only if the system addressing length (as defined in the General Options screen) is set to a value other than zero. If displayed, this is not a mandatory field.

If you have enabled address expansion, enter the digits that are to be used to expand mailbox numbers to the full system addressing length specified in the General Options screen. See the section "Setting up address expansion" on page 8-5 for details and examples.

**Note:** To enter a value in this field, both the system addressing length and the local addressing lengths must be specified. The system addressing length is specified in the General Options screen at the system administration level. The local addressing lengths are defined in the Voice Messaging Options screen.

**Enforce Prefix** This field is displayed only if you have entered expansion digits in the previous field.

If expansion digits are implemented, users can still dial a DN that equals the full system addressing length (such as 10 digits for example). However, if *Enforce Prefix* is implemented, they will not be allowed to enter a DN that conflicts with the expansion digits.

For example, the expansion digits are "416598". If *Enforce Prefix* is set to "No", users would be able to specify a 10-digit DN such as "416-575-2115" when using express messaging. If, however, *Enforce Prefix* is set to "Yes", the message would not be sent in this case since "416575" conflicts with the expansion digits.

This field also affects user login from express messaging. For example, if a user dials "81" to log in to his mailbox after leaving an express message, the user will not be allowed to enter a number that conflicts with the expansion digits.

**FI Fax Information Service** This service allows a caller to retrieve one specific fax item as identified by the fax item ID. Two additional fields are displayed when FI is the selected service.

**Fax Item ID** This ID specifies which fax item is to be retrieved when the access DN is dialed.

**Session Profile** Select "Full\_Multimedia" or "Full\_Voice" to use a default session profile or "Custom" to create a customized profile. The session profile can be viewed by pressing the [Session Profile Detail] softkey. To view a default profile, make sure one of the defaults is selected. To create a customized profile, make sure "Custom" is selected before pressing [Session Profile Detail].

**Note:** For more information about the session profile, see the section "The session profile" on page 8-63.

**FIM Fax Item Maintenance Service** This service allows an administrative delegate to maintain fax items. The following additional fields are displayed.

**Language of Service** This field is displayed if more than one language is installed. The selection made here determines the language in which system prompts are played to the user of the service.

**Session Profile** Select "Full\_Multimedia" to use the default session profile or "Custom" to create a customized profile. The session profile can be viewed by pressing the [Session Profile Detail] softkey. To view the default profile, make sure "Full\_Multimedia" is selected. To create a customized profile, make sure "Custom" is selected before pressing [Session Profile Detail].

**Note:** For more information about the session profile, see the section "The session profile" on page 8-63.

**GS Greetings Service (VMUIF only)** This service allows users without DTMF phones to update their greetings in a manner that requires no keypad input. Once connected to this service, the user is prompted to speak at certain times. This can also be provided to subscribers with digitone phones if they desire a simplified interface for changing greetings. No additional fields are displayed.

The greetings service can also be included within a voice menu. However, keep in mind that rotary phone users will not be able to access voice menus, and therefore, cannot access this service through a voice menu. To service your

- 
- rotary phone subscribers, you need to define a DN in the VSDN table.
- ACC**    **Meridian ACCESS** This service accesses a voice application. The following additional fields are displayed.
- Class** This field identifies which ACCESS application should be started for an incoming call to the service DN. The application will use this same class value to identify which calls it wants to handle.
- Revert DN** This field specifies the DN to which calls are transferred if the Meridian ACCESS application has gone off-line.
- NW**    **Meridian Networking** This DN is used to establish a network connection for message transmission. No other fields are displayed.
- PM**    **Prompt Maintenance** This service is used to update prompts in voice menus and related services by a remote phone. The following field is displayed if multiple languages are installed on the system.
- Language of Service** The selection made here determines the language in which system prompts are played to the user of the service.
- RA**    **Remote Activation** This service is used to call into the system from an off-site phone and assign a different service (such as an autoattendant or announcement) to a particular DN.
- Password** This password must be defined. The remote activation service cannot be accessed without a password.
- Note:** If the password field is left blank, remote activation is disabled.
- TS**    **Thru-Dial Service** This service allows a caller to place a call (limited by restriction/permission codes).
- Thru-Dial ID** This field is mandatory. This is the ID of the thru-dial service to be accessed when the access DN is dialed.

- TD**      **Time-of-Day Control Service** This service directs calls to different services based on the time-of-day (and day of the week) that the call is received.
- Time-of-Day Control ID* This is the ID of the time-of-day control service to be accessed when the access DN is dialed.
- Session Profile* Select "Full\_Multimedia", "Full\_Voice," or "Basic" to use a default session profile or "Custom" to create a customized profile. The session profile can be viewed by pressing the [Session Profile Detail] softkey. To view a default profile, make sure one of the defaults is selected. To create a customized profile, make sure "Custom" is selected before pressing [Session Profile Detail].
- Note:* For more information about the session profile, see the section "The session profile" on page 8-63.
- TR**      **Transcription Service** This service allows a transcriber to log into a voice form and listen to and transcribe the recorded responses.
- Voice Form ID* This field is optional. If you enter an ID, the associated voice form will automatically be retrieved for the transcriber. If you do not enter an ID, the transcriber will have to enter the ID of the form he or she wants to transcribe. If you want to provide transcribers with automatic logon to particular voice forms, you will need several DNs for TR. You should also create a DN that does not reference a particular form, so that it can be used as a general access to the transcription service.
- VF**      **Voice Forms Service** This service connects a caller to the specified voice form. The voice form then asks the caller a series of questions to which the caller responds with spoken answers.
- Voice Form ID* This is the ID of the voice form service to be retrieved when the access DN is dialed. This ID is defined when the voice form is created in the Add a Voice Form Definition screen.
- MS**      **Voice Menu Service** This service provides callers with a series of options from which they can make a selection by

pressing the appropriate key on their telephone keypad (provided they have DTMF capability). The following additional fields are displayed.

**Voice Menu ID** This is the ID of the top-level voice menu service to be retrieved when the access DN is dialed. This ID is defined when the voice menu is created in the Add a Voice Menu Definition screen.

**Session Profile** Select "Full\_Multimedia", "Full\_Voice," or "Basic" to use a default session profile or "Custom" to create a customized profile. The session profile can be viewed by pressing the [Session Profile Detail] softkey while the cursor is on this field. To view a default profile, make sure one of the defaults is selected. To create a customized profile, make sure "Custom" is selected before pressing [Session Profile Detail].

**Note:** For more information about the session profile, see the section "The session profile" on page 8-63.

**VM Voice Messaging** This service allows callers to log on to voice messaging. The following field is displayed.

**Expansion Digits** This field is displayed only if the system addressing length (defined in the General Options screen) is set to a value other than zero. If displayed, this is an optional field.

If you have enabled address expansion, enter the digits that are to be used to expand mailbox numbers to the system addressing length. These digits will be used during mailbox login when the user specifies his or her mailbox number. For example, if the user's system addressing length is 10 and she enters 1212 when prompted for a mailbox number, it is expanded to 416-598-1212, if the digits '416 598' are in the expansion digits field.

If, once the user logs in, she composes a message to an address that is shorter than the system addressing length, it will be expanded, based on the user's mailbox number. For example, if a user's full system addressing length is 10 and she composes a message to address 9001, it will be expanded to 416-555-9001. (The "missing" or unspecified

digits are taken from the user's mailbox number, not the digits in this field.) See the section "Setting up address expansion" on page 8-5 for details and examples.

**Note:** To enter a value in this field, both the system addressing length and the local addressing lengths must be specified. The system addressing length is specified in the General Options screen at the system administration level. The local addressing lengths are defined in the Voice Messaging Options screen.

**Enforce Prefix** This field is displayed only if you have entered expansion digits in the previous field.

If expansion digits are implemented, users can still dial a DN that equals the full system addressing length (such as 10 digits for example). However, if *Enforce Prefix* is implemented, they will not be allowed to enter a DN that conflicts with the expansion digits.

For example, the expansion digits are "416598". A user tries to log into mailbox 416-555-2121. If *Enforce Prefix* is set to "No", the user would be logged in (if he knew the password). If, however, *Enforce Prefix* is set to "Yes", the user will not be allowed to log in since "416555" conflicts with the expansion digits.

- **Comment** This field is optional and can be used for descriptive purposes. This field holds up to 19 characters. The following characters cannot be used in this field: "?", "+", and "\_". These are reserved as wildcard characters (used when specifying search criteria for retrievals). In the VSDN table, you can have entries sorted alphabetically according to the comments entered here by making the appropriate selection in the Set Display Options screen.
- **Session Profile** This field is applicable only if the VSDN starts up one of the following services: a Voice Menu, a Time-of-Day Controller, the Fax Information service, or the Fax Item Maintenance service. (In other words, it is displayed only if the *Service* field is set to MS, TD, FI, or FIM.)

The session profile determines the capabilities of a call-in session. For example, it defines the session time limit, the number of invalid selections, the maximum number of fax selections, and the fax delivery option, among other parameters.

The types of session profiles that are available to you depend on whether or not Fax on Demand is installed and/or if the system is configured with

- full service ports, basic voice ports, or both
- voice ports, multimedia ports, or both

Table 8-1 indicates the session profiles that you will be allowed to choose from based on the kinds of ports that are installed on the system.

**Table 8-1**  
**Session profile availability based on port types installed on system**

Port capacity/type	Session profile selections
Basic Voice Ports only	Custom and Basic
Full Service Voice Ports and Basic Voice Ports	Custom, Full_Voice, and Basic
Basic Voice Ports and Full Service Multimedia Ports	Custom, Basic, and Full_Multimedia
Full Service Voice Ports, Full Service MultiMedia Ports, and Basic Voice Ports	Custom, Full_Voice, Full_Multimedia, and Basic

**Note:** For the Fax Item Maintenance Service (FIM), the only choices are "Custom" and "Full\_Multimedia".

- **The Basic profile** This profile can be selected for voice menus or time-of-day controllers that run only basic services (such as Meridian ACCESS or IVR applications, Announcements, Thru-Dial services, Time-of-Day Controllers, Voice Menus, and related voice menu functions such as disconnect and play prompt).

- ***The Full\_Voice profile*** This profile can be selected for Voice Menus or Time-of-Day Controllers that run voice services (such as Voice Messaging, Express Messaging, Voice Forms, or fax services that allow call back delivery only). Note that if you have upgraded your system from Meridian Mail Release 8 to Release 9, this session profile will be applied to all of your existing Voice Menus and Time-of-Day Controllers.
- ***The Full\_Multimedia profile*** This profile is required for Voice Menus or Time-of-Day Controllers that run fax services that allow faxes to be delivered on the same call or allow the caller to choose. It is also needed for fax items that will be used as stand-alone applications that use same call or caller choice as the delivery method. It is also required for the Fax Item Maintenance service.

The fields in the preceding three session profiles are read-only. Only the custom profile can be modified.

- ***The Custom profile*** This profile allows you to select the session capability ("Full\_Multimedia", "Full\_Voice" or "Basic") and customize all parameters appropriate to the service.

If there are "Full\_Voice", "Full\_MultiMedia" and "Basic" ports on the system, this field defaults to "Full\_Voice" for MS and TD and "Full\_Multimedia" for FIM and FI.

**Procedure 8-6**  
**Adding DN information**

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Services Administration.
- 3 Select Voice Services-DN Table.
- 4 Press [Add].  
*The Add DN Information screen appears (Figure 8-14).*
- 5 Enter the Access DN.
- 6 Specify the service. Fill in any additional fields that appear (if necessary). See the field descriptions on the preceding pages.
- 7 Enter any comments that you may have.

- 8 If you are defining a DN for a Voice Menu, a Time-of-Day Controller, the Fax Information service, or the Fax Item Maintenance service, select the desired session profile if the default is not appropriate. Otherwise, continue with step 9.
  - a. Move the cursor to the Session Profile field.
  - b. Select a session profile.
  - c. Press the [Session Profile Detail] softkey to view/modify the session profile.
  - d. Modify the Session Profile as required if you selected "Custom", or simply view it if you have not selected "Custom".  
*See the next section, "The session profile", for details.*
  - e. When finished, press [Return to Previous Form].
- 9 Choose step 9a to save the changes or 9b to cancel.
  - a. Use [Save].  
*The changes are saved and you are returned to the Voice Services-DN Table.*
  - b. Use [Cancel].  
*Any changes made to this screen are not saved. You are returned to the Voice Services-DN Table.*

### The session profile

The session profile applies only to Voice Menus (MS), Time-of-Day Controllers (TD), the Fax Information service (FI), and the Fax Item Maintenance service (FIM). To access the session profile, select the [Session Profile Detail] softkey from the Add DN (or View/Modify DN Information) screen. If "Custom" is selected in the *Session Profile* field, you will be able to modify the session profile. If any other option is selected, the screen will be read-only.

The fields displayed in the session profile depend on the port capability (full or basic), the port type (voice or multimedia), and the service (MS, TD, FI or FIM). See figures 8-16 to 8-21.

Table 8-2 identifies the port requirements for each Meridian Mail service. Use this table to help you determine the appropriate session profile for the service you are configuring.

**Table 8-2**  
**Acceptable port assignments**

Service	Port capability	Port type
ACCACCESS (custom IVR applications)	Basic	Voice
AS Announcement Service	Basic	Voice
TD Time-of-Day Controller Invokes only voice menu applications (AS, TD, TS, MS) and/or ACCESS/IVR applications Invokes other voice services such as VM or EM, but no Fax on Demand applications Invokes a fax item and the fax delivery mode is call back only Invokes a fax item and the delivery mode is same call or caller choice Invokes the Fax Item Maintenance service	Basic Full Service Full Service Full Service Full Service	Voice Voice Voice Multimedia Multimedia
TS Thru-dial Service	Basic	Voice
PM Voice Prompt Maintenance	Basic	Voice
RA Remote Activation	Basic	Voice
MS Voice Menus Invokes only Voice Menu applications (AS, TD, TS, MS) and/or ACCESS/IVR applications Invokes other voice services such as VM or EM, but no Fax on Demand applications Invokes a Fax Item and the fax delivery mode is call back only Invokes a Fax Item and the delivery mode is same call or caller choice Invokes the Fax Item Maintenance service	Basic Full Service Full Service Full Service Full Service	Voice Voice Voice Multimedia Multimedia
VM Voice Messaging	Full Service	Voice
EM Express Messaging	Full Service	Voice

---

<b>Service</b>	<b>Port capability</b>	<b>Port type</b>
OC Outcalling	Full Service	Voice
VF Voice Forms Service	Full Service	Voice
TR Transcription Service	Full Service	Voice
NW Meridian Networking	Full Service	Voice
AN AMIS Networking	Full Service	Voice
FI* Fax information service (standalone fax application) The fax delivery mode is call back The fax delivery mode is same call or caller choice	Full Service	Voice
	Full Service	Multimedia
FIM*Fax Item Maintenance	Full Service	Multimedia

**Figure 8-16**  
**Full\_Multimedia session profile (MS, TD, FI)**

ABC Company	Voice Services Administration		
Session Profile			
##Channel Capability Required:	<b>Full_MultiMedia</b>	Full_Voice	Basic
Session Time Limit (minutes):	10		
Maximum Number of Invalid Selections:	10		
*# Maximum Number of Fax Selections:	5		
* Page Limit for Fax Selections:	40		
* Fax Activity Revert DN:			
* Sender Fax Number:			
* Sponsor Fax Item ID:			
* Billing DN:			
* Page Transmission Error Handling:	Quit	<b>Continue</b>	
* Fax Delivery Option:	Call_Back	Same_Call	<b>Caller_Choice</b>
* Call Back Extension Prompt:	No	<b>Yes</b>	
* Call Back Number Area Code Translation:	None	<b>North_American_Plan</b>	
* Call Back International DDD:	<b>Not_Allowed</b>	Required	Optional
* Automatic Cover Sheet:	No	<b>Yes</b>	
* Sender Name Display:			
* Call Back Dialing Restrictions:	Custom	On_Switch	<b>Local</b> Long_distance_1 Long_distance_2
Select a softkey >			
<b>Return to Previous Form</b>			

## "Basic" is not displayed if the service is FI.  
 \* These fields are displayed only if Fax on Demand is installed and enabled for the customer group.  
 # For FI, this field is set to 1 and is read-only.

**Figure 8-17**  
**Full\_Multimedia session profile (FIM)**

ABC Company	Voice Services Administration
Session Profile	
Channel Capability Required:	<b>Full_MultiMedia</b>
Sender Fax Number:	
Billing DN:	
Page Transmission Error Handling:	Quit <b>Continue</b>
Call Back Dialing Restrictions:	Custom On_Switch <b>Local</b> Long_distance_1 Long_distance_2

---

Select a softkey >

<b>Return to Previous Form</b>				
--------------------------------	--	--	--	--

**Figure 8-18**  
**Full\_Voice session profile (MS, TD, FI)**

ABC Company	Voice Services Administration
Session Profile	
##Channel Capability Required:	Full_MultiMedia <b>Full_Voice</b> Basic
Session Time Limit (minutes):	10
Maximum Number of Invalid Selections:	10
*# Maximum Number of Fax Selections:	5
* Page Limit for Fax Selections:	40
* Fax Activity Revert DN:	
* Sender Fax Number:	
* Sponsor Fax Item ID:	
* Billing DN:	
* Page Transmission Error Handling:	Quit <b>Continue</b>
* Fax Delivery Option:	<b>Call_Back</b> Same_Call Caller_Choice
* Call Back Extension Prompt:	No <b>Yes</b>
* Call Back Number Area Code Translation:	None <b>North_American_Plan</b>
* Call Back International DDD:	<b>Not_Allowed</b> Required Optional
* Automatic Cover Sheet:	No <b>Yes</b>
* Sender Name Display:	
* Call Back Dialing Restrictions:	Custom On_Switch <b>Local</b> Long_distance_1 Long_distance_2
Select a softkey >	
<b>Return to Previous Form</b>	

## "Basic" is not displayed if the service is FI.  
 \* These fields are displayed only if Fax on Demand is installed and enabled for the customer group.  
 # For FI, this field is set to 1 and is read-only.

**Figure 8-19**  
**Basic session profile (MS, TD)**

The screenshot displays a web interface for 'Voice Services Administration' for 'ABC Company'. The page title is 'Session Profile'. The settings are as follows:

Channel Capability Required:	Full_MultiMedia	Full_Voice	Basic
Session Time Limit (minutes):	10		
Maximum Number of Invalid Selections:	10		

Below the settings, there is a section for softkeys. The text 'Select a softkey >' is followed by a row of five buttons. The first button is labeled 'Return to Previous Form' and is highlighted. The other four buttons are greyed out.

**Figure 8-20**  
**Custom session profile (MS, TD, FI, initial setup)**

ABC Company	Voice Services Administration
Session Profile	
##Channel Capability Required:	Full_MultiMedia [Full_Voice] Basic
Session Time Limit (minutes):	<u>10</u>
Maximum Number of Invalid Selections:	<u>10</u>
*# Maximum Number of Fax Selections:	<u>5</u>
*! Page Limit for Fax Selections:	<u>40</u>
*! Fax Activity Revert DN:	_____
*! Sender Fax Number:	_____
*! Sponsor Fax Item ID:	_____
*! Billing DN:	_____
*! Page Transmission Error Handling:	Quit [Continue]
*!@Fax Delivery Option:	<b>Call_Back</b> Same_Call Caller_Choice
*! Call Back Extension Prompt:	No [Yes]
*! Call Back Number Area Code Translation:	None [North_American_Plan]
*! Call Back International DDD:	[Not_Allowed] Required Optional
*!^IDDD Prefix:	<u>011</u>
*! Automatic Cover Sheet:	No [Yes]
*!+Sender Name Display:	_____
*! Call Back Dialing Restrictions:	Custom On_Switch [Local] Long_distance_1 Long_distance_2
The session profile will be saved only if the Previous Form is saved.	
<b>Return to</b>	<input type="button" value="Previous Form"/>

## "Basic" is not displayed if the service is FI.  
 \* These fields are displayed only if Fax on Demand is installed and enabled for the customer group.  
 # For FI, this field is set to 1 and is read-only.  
 ! If the Maximum Number of Fax Selections field is set to 0 for a voice menu (MS) and Time-of-Day Controller (TD), these fields are not displayed.  
 ^ This field is displayed only if the previous field, Call Back International DDD, is set to "Optional".  
 + This field is displayed only if Automatic Cover Sheet is set to "Yes".  
 @ If "Full\_Voice" is the selected channel capability, this field is read only and defaults to "Call Back". If "Full\_MultiMedia" is selected, you can choose the Fax Delivery Option.

**Figure 8-21**  
**Custom session profile (FIM initial setup)**

ABC Company		Voice Services Administration	
Session Profile			
Channel Capability Required:		Full_MultiMedia	
Sender Fax Number:		_____	
Billing DN:		_____	
Page Transmission Error Handling:		Quit [Continue]	
Call Back Dialing Restrictions:		Custom On_Switch [Local] Long_distance_1 Long_distance_2	
<hr/> The session profile will be saved only if the Previous Form is saved.			
Return to Previous Form			

All of the fields that can possibly be displayed in the session profile are described on the following pages. You can only modify these fields if you have selected the Custom session profile. Otherwise, all fields are read-only.

- Channel Capability Required** Services require either full service multimedia channels, full service voice channels, or basic service channels. A voice menu or time-of-day controller can use basic voice ports if it runs only basic services (such as Announcements, Thru-Dial services, Time-of-Day Controllers, and in the case of Voice Menus, other menu functions such as play prompt and return to main menu) and/or Meridian ACCESS/IVR applications. Voice menus that include Voice Messaging and/or Express Messaging require full service (voice) ports. The fax information service and the Fax Item Maintenance service also require full service ports.
- Session Time Limit (minutes)** This is the maximum amount of time that a call session may last. For FI, this time does not include the time consumed by Same Call Fax Delivery. The valid range for this field is 1 to 99 (minutes). The default is 10 minutes.

Use this field to guard against malicious usage. The limit should be set higher than the worst case of legitimate use.

- **Maximum Number of Invalid Selections** Each time a caller makes an invalid selection from a voice menu (or fax menu), an error counter is incremented by one. If this counter reaches the limit defined in this field, an action is taken (the action depends on the type of menu).

For fax menus, the caller receives the same treatment as for the following field, *Maximum Number of Fax Selections*. For regular voice menus, the session is terminated. The valid range for this field is 1 to 99. The default is 10.

- **Maximum Number of Fax Selections** This field determines the maximum number of faxes that a caller can select during one call session. If a caller reaches this maximum, the following message is played: *"You have made the maximum number of selections allowed in one call. If you would like to make additional selections, please call in again."*

If the session profile is for FI, the default is 1.

If the session profile is for MS or TD, the default is 5. Even though no Fax Items can be selected directly from a Time-of-Day Controller, it may activate services that do not have VSDNs (but only have service IDs) which in turn activate fax services. If this is the case, you cannot create a session profile for a service that does not have a VSDN.

Therefore, the setting for the maximum number of fax selections will come from the top-level service (a menu service or Time-of-Day Controller) since it will have a VSDN associated with it.

The valid range is 0 to 25. If you are creating a custom profile for a time-of-day controller or a voice menu that does not invoke any Fax Items, you can set this field to 0.

- **Page Limit for Fax Selections** This field is displayed if the previous field, *Maximum Number of Fax Selections*, is greater than 0. If a caller makes a fax selection and the page count exceeds this value, the caller will not be able to make another selection. (The current selections, including the last selection which exceeded the page limit, will be delivered.) The valid range is 1 to 99. The default is 40.

- **Fax Activity Revert DN** This is the DN to which a caller will be transferred if he or she encounters difficulties while engaged in any fax related activities (such as delivery setup, same call delivery initiation). For Voice Menus with Fax Items, any revert operation required outside of the fax selections uses the *Voice Menu Revert DN* specified in the voice menu definition.

This field is blank by default. Therefore, the customer's attendant DN is used. If this DN is also undefined, the caller is informed that the call cannot be continued. The call is then disconnected. The maximum DN length is 30 digits.

- **Sender Fax Number** This number represents the "calling terminal ID" and identifies the sending fax phone to the caller. It is displayed in the trim tab. (The trim tab is printed on each page of any transmission from a Meridian Mail system. It includes the date of the transmission, the start time of the transmission, this sender number, the callback telephone number of the recipient (in the case of call back delivery), an optional extension number, the current page number and the total number of pages.)

This field is blank by default, in which case the sender's contact number is not displayed in the trim tab.

- **Sponsor Fax Item ID** This is an optional FI identifier. This field is blank by default. A sponsor fax item can be used as a custom cover sheet (in place of, or in addition to the automatic cover sheet). For example, the automatic cover sheet is generated in English only. To create a cover page in another language, you would have to create a special fax item for the cover page (the sponsor fax item), and then enter its service ID in this field. You could then turn off the automatic cover sheet. Or, you might want to create a custom cover sheet with your company logo on it.

If a service ID is entered in this field, the associated fax item will be delivered along with the selected fax(es). It is transmitted after the automatic cover sheet (if turned on), or in place of the cover sheet, and before the first caller-selected fax item.

The sponsor fax item is not counted by the *Maximum Number of Fax Selections* or *Page Limit for Fax Selections* fields.

- **Billing DN** This is an optional DN that, if configured, is used for billing purposes. (Note that this is the number used by telephone companies for billing. Meridian Mail does not do the actual billing.) This field applies only to call back delivery. If same call delivery is used, the caller's number is billed.  
  
This field is blank by default. If it is left blank, the customer's billing DN is used. If this DN is also undefined, the call is billed to the VSDN that the caller dialed.
- **Page Transmission Error Handling** The option selected in this field controls how the system will respond to page transmission errors. There are two options:
  - **Quit** The current delivery attempt is aborted when a page transmission error occurs.
  - **Continue** The error is ignored and the next page is transmitted.The default is "Continue".
- **Fax Delivery Option** This field is applicable only if *Maximum Number of Fax Sessions* is greater than 0. This field is read-only if the channel capability is "Full\_Voice". In this case, this field is set to "Call Back" and cannot be changed. If "Full\_Multimedia" is selected as the channel capability, then you can select the fax delivery option.

Your choices are

- **Call Back** If call back delivery is selected, callers do not have to call the service from a fax phone. Callers will be prompted to enter a call back number (and optional extension number for routing) when a fax item is selected. A short time after the call session is terminated, the fax item(s) will be delivered to the specified number (as long as the number is not restricted - see the description of the *Call Back Dialing Restrictions* field on page 8-79).
- **Same Call** If same call delivery is selected, callers must call the service from a fax phone. The fax item(s) will be delivered after the caller presses Receive on the receiving fax machine. Charges are billed to the calling phone.

- **Caller Choice** This option allows the caller to dial in from any phone (a fax phone or a regular phone). When a caller selects a fax item, he or she is prompted to choose the method of delivery (same call or call back). The caller hears the following prompt:  
*"To enter a fax number for later delivery, press 1. If you would like delivery during this call, and are calling from a faxphone, press 1."*

Fax delivery calls that are originated by the system (in other words, call back deliveries) are charged to the Billing DN. Same call fax deliveries are billed to the calling DN.

If "Call Back" or "Caller Choice" is selected, the following fields are displayed. If "Same Call" is selected, this is the last field on the screen.

- **Call Back Extension Prompt** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice". "Yes" indicates that the caller will be prompted for an extension number (in addition to a call back number) when arranging call back delivery. This extension is printed on the cover sheet. If another party receives the fax, an extension number makes it easier to contact the recipient of the fax item(s).
- **Call Back Number Area Code Translation** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice". This field determines the format in which callers must enter a call back number. There are two options:
  - **None** This indicates that the caller must enter the call back number as it is to be dialed. This option is meant for systems that are located in countries outside of North America.
  - **North American Plan** This indicates that the number of digits required is the North American set of digits (that is, 10 digits, in the format NPA-NXX-XXXX). Note that 1s are accepted when entered (as in 1-NPA-NXX-XXXX) but are removed by the system.

The default is North American Plan.

- **Call Back International DDD** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice". This field specifies whether an international dialing prefix is not allowed, required, or optional.

- **Not Allowed** This indicates that only domestic dialing is allowed. (Note that only fixed-length domestic dialing plans are supported.) When entering a callback number, the caller is prompted for the area code and the number of the fax phone. The caller is not prompted for a country code. The following prompt is played to callers if this option is selected: *"Please enter the fax number, including the area code."*

Note that if fax services are provided within North America, long distance calling would be allowed between Canada and the United States since the country code (1) is shared. However, call back numbers outside of Canada and the U.S.A. will not be allowed.

- **Required** This indicates that the callback number is allowed to be outside the domestic dialing plan (that is, it has a different country code) and that the caller will always be prompted (and required) to enter a country code in addition to the area code and fax phone number (even if the caller's number is within the same country code).

Callers hear the following prompt: *"Please enter the country code followed by number sign."* Once a valid country code is entered, the following prompt is played: *"Please enter the remainder of the number, including area code or city code. When you have finished, press number sign."*

- **Optional** This indicates that the callback number is allowed to be outside the domestic dialing plan (that is, it has a different country code). The country code is optional if the caller is within the same country code as the system.

The following prompt is played to callers: *"Please enter the fax number, including the area code. For an international number, dial <IDDD prefix> and wait for instructions."* The IDDD prefix that the system announces is taken from the following field.

If a caller does not enter the correct number of digits when entering the call back number, the following prompt is played: *"[error tone] A complete telephone number was not received. Please try again."*

The default is "Not Allowed".

- **IDDD Prefix** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice" and if *Call Back International IDDD* is set to "Optional". This field is used to specify the digits that will be used to indicate IDDD dialing. If *Call Back International IDDD* is set to "Optional," this prefix must be defined and you will not be able to leave this screen if this field is blank. The default is 011. The maximum field size is five characters.

When the *Callback International DDD* field is set to "Optional", the following call back prompt is played to callers: *"Please enter the fax number, including the area code. For an international number, dial <IDDD prefix> and wait for instructions."*

If the caller enters a prefix that matches this field, the following prompt is played: *"Please enter the country code, followed by number sign."*

After the caller provides the digits, the system prompts for the remainder of the number: *"Please enter the remainder of the number, including area code or city code. When you have finished, press number sign."*

(Note that in the previously described prompts, the number sign is optional even though it is prompted for.)

- **Automatic Cover Sheet** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice". (In the case of caller choice, this field is used only if the caller selects call back delivery.) If "No" is selected, no cover sheet will be inserted before call back fax transmissions. If "Yes" is selected, a system-generated cover sheet is attached to all call back transmissions. If you are using a sponsor fax item (a customized cover sheet), you may want to suppress the automatic cover sheet. The default is Yes.

Figure 8-22 shows the cover page that is transmitted when the caller enters an extension number. The cover page in Figure 8-23 is transmitted if the caller does not provide an extension number. (Note that in Release 9 of Meridian Mail, only American English is available for the cover sheet.)

**Figure 8-22**  
**Callback cover page (with caller's extension number)**

```
<trim tab>
-----
FACSIMILE TRANSMISSION

TO:          THE PERSON AT EXTENSION xxxx
FAX#:        nnnnnnnnnn
FROM:        sendername .....
              (AUTOMATED FACSIMILE SERVICE)
PAGES:       nn (INCLUDING THIS COVER PAGE)

-----

IF THIS FACSIMILE IS NOT COMPLETELY READABLE OR IS
MISSING PAGES, PLEASE INFORM THE PERSON AT EXTENSION
xxxx; THEY WILL HAVE TO RE-REQUEST THE INFORMATION FROM
THIS SERVICE.

-----
```

**Figure 8-23**  
**Callback cover page (without caller extension number)**

```
<trim tab>
-----
FACSIMILE TRANSMISSION

TO FAX#:     nnnnnnnnnn
FROM:        sendername .....
              (AUTOMATED FACSIMILE SERVICE)
PAGES:       nn (INCLUDING THIS COVER PAGE)

-----

IF THIS FACSIMILE IS NOT COMPLETELY READABLE OR IS
MISSING PAGES, PLEASE INFORM THE PERSON WHO REQUESTED THE
INFORMATION; THEY WILL HAVE TO RE-REQUEST THE INFORMATION
FROM THIS SERVICE.

-----
```

- **Sender Name Display** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice" and if *Automatic Cover Sheet* is set to "Yes". If this field is set to "Yes", the name that you enter will appear on the cover sheet. (See the *FROM:* field in Figure 8-23). This field is blank by default, implying that the sender's name will not be displayed. You can enter a name of up to 20 characters.
- **Call Back Dialing Restrictions** This field is displayed only if *Fax Delivery Option* is set to "Call Back" or "Caller Choice". These codes apply only if the delivery method used is call back since you will be billed for these calls (same call delivery is billed to the calling party). You must, therefore, ensure that you apply the appropriate restriction/permission codes if call back delivery to certain country codes or area codes is not allowed. Perhaps all long distance dialing or international dialing is restricted for some fax items or fax menus, yet permitted for others.

You can apply one of the already defined restriction/permission sets. (To review these sets, go to the Voice Security Options screen for the customer group.) Alternatively, you can create a custom set of codes that will apply to calls made to this VSDN only.

To create a custom set of codes, select the "Custom" option. When you do so, additional fields are displayed in which you can define up to 10 restriction codes and 10 permission codes. Each dialing code can be up to 5 digits in length. Initially, all restriction code fields are prefilled with the digits 0 through 9, essentially restricting all call back numbers. This means that you will have to modify these fields for call back fax delivery to work. All permission code fields are blank by default.

Restriction codes are used to identify the general rules and permission codes are used to identify exceptions to the rule. For example, to restrict all long distance call back delivery, you would enter the long distance dialing prefix as a restriction code ("91" for example). However, to allow long distance call back delivery to two specific area codes (such as 504 and 205), you would enter "91504" and "91205" as permission codes.

For a more detailed discussion of restriction/permission codes, see the chapter "System security." in the *System Administration Guide*

### Modifying DN information

Once added to the system, voice service directory numbers can be modified by accessing the Modify DN Information screen (Figure 8-24). For field descriptions, see the preceding section, "Adding DN information."

**Figure 8-24**  
The View/Modify DN Information screen

<b>ABC Company</b>	<b>Voice Services Administration</b>
--------------------	--------------------------------------

View/Modify DN Information

\*Choice of Services:

AN AMIS Networking	AS Announcement Service	EM Express Messaging
FI Fax Info Service	FIM Fax Item Maintenance	GS Greetings Service
ACC Meridian ACCESS	NW Meridian Networking	PM Prompt Maintenance
RA Remote Activation	TS Thru-Dial Service	TD Time-of-Day Controls
TR Transcription Service	VF Voice Forms Service	MS Voice Menu Service
VM Voice Messaging		

Access DN: \_\_\_\_\_

Service: \_\_\_\_\_

Comment: \_\_\_\_\_

---

Select a Softkey >

Save	Cancel	Session Profile Detail #		
------	--------	-----------------------------	--	--

\* All possible services are listed in this screen for illustration purposes.  
# This softkey is displayed only if the Service is set to MS, TD, FI, or FIM. When pressed, access to the Session Profile is gained.

### Procedure 8-7 Modifying DN information

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Services Administration.
- 3 Select Voice Services-DN Table.
- 4 Move the cursor to the voice service you want to modify and press the <Space Bar> to select it.

- 5 Press [View/Modify].  
*The View/Modify DN Information screen appears (Figure 8-24).*
- 6 Change the *Access DN* if necessary.
- 7 Change the associated service if necessary. Fill in any additional fields that appear (if necessary). See the field descriptions on the preceding pages.
- 8 Enter any comments that you may have.
- 9 If this is a voice menu or fax information service DN, modify the customized session profile if necessary.
  - a. Move the cursor to the *Session Profile* field.
  - b. Select "Custom".
  - c. Press the [Session Profile Detail] softkey.
  - d. Modify the *Session Profile* as required.
  - e. When finished, press [Return to Previous Form].
- 10 Choose step 10a to save the changes or 10b to cancel.
  - a. Use [Save].  
*The changes are saved and you are returned to the Voice Services-DN Table.*
  - b. Use [Cancel].  
*Any changes made to this screen are not saved. You are returned to the Voice Services-DN Table.*

### Deleting DN information

Use the Delete DN Information screen (Figure 8-25) to delete DNs from the Voice Services-DN Table. The fields on this screen are read-only.

**Figure 8-25**  
**The Delete DN Information screen**

ABC Company Voice Services Administration

Delete DN Information

\*Choice of Services:

AN	AMIS Networking	AS	Announcement Service	EM	Express Messaging
FI	Fax Info Service	FIM	Fax Item Maintenance	GS	Greetings Service
ACC	Meridian ACCESS	NW	Meridian Networking	PM	Prompt Maintenance
RA	Remote Activation	TS	Thru-Dial Service	TD	Time-of-Day Controls
TR	Transcription Service	VF	Voice Forms Service	MS	Voice Menu Service
VM	Voice Messaging				

Access DN:

Service:

Comment:

Select a Softkey >

Save Cancel Session Profile Detail #

\* All possible services are listed in this screen for illustration purposes.

# This softkey is displayed only if the Service is set to MS, TD, FI, or FIM. When pressed, access to the Session Profile is gained.

### Procedure 8-8 Deleting DN information

**Starting point:** The Customer Administration Menu

- 1 Select Voice Administration.
- 2 Select Voice Services Administration.
- 3 Select Voice Services-DN Table.
- 4 Move the cursor to the voice service you want to delete and press the <Space Bar> to select it.
- 5 Use the [Delete] softkey.

*The Delete DN Information screen appears (Figure 8-25).*

6 Choose step 6a to delete the service or 6b to cancel.

a. Use [OK to Delete].

*The entry is deleted and you are returned to the Voice Services-DN Table.*

b. Use [Cancel].

*You are returned to the Voice Services-DN Table.*

## The voice services profile

The parameters configured in the Voice Services Profile screen (Figure 8-26) are more general in nature and apply to all voice services (other than voice messaging services such as express messaging and call answering).

**Figure 8-26**  
**Voice Services Profile screen**

<b>ABC Company</b>	<b>Voice Services Administration</b>			
Voice Services Profile				
Voice Services Volume: 1				
Timeouts				
Command Entry:	3.5 seconds	Short Disconnect:	10.0 seconds	
Record (mm:ss):	02:00			
Maximum Prompt Sizes for Announcements (mm:ss):			02:00	
other voice recordings (mm:ss):			02:00	
*Act on AMIS Initiation Tone: [No] Yes				
Enable Update Logging: [No] Yes				
Business Hours Default: 08:30 to 17:00				
Holidays:				
	Start Date (mm/dd/yy)	End Date (mm/dd/yy)	Start Time (hh:mm)	Comments
1	12/20/87	01/04/88	08:30	Christmas
2	01/18/88	_____	08:30	M.L. King
3	02/15/88	_____	08:30	Washington
4	05/30/88	_____	08:30	Memorial Day
5	07/01/88	_____	08:30	Independence
6	09/05/88	_____	08:30	Labor Day
7	10/01/88	_____	08:30	Columbus Day
Select a Softkey >				MORE BELOW
Save	Cancel	_____	_____	_____

\* This field is displayed only if AMIS is installed.

The Voice Services Profile includes the following fields:

- **Voice Services Volume** This is a read-only field which indicates which volume contains voice service files and voice forms (if any).

**Note:** If this volume is anything other than 1, you will have to do a full backup of the indicated volume in order to back up voice services (Voice Menus, Voice Forms, Fax on Demand applications) in addition to a full backup of volume 1.

- **Timeouts** The values you enter in the following fields determine how long the system will wait under certain conditions before the system takes action (such as disconnecting the caller from the service or playing a delayed prompt).

Time-out values are used to determine how long the system waits before taking some sort of action (like disconnecting or playing a prompt) under the following circumstances.

- A caller does not provide an initial response.

This means that after a caller connects to a voice service, he or she does not provide any keypad input. For example, in a voice menu, after the menu choices prompt is played, a caller is expected to select a menu item by pressing a key. If the caller does not press a key, this is considered an initial no response. *X* seconds after the greeting is played (where *x* is the number specified in the *Command Entry* field), an action will be taken by the system. (For voice menus, you can specify what action the system should take.)

An initial no response typically means that the caller does not have a touch tone phone and cannot provide DTMF input.

- A caller delays in responding.

This means that a caller has provided some sort of DTMF input at some point, but is now delaying in providing further input. (When a caller presses a key, this puts the system into "delayed response mode.") For example, a caller connects to a voice menu which is password protected (the caller enters the password). After the menu greeting prompt has played, the caller does not respond within a certain amount of time. This is considered a delayed response.

There are three time-outs to define: command entry, short disconnect, and record.

- 
- **Command Entry** This time-out value is used in the following situations:
    - In an announcement that is accessed directly, the system will wait this amount of time after playing the announcement, play the announcement a second time, and then disconnect the call.  
This time-out is not used when an announcement is accessed from a voice menu. In this case, the announcement is played once and then the caller is returned to the menu.  
Callers are not really expected to provide input in an announcement. Therefore, this time-out is intended to put a limit on how long a caller will remain connected if he or she stays on the line and does nothing after the announcement is played.
    - In a voice menu, this time-out is used for initial no response and delayed response. (The following time-out value, short disconnect, is used before a disconnect from a voice menu.)  
For voice menus, you can define the action to be taken for an initial no response and delayed response in the voice menu definition. Suitable actions include repeating the menu choices prompt, returning the caller to the main menu (in a multilevel menu), or disconnecting the call. (Disconnecting the call is generally not recommended for initial no response.)
    - In a thru-dial service, this time-out is used if the system is waiting for an initial response (such as an extension number or name after the thru-dial greeting has been played) or if the caller has provided keypad input at some point (and therefore, has a touchtone phone) but is now delaying in providing further input.  
If the caller has not provided any keypad input and the system times out, the caller is transferred to the revert DN that is defined for the thru-dial service. If the caller has provided keypad input, the system will play a series of prompts to help the caller. If the caller still remains on the line without providing further input, the caller is transferred to the revert DN or is disconnected.
    - In the fax information service, a caller may be prompted for an action (such as entering a call back number or extension).

If the caller does not respond and the command entry timeout is exceeded, a help prompt is played. If the caller still does not respond and the command entry timeout is exceeded again, the prompt is played a second time. If the system times out again, the caller is transferred to the revert DN that is defined in the session profile.

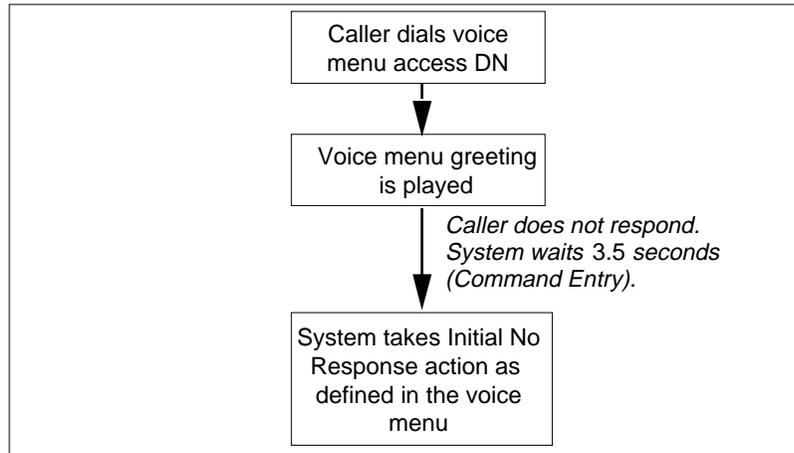
The default is 3.5 seconds. You can choose a value between 1.0 and 5.0 seconds.

**Note:** If you are using a voice menu to accept AMIS networking calls, set this time-out to the maximum allowed value of 5 seconds. If this field is set to less than 5 seconds, an AMIS call may be prematurely disconnected. In addition, the initial no response action defined in the voice menu definition should be set to something other than revert DN which is the default. Instead, it could be set to repeat menu choices. Otherwise, an AMIS call that connects to a voice menu may be prematurely disconnected. If the voice menu is password protected, then the voice menu will never reach the Initial No Response action and the short disconnect time-out will be the time-out value that applies before the call is disconnected.

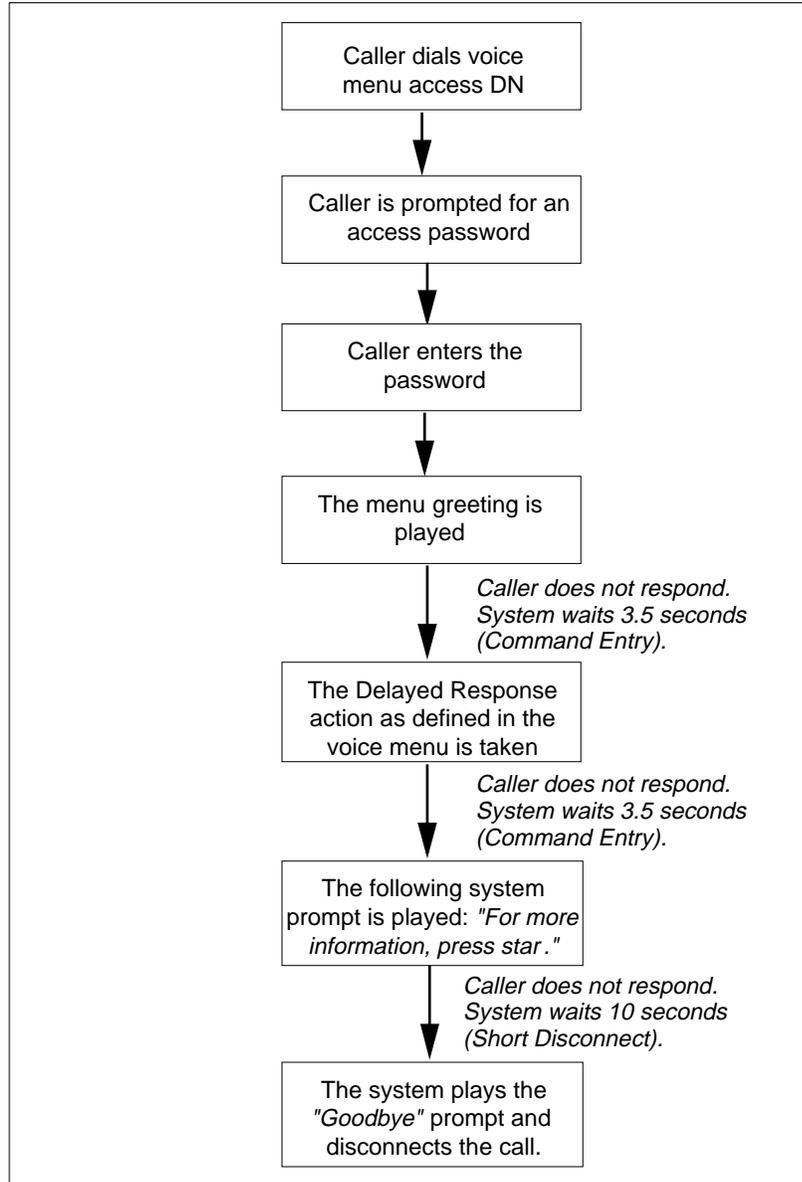
- **Short Disconnect** This time-out value is used in the following situations:
  - In a thru-dial service, this time-out is used for disconnecting the thru-dial service.
  - In a voice menu, this time-out is used for disconnecting the voice menu.

Figures 8-27 and 8-28 show how these time-out values are used in a voice menu. In these examples, the command entry time-out is set to 3.5 seconds, and the short disconnect time-out value is 10 seconds.

**Figure 8-27**  
**Initial no response in a voice menu**



**Figure 8-28**  
**Delayed response in a voice menu**



You will notice that in a voice menu, callers are given a number of chances to respond. If the caller has provided an initial response and then delays in providing further input, the system waits  $x$  seconds (the amount of time specified as the command entry time-out). The system takes the action defined for *Initial No Response* in the voice menu definition. After this action, the system waits another  $x$  seconds and if the caller does not respond, the system prompts the caller to press star for information. (This action is not configurable.) If the caller still does not respond (by pressing star or any other key), the system waits  $y$  seconds (the amount of time specified as the short disconnect value), plays the system "goodbye" prompt and then disconnects the call.

The default is 10.0 seconds. You may enter a value from 1.0 to 30.0 seconds.

- **Record (mm:ss)** This time-out value applies to the recording of prompts for Voice Menus, Announcements, and Thru-Dial services. If during recording, this amount of silence is recorded, the system will disconnect the session. For example, if an administrator is updating an announcement using the voice prompt maintenance service and more than  $x$  minutes of silence are recorded (where  $x$  is the record time-out value), the system will disconnect the call.

The default is 02:00 (mm:ss). You may enter a value from 00:06 to 05:00. This affects all voice services other than Voice Messaging and its associated features (login, call answering, express messaging).

- **Maximum Prompt Sizes for Announcements (mm:ss)** This field controls the allowed recording length for prompts for announcement definitions.

This field is not used if the administrator is recording a prompt for a Thru-Dial service or Voice Menu (through either prompt maintenance or the administration terminal). In these cases, the next field is used to control recording lengths.

If 80% of the maximum prompt size has been recorded, a tone is played to warn that the maximum prompt size has nearly been reached. The following error message is displayed on the administration terminal when the maximum is reached: *"Recording stopped. The time limit was exceeded."*

Enter a value between 00:30 and 10:00. The default is "00:30".

- **Maximum Prompt Sizes for other voice recordings (mm:ss)** This field controls the maximum recording length for Voice Menu and Thru-Dial service prompts that are recorded using either the administration terminal or the Voice Prompt Maintenance service.

If 80% of the maximum prompt size has been recorded, a tone is played to warn that the maximum prompt size has nearly been reached. The following error message is displayed when the maximum is reached: *"Recording stopped. The time limit was exceeded."*

Enter a value between 00:30 and 10:00. The default is "02:00".

- **Act on AMIS Initiation Tone** If an AMIS call comes in through a voice service DN, the voice service (such as a Voice Menu or Thru-Dial service) will either ignore ("No") or react to the AMIS tone and transfer the call to the appropriate AMIS agent ("Yes"). If this field is set to "No", you will have to configure a DN specifically for the AMIS service in the VSDN table. If you plan on using a Voice Menu or Thru-Dial service to accept AMIS calls, then this field must be set to "Yes".
- **Enable Update Logging** When this field is set to "Yes", a SEER is generated whenever a VSDN entry, Announcement, Thru-Dial service, Time-of-Day Controller, Voice Menu, or Fax Item is added, modified or deleted to indicate which operation has been performed and on which DN or service ID. The default is No.

- **Business Hours Default** Enter the regular business hours for the customer. The hours you enter here are used as defaults in the Add a Time of Day Control Definition screen (see the *Voice Menu Application Guide*, NTP 555-7001-325). These are the hours that the customer is typically open from Monday to Friday. You can, however, override these defaults if necessary. If, for example, Saturday is also a business day, but the hours are 10:00 a.m. to 4:00 p.m., you can enter these special hours when defining a time-of-day controller. The system defaults are 08:30 to 17:00. Hours that fall outside of the range defined here are considered off hours.
- **Holidays** Identify the holidays that are observed by the customer (that is, the holidays for which the customer closes). Up to 20 holidays can be defined. The holidays you specify here are used when defining Time-of-Day Controls. See the *Voice Menu Applications Guide* (NTP 555-7001-325) for details.
  - **Start Date** This field is mandatory. Specify the date on which the holiday begins. The date format follows that defined in the General Options screen, which is selectable from the General Administration menu.
  - **End Date** This field is optional. The date entered here determines the day on which the holiday ends. If you enter a date, it must be later than or the same as the start date. If no end date is specified, the holiday will end on the start date. If the holiday ends on a regular business day, the holiday will end at the end of the business day (5:00 p.m., for example). However, if it is a nonbusiness day, the holiday will end at the end of the day (midnight).
  - **Start Time** This field is mandatory. Enter the time at which the holiday starts on the start date. This is usually the normal start of a business day (specified using the 24-hour clock).
  - **Comments** This field is optional. You may enter a comment to describe the holiday you are defining.



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## Chapter 9: System event and error reports

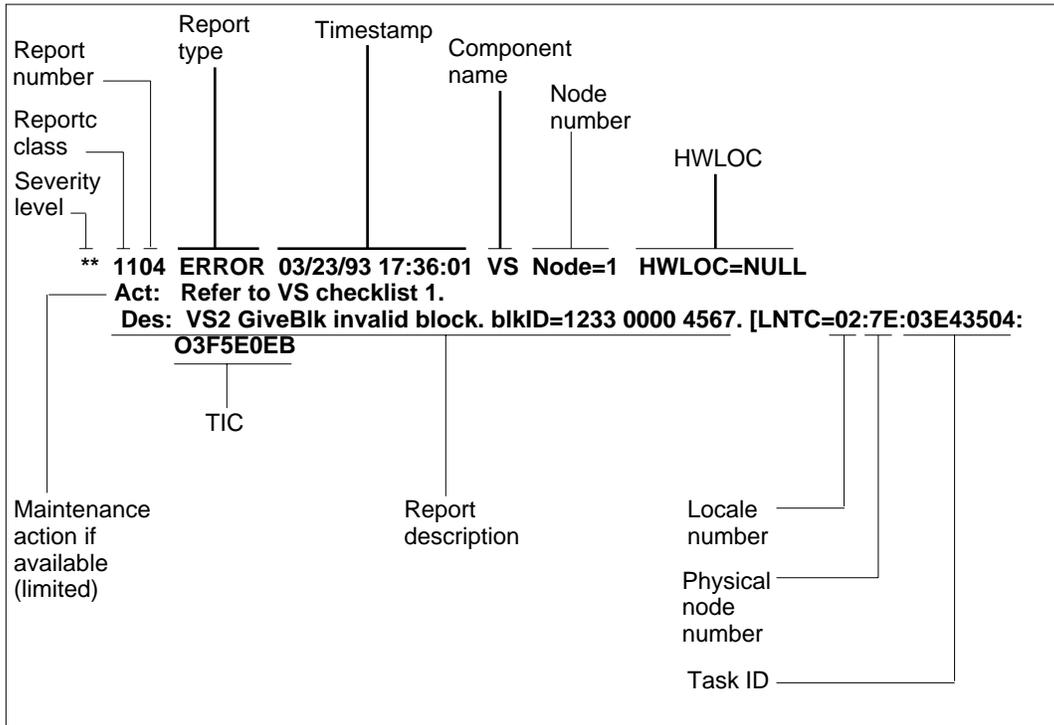
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### Overview

The system event and error reports (SEERs) facility collects statistics on every system event and error reported by Meridian Mail system software components. The reports provide information about the SEER class, SEER number, the date and time that the SEER was generated, and a description of the event or error that occurred at that time.

Figure 9-1 shows a typical SEER that would be printed with a maintenance action category. For more details on SEERs and for a list of SEERs, refer to the *Maintenance Messages (SEERs)* (NTP 555-7001-510).

**Figure 9-1**  
**Parts of a SEER**



SEERs are mostly used by maintenance personnel for isolating system faults and repairing hardware and software problems. However, you should be able to read, interpret, and assess the severity of events and errors to determine if they are regular events (such as a system audit), errors which you can correct, or if it is necessary to alert support personnel. Once you become familiar with SEERs it may also be possible to identify potential problems in their early stages before they become critical errors.

In order to help you judge how serious a system problem might be, SEERs have been classified according to various severity levels. These classifications are based on the impact of the operation that has failed. This reduces the risk of neglecting real problems that have been buried amongst a lot of minor problems or regular system events. When retrieving SEER

information, you can therefore filter out all but the most severe problems in order to deal with them quickly.

The SEER severity level is indicated to the left of the SEER as follows:

\*\*\* = Critical, \*\* = Major, \* = Minor, and Inf = Info.

These severity levels are described as follows:

- **Critical (\*\*\*)** This level indicates any service-affecting problem. A critical problem requires immediate attention, usually from a qualified technician. Examples of critical errors are system reboots, a major base feature not operating, hardware failure (where the system failed to recover from the failure), system capacity reduced below a threshold, software configuration problems, a full volume, or a disk drive error.
- **Major (\*\*)** This level indicates any service-threatening problem. Such problems do not require immediate attention, but will require attention from an administrator or technician to prevent it from becoming a critical problem. A major problem may be allowed to persist up to 24 hours. Examples of major errors are hardware failures from which the system has successfully recovered, unrecovered hardware problems in noncritical components such as tape drives or voice cards, malfunctions of minor features such as the recording of spoken names or administrative functions, a nearly full volume, a disk drive error (when disks are shadowed), or excessive minor problems.
- **Minor (\*)** This level indicates a problem that has no impact on the system or users of the system. No immediate attention is required. The fault can be allowed to exist for some time. However, an excessive accumulation of minor problems can in itself become a major problem.
- **Info (Inf)** This level indicates a normal system event. Knowledge of these events is useful as they indicate occurrences such as invalid administrator logon attempts, system time changes, disabled user mailboxes (due to password expiration/violation), successful backups, and the forwarding of nonusers to voice messaging.

Each SEER is also classified according to one of the following types which indicates the level of expertise required to solve the problem, or whether the SEER is simply indicating a normal system event.

- **Error** This type indicates an error which requires the attention of a trained technician.

- **Admin** This type indicates an error which can probably be solved by an administrator. If you cannot solve the problem, call a trained technician.
- **System** This type indicates a normal event that should be noted. For example, a successful audit or an operational measurement collection. This type of SEER does not sound an alarm.

## Generating SEER reports

The System Event and Error Reports screen (Figure 9-2) allows you to set parameters for the type of report you want to generate. In this screen, you are able to specify the range of SEERs that you want included in the report by indicating the class and severity level of the SEERs you wish to monitor. You can also specify the period of time that the report should cover (by entering a start and end date and time). Once the report has been generated according to the criteria you have specified in this screen, you can either view it or print it out.

**Note:** Meridian Mail filters SEERs at different levels for printing to the SEER printer. This level can be set so that only those SEERs that you consider important are displayed. SEER filtering is discussed in the Introduction to *Maintenance Messages (SEERs)* (NTP 555-7001-510). To reset the SEER filtering level, contact your Regional Support Center (RSC). SEER filtering is changed using the SELEVEL utility, discussed in *System Administration Utilities* (NTP 555-7001-306).

**Figure 9-2**  
**The System Event And Error Reports screen**

ABC Company System Status and Maintenance

System Event and Error Reports

SEER Class: 100

Severity Level: Critical Major Minor [All]

SEER Type: Error Admin System [All]

Report Start (dd/mm/yy hh:mm): 05/17/91 04:00 (or blank for oldest)

Report End (dd/mm/yy hh:mm): (or blank for newest)

Select a softkey >

Exit View Reports Print Reports

The System Event and Error Reports screen contains the following fields:

- **SEER Class** This field allows you to specify the class of SEERs that you want to view or print. The SEER class is the code which identifies the type of event or error being reported. There are over 40 classes, each pertaining to a particular software component. Explanations for these codes are given in *Maintenance Messages (SEERs)* (NTP 555-7001-510). If you want to retrieve SEERs from all classes, leave this field blank.
- **SEER Type** This field allows you to select the type of SEERs that will be retrieved. Your options are "Error", "Admin", "System" and "All".
  - When "Error" is selected, only error-type SEERs are retrieved.
  - When "Admin" is selected, error and admin SEERs are retrieved.
  - When "System" is selected, error, admin and system SEERs are retrieved.
  - When "All" is selected, all SEER types are retrieved.

- **Severity Level** The selection you make in this field determines the SEERs that are displayed in the report by allowing you to selectively view SEERs according to their severity. For a description of the severity levels, see the overview at the beginning of this chapter.
  - **Critical:** Only critical SEERs are retrieved.
  - **Major:** Major and critical SEERs are retrieved.
  - **Minor:** Minor, Major and Critical SEERs are retrieved.
  - **All:** SEERs of all severity levels (including Info) are retrieved.
- **Report Start** This field determines the day and time at which the report starts. If this field is left blank, the report starts with the oldest SEER data currently stored in the buffer.
- **Report End** This field determines the day and time at which the report ends. If this field is left blank, the report will include SEER data up to the last (most recent) entry currently stored in the buffer. If neither the start or end day and time are specified, all SEER data currently stored in the buffer will be included in the report.

## Viewing SEERs

Once you have filled in the System Event and Error Reports screen, you can either view the report on screen or print it. If you choose to view the report, the screen illustrated in Figure 9-3 is displayed.

**Figure 9-3**  
The SEER Report

ABC Company
System Status and Maintenance

SEER Period from 9/25/93 01:00 to End of SEER data.

Error	Date Time	Type	Severity	Node	Location, Action, Description
40-6	9/26 04:00	System	Inf	1	Null
Des:	ms_Server: Bill Table Audit Successfully. 0				
11-50	9/26 04:04	Debug	Inf	1	Null
Act:	Close the file opened by the client specified in the SEER.				
Des:	VS1 Stale File Version: root=416 Read Client RTId=7E00 0000 100E 3D11				
11-50	9/26 04:20	Debug	Inf	1	Null
Act:	Close the file opened by the client specified in the SEER.				
Des:	VS1 Stale File Version: root=416 Read Client RTId=7E00 0000 100E 3D11				
33-60	9/26 04:30	System	Inf	1	Null
Des:	OM Collection Started				
33-60	9/26 04:30	System	Inf	1	Null
Des:	OM Usage Info Collected for 25/09/93 0				
11-50	9/26 04:36	Debug	Inf	1	Null
Act:	Close the file opened by the client specified in the SEER.				
Des:	VS1 Stale File Version: root=416 Read Client RTId=7E00 0000 100E 3D11				

Select a softkey>

Exit
Next Page\*

\* Appears when the information fills more than one screen.

SEER reports contain the following read-only fields:

- **SEER Period** This field indicates the time period that the report covers. This is determined by the entries that were made in the System Event and Error Reports screen. If no start and end date were entered there, the report will display all SEER data that is currently stored in the buffer.

- **Error** This field identifies the SEER. The first number indicates the report class (which identifies a particular software component). The second number indicates the report number (which specifies the report within the class, numbered from 0 to 99). This classification system is described in the Introduction of *Maintenance Messages* (NTP 555-7001-510). If no class was specified in the System Event and Error Reports screen, SEERs from all classes will be included in the report.
- **Date** This field indicates the date that the event or error occurred in the system.
- **Time** This field indicates the time that the event or error occurred in the system.
- **Type** This field indicates the SEER type (Error, Admin or System).
- **Severity** This field indicates the SEER severity level ('\*\*\*' = Critical, '\*\*' = Major, '\*' = Minor, and Inf = Info).
- **Node** This field indicates the node where the event error occurred.
- **Location** This field indicates the system number, node, card, DSP, and port where the problem or event occurred, if applicable (e.g., 0-1-3-2-1). If there is no DSP, then only four numbers are shown, with the fourth digit being the port number (e.g., 0-1-3-1). If this information is not applicable, the word "Null" appears in this field.
- **Action** This field gives a recommended action to correct the problem identified by the SEER. This field is only available for SEER classes 11, 14, 25, and 66.
- **Description** This field gives a brief explanation of the event or the cause for the error.

An alternative method of obtaining SEER information is to monitor the Meridian Mail SEER printer, if there is one, thus allowing you to view SEERs as they occur. To have SEERs print as they occur, SEER printing must be enabled in the General Options screen (it is by default). Although the format of the report is different from that used by the administration terminal, most of the information is the same (such as the class, number, description, and date and time). In some instances you may also see additional information at the end of the message such as:

RC xxxx

where xxxx is a number signifying a Return Code. These codes provide further information about the SEER and can be found in Appendix A of *Maintenance Messages (SEERs)* (NTP 555-7001-510).

Serv. File <filename>

where the filename refers to a voice menu or announcement service ID.

**Procedure 9-1**  
**Viewing and printing SEERs**

**Starting point:** The Customer Administration Menu

- 1 Select System Event and Error Reports.  
*The System Events and Error Reports screen appears (Figure 9-2).*
- 2 Enter the class of SEERs that you want to retrieve. If you want to retrieve all SEER classes, leave the *Class* field blank.
- 3 Select a SEER type. (To view all types of SEERs, select "ALL").
- 4 Select a severity level. (To view SEERs at all severity levels, select "ALL".)
- 5 If you wish to specify a start and end time for the reporting period, enter the required values in the *Report Start* and *Report End* fields.
- 6 Choose step 6a to view the report on the terminal, 6b to print the report, or 6c to return to the Customer Administration menu.
  - a. Use [View Reports].  
*The report is displayed (Figure 9-3).*  
Use [Next Page] to view subsequent pages of the report.
  - b. Use [Print Reports].  
*You are prompted to make sure your printer is ready and on-line.*  
Use [Continue Printing] to continue printing, or use [Cancel Printing] at any time to stop printing.  
*There may be some delay before control is returned to the terminal because the system waits for the printer to stop printing.*
  - c. Use [Exit].  
*The Customer Administration Menu appears.*

**9-10** System event and error reports

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## Chapter 10: Operational measurements

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### Introduction

The Operational Measurement (OM) reports allow administrators to study how a Meridian Mail system is being used. These reports may be used to determine if a change in the system is required to improve the level of service provided by Meridian Mail. The system administrator makes these changes.

### OM user usage reports

The OM user usage reports monitor how specific users employ voice messaging, Meridian Networking (if installed), and AMIS Networking (if installed and networking). Data is broken down to show activity on a daily basis. User usage reports display the following daily summary statistics about each user:

- the number of times a user has logged on
- the number of times callers have connected to a user's mailbox through the Express Messaging and Call Answering services
- the total connect time for all user logons, express messaging, and call answering sessions
- the number of messages received through the Express Messaging and Call Answering services
- the number of messages created during logon
- the total message length (for all messages created and received by a user)
- the disk space used by the user's messages and greetings

## 10-2 Operational measurements

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- the total number of all economy, standard, and urgent AMIS and Meridian Networking messages sent by the user
- the total length of all economy, standard, and urgent AMIS and Meridian Networking messages sent by the user

### **Using OM as a billing tool**

As an accounting and billing tool, Operational Measurements is used to generate the daily user billing files (for local activity). Use the User Usage reports to compile data for billing. If you have the AdminPlus feature, use AdminPlus to compile data for billing.

If your organization does not bill users of Meridian Mail, you may not need to use the User Usage component of Operational Measurements. However, it can also be used for tracking problems/history or for security reasons (e.g., who is logging on and receiving messages). This can only be done from the customer administration level.

## The Operational Measurements menu

The items listed in the Operational Measurements menu (Figure 10-1) allow you to access screens that are used to view parameters related to the collection and storage of data, and to view and print audit trail, fax, and user usage reports.

**Figure 10-1**  
**The Operational Measurements menu**



\* This line appears only if Outcalling is installed.

\*\* This line appears only if Fax on Demand is installed.

**Procedure 10-1**  
**Using the Operational Measurements menu**

**Starting point:** The Customer Administration Menu

- 1 Select Operational Measurements.

*The Operational Measurements menu appears (Figure 10-1).*

- 2 To choose an item, enter its number and press <Return>.

*See the following sections later in this chapter for details:*

<1> *"Operational Measurement Options" (collection parameters)*

<2> *"User Usage reports" (for viewing and printing reports)*

<3> *"Collecting outcalling audit trail data "*

<4> *"Collecting fax audit trail data "*

- 3 Press [Exit] to return to the Customer Administration Menu.

## Operational Measurement Options

The Operational Measurement Options screen (Figure 10-2) is read-only for customer administrators. The parameters can only be changed by system administrators. As customer administrator, you can view user usage reports because these are specific to each customer group (traffic reports present system-wide data and can only be viewed by the system administrator). Two fields on this screen pertain to user usage reports: *Collect User Usage Data* and *Number of days of User Usage Data stored*.

**Figure 10-2**  
The Operational Measurement Options screen

ABC Company		Operational Measurements	
Operational Measurement Options			
Collect Traffic Data:	Disabled	<b>Enabled</b>	
Traffic Period Start (hh:mm)	01:00		
Traffic Period End (hh:mm):	01:00		
Traffic Commit Interval (hh:mm):	01:00		
Number of days of Traffic Data stored:	8		
Collect User Usage/Session Trace Data:	Disabled	<b>Enabled</b>	
Number of days of User Usage Data stored:	31		
Collect Audit Trail Data:	Disabled	<b>Enabled</b>	
Number of days of Audit Data stored:	7		
Shutdown Audit Trail at Volume Full (%):	85%		
OM Collection ACCESS Class	0		

Exit

The following read-only fields are displayed:

- Collect Traffic Data** When this field is "Enabled" a statistical record of voice messaging and other voice services, voice channel traffic, Meridian Networking and AMIS Networking message traffic, and disk space usage will be collected and stored on disk. The default is "Enabled". For more information, see the *System Administration Guide*.

- **Traffic Period Start (hh:mm)** This is for the time at which data begins to be collected, based on the 24-hour clock. The default is 01:00.
- **Traffic Period End (hh:mm)** This is for the time at which data stops being collected, based on the 24-hour clock. The default is "01:00".
- **Traffic Commit Interval (hh:mm)** The value in this field determines how often the collected traffic statistics are written to the hard disk within the defined traffic period. The default is "01:00".
- **Number of days of Traffic Data stored** This field determines the number of days that traffic data is maintained before being overwritten by new traffic data. The default is 8. The old traffic data is removed from the disk at 1:20 am each day. The data for the current day is not included in the number of days of traffic data stored.
- **Collect User Usage/Session Trace Data** This field controls the collection of both user usage data and session trace data. Session trace data includes detailed voice messaging session statistics. The session statistics are kept for two days, regardless of how long you define user usage data to be stored. Session reports can be accessed using the Session Trace tool (see *System Administration Tools* (NTP 555-7001-305)). The default for this field is "Enabled".
- **Number of days of User Usage Data stored** This field controls the number of days of user usage data which is kept on the hard disk before it is overwritten. The range is from 1 to 63. The default is 31.
- **Collect Audit Trail Data** When this field is set to "Enabled" Outcalling or Fax Audit Trail reports are generated by the system. These reports can be used to obtain information about a specific outcalling or fax call-back session. The reports give you either summary or detailed information about the number of calls, the start time and duration of calls, the numbers called, and details of the call status. The default is "Enabled". See the section "Collecting outcalling audit trail data" for more information.
- **Number of Days of Audit Data stored** This field is used if *Collect Audit Trail Data* is set to "Enabled". This field indicates the number of days the audit trail data will be stored on disk before being overwritten. The number of days can range from 1 to 63, with a default of 7.

- **Shutdown Audit Trail at Volume Full (%)** This field is used if *Collect Audit Trail Data* is set to "Enabled". When the volume on which audit trail data is stored meets this percentage, collection of audit trail data is disabled. (Note that this is a percentage of text space, not voice space.) The default is 85%.
- **OM Collection ACCESS Class** This field indicates the class number of the ACCESS application for which Operational Measurements should be collected. The valid range for this number is 0 to 8999. It is primarily intended to be used to collect messenger desktop access of Meridian Mail ports.
  - The number was busy.
  - There was no answer.
  - The fax was not received at the destination.

## User Usage reports

The User Usage report provides statistics for local voice messaging usage on a per-user basis. If AMIS Networking or Meridian Networking is installed, then the report also displays users' daily networking activity. Fill in the User Usage report screen (Figure 10-3) to specify the criteria by which data is to be retrieved in the report.

**Note:** Check the Operational Measurement Options screen to make sure that the collection of user usage data is enabled. If it is disabled, ask your system administrator to enable it.

The following fields are displayed:

- **Selection Criteria** The options that are offered represent search parameters. Any statistics matching your selection will be displayed in the report. Your choices are
  - **All** User usage data for all local users will be displayed in the report.
  - **Last\_Name** When this option is selected, you are prompted for the last name of the subscriber whose data you want to view. If the last name is not found, use the Find Users feature in User Administration to verify that the name exists in the system. You may use wildcard characters ("+", "?," or "\_") to retrieve a group of users.

**Figure 10-3**  
**The User Usage Reports screen**

ABC Company	Operational Measurements	
User Usage Reports		
Selection Criteria:	[All] Last_Name Mailbox Department	
Sorted:	[Alphabetically]By_Department	
* Include Local Usage:	No [Yes]	
** Include Meridian Network Usage:	[No] Yes	
***Include AMIS Network Usage:	[No] Yes	
Report start (dd/mm/yy): _____	(or blank for oldest)	
Report end (dd/mm/yy): _____	(or blank for newest)	
Select a softkey >		
Exit	View Reports	Print Reports

\* Appears only if Meridian Networking or AMIS Networking is installed.  
 \*\* Appears only if Meridian Networking is installed.  
 \*\*\* Appears only if AMIS Networking is installed.

- **Mailbox** When this option is selected, you are prompted for the mailbox number of the user whose data you want to view. You may use wildcard characters ("+" or "\_") to retrieve a range of mailboxes. If the mailbox number is not found, use the Find Users feature in User Administration to verify that the mailbox number exists in the system.
- **Department** When this option is selected, you are prompted for a department name. All users associated with that department will be displayed in the report. The entry you make must correspond to an existing entry in the system. You may use wildcard characters ("+", "?," or "\_") to retrieve a group of departments.  
**Note:** When searching by department, users with blank department fields will not be displayed.

- **Sorted** If your selection criteria is "All Users," you can choose to sort the user data alphabetically, according to user names, or according to department names.

**Note:** When sorting by department, users with blank department fields will not be displayed.

- **Include Local Usage** This field is displayed if Meridian Mail Networking and/or AMIS Networking are enabled. (If networking is not installed, the report only displays local usage.) When this field is set to "Yes," the report will include user usage data for local voice messaging. This includes information about the number of express messaging and logon sessions the user had during the specified interval, the number of messages that were created during the express messaging and logon sessions and the total length of those messages, the amount of time that the user was connected to Meridian Mail, and the amount of disk space used by those messages. The default is "Yes."
- **Include Meridian Network Usage** This field is displayed if Meridian Mail networking is enabled. When this field is set to "Yes," the report will include user usage data for Meridian networking activity. This information includes the number of economy, standard and urgent messages that user created during the specified interval as well as the total length of the messages created (for each of the three types of messages). The default is No.
- **Include AMIS Network Usage** This field is displayed if AMIS Networking is enabled. When this field is set to "Yes," the report will include user usage data for AMIS Networking activity. This information includes the number of economy, standard, and urgent messages that users created during the specified interval as well as the total length of the messages created (for each of the three types of messages). The default is No.
- **Report start (dd/mm/yy)** This is the date on which the selected reports are to start. If *Report Start* predates the earliest available date, the report starts with the earliest available date. Leave this field blank to retrieve reports for the earliest available data.
- **Report end (dd/mm/yy)** This is the date on which the selected reports are to end. If *Report End* exceeds the latest available period, the report ends with the last available period. Leave this field blank to report on the most recent data.

**Procedure 10-2**  
**Viewing User Usage Reports**

**Starting point:** The Operational Measurements main menu screen, User Usage Reports, selected

*The User Usage Reports screen is displayed (Figure 10-3).*

- 1 Choose the selection criteria by which you want to retrieve data.
- 2 If the selection criteria is "All" select how you want the data to be sorted: alphabetically (by user name) or by department name.
- 3 Select the type of data you want to view: local usage, Meridian Networking or AMIS Network usage. You can select all three if required.
- 4 If you wish to specify a start and stop time for the reporting period, enter the required values in the *Report Start* and *Report End* fields.
- 5 Choose step 5a to view the reports, 5b to print the reports, or 5c to exit or cancel.

- a. Use [View Reports].

*The selected report screens are displayed (see the following pages for descriptions of each report).*

Use [Next Page] to view subsequent pages of the report; use [Exit] to return to the User Usage Reports screen.

- b. Use [Print Reports].

*You are prompted to make sure your printer is ready and on-line.*

Use [Continue Printing] to print the reports, or use [Cancel Printing] at any time to cancel printing. There may be some delay before control is returned to the screen because it waits for the printer to stop printing.

- c. Use [Exit].

*The Operational Measurements menu is redisplayed.*

## Viewing user usage reports

When you view the report on the terminal or from a printout, the data is arranged as shown in Figure 10-4. This figure shows all types of user usage data (local, Meridian Networking, and AMIS Networking).

**Figure 10-4**  
The Voice Messaging User Usage report

ABC Company		User Usage Reports				
Last Name	First Name	Department	Mailbox	COS		
Smith	David	T20	2255	1		
Local Usage:						
	Number of Sessions	Connect Time	Number of Messages	Message Length	Disk Used	
Date	EM/Ans Logon	(mm:ss)	EM/AnsLogon	(mm:ss)	(mm:ss)	
02/12/90	10 4	4:00	9 2	6:30	4:30	
02/13/90	8 3	3:12	8 3	12:35	5:30	
-----						
Total	18 7	7:12	17 5	19:05		
Meridian Networking Usage:						
	Number of Economy Messages	Total Length	Number of Standard Messages	Total Length	Number of Urgent Messages	Total Length
Date		(mm:ss)		(mm:ss)		(mm:ss)
02/12/90	12	4:12	10	2:30	6	4:10
02/13/90	8	2:23	7	11:40	0	0:00
-----						
Total	20	6:35	17	14:10	6	4:10
AMIS Networking Usage:						
	Number of Economy Messages	Total Length	Number of Standard Messages	Total Length	Number of Urgent Messages	Total Length
Date		(mm:ss)		(mm:ss)		(mm:ss)
02/12/90	10	3:10	1	1:30	0	0:00
02/13/90	10	1:20	7	5:10	0	0:00
-----						
Total	20	4:30	8	6:40	0	0:00
-----						
Last Name	First Name	Department	Mailbox	COS		
Roeg	Nick	Marketing	2929	1		
Local Usage:						
	Number of Sessions	Connect Time	Number of Messages	Message Length	Disk Used	
Date	EM/Ans Logon	(mm:ss)	EM/AnsLogon	(mm:ss)	(mm:ss)	
02/12/90	2 1	1:35	2 0	3:12	2:10	
-----						
Select a softkey >						
Exit				Next Page*		

\* The Next Page softkey appears when the information fills more than one screen.

The following fields appear:

- **Last Name** This field indicates the user's last name.
- **First Name** This field indicates the user's first name.
- **Department** This field indicates the user's department name.
- **Mailbox** This field indicates the user's mailbox number.
- **COS** This field indicates the class of service number assigned to the user.

The following fields appear for Local Usage:

- **Date** This field indicates the date of the reporting interval.
- **Number of Sessions** This is the number of express messaging, call answering, and logon sessions that occurred during the interval. To check the number of messages that were actually received or created during these sessions, check the *Number of Messages* field.
  - **EM/Ans** This display refers to the total number of sessions created by express messaging or call answering calls to this mailbox. The number of abandoned calls (where no message is left) can be calculated by subtracting the Number of EM/Ans Messages from the Number of EM/Ans Sessions.
  - **Logon** This display refers to the number of times the user logged into the mailbox for any reason.

If the number of logons is zero, you might want to check the *Time of Last Logon* field in the View/Modify Local Voice User screen. If a considerable amount of time has passed since the last successful logon, you may want to contact the user to see if he or she is having any problems logging on. For example, the user may not know how to log on and retrieve messages (especially if this is a new user) or the user may have forgotten the mailbox password and has stopped trying to log on.

- **Connect Time (mm:ss)** This is the length of time that the user was connected to the Voice Messaging service on the given date.

- **Number of Messages** This is the number of messages that the user received and created on the given date.
  - **EM/Ans** This display refers to the number of messages left in the user's mailbox by both the Express Messaging and Call Answering services. The number of abandoned calls (where no message is left) can be calculated by subtracting the Number of EM/Ans Messages from the Number of EM/Ans Sessions.
  - **Logon** This display refers to the number of messages that the user created on the report date.
- **Message Length (mm:ss)** This is the total time (in minutes and seconds) of all call answering messages received and messages created by the user or deposited in the user's mailbox on the given date.
- **Disk Used (mm:ss)** This is the amount of storage used by the user (measured in minutes and seconds) on the given date. This includes storage for greetings and personal verifications (spoken name recordings).

The following fields appear for Meridian and AMIS Networking usage:

- **Date** This field indicates the date of the reporting interval.
- **Number of Economy Messages** This field indicates the number of economy messages that the user created on the given date.
- **Total Length (mm:ss)** This field indicates the total length (in minutes and seconds) of all networking messages created by the user on the given date and tagged as economy.
- **Number of Standard Messages** This field indicates the number of standard messages that the user created on the given date.
- **Total Length (mm:ss)** This field indicates the total length (in minutes and seconds) of all networking messages created by the user on the given date and tagged as standard.
- **Number of Urgent Messages** This field indicates the number of urgent messages that the user created on the given date.
- **Total Length (mm:ss)** This field indicates the total length (in minutes and seconds) of all networking messages created by the user on the given date and tagged as urgent.

### **Report analysis**

If the EM/Ans numbers are high and the logon count is low, the user may be accumulating too many messages before checking the mailbox and thereby contributing to a low disk space problem. If disk space is already low (ask your system administrator to check the Disk Usage Detail report), you may need to make the user more aware of the importance of not accumulating messages.

If disk space is low, also monitor the length of messages closely. If messages are too long for some users, you may wish to assign a Class of Service (COS) with a shorter storage limit to encourage the users to empty their mailboxes more frequently (see the "User Administration" chapter). You can also ask the system administrator to alter the maximum message length parameter (see the "Class of Service Administration" chapter) to deter callers from leaving long messages.

## **Collecting outcalling audit trail data**

Outcalling audit trail statistics allow you to monitor how users are using the remote notification and delivery to non-user features. There are two outcalling audit trail reports that you can generate: a summary report and a detail report. Each report provides outcalling data for a certain period of time (as specified by you).

The summary report provides the following information:

- the user's name
- the user's mailbox number
- the type of call (DNU or RN)
- the call status (such as answered or busy)

The detail report provides the following information:

- the user's name
- the user's mailbox number
- the time at which the transaction started
- the duration of the transaction
- the specific outcall process
- the device (pager, phone, pager service) and the target number

- the channel DN of the channel that was used to place the outcall
- the number of retries

## Determine the status of the collection of outcalling trail data

Audit trail data collection is displayed in the Operational Measurements Options screen (Figure 10-5). You may ask the system administrator to enable the collection of audit trail data.

### Procedure 10-3

#### Determining the status of audit trail data collection

**Starting point:** The Main Menu.

- 1 Select Operational Measurements.
- 2 Select Operational Measurement Options.

**Figure 10-5**

#### The Operational Measurement Options screen

ABC Company	Operational Measurements
Operational Measurement Options	
Collect Traffic Data:	Disabled
Traffic Period Start (hh:mm)	
Traffic Period End (hh:mm):	
Traffic Commit Interval (hh:mm):	
Number of days of Traffic Data stored:	8
Collect User Usage/Session Trace Data:	
Number of days of User Usage Data stored:	
Collect Audit Trail Data:	
Number of days of Audit Data stored:	7
Shutdown Audit Trail at Volume Full (%):	85%
OM Collection ACCESS Class	1
<b>Select a softkey &gt;</b>	
Exit	

## Generating an Outcalling Audit Trail Report

The Outcalling Audit Trail Report screen (Figure 10-6) is accessed from the Operational Measurements menu. This is a report selection screen in which you specify the type of report you want to retrieve (summary or detail) as well as the duration of the report period.

The summary report shows each outcall (RN or DNU) that was made during the reporting interval along with the user that made the call, the user's mailbox number, the target number and the status of the call. It shows only completed (answered) calls.

The detail report provides a more thorough account of each outcall request, including the start time and duration of the call, the DN of the channel that was used to place the call and the number of retries (if any). It shows all outcalls, both successfully completed and unsuccessful.

You must specify whether you want to generate a report for a particular user, mailbox number, phone number, or all. You can either generate a report that includes all of the information currently stored on disk for that user (mailbox number or phone number) or generate a shorter report for a specific time period. The report can either be viewed on your terminal or printed.

### **Procedure 10-4** **Generating an outcalling audit trail report**

**Note:** Field descriptions are provided on page 10-18.

- 3 Select Operational Measurements.
- 4 Select Outcalling Audit Trail Report.  
*The Outcalling Audit Trail Report screen (Figure 10-6) is displayed.*
- 5 Specify the report type (summary or detail).
- 6 Specify the selection criteria (name, mailbox, target phone number or all).
- 7 Fill in the field that corresponds to the selection criteria you chose.
- 8 Enter the report start and end times.

*If these fields are left blank, all outcalling data that is currently stored on disk will be retrieved.*

- 9 Choose step 9a. to view the reports on the terminal and 9b. to print the reports
  - a. Press [View Reports].

*The first outcalling audit trail report is displayed.*

*If you selected "Summary", see the section "The Summary Outcalling Audit Trail Report". If you selected "Detail", see the section "The Detail Outcalling Audit Trail Report".*
  - b. Press [Print Reports].

*You are prompted to ensure the printer is ready and on-line.*

Press [Continue Printing] to print the report or [Cancel] if you do not want to print the report.

*If you selected [Continue Printing], a [Cancel] softkey is displayed which can be used to cancel printing once printing has started.*

*There may be some delay before control is returned to the screen because it waits for the printer to stop printing.*
- 10 If you are viewing the report, press [Next Page] to view the next page of the report.

*When the last page has been displayed, a prompt appears indicating it is the end of the report.*
- 11 Press [Exit].

*You are returned to the Outcalling Audit Trail Report screen.*

**Figure 10-6**  
**The Outcalling Audit Trail Report**

ABC Company	Operational Measurements			
Outcalling Audit Trail Report				
Report Type:	[Summary]    Detail			
Selection Criteria:	[All]    Name    Mailbox    Target_Phone_Number			
* Last Name:	_____			
* First Name:	_____			
** Mailbox Number:	_____			
& Target Phone Number:	_____			
Report Start (dd/mm/yy hh:mm):	_____ (or blank for oldest)			
Report End (dd/mm/yy hh:mm):	_____ (or blank for newest)			
Select a softkey >				
Exit		View Reports	Print Reports	

\* The Name fields appear only when the Selection Criteria is "Name".  
 \*\* The Mailbox field appears only when the Selection Criteria is "Mailbox".  
 & The Target Phone Number field appears only when the Selection Criteria is "Target\_Phone\_Number".

The following fields are displayed on the Outcalling Audit Trail Report screen:

- **Report Type** Your options are "Summary" and "Detail". A summary report shows only completed calls. A detail report shows all actions, such as "Submission", both successful and unsuccessful.
- **Selection Criteria** All entries in the database can be viewed or you can view data for a specific user, mailbox number, or phone number.

**Note:** If NMS is installed, you may enter a mailbox number for a voice user at another location, prefixed by the appropriate location code. However, if Meridian Networking is installed, you cannot use a remote user's mailbox number as a search criterion.

- **Last Name** This field is displayed if *Selection Criteria* is set to "Name". If you want to view outcalling data for a particular user, enter that user's last name (and first name in the next field as there may be more than one user with the same surname). This field accepts all characters, except "+," "?," and "\_" (underscore).

- **First Name** This field is displayed if *Selection Criteria* is set to "Name". If you want to view outcalling data for a particular user, enter that user's full first name (as well as the last name in the previous field). This field accepts all characters, except "+," "?," and "\_" (underscore).
- **Mailbox** This field is displayed if *Selection Criteria* is set to "Mailbox". To view outcalling data for a specific mailbox, enter the full mailbox number. This field accepts numeric data only.
- **Target Phone Number** This field is displayed if *Selection Criteria* is set to "Target Phone Number". To view outcalling data for a particular target phone number or pager number (the number entered in the *Target DN* field in the outcalling schedule), enter the full number in this field. This field accepts numeric data only.
- **Report Start/End** Enter the start date and time and end date and time to indicate the reporting period.

## The Summary Outcalling Audit Trail Report

The Summary Outcalling Audit Trail Report (Figure 10-7) is displayed if you selected "Summary" as the report type.

**Figure 10-7**  
The Summary Outcalling Audit Trail Report

ABC Company		Operational Measurements			
Outcalling Audit Trail from 01/10/90 to end of data.					
Date (dd/mm/yy)					
Name	Mailbox Number				
Start (hh:mm)	Duration (mm:ss)	Target Phone Number	Type	Call Status	
10/01/90					
Smith, J	7550				
12:40	1:10	98292962	DNU	Answered	
12:45	0:05	98292962	DNU	No DTMF Conf.	
13:45	0:18	8051-345643	RN	Answered	
10/02/90					
Jones, D	7091				
8:52	0:02	8052	RN	Answered	
8:57	0:06	8052	RN	Disabled	
Select an item >					
Exit			Next Page*		

\*This softkey is displayed if data fills more than one screen.

The summary report displays the following information:

- **Date** This displays the date the call was made.
- **Name** This displays the name of the Meridian Mail user who initiated the call.
- **Mailbox Number** This displays the mailbox that originated the call.
- **Start Time** This displays the time at which the call was made.
- **Duration** This displays the length of the call in minutes and seconds.

- **Target Phone Number** This is the number called. A maximum of 30 digits can be displayed in this field. For calls placed to paging services (such as SkyPager), the PIN number is also displayed (for example, in 8051-345643, the last 6 digits are the PIN number). If the full number is longer than 30 digits, the first few digits in the paging service phone number will be truncated.
- **Type** This field displays the Outcalling service that was used: either remote notification or delivery to non-user.
- **Call Status** This field displays the result of the call.
  - **Answered** This display indicates that the destination number was answered and the message was heard by the called party.
  - **RN Disabled** This display indicates that the called party answered and pressed 3 to disable RN.
  - **No DTMF Confirmation** This display indicates that the called party did not press 2 to hear a DNU message (not relevant if DTMF confirmation is not required).
  - **Not Played** This display indicates that the called party disconnected before the DNU message was played.

## The Detail Outcalling Audit Trail Report

The Detail Outcalling Audit Trail Report (Figure 10-8) is displayed if you selected "Detail" as the report type.

**Figure 10-8**  
The Detail Outcalling Audit Trail Report

ABC Company		Operational Measurements			
Outcalling Audit Trail from 10/10/90 to end of data.					
Date (dd/mm/yy)					
Name	Mailbox Number				
Transaction (hh:mm)	Start (hh:mm)	Duration (mmm:ss)	Device/Target Phone Number	Channel	Retry DN
Request #	Outcall Process	Call Status	Outcall Action		
10/02/90					
Howe G.	3000				
15:10	15:10				0
#****	RN Submission		Continue		
15:10	15:10				0
#1137	RN Validation		Continue		
15:10	15:10	0:15	Phone/555-7050	2004	0
#1137	RN Call Results	Answered	Remove, user logged in		
Select a softkey >					
Exit			Next Page		

In addition to the information displayed in the summary report, the detailed report contains the following information:

- **Transaction Time** This indicates the time at which the audit trail record was stored.
- **Start Time** This indicates the time at which the current outcall process started.
- **Duration Time** This indicates the length of the call.
- **Device/Target Phone Number** This indicates the type of device called followed by the phone/pager number. The device will be one of the following:
  - Phone
  - ToneP (tone pager)

- Voice (voice pager)
- NumPa (numeric pager)
- PaSrv (pager service)

If the device is a paging service, the paging service phone number, followed by the pager identification number (PIN) will be displayed. The maximum length for this field is 30 digits. If this limit is exceeded, the first few digits of the paging service phone number will be truncated.

- **Channel DN** This indicates the DN associated with the voice channel used.
- **Retry** This shows the number of retries that have been made at the time of the attempt. This field is incremented by one whenever
  - A DN is busy and is retried.
  - Multiple target DNs are defined and they have all been tried and either not answered or answered with no login.
- **Transaction Request Number** This is a unique number identifying the (RN or DNU) request.
- **Outcall Process** This shows the type of audit trail entry. This could be
  - **Submission** This type indicates that a request has been made for an Outcalling service.
  - **Recovery** This type indicates that messages for outcalling have been detected and submitted after a system reboot.
  - **Cancellation** This type indicates that during recovery, requests for outcalling have been detected, but have been cancelled since they are no longer valid.

- **Logout/Admin** This type indicates that one of two conditions has occurred. The first possibility is that a user has logged out with unannounced messages left in their mailbox. Normally, if a user is listening to a message when a new message comes in, the new message is announced after the user has finished listening to the other message. However, if the user hangs up before the message has finished playing, the new message will not be announced. (In this situation, the user will continue to be notified of messages.) The second possibility is that an administrator has modified a user's account while there were unread messages in the user's mailbox.
- **Validation** This type indicates a checking process just before a call was/is made.
- **Call Results** This type indicates information regarding the *Call Status* and *Outcall Action* in the adjacent fields to the right.
- **Call Status** This is a general statement of the results of a call. The possibilities are
  - **Busy** The RN or DNU target DN was busy. A retry attempt will be scheduled if the busy and no answer retries have not been exhausted.
  - **Answered** An outcall to an RN or DNU target DN was placed. The RN call was answered but the user did not log in on the same call to listen to the message. Remote notification will be rescheduled if the answered retries have not been exhausted. The DNU call was answered and the message was successfully delivered.
  - **No Answer** An outcall to an RN or DNU target was placed and the call was not answered. A retry attempt will be scheduled if the no answer retries have not been exhausted.
  - **No DTMF Conf** An outcall to a DNU target DN was placed. The call was answered but the caller did not provide the required DTMF confirmation (in other words, he or she did not press 2 to hear the message). DNU will be rescheduled if the answered retries have not been exhausted.

- **Reorder** During an outcall, the target DN was dialed, and a reorder tone was detected. The primary reasons for a reorder tone are: an invalid DN was called, there were no resources to complete the call, or there were access restrictions that the DN violated. The call attempt will be treated as a busy attempt, and a retry attempt will be scheduled if the busy and no answer retries have not been exhausted.
- **Resource Delay** The outcall was not completed because the line on which the call was to be made was taken away due to an incoming call which was given priority. The outgoing call is retried on a different channel. If this is a persistent problem, reserve channels for outcalling and make sure no line DNs terminate on them.
- **Incomplete** The outcall could not be completed. The call attempt will be treated as a busy attempt, and a retry attempt will be scheduled if the busy and no answer retries have not been exhausted. If there is an accompanying SEER, follow the action described in the *Maintenance Messages (SEERs)* guide (NTP 555-7001-510).
- **RN Disabled** During an RN attempt, the target DN was dialed, the call was answered and 3 was pressed to disable remote notification. There will be no further RNs for this user until the user logs into his or her mailbox.
- **Not Played** During a DNU attempt, the target DN was dialed, the call was answered and disconnected before DNU could play its message. If the answered retries have not been exhausted, DNU will retry using the answered retry limits and intervals.
- **Illegal Window** A user attempted to send a DNU message. The message became stale during an illegal time window and could not be delivered. (The stale date parameter defaults to 36 hours. If a message cannot be delivered within this time, a message becomes stale.) The user receives a non-delivery notification.

- **Stale Date** A user attempted to send a DNU message. The message was not delivered immediately (either because it was sent during a restricted time period or the call was not answered and was, therefore, rescheduled). The message became stale during a permitted time period and could not be delivered. (The stale date parameter defaults to 36 hours. If a message cannot be delivered within this time, a message becomes stale.) The user receives a non-delivery notification.
- **Sit Tone** During an outcall, the target DN was dialed, and a sit tone was detected. A sit tone is usually a series of tones followed by a voice message, indicating that this DN is invalid. This causes remote notification for this user to be turned off by disabling all of his or her remote notification schedules. The administrator or user should define a new valid DN and reenable remote notification for the user. DNU is cancelled for the message and the user receives a non-delivery notification (NDN).
- **Bad Called DN** During an outcall, the target DN was dialed, and a bad called DN was detected by the local switch. (In other words, the target DN is invalid for some reason.) This causes remote notification for this user to be turned off by disabling all of his or her remote notification schedules. The administrator or user should define a new valid DN and reenable remote notification for the user. DNU is cancelled for the message and the user receives a non-delivery notification (NDN).
- **Outcall Action** This field indicates the action performed on the request. The possibilities are
  - **Continue** The validation has been passed and a call attempt is to be made.
  - **Remove, retry limit reached** After the call, the retry was not rescheduled because the retry limit had been reached.
  - **Remove, another RN exists** The validation step determined that the user has logged on since the last RN attempt and the retry was cancelled.
  - **Reset** A problem was encountered retrieving information. Requests will be discarded and recovered from disk.
  - **Delayed 1** A channel could not be obtained on which to call out, and an attempt will be made later to obtain one.

- **Delayed 2** A channel was obtained but it was taken away before the call was made. An attempt will be made to retry later.
- **Defer** Another call attempt has been scheduled. RN calls to pagers are always rescheduled because the user may fail to receive the page. (However, if the user logs on before the next retry, the retry will be cancelled.)

## Collecting fax audit trail data

Fax audit trail statistics allow you to monitor how users are using the Fax on Demand features. There are actually two fax audit trail reports that you can generate: a summary report and a detail report. Each report provides fax data for a period (as specified by you).

The summary report provides the following information:

- the name of the application
- the billing DN
- the called DN
- the call status (answered, busy, and so on)

The detailed report provides the following information:

- the name of the application
- the billing DN
- the time at which the transaction started
- the duration of the transaction
- the calling DN
- the DN of the channel that was used to place the outcall
- the number of retries
- the specific outcall process
- the call status (answered, busy, and so on)
- the outcall action (for example, transmitted)

Before you can generate a fax audit trail report, you must enable the collection of audit trail data. The following steps are necessary to enable audit trail data collection and generate a report:

- 1 Enable audit trail data collection.  
This is done in the Operational Measurement Options screen.
- 2 Specify the characteristics of the report you want to generate in the Fax Audit Trail Report screen. This includes
  - specifying the report type (summary or detail)
  - specifying whether you want to view data for a specific billing DN or called DN or for all DNs
  - specifying the period of time that the report should cover (for example, the past 3 hours, the past 2 days)
- 3 View or print the report and analyze it.

### **Generating a Fax Audit Trail Report**

The Fax Audit Trail Report screen (Figure 10-9) is accessed from the Operational Measurements menu. This is a report selection screen in which you specify the type of report you want to retrieve (summary or detail) as well as the duration of the report period.

The summary report shows each fax outcall that was made during the reporting interval along with the calling DN and the status of the call. The detail report provides a more thorough account of each outcall request, including the DN of the channel that was used to place the call and the number of retries (if any).

You must specify whether you want to generate a report for a particular user, mailbox number, phone number, or all. You can either generate a report that includes all of the information currently stored on disk for that billing DN or called DN, or generate a shorter report for a specific time period. The report can either be viewed on your terminal or printed.

#### **Procedure 10-5 Generating a fax audit trail report**

- 1 Select Operational Measurements.
- 2 Select Fax Audit Trail Report.  
*The Fax Audit Trail Report screen (Figure 10-9) is displayed.*
- 3 Specify the report type (Summary or Detail).

See the following pages for field descriptions.

- 4 Select the selection criteria (Billing\_DN, Called DN, or All).
- 5 Enter the report start and end times.  
*If these fields are left blank, all outcalling data that is currently stored on disk will be retrieved.*
- 6 Use [View Reports], [Print Reports], or [Cancel] if you do not want to view reports at this point.  
*The first fax audit trail report is displayed or printed.*  
See the next section, "The Summary Fax Audit Trail Report."
- 7 Use [Next Page] to view the next page of the report.  
*When the last page has been displayed, a prompt appears indicating it is the end of the report.*
- 8 Use [Exit].  
*You are returned to the Fax Audit Trail Report screen.*

**Figure 10-9**  
**The Fax Audit Trail Report**

ABC Company		Operational Measurements		
Fax Audit Trail Report				
Report Type:	[Summary]	Detail		
Selection Criteria:	[All]	Billing_DN	Called_DN	
* Billing_DN:	_____			
* Called_DN:	_____			
Report Start	(dd/mm/yy hh:mm):	_____	(or blank for oldest)	
Report End	(dd/mm/yy hh:mm):	_____	(or blank for newest)	
Select a softkey >				
Exit		View Reports	Print Reports	

\* Only one of these fields will be displayed, depending on the Selection Criteria. See the field descriptions below.

The following fields are displayed on the Fax Audit Trail Report:

- **Report Type** Your options are "Summary" and "Detail". The detail report displays more information.

- **Selection Criteria** All entries in the database can be viewed or you can view data for a specific billing DN or called DN.
- **Billing DN** This field limits the report to fax deliveries associated with a particular billing DN. This DN can be 0 to 31 digits.
- **Called DN** This field limits the report to fax deliveries associated with a particular called (destination) DN. This DN can be 0 to 31 digits.
- **Report Start/End** Enter the start and end date and time to indicate the period of time that should be included in the report.

**Procedure 10-6**

**Printing the Fax Audit Trail Report**

- 1 Select Operational Measurements.  
*The Operational Measurements menu appears.*
- 2 Select Fax Audit Trail Report.  
*The Fax Audit Trail Report appears (Figure 10-9).*
- 3 Change the selection criteria as desired.
- 4 Ensure that the printer is on-line and has paper.
- 5 Use [Print Reports]. (Ensure that the printer is on-line.)  
*A new set of softkeys are displayed: [Cancel Printing] and [Continue Printing].*
- 6 Use [Continue Printing] to print the report or [Cancel] if you do not want to print the report.  
*If you selected [Continue Printing], a [Cancel] softkey is displayed which can be used to cancel printing once printing has started.*  
*You are returned to the Operational Measurements menu.*

### The Summary Fax Audit Trail Report

The Summary Fax Audit Trail Report (Figure 10-10) is displayed if the report type is "Summary".

**Figure 10-10**  
The Summary Fax Audit Trail Report

ABC Company		Operational Measurements		
Fax Audit Trail from 9/23/93 to end of data.				
Date (dd/mm/yy)	Description	Billing DN	Called DN	Call Status
Start (hh:mm)	Duration (mmm:ss)			
9/23/93	FID 2222	3656		
17:37	0:37	4018051		No Carrier
17:40	0:37	4018051		Transmit Error
17:44	2:45	4018051		Transmitted
Select an item >				
Exit			Next Page*	

\*This softkey is displayed if data fills more than one screen.

The summary report displays the following information:

- **Date** This indicates the date the call was made.
- **Description** This indicates the name (acronym) of the application.
- **Billing DN** This indicates the billing DN that originated the call.
- **Start Time** This indicates the time at which the call was made.
- **Duration** This indicates the length of the call in minutes and seconds.
- **Called DN** This indicates this destination DN for the fax delivery.
- **Call Status** This indicates this field displays the result of the call.
  - **Transmitted** This state indicates that fax transmission completed without error.
  - **Transmit Error** This state indicates that the fax transmission started but was not completed successfully.

- **No Carrier** This state indicates that the fax transmission was not started because the call was not answered, or was answered, but not by a compatible fax device.

### The Detail Fax Audit Trail Report

The Detail Fax Audit Trail Report (Figure 10-11) is displayed if the report type is "Detail".

**Figure 10-11**  
**The Detail Fax Audit Trail Report**

ABC Company		Operational Measurements				
Fax Audit Trail from 9/23/93 to end of data.						
Date (dd/mm/yy)			Billing DN			
Description	Transaction	Start	Duration	Called DN	Channel DN	Retry
	(hh:mm)	(hh:mm)	(mmm:ss)			
Request #	Outcall	Process	Call Status	Outcall	Action	
9/23/93	FID 2222		3656			
17:37	#*****	17:37	Submission	Transmitted	Continue	0
17:37	#00000	17:37	0:37	4018051	2802	0
17:40	#00000	17:40	0:37	No Carrier	Defer	1
17:44	#00000	17:44	2:45	4018051	2802	2
	#00000			Transmit Error	Defer	
	#00000			4018051	2802	
	#00000			Transmitted	Remove	
Select a softkey >						
Exit				Next Page		

In addition to the information displayed in the summary report, the detailed report contains the following information:

- **Transaction Time** This is the time at which the delivery should have taken place.
- **Start Time** This is the time at which the current outcall process started.
- **Duration Time** This is the length of the call.
- **Called DN** This is the destination DN for the fax delivery.
- **Channel DN** This is the DN that was used to originate the call.

- **Retry** This is the number of retries that have been made at the time of the attempt. This field is incremented by one each time a DN is retried.
- **Request #** This is the number of the transaction request.
- **Outcall Process** This is the type of audit trail entry. This could be
  - **Submission** This type indicates that a request has been made for an Outcalling service.  
Instead of "Submission" you may also see "Recovery".
  - **Recovery** This type indicates that faxes for outcalling have been detected and submitted after a system reboot.
  - **Validation** This type indicates a checking process just before a call was/is made.
  - **Call Results** This type indicates information regarding the *Call Status* and *Outcall Action* in the adjacent fields.
- **Call Status** This field indicates the status of the call attempt. The possibilities are
  - **Transmitted** This state indicates that the fax transmission completed without error.
  - **Transmission Error** This state indicates that the fax transmission was started but not successfully completed.
  - **No Carrier** This state indicates that the fax transmission was not started because the call was not answered, or was answered, but not by a compatible fax device.
  - **Illegal Window** This state indicates that the fax became stale during an illegal time window and could not be delivered. (The stale date parameter defaults to 36 hours. If a message cannot be delivered within this time, a message becomes stale.)
  - **Stale Date** This state indicates that the fax was not delivered immediately (either because it was sent during a restricted time period or the fax was not transmitted and was, therefore, rescheduled). The fax became stale during a permitted time period and could not be delivered. (The stale date parameter defaults to 36 hours. If a fax cannot be delivered within this time, a fax becomes stale.)

- **Bad Called DN** This state indicates that during an outcall, the target DN was dialed, and a bad called DN was detected by the local switch. (In other words, the target DN is invalid for some reason.) The callback fax is not delivered and is removed.
- **Resource Delay** This state indicates that the outcall was not completed because the line on which the call was to be made was taken away due to an incoming call which was given priority. The outgoing call is retried on a different channel. If this is a persistent problem, reserve channels for outcalling and make sure no line DNs terminate on them.
- **Incomplete** This state indicates that the outcall could not be completed. The call attempt will be treated as a busy attempt, and a retry attempt will be scheduled if the busy and no answer retries have not been exhausted. If there is an accompanying SEER, follow the action described in the *Maintenance Messages (SEERs)* guide (NTP 555-7001-510).
- **Outcall Action** This field indicates the action performed on the request. The possibilities are
  - **Continue** This action indicates that the validation has been passed and a call attempt is to be made.
  - **Remove, retry limit reached** This action indicates that after the call, the retry was not rescheduled because the retry limit had been reached.
  - **Remove** This action indicates that the fax was successfully delivered.
  - **Reset** This action indicates that a problem was encountered retrieving information. Requests will be discarded and recovered from disk.
  - **Delayed 1** This action indicates that a channel on which to call out could not be obtained. Will retry later.
  - **Delayed 2** This action indicates that a channel was obtained, but it was taken away before the call was made. Will retry later.
  - **Defer** This action indicates that another call attempt has been scheduled.

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## Chapter 11: Class of service administration

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### Overview

A Class of Service (COS) is a template that contains information about the capabilities that a user has and the values that are assigned to specific parameters. It is essentially a method of classifying users according to their needs. When you add a user to the system, a customer group, you must specify the Class of Service to which he or she belongs.

It is the responsibility of the system administrator to determine the types of users that need to be serviced, and the corresponding classes of service that will be needed to meet their needs.

**Note:** The Meridian Mail Class of Service feature should not be confused with Class of Service on the Meridian 1/SL-1 switch. Meridian 1 class of service applies certain dialing restrictions to trunks. Meridian Mail classes of service apply to mailboxes (they can be thought of as Mailbox Classes of Service). The Meridian Mail class of service also applies dialing restrictions to Meridian Mail features as well as controlling Meridian Mail resources and determining which features are available to the owner of the mailbox.

For example, to meet the needs of Centrex customer groups, the system administrator may have created one COS for secretaries, one for executives, and a standard COS for all other employees. If employees in certain departments are found to have different needs, a COS might be created for each department (one for Accounting, Engineering, Administration and so on).

For your residential customer groups, the system administrator may have created a Standard COS with only basic call answering features enabled, a Deluxe COS that provides additional chargeable features or a larger mailbox (in terms of storage space), a class of service that allows for

submailboxes, and a DialPulse COS for those users that do not have touch-tone phones. The COSs that have been created depend entirely on the types of users that will be added to the system.

For example, to meet the needs of your customers, the system administrator may have created one COS for secretaries, one for executives, and a standard COS for all other employees. If employees in certain departments are found to have different needs, a COS might be created for each department (one for Accounting, Engineering, Administration and so on). The COSs that have been created depend entirely on the types of users that will be added to the system.

If, once users have been added to customer groups, you need to give a particular group of users some additional capabilities, you don't have to change each individual user. You only need to change the values in the COS and all of the users that belong to that COS will automatically pick up the changes.

If, at some point in the future, a user requests additional functionality (or even reduced functionality) or greater mailbox storage capacity, you can do one of two things: reassign the user to another COS that meets his or her needs, or create a personal COS for that user (if no existing COSs are adequate). Personal COSs are described in more detail in the following section.

## **COS types**

There are two different types of COS: the system COS and the personal COS.

### **The system COS**

System COSs are defined at the system administration level. Up to 127 COSs can be defined for the entire system. For each customer group, you can assign up to 15 of the 127 COSs that are defined at the system level.

A multi-customer system can potentially have up to 2000 customer groups. As a result, some, if not all, of the 127 system COSs will be shared among some of these customer groups. Because system COSs can be shared by customer groups, they are not modifiable at the customer administration level. Customizing a COS to suit the needs of one customer group may adversely affect the users of another customer group. System COSs are, therefore, modifiable by the system administrator only and the Class of

Service Administration screens at the customer administration level are read-only.

### **The personal COS**

The personal COS is a special class. This class allows you to deal with those users who require capabilities that do not fit in with any existing COS. These users require a special COS that is unique to their needs.

In addition to the 15 COSs assignable to each customer group, the personal COS will always be available to a user.

Keep in mind, however, that as the number of personal COSs increases, the task of maintaining your classes of service and users will become more difficult since all system COSs and personal COSs will have to be maintained.

### **Administrator responsibility**

It is up to the system administrator to define Classes of Service for the entire system. Once created, the customer administrator is ready to add customer groups, assign up to 15 COSs to each customer group and then add users. Each user that is added to the system must be assigned to an already defined class of service.

Once the classes of service have been defined for the system, the customer administrator is ready to:

- 1 Add customer groups to the system (if they have not yet been added).  
This is described in the chapter "Administrator logon and the main menu".
- 2 Assign up to 15 COSs for each customer group.  
This is done in the General Options screen in General Administration.
- 3 Select User Administration to add users to customer groups.  
Each user must be assigned to one of the system COSs (or a personal COS can be created). This is described in the chapter "User administration".

For information about creating classes of service, see the "Class of service administration" chapter in the *System Administration Guide*.

### **Finding a class of service**

The first step in viewing an existing class of service is retrieving it. You can use the find functionality to narrow down your search for the COS you

want to view (in other words, display a subset of COSs), or retrieve a particular COS (if you know the exact COS number or name). Since you can have up to 127 COSs, it is recommended that you either retrieve the specific COS you want to view, or at least a subset of COSs. Otherwise, you will have to search through a long list of existing COSs.

When you select Class of Service Administration from the Customer Administration Menu, the following screen is displayed:

**Figure 11-1**  
**The Class of Service Administration screen**



Use the [View] softkey if you know the number of the COS you want to view. (When you press [View], you are prompted to enter the class of service number. See the section "Viewing a class of service definition" on page 11-8 for more information.)

If you do not know the number of the class of service you want to view (but know its name, for example), use the [Find] softkey instead. The remainder of this section describes how to use the Find function.

When you press the [Find] softkey, the Find Class of Service screen (Figure 11-2) screen is displayed. This screen allows you to find:

- a specific COS by number

- a subset of COSs by name-this is achieved by using wildcard characters
- a subset of COSs according to interface type (MMUI or VMUIF)

**Figure 11-2**  
**The Find Class of Service screen**

ABC Company      Class of Service Administration

Find Class of Service

Class of Service Number:      \_\_\_\_\_

Class of Service Name:      \_\_\_\_\_

\*Voice Messaging Interface:      [Any]   MMUI   VMUIF

---

Exit      \_\_\_\_\_      List      Print      \_\_\_\_\_

\* This field is displayed only if VMUIF is installed.

If you do not fill in any of the fields, the resulting list will be the complete set of defined COSs.

On systems on which COSs have been defined, you can either view the list of existing COSs on screen or print it out.

**Procedure 11-1**  
**Printing a list of existing COSs**

**Starting point:** The Main Menu The Customer Administration Menu

- 1 Select Class of Service Administration.  
*The Class of Service Administration screen is displayed.*
- 2 Press [Find].

*The Find Class of Service screen is displayed.*

- 3 Specify the search criteria.

To find and print a particular COS, enter the COS number in the *Class of Service Number* field.

To find and print subset of COSs according to name, enter the appropriate search pattern in the *Class of Service Name* field. (This pattern will consist of the letters and wildcard characters to indicate the pattern that the found COSs must match.)

To find and print those COSs for a particular interface, specify either "MMUI" or "VMUIF". If the interface is not important (that is, you want to retrieve COSs regardless of interface type), specify "Any".

- 4 Press [Print].

*A list of existing COSs that meet the specified search criteria is printed.*

**Procedure 11-2**  
**Listing COSs**

**Starting point:** The Main Menu The Customer Administration Menu

- 1 Select Class of Service Administration.

*The Class of Service Administration screen is displayed.*

- 2 Press [Find].

*The Find Class of Service screen is displayed.*

- 3 Specify the search criteria.

To find a particular COS, enter the COS number in the *Class of Service Number* field.

To find a subset of COSs according to name, enter the appropriate search pattern in the *Class of Service Name* field. (This pattern will consist of the letters and wildcard characters to indicate the pattern that the found COSs must match.)

To find those COSs for a particular interface, specify either MMUI or VMUIF. If the interface is not important (that is, you want to retrieve COSs regardless of interface type), specify "Any".

- 4 Press [List].

*The List of Classes of Service screen is displayed (Figure 1 1-3).*

**Figure 11-3**  
**The List of Classes of Service screen**

ABC Company		Class of Service Administration							
List of Classes of Service									
COS Num	*COS Name	#VceMsg I/F	Storage (Mins.)	Retain ReadMsg	#Compose Msgs	DNU /RN	AMIS Receive/Send	DualLang Prompt	
1	Standard	MMUI	3	0		N/N	No No	No	
2	Executive	MMUI	20	2		Y/Y	YesYes	Yes	
3	Secretary	MMUI	10	0		N/Y	YesNo	No	
10	Outcalling	MMUI	5	0		Y/Y	No No	No	
11	DNU only	MMUI	5	0		Y/N	No No	No	
12	RN only	MMUI	5	0		N/Y	No No	No	
14	Deluxe	VMUIF	8	0	Yes	N/Y	YesYes		
15	Dial Pulse	VMUIF	3	0	No	N/N	No No		

\* Only the first 10 characters of the COS name are displayed.  
 # These columns are displayed only if VMUIF is installed.

The List of Classes of Service screen displays the COS number and name along with a brief summary of the class of service definition. This summary includes the following information.

- the voice messaging interface (MMUI or VMUIF)
- the maximum amount of storage available
- the number of days that read messages are retained
- whether or not the user is able to compose messages (VMUIF only)
- whether or not DNU and/or RN are enabled
- whether or not AMIS messages are allowed to be received and/or sent
- whether or not dual language prompting is enabled (for VMUIF systems, this field is empty)

## Viewing a class of service definition

From the List of Classes of Service screen, you can select a particular COS and press the [View] softkey to bring up the entire COS definition on screen.

### **Procedure 11-3** **Viewing a class of service definition**

**Starting point:** The Customer Administration Menu

- 1 Select Class of Service Administration.
- 2 Press the [Find] softkey.  
*The Find Class of Service screen is displayed.*
- 3 Specify the search criteria.  
To find a particular COS, enter the COS number in the *Class of Service Number* field.  
  
To find a subset of COSs according to name, enter the appropriate search pattern. (This pattern will consist of the letters and wildcard characters to indicate the pattern that the found COSs must match.)  
  
To find those COSs for a particular interface, specify either MMUI or VMUIF. If the interface is not important (that is, you want to retrieve COSs regardless of interface type), specify "Any".
- 4 Press [List].  
*The List of Classes of Service screen is displayed (Figure 1 1-3).*
- 5 Move the cursor to the definition you want to view.
- 6 Press spacebar to select it.
- 7 Press [View].  
*The View Class of Service screen is displayed.*
- 8 Press [Cancel] to leave this COS definition.

**Figure 11-4**  
**The View Class of Service screen (MMUI)**

ABC Company	Class of Service Administration	
View Class of Service		
Class of Service Number:	1	
Class of Service Name:	Secretary	
*Voice Messaging Interface Type:	MMUI	VMUIF
Personal Verification Changeable by User:	No	Yes
Voice Storage Limit (minutes):	3	
Maximum Message Length (mm:ss):	03:00	
Delayed Prompts:	No	Yes
#Dual Language Prompting:	No	Yes
Auto Logon:	No	Yes
Administrator Capability:	No	Yes
Broadcast Capability:	No	Yes
Auto Play:	No	Yes
Callers Notified of Busy Line:	No	Yes
Maximum Call Answering Message Length (mm:ss)	01:00	
Receive Composed Messages:	No	Yes
Receive External Messages:	No	Yes
Message Waiting Indicating Options:	None	Any Urgent
External Call-Sender Restriction/Permission Codes:	Unrestricted	On_Switch Local Long_distance_1 Long_distance_2
Read Message Retention (days): ("0" implies that read messages are retained until the user deletes them manually.)	10	
<b>MORE BELOW</b>		
<b>Exit</b>		

\* This field is displayed only if VMUIF is installed on the system.  
 # This field is displayed only on multilingual systems.

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**Figure 11-4 (continued)**  
**The View Class of Service screen (MMUI)**

ABC Company	Class of Service Administration		MORE ABOVE					
View Class of Service								
Send Messages to External Users:	No	Yes						
Retain Copy of Sent Messages:	No	Yes						
* Delivery to Non-User Capability:	No	Yes						
*# Delivery to Non-User Restriction/Permission Codes:	Unrestricted	On_Switch	Local Long_distance_1 Long_distance_2					
*# Send Messages via DNU if Mailbox Not Found:	No	Yes						
*# DNU DTMF Confirmation Required:	No	Yes						
* Remote Notification Capability:	No	Yes						
###Remote Notification Restriction/Permission Codes:	Unrestricted	On_Switch	Local Long_distance_1 Long_distance_2					
###Remote Notification Keypad Interface:	No	Yes						
###Remote Notification Retry Limits and Frequency:								
Busy	Retry Limit: 3		Retry Interval (hh:mm):00:05					
No Answer	Retry Limit: 10		Retry Interval (hh:mm):00:15					
Answered	Retry Limit: 1		Retry Interval (hh:mm):00:05					
###RN Business Days:								
Sunday	No	Yes						
Monday	No	Yes						
Tuesday	No	Yes						
Wednesday	No	Yes						
Thursday	No	Yes						
Friday	No	Yes						
Saturday	No	Yes						
** Receive AMIS Open Network Messages:	No	Yes						
** Compose/Send AMIS Open Network Messages:	No	Yes						
*!AMIS Open Network Restriction/Permission Codes:	Unrestricted	On_Switch	Local Long_distance_1 Long_distance_2					
Extension Dialing Restriction/Permission Codes:	Unrestricted	On_Switch	Local Long_distance_1 Long_distance_2					
Custom Revert Restriction/Permission Codes:	Unrestricted	On_Switch	Local Long_distance_1 Long_distance_2					
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; text-align: center;">Exit</td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> </tr> </table>				Exit				
Exit								

\* These fields are displayed only if Outcalling is enabled.  
 \*\* These fields are displayed only if AMIS Networking is enabled.  
 # These fields are displayed only if Delivery to Non-User Capability is Yes.  
 ## These fields are displayed only if Remote Notification Capability is Yes.  
 ! This field is displayed only if Compose/Send AMIS Open Network Messages is Yes.

**Figure 11-5**  
**The View Class of Service screen (VMUIF)**

ABC Company		Class of Service Administration	
View Class of Service			
Class of Service Number:	15		
Class of Service Name:	DTMF		
Voice Messaging Interface Type:	MMUI	<b>VMUIF</b>	
Maximum Number of SubMailboxes:	0		
Voice Storage Limit (minutes):	3		
Maximum Message Length (mm:ss):	03:00		
Maximum Personal Greeting Length (mm:ss):	01:00		
Delayed Prompts:	No	<b>Yes</b>	
Dial Pulse Support:	<b>No</b>	Yes	
Auto Logon:	<b>No</b>	Yes	
Login from Call Answering:	No	<b>Owner</b>	Group
Lockout Duration (hh:mm): (00:00 implies no mailbox reset)	00:00		
Broadcast Capability:	<b>No</b>	Yes	
Callers Notified of Busy Line:	No	<b>Yes</b>	
Receive Messages for Call Answering:	No	<b>Yes</b>	
Maximum Call Answering Message Length (mm:ss)	01:00		
Receive Composed Messages:	No	<b>Yes</b>	
Receive External Messages:	No	<b>Yes</b>	
Message Waiting Indication Options:	None	<b>Any</b>	Urgent
Skip to First New Message:	<b>No</b>	Yes	
Announce Caller:	<b>No</b>	Yes	
Replay Header with Message:	No	<b>Yes</b>	
Call Sender:	<b>No</b>	Yes	
External Call-Sender Restriction/Permission Codes:	Unrestricted	On_Switch	<b>Local</b> Long_distance_1 Long_distance_2
			<b>MORE BELOW</b>
<input type="button" value="Cancel"/>			

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**Figure 11-5 (continued)**  
**The View Class of Service screen (VMUIF)**

ABC Company	Class of Service Administration		MORE ABOVE
View Class of Service			
Read Message Retention (days): ("0" implies that read messages are retained until the user deletes them manually.)	10		
Compose Capability:	No	<b>Yes</b>	
Send Messages to External Users:	<b>No</b>	Yes	
!! Treatment for Unsent Messages if the User Disconnects during Compose:	Send	<b>Delete</b>	
* Delivery to Non-User Capability:	No	<b>Yes</b>	
*# Delivery to Non-User Restriction/Permission Codes:	Unrestricted	On_Switch	<b>Local</b> Long_distance_1 Long_distance_2
*# Send Messages via DNU if Mailbox not Found:	<b>No</b>	Yes	
*# DNU DTMF Confirmation Required:	<b>No</b>	Yes	
* Remote Notification Capability:	No	<b>Yes</b>	
###Remote Notification Restriction/Permission Codes:	Unrestricted	On_Switch	<b>Local</b> Long_distance_1 Long_distance_2
###Remote Notification Retry Limits and Frequency:			
Busy	Retry Limit: 3	Retry Interval (hh:mm):00:05	
No Answer	Retry Limit: 10	Retry Interval (hh:mm):00:15	
Answered	Retry Limit: 1	Retry Interval (hh:mm):00:05	
*##RN Business Days:	Sunday	<b>No</b>	Yes
	Monday	No	<b>Yes</b>
	Tuesday	No	<b>Yes</b>
	Wednesday	No	<b>Yes</b>
	Thursday	No	<b>Yes</b>
	Friday	No	<b>Yes</b>
	Saturday	<b>No</b>	Yes
** Receive AMIS Open Network Messages:	<b>No</b>	Yes	
** Compose/Send AMIS Open Network Messages:	No	<b>Yes</b>	
**!AMIS Open Network Restriction/Permission Codes:	Unrestricted	On_Switch	<b>Local</b> Long_distance_1 Long_distance_2
Custom Revert Restriction/Permission Codes:	Unrestricted	On_Switch	<b>Local</b> Long_distance_1 Long_distance_2

!! This field is displayed only if Compose Capability is Yes.  
\* These fields are displayed only if Outcalling is enabled.  
\*\* These fields are displayed only if AMIS networking is enabled.  
# These fields are displayed only if Delivery to Non-User Capability is Yes.  
## These fields are displayed only if Remote Notification Capability is Yes.  
! This field is displayed only if Compose/Send AMIS Open Network Messages is Yes.

The following read-only fields are displayed:

- ***Class of Service Number*** This is the class of service number. This number is used to uniquely identify this class of service and distinguish it from all others. This number will be in the range of 1 to 127.
- ***Class of Service Name*** This is the name assigned to the class of service.
- ***Voice Messaging Interface Type*** This is the interface that users assigned to this class of service will have access to. This field is displayed only if VMUIF is installed on the system.
- ***Personal Verification Changeable by User*** (MMUI only.) If this field is set to "No", only the administrator is allowed to record personal verifications for users belonging to the COS. If this field is set to "Yes", users can record their own personal verifications from their telephone sets. The latter option is generally desirable since callers prefer to hear the voice of the person they are calling. The default is "No".
- ***Maximum Number of SubMailboxes*** (VMUIF only.) A value other than zero in this field means that submailbox capability is enabled for this COS. Submailboxes allow each member of a household to have their own personal mailbox all of which are accessible from a single DN. "0" implies that the submailboxes feature is disabled. If enabled, between 1 and 8 submailboxes are permitted. The default is "0".
- ***Voice Storage Limit (minutes)*** This is the maximum amount of storage available to the user. This value will be between 1 and 360 (minutes). The default is 3 minutes.

**Note:** If submailboxes are enabled for this COS, all submailboxes contend for the same storage space.

If a user surpasses this limit his calls are not cut off. The user hears a message indicating that his mailbox is full and he is restricted in what he can do. For example, he can only read and delete messages and is not allowed to record a personal greeting, compose, send or forward messages. Once the user has deleted some of his messages, he won't be able to reply to messages until he has logged off and logged back on.

- **Maximum Message Length (mm:ss)** This value determines the longest possible composed message or greeting that a user is allowed to record. This value will be between 00:30 and 99:00. The default is "03:00".  
*Note:* This value cannot be greater than the voice storage limit.
- **Maximum Personal Greeting Length** (VMUIF only.) This value determines the longest possible personal greeting that a user is allowed to record. This value will be between 00:30 and 05:00. The default is "01:00".
- **Delayed Prompts** When this field is set to "Yes", the system will prompt the user for an action if the user does not initiate any action for 3.5 seconds. The default is "Yes".
- **Dual Language Prompting** (MMUI only.) This field is displayed on multilingual systems only. The selection made here affects the prompts played to people calling from external phones. (It does not apply to the prompts played to Meridian Mail users.) The default is "Yes".

The primary default language and the secondary default language are selected in the Voice Messaging Options screen for the customer group. In the Add (or View/Modify) Local Voice User screen, you can specify the user's preferred language.

During a call answering session, the languages that callers hear depend on a number of factors and any of the following results is possible.

- If the *Default Language Overrides User's Preferred Language* field is set to "No", and the user's language is different from the primary default language, callers will hear prompts in the user's preferred language followed by the primary default language.
- If the *Default Language Overrides User's Preferred Language* field is set to "No", and the user's language is the same as the primary default language, callers will hear prompts in the primary default language followed by the secondary default language.
- If the *Default Language Overrides User's Preferred Language* field is set to "Yes", callers will hear prompts in the primary default language followed by the secondary default language. Users continue to hear prompts in their preferred language during login sessions.

The *Default Language Overrides User's Preferred Language* field is located in the Voice Messaging Options screen which is accessible from the Voice Administration Menu (at the customer administration level).

- **Dial Pulse Support** (VMUIF only.) This option allows users to log on to their mailboxes without having to enter a mailbox number, password or any other key presses. The default is "No".

**Note:** If this field is set to "Yes", *Auto Logon* (the next field) will also be set to "Yes".

- **Auto Logon** When this field is set to "Yes", users do not need to enter a mailbox number or password to gain access to Meridian Mail. When set to "No", users must enter a mailbox number and password. "Yes" should be used only for voice messaging users with telephones in secure locations or for call answering users that require dial pulse support. The default is "No".
- **Administrator Capability** (MMUI only.) If this field is set to "Yes", the user is able to record a custom call answering greeting and personal verifications for all other users. The default is "No".
- **Broadcast Capability** If this field is set to "Yes", users are able to compose and send broadcast messages. A broadcast message is sent to all users on the system. A broadcast message is sent to all users in the same customer group. The default is "No".
- **Auto Play** (MMUI only.) When this field is set to "Yes", the messages in the user's mailbox are automatically played when the user logs on, starting from the first new message. Once all new messages are played, old (read) messages are then played back (if there are any), starting with the oldest read message.

When this field is set to "No", the user must explicitly request that each message be played by pressing "2" on the telephone keypad.

The field *Auto Play* can be used in combination with *Auto Logon* to allow totally "handsfree" message retrieval. The default is "No".

- **Login from Call Answering** (VMUIF only.) This field determines whether or not users can log into their mailbox during or after a call answering session. When this feature is enabled, users have an alternative method of logging in which does not require that they dial a special access DN. Users can access their mailbox from a phone other than their "home phone" by dialing their telephone number and then pressing \* (star).

When this field is set to "Owner", users are allowed to log into their mailbox only if the destination mailbox is their own. After pressing \*, the user is prompted to enter his or her password.

When this field is set to "Group", the user will be allowed to log in to his or her mailbox if it belongs to the same customer group as the destination mailbox. After pressing \*, the user is prompted to enter the mailbox number followed by the password. For example, a user who is away from home can call a friend who is a user in the same customer group, leave a message and then log on to their own mailbox.

When this field is set to "No", the user will not be allowed to log in from call answering.

The default is "Owner".

- **Lockout Duration (hh:mm)** (VMUIF only.) When a user's mailbox is disabled due to password violation, this field determines how long the user is locked out before he can log on again. This value will be between 00:00 and 23:59. 00:00 means that the user will be locked out until you (the administrator) reenables the mailbox. The default is "00:00".
- **Callers Notified of Busy Line** If this field is set to "Yes", a special prompt is played to inform callers that the called line is busy. After being so informed, the caller is connected to Meridian Mail. If the field is set to "No", the caller is simply connected to Meridian Mail and given the chance to leave a message. The default is "Yes".

**Note:** If the user's mailbox is associated with two (or three) DNs, they must all be busy for this prompt to be played.

- **Receive Messages for Call Answering** (VMUIF only.) This field determines if the user's mailbox will take call answering messages. The default is "Yes".

- **Maximum Call Answering Message Length (mm:ss)** This value determines the longest possible call answering message that a caller can record. This value will be between 00:30 and 99:00. The default is "01:00".  
*Note:* This value cannot be greater than the voice storage limit.
- **Receive Composed Messages** If this field is set to "No", the user's mailbox will not accept composed messages. Furthermore, callers will not be allowed to receive external messages or AMIS Open Network messages. The default is "Yes".
- **Receive External Messages** If this field is set to "Yes", a user can receive composed messages from users outside the customer group to which the user belongs. If this field is set to "Yes", the *Receive Composed Messages* will also be set to "Yes". If this field is set to "No", the user will only be able to receive messages from users belonging to the same customer group. The default is "Yes".
- **Message Waiting Indication Options** The chosen setting determines the type of messages that will cause a message waiting indication (a flashing light or an interrupted dial tone) on the user's telephone set. If "Any" is selected, users are notified of all new messages. If "Urgent" is selected, users are notified of only those messages that are tagged as urgent. If "None" is selected, users are not notified at all. ("None" may be selected if, for example, mailboxes belonging to the COS do not have telephone sets associated with them). The default is "Any".
- **Skip to First New Message** (VMUIF only.) This field determines what happens when a user logs on to listen to new messages. If this field is set to "Yes", the first new message is automatically played when the user successfully logs on. If this field is set to "No", users must use the Play command to listen to new messages. The default is "No".
- **Announce Caller** (VMUIF only.) If this field is set to "Yes", the prompt "From <caller>" will be announced in the header/envelope for call answering messages left by callers from outside the user's customer group. The default is "No".
- **Replay Header with Message** (VMUIF only.) If "Yes" is selected, the header will be played whenever a user selects the Play command to listen to messages that have been left in the mailbox.

- **Call Sender** (VMUIF only.) When this field is set to "Yes", users can immediately call back the originator of a message using the voice messaging system. After listening to a message, a user presses "42" to dial the caller's number. The default is "No".
- **External Call-Sender Restriction/Permission Codes** The set of selected restriction/permission codes determines which dialing codes are restricted, and which are permitted, when users use the call sender feature to dial external numbers. The actual restriction/permission codes are defined in the Voice Security Options screen by the system administrator. The default is the third option ("Local", if the default names have not been modified). "Unrestricted" indicates that all numbers are permitted.
- **Read Message Retention (days)** This field specifies the number of days that messages are kept in users' mailboxes after they have been read. The value in this field is limited by the customer-widesystem-wide value set in the *Maximum Read Message Retention* field in the Voice Messaging Options screen. (See "Voice messaging options" in the chapter "Voice administration".)

Once the lesser of these two values is reached, read messages are automatically deleted. If "0" is entered in both fields, read messages are not automatically deleted by the system, but can only be deleted by the user. The value will be between 0 and 99. The default is "0".

- **Compose Capability** (VMUIF only.) If this field is set to "Yes", users can compose and send voice messages. The default is "No".
- **Send Messages to External Users** If this field is set to "Yes", users can compose and send messages to users outside of the user's own customer group. The default is "No".

**Note:** If this field is set to "Yes", mailbox numbers must be unique across customer groups. If a mailbox number is duplicated in a number of customer groups, a message that is addressed to these (duplicated) mailboxes will only be delivered to one of the mailboxes. For example, Mailbox 5000 exists in customer groups B, C, and D. A user in Customer A sends a message to mailbox 5000. Only mailbox 5000 in Customer B (the first one found in the directory) will get the message.

- ***Treatment for Unsent Messages if the User Disconnects during Compose*** (VMUIF only.) This field is displayed only if *Compose Capability* is set to "Yes". The selection made in this field determines what happens to an unsent message if the user disconnects while composing the message. If this field is set to "Delete", the unsent message is deleted. If this field is set to "Send", the (possibly incomplete) message is sent. The default is "Delete".
- ***Retain Copy of Sent Messages*** (MMUI only.) When this field is set to "Yes", copies of sent messages are not deleted from the user's mailbox. When it is set to "No", messages are deleted as soon as they are sent. Carefully consider how many users you can allow to have this capability, since the more users that have this ability, the faster your available storage space will be used up. The default is "No".
- ***Delivery to Non-User Capability*** This field is displayed only if Outcalling is installed. This field determines whether or not users belonging to this COS can compose and send messages to people who are not Meridian Mail users. The default is "No".
- ***Delivery to Non-User Restriction/Permission Codes*** This field is displayed only if Outcalling is installed and *Delivery to Non-User Capability* is set to "Yes".

The selected option determines which dialing codes can and cannot be dialed when a user attempts to send a message to a non-user. The actual dialing codes are defined in the Voice Security Options screen, accessible through the Voice Administration menu. The default is the third set in the list ("Local", if the default names have not been modified). "Unrestricted" indicates that all numbers are permitted.

- ***Send Messages via DNU if Mailbox Not Found*** This field is displayed only if Outcalling is installed and *Delivery to Non-User Capability* is set to "Yes". The default is "No".
- ***DNU DTMF Confirmation Required*** This field is displayed only if Outcalling is installed and *Delivery to Non-User Capability* is set to "Yes". This field indicates whether or not a recipient of a Delivery to Non-user (DNU) message is required to confirm that they want to hear the message by pressing **2**. This can help avoid messages being delivered to an answering machine or to the wrong person. When disabled, the message is played upon voice detection. The default is "No".

- **Remote Notification Capability** This field is displayed only if Outcalling is installed. This field determines whether or not this user can be notified at a remote telephone or pager of messages waiting in his or her mailbox. The default is "No".
- **Remote Notification Restriction/Permission Codes** This field is displayed only if Outcalling is installed and *Remote Notification Capability* is set to "Yes".

The selection made in this field determines the restricted/permitted dialing codes that apply when the target DN's at which the user is to be notified are specified in the business day schedule, non-business day schedule and temporary schedule. The actual dialing codes are defined in the Voice Security Options screen, accessible from the Voice Administration menu. The default is the third set in the list ("Local", if the default names have not been modified). "Unrestricted" indicates that all numbers are permitted.

- **Remote Notification Keypad Interface (MMUI only.)** This field is displayed only if Outcalling is installed and *Remote Notification Capability* is set to "Yes". When this field is "Yes", users are able to change their schedules, periods, and targets from a telephone keypad. The default is "No".
- **Remote Notification Retry Limits and Frequency** The following fields are displayed only if *Remote Notification Capability* is set to "Yes".

These fields are limited by the *Maximum Number of Remote Notification Retry Repeats* field in the Outcalling Administration screen. For example, if the system attempts to notify a user of a message, but the notification numbers are not answered, the system will stop notification attempts after the No Answer limit has been exhausted for the user. This is considered one retry repeat. If another new message is left for the user, and retry attempts are again exhausted, this would be counted as the second retry repeat. This continues until the maximum number of retry repeats set in this field is reached, at which time Meridian Mail no longer attempts to notify the user of new messages. If a user logs on to the mailbox and retrieves the messages, the counter is reset to "0", and remote notification is reenabled for the user.

**Note:** Call Progress Tone Detection (CPTD) can be set to Standard (the default) or France during software installation. The retry limits and intervals will be different (as specified in the following descriptions) depending on this setting. To change this setting from the default value, call your Northern Telecom technical support center.

- **Busy Retry Limit** The number of times notification is retried at a remote phone, pager, or paging service if the destination number is busy. You may enter a value from 0 to 10. The default is "3".

If more than one target DN is defined in the user's schedule, Meridian Mail will not try the next target DN if the current one is busy. Instead, the system will send the remote notification call to the same DN on the retry (after waiting the amount of time specified as the busy retry interval).

If this limit is exhausted, then the *No Answer Retry Limit* and *No Answer Retry Interval* are used for further instances of busy. Therefore, the total number of allowed retries is actually Busy Retries + No Answer Retries.

**Note:** If CPTD is set to France, the valid range is 0 to 5 and the default is "1".

- **Busy Retry Interval (hh:mm)** This field determines how long Meridian Mail will wait before retrying remote notification if the destination number is busy. The valid range is from 00:00 to 23:59. The default is "00:05".

**Note:** If CPTD is set to France, the valid range is 00:00 to 00:12 and the default is "00:05".

- **No Answer Retry Limit** The number of times notification is retried at a remote phone, pager, or paging service if the destination number is not answered. You may enter a value from 0 to 10. The default is "10".

If more than one target DN is defined in the user's schedule, Meridian Mail will try calling the first target DN. If there is no answer, Meridian Mail immediately tries calling the second target DN. If there is no answer at this DN, Meridian Mail will call the third target DN (if defined). If it too is not answered, the system will wait the amount of time specified as the *No Answer Retry Interval* before retrying remote notification to the first target DN.

If there is a mixture of No Answer and Answer results in a multiple DN scenario, the *Answer Retry Interval* and *Answer Retry Limit* are used.

**Note:** If CPTD is set to France, the valid range is 0 to 5 and the default is "4".

- **No Answer Interval (hh:mm)** This field determines how long Meridian Mail will wait before retrying remote notification if the destination number is not answered. The valid range is from 00:00 to 23:59. The default is "00:15".

**Note:** If CPTD is set to France, the valid range is 00:00 to 00:12 and the default is "00:05".

- **Answered Retry Limit** The number of times Meridian Mail will retry a remote number when the number is answered but the user does not log in (by pressing "1") or turn off further remote notification (by pressing "3"). The valid range is from 0 to 10. The default is "1".

This number should be relatively low. (The default is usually sufficient). If an answering machine answers the call, you do not want the RN service to keep calling back since RN can not be turned off. However, if Meridian Mail is calling a pager you would like the pager to go off periodically to remind the user of calls.

If more than one target DN is defined in the user's schedule, Meridian Mail will try calling the first target DN, if it is answered with no login, Meridian Mail immediately tries calling the second target DN. If it too is answered with no login, Meridian Mail will call the the third target DN (if defined). If it too is answered with no login, the system will wait the amount of time specified as the Answered Retry Interval before retrying remote notification to the first target DN.

If there is a mixture of No Answer and Answered results in a multiple DN scenario, the *Answered Retry Interval* and *Answered Retry Limit* are used.

**Note:** If CPTD is set to France, the valid range is 0 to 5 and the default is "0".

- **Answered Retry Interval (hh:mm)** The length of time the system will wait before retrying a remote number when the destination number is answered but no messages are retrieved. The valid range is from 00:00 to 23:59. The default is "00:05".  
*Note:* If CPTD is set to France, the valid range is 00:00 to 00:12 and the default is "00:05".
- **RN Business Days** This field is displayed only if Outcalling is installed and *Remote Notification Capability* is set to "Yes". "Yes" indicates a business day. "No" indicates a non-business day. This information is used when creating remote notification schedules. By default, Monday to Friday are set to "Yes" and Saturday and Sunday are set to "No".
- **Receive AMIS Open Network Messages** This field is displayed only if AMIS is installed. This field does not have any effect if there is Integrated AMIS between the local site and the remote AMIS site. (This means that Meridian Networking is installed at the local site and the AMIS site has been defined as a virtual node in the local network database.) If this field is set to "No", it will not prevent local users from receiving AMIS private network messages originating from virtual nodes. The default is "No".
- **Compose/Send AMIS Open Network Messages** This field is displayed only if AMIS is installed. Like the preceding field, this field only applies to open network messages. If this field is set to "No", local users will still be able to compose and send messages to remote users that are located at virtual nodes within a Meridian network. The default is "No".
- **AMIS Open Network Restriction/Permission Codes** This field is displayed only if AMIS is installed and the previous field, *Compose/Send AMIS Open Network Messages*, is set to "Yes".

When a user composes a message to an AMIS site (that is not defined as a virtual node), the system checks to see if the address is restricted. If it is restricted, the user gets a non-delivery notification (NDN). The default is the third option ("Local", if the default names have not been modified). "Unrestricted" indicates that all numbers are permitted.

**Note:** If there is integrated AMIS networking between the local site and the remote AMIS site, these restriction/permission codes do not apply. If the remote AMIS site is a virtual node and, therefore, part of your Meridian Network, it is assumed that you want local users to be able to send messages without restriction to those sites.

- **Extension Dialing Restriction/Permission Codes** (MMUI only.)  
This field indicates which restricted/permited dialing codes apply when a user dials a phone number while logged on to his mailbox (known as mailbox thru-dialing). For example, a user may dial into the office from an external trunk in order to listen to messages. While listening to messages he realizes he would like to speak to someone at the office. Instead of logging out and calling back, the user can press "0" followed by the extension number. The four choices displayed in this screen reflect the four sets of dialing codes that have been defined at the system level in the Voice Security Options screen (described in the chapter "Voice administration" in the *System Administration Guide*). Each set contains up to 10 permission and 10 restriction codes. The default is the third option ("Local", if the default names have not been modified). "Unrestricted" indicates that all numbers are permitted.
- **Custom Revert Restriction/Permission Codes** The custom revert DN is the extension to which a caller is passed when the caller presses 0 during a call answering session.

The actual restriction/permission tables are defined at the system administration level in the Voice Security Options screen (described in the "Voice administration" chapter in the *System Administration Guide*). Up to 10 restriction and 10 permission codes can be defined for each option. The default is the third option ("Local", if the default names have not been modified). "Unrestricted" indicates that all numbers are permitted.

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## Reader's Response Form for

Meridian Mai  
*Customer Administration Guide for Multi-Customer Systems (DMS)* ,  
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August 1995

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## **Meridian Mai**

Customer Administration Guide for Multi-Customer Systems

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