Meridian

Meridian ACCESS

Configuration Guide

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About this guide

This guide describes the Meridian ACCESS Enable option configuration on Meridian Mail and is intended for the technical administrator responsible for Meridian ACCESS-based applications. This guide assumes that the technical administrator is familiar with Meridian Mail and Private Branch Exchange (PBX) administration.

The Meridian ACCESS Enable option is used with such products as Meridian IVR and VISIT Messenger. In addition, Meridian ACCESS is used by licensed Value Added Developers (VADs) for highly customized interactive message processing applications.

All Meridian ACCESS-based applications (including Meridian IVR and VISIT Messenger) use a UNIX-based operating environment that interfaces with Meridian Mail. This document only addresses the Meridian ACCESS configuration required on Meridian Mail and does not address the specific configuration requirements of the UNIX environment. For more information about these requirements, see the *Meridian ACCESS Developer's Guide* (NTP 555-7001-316).

Product documentation

For more information on Meridian IVR, please refer to the following:

Order Code	Description
NT3R01DA (A0402415)	Meridian IVR Operational NTPs Includes: · Meridian IVR General Description (555-9001-010) · Meridian IVR Installation Guide (555-9001-210) · Meridian IVR System Administration and Reports for X-Terminal Users (555-9001-300) · Meridian IVR System Administration and Reports for System Console Users (555-9001-301) · Meridian IVR System Maintenance and Diagnostics (555-9001-500)
(NT3R01CA (A0402414)	Meridian IVR Development NTPs Includes: · Meridian IVR Application Guide (555-9001-310) · Meridian IVR Gateway Development Guide (555-9001-312) · Meridian IVR System Administration and Reports for X-Terminal Users (555-9001-300) · Meridian IVR System Administration and Reports for System Console Users (555-9001-301)

For more information on VISIT Messenger, please refer to the following:

Order Code	Description
NTVM0100	VISIT Messenger User Guide
NTVM0300	VISIT Messenger Server Administration Guide

Related documentation

Further Meridian Mail information can be found in the following Northern Telecom (Nortel) Publications (NTPs):

Installation and Maintenance Guide (NTP 555-70x1-250)
Provides information on PBX and PBX/DMS setups for various applications.

The "x" in the second layer of the NTP number (70x1) represents the applicable hardware platform and corresponds to one of the following:

- 7011 for Options platforms

- 7041 for Modular Option platforms

- 7051 for Modular Option GP platforms

- 7061 for Modular Option EC platforms.

   Note: The NTP number for the *Option 11: Installation and Maintenance Guide* (for Card Option platforms) is 555-7071–210.

System Administration Guide (NTP 555-7001-30x)
Describes all administration functions on the Meridian Mail system, including voice service configuration.

The "x" in the last layer of the NTP number (30x) represents the switch connection and customer type, and corresponds to one of the following:

- 301 for single-customer systems using Meridian 1

- 302 for multi-customer systems using Meridian 1

- 307 for single-customer systems using either a DMS-10, DMS-100, or SL-100 switch, or selected models of AT&T PBXs

- 308 for multi-customer systems using either a DMS-10, DMS-100, or SL-100 switch, or selected models of AT&T PBXs

Site and Installation Planning (NTP 555-70x1-200**)**
Assists in selecting and planning the Meridian Mail hardware installation site. The "x" in the second layer of the NTP number (70x1) represents the applicable hardware platform.

Meridian ACCESS Developer's Guide (NTP 555-7001-316)
Describes how to develop and maintain Meridian ACCESS applications.

Meridian ACCESS Application Programming Interface (API) Reference Manual (NTP 555-7001-317)
Describes how to use the API library functions to program Meridian ACCESS applications.

Meridian ACCESS Voice Prompt Editor User's Guide (NTP 555-7001-318)
Describes how to use the voice prompt editor to create and maintain voice segment files and individual voice segments. Included is an overview of the editor and its functions, tips on designing and creating prompts, and specific information about using the editor.

Further information on Automatic Call Distribution (ACD) can be found in the following document:

X11 Data Administration Input/Output Guide (NTP 553-2311-311)
Provides information on setting up ACD, including details on options available on ACD queues.

X11 Input/Output Guide (NTP 553-3001-400)
Contains detailed information on overlays.

The technical administrator's role

The technical administrator's role is to ensure the Meridian ACCESS Enable option is correctly configured for Meridian ACCESS-based products such as Meridian IVR and VISIT Messenger. The nature of the required configuration is a function of the product, or application, which varies considerably.

The following are typical of the technical administrator's responsibilities:

- Planning Meridian Mail and PBX configuration.

- Assigning unique application identifiers "classes".

- Creating or assigning Meridian Mail accounts.

- Allocating channels for the applications using the Channel Allocation Table (CAT) on Meridian Mail.

- Setting up ACD queues on the PBX for applications that answer incoming calls.

- Creating a new voice service entry for each application that handles incoming calls, using the Voice Service Directory Number (VSDN) table on Meridian Mail.

- Applying the appropriate procedures (generally the converse of the above-listed procedures) when applications are removed from the system.

In this guide

This guide describes the configuration of Meridian ACCESS-based applications. Because applications can vary considerably in many aspects affecting configuration, this guide presents information in general terms.

Some information applicable to Meridian ACCESS-based applications can be found elsewhere (for example, Meridian Mail NTPs, or documentation pertaining to an individual application). Wherever possible, references to additional sources are included throughout this document.

This guide contains the following chapters:

Introduction
Describes the Meridian ACCESS product in general terms and lists pre-configuration requirements.

Overview
Introduces Meridian ACCESS concepts and describes the architecture of a Meridian ACCESS "system".

Examples
Illustrates the planning and configuration of a sample Meridian ACCESS-based application.

Planning
Lists the information required and describes how to coordinate the information for configuring an application.

Configuration
Describes the procedures that apply to configuring an application.

Appendix A: SMDI systems
Describes the configuration procedures specific to SMDI configurations.

Chapter 1: Introduction

This chapter describes Meridian ACCESS, its components, and its preconfiguration requirements.

About Meridian ACCESS

Meridian ACCESS allows Northern Telecom (Nortel) products 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.

The Meridian ACCESS system

A Meridian ACCESS "system" involves the following components (shown in Figure 1-1):

- Private Branch Exchange (PBX)—Meridian 1, for example

- Meridian Mail (with the Meridian ACCESS feature enabled)

- UNIX workstation running a Meridian ACCESS-based application

These components and their functions are described in more detail in Chapter 2 "Meridian ACCESS Overview."

Figure 1-1
Meridian ACCESS overview
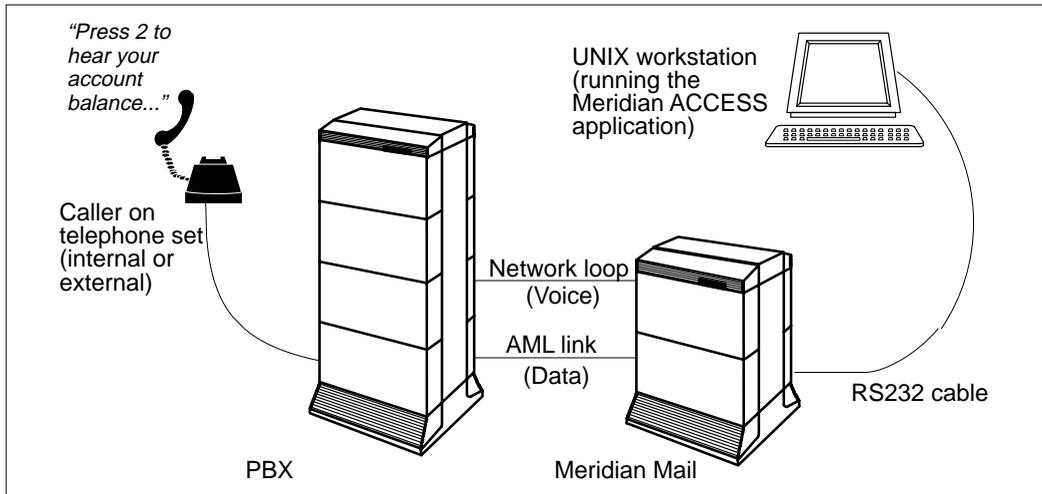
Preconfiguration requirements

Before configuring your system for a new Meridian ACCESS-based application, ensure that the system meets the requirements listed below.

Meridian Mail

Your Meridian Mail system must

- be fully installed according to the *Installation and Maintenance Guide* (NTP 555-70x1-250)

- have the Meridian ACCESS feature enabled—see the *System Installation and Modification Guide* (NTP 555-7001-215) for details

- have sufficient voice channels installed

- have sufficient storage (disk space) for voice prompts and messages

- have a dataport available for Meridian ACCESS

  ACCESS supports basic transmit, receive, and ground pins (pins 2, 3, and 7). For Card Option systems, all dataports on the RS232 Service Module (RSM) card are configured as Data Terminal Equipment (DTE). For Modular Enhanced Capacity (EC) systems, all dataports are configured as DTE on both the utility pack and the Single Board

Computer (SBC) card. For Options NT/XT (hardware in the Cantilever/CenterMount Peripheral Equipment shelf packaging), Options ST/RT (hardware in the SL-1 Tier In-Skins packaging), Modular Option (Op), and Modular General Purpose (GP) systems, all dataports are configured as DTE on both the RSM card and the SBC card.

On MSM platforms, you require the NTGX06AB transition module for an ACCESS port on an SPN node. The NTGX06AB has serial ports configured as DTE.

When connecting to the Motorola Delta series workstation, serial ports on the 332XT I/O card are configurable as DTE or Data Communications Equipment (DCE). The Motorola also has two nine-pin SBC ports configured as DTE. When connecting DTE to DCE devices, you use a straight-through, 25-pin serial cable. You will require a null modem for a DCE-to-DCE or a DTE-to-DTE configuration.

- have silence compression turned on if you are using the Voice Prompt Editor to develop voice prompts. See the *Meridian ACCESSVoice Prompt Editor's User Guide* (NTP 555-7001-318) for more information.

See Chapter 4 "Planning your application" for further information on some of these requirements.

Meridian ACCESS link speeds

ACCESS links support various speeds on all platforms. Every configuration will differ according to the number of links and the platform used; however, the rules in Table 1-1 indicate how you can best use ACCESS links for optimal speed.

Note: ACCESS links have a minimum baud rate of 4.8 Kbps and a maximum baud rate of 19.2 Kbps; Meridian Mail Reporter links, on which you run Meridian Mail Reporter, have a minimum baud rate of 2.4 Kbps and a maximum baud rate of 9.6 Kbps. VISIT Messenger runs at 38.4 Kbps on a port.

Table 1-1
Rules for configuring Meridian ACCESS link speeds

Platform *	Node(s)	Card or port	Slowest speed on port (Kbps)	Fastest speed on port (Kbps)	Maximum cumulative speed on node	Greatest number of links (system)
Mod EC	1	UTIL (no MMP40 port)	4.8	9.6	19.2	8
	2, 3, 4, 5	SBC	4.8	19.2	38.4	8
Mod Op, Mod GP, Options NT/XT, and Options ST/RT	1	RSM	4.8	9.6	19.2	8
	2, 3, 4, 5 (up to a maximum of 2 nodes for NT/XT and ST/RT, and up to a maximum of 5 nodes for Mod Op and Mod GP)	SBC	4.8	38.4	38.4	8
Card Op	1	RSM	4.8	9.6	9.6	2
MSM	1, 2, 3, 4, 5, 6, 7, 8 (voice nodes)	SPN transition module	4.8	9.6	9.6	8
* Mod EC (Modular Option Enhanced Capacity), Mod Op (Modular Option), Mod GP (Modular Option General Purpose hardware in the UEM packaging), Options NT/XT (hardware in the Cantilever/CenterMount Peripheral Equipment shelf packaging), Options ST/RT (hardware in the SL-1 Tier In-Skins packaging), Card Op (Option), and MSM (Message Services Module)						

Private Branch Exchange

Your Private Branch Exchange (PBX) must

- meet the requirements for Meridian Mail as specified in the *Site and Installation Planning Guide* (NTP 555-70x1-200)

- be fully configured for Meridian Mail according to the *Installation and Maintenance Guide* (NTP 555-70x1-250)

- have all voice channels configured

- have sufficient incoming and outgoing trunks and line cards installed and configured

UNIX workstation

The workstation refers to the hardware platform using the Meridian ACCESS-based application, or product. The workstation does not necessarily have to be installed before configuration begins, but it must be functioning by the time you are ready to install and test the Meridian ACCESS-based application. The workstation must

- be connected to a dataport on Meridian Mail

- have the Meridian ACCESS-based application system fully installed

Note: Application requirements are dependent upon the application itself. The application should provide installation and configuration details for the UNIX workstation.

Chapter 2: Meridian ACCESS overview

This chapter describes how the PBX, Meridian Mail, and Meridian ACCESS function together to provide customized voice service applications.

Types of applications

Configuration requirements for Meridian ACCESS-based applications vary depending on the needs of the application. The following sections outline the types of applications that can be created and combined.

Incoming call (inbound) applications

Applications that provide a service to callers who dial in are "inbound" applications. Callers dial from either an internal telephone (an extension on the PBX) or external telephone (a payphone or home telephone, for example) to the service, which is often an Interactive Voice Response (IVR) service.

Outgoing call (outbound) applications

Applications that call internal or external telephone numbers are "outbound" applications. The application requests Meridian Mail to initiate an outgoing call, and provides a service (IVR or call processing function) to a customer.

Administrative applications

Applications that do not take incoming calls or place outgoing calls are generally administrative in nature. There is a wide range of possible applications, and a popular example is electronic mail notification. Meridian ACCESS can be used to send summaries of voice messages to a host computer, and can receive notification of text messages (and turn on Message Waiting Indication at a telephone set).

Transactional messaging applications

These types of applications combine the characteristics of both inbound and outbound applications. Users typically call in to the service and leave messages in mailboxes (inbound). Subsequently, the application schedules a call to either a free agent or to the customer.

Concepts

In order to plan and configure a Meridian ACCESS system, you must understand some basic concepts described in this chapter, such as Private Branch Exchange (PBX), shared and dedicated channels, call processing, and the Channel Allocation Table (CAT). Figure 2-1 illustrates the components of a system.

Figure 2-1
Meridian ACCESS-based components
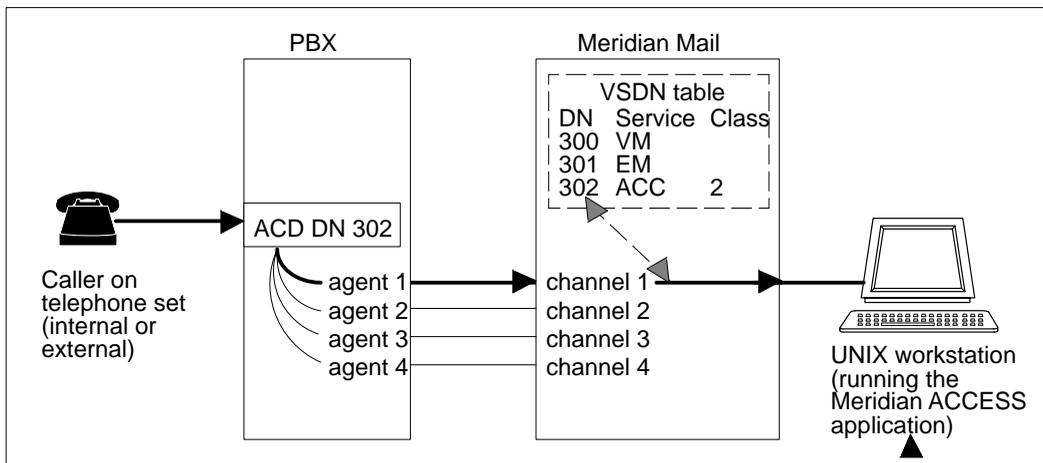
Private Branch Exchange

The private branch exchange (PBX) provides the telephone interface to Meridian ACCESS voice services. For Meridian 1 systems, the Automatic Call Distribution (ACD) feature allows a number of "telephones" connected to the PBX (known as agent positions) to share equally in answering incoming calls. Incoming calls to an ACD Directory Number (DN) are placed in an ACD queue and presented to the available agents on a "first-in, first-out" basis. Other switches use similar queuing schemes.

In Meridian 1 systems, Meridian Mail uses ACD to receive calls from users who have dialed a voice service telephone number or directory number (VSDN), which is also the ACD DN of an ACD queue. Calls are distributed to agent positions which correspond to voice channels on Meridian Mail. Inbound applications handle calls that originate outside the PBX. A call arrives on a trunk that terminates on an ACD queue.

Meridian Mail is usually configured so that all incoming calls share all available agents/channels. Therefore, calls are evenly distributed. Shared channel configuration involves one "primary" ACD DN queue that can direct calls to all configured agents. Some voice services use ACD DN queues that do not have agents assigned to them. These ''virtual'' ACD DN queues forward incoming calls for certain DNs to the primary ACD DN queue, using the agents assigned to the primary DN.

In some cases, however, you may decide to use a dedicated channel configuration in order to allocate channels to a specific ACCESS application. For example, any incoming calls for the specified application would funnel into a "primary" ACD queue for DN 3311. Four agents would comprise the queue and correspond to four voice channels on Meridian Mail.

Shared versus dedicated channels

The decision to use a shared or dedicated channel configuration depends on the specific requirements of the application. Often the application developer will specify which configuration to use. The shared channel method uses channels more efficiently in terms of channel utilization, but generates more Meridian ACCESS link traffic and Meridian Mail system load. The dedicated channel method reduces some application overhead, and is suitable for systems using a single application and no other voice services.

> *Note:* A combination of shared and dedicated channels may be required to achieve your organization's particular call-handling objectives.

Meridian Mail

Meridian Mail provides all basic voice service capabilities to the Meridian ACCESS system. It stores all voice recordings and gives callers access to features like voice messaging (which in itself has a long list of available features), voice menus, and announcements. These features can be customized to meet the needs of a wide range of users.

Call processing

Incoming calls to a voice service (such as a Meridian ACCESS-based application) arrive on Meridian Mail channels according to ACD configuration, as previously described. Although a call may have been forwarded to another ACD DN and then reassigned to an agent position, it still retains information about the originally dialed DN. Meridian Mail interprets this DN according to the Voice Service-DN (VSDN) table. The VSDN table lists all voice service DNs and type-of-service information on each DN.

VSDN table

Every voice service has a DN associated with it; when this DN is dialed, the call is passed to Meridian Mail. Meridian Mail starts up the appropriate voice service by looking at the VSDN table entry for that DN.

The VSDN table entry for a Meridian ACCESS-based application contains three pieces of information: the DN, service type (ACCESS), and class. A service type of ACC indicates to Meridian Mail that the call should be passed to Meridian ACCESS. Every Meridian ACCESS-based application has a unique class number; the class indicates which application should be notified about the call. If the originally dialed DN corresponds to a Meridian ACCESS-based application, Meridian Mail will notify that application to handle the call.

Channel Allocation Table

The Channel Allocation Table (CAT) contains entries for each voice channel on Meridian Mail and matches these channels to ACD agents on the PBX. This table enables you to dedicate channels to a particular service on Meridian Mail or make the channels available to all services.

When channels are dedicated to a service in the CAT, Meridian Mail cannot allocate those channels to any other service. If those particular channels are not dedicated on the PBX (using a separate ACD queue as described earlier), any service can use the channels on incoming calls—the CAT only controls the resources allocated by Meridian Mail. Refer to Chapter 5 "Configuration procedures" for details regarding the modification of the CAT and channel restrictions.

Meridian Mail Channels

There are three types of channels in Meridian Mail: Multimedia channels, Full Voice channels, and Basic Voice channels. All channels are configured in the CAT.

If Basic Voice channels are dedicated as both "ACCESS" and "any" in the CAT, then all ACCESS services of any class can use only those channels, but no other voice service can use them. If Basic Voice channels are dedicated as "ACCESS" and for a specific class (for example, class five), then ACCESS applications of class five can use only those channels and not any other channels.

A Basic service will be able to use a Full Voice channel only if there are no Basic Voice channels in service; a Basic service can use a Multimedia channel only if there are no Full and Basic Voice channels in service. For more information about the CAT and dedicated channels, see Chapter 5 "Configuration procedures."

Outbound discussion

Outbound ACCESS applications must always acquire a voice channel before initiating a call. The voice channel allocated is determined by the CAT settings and an application's class. It is important to note there are no dialing restrictions applied to the outcalling ACCESS application. Those restrictions must be enforced on the Meridian 1.

In systems configured with AML/CSL, the PBX, by default, blocks incoming calls to applications. An incoming call is presented only after the application issues the m_AcceptCall API function. The application must issue this function after every call to receive the next call.

If no activity occurs on the channel for one hour, Meridian 1 will present calls even if the application does not issue the m_AcceptCall function. As a result, presented calls can interrupt an outbound application. To ensure that the switch does not present calls, you must perform some type of activity on the channel such as starting to make a call. The switch will then stop presenting calls and interrupting an application. If you wish to use a channel only for outbound applications, not configuring an ACD queue for that channel ensures that the switch cannot present any calls.

In systems configured with SMDI, incoming calls are presented anytime after the application issues the m_Acquire API function.

Mailboxes

Most Meridian ACCESS-based applications require a Meridian Mail account, or mailbox, to store voice files. A single mailbox can be shared by a number of applications and must be shared if the applications use the same voice files. It may be useful to have different applications use different mailboxes.

Mailboxes can be customized in a number of ways to suit a Meridian ACCESS-based application. For example, space requirements for voice files must be taken into account. As well, message waiting indication can be enabled, or disabled if there is no telephone number associated with the mailbox. Message retention information also can be modified.

Meridian ACCESS

Meridian ACCESS-based 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, transfer calls, and 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.

With Release 10.0 of Meridian Mail, you can configure multiple ACCESS links to run concurrent combinations ofMeridian ACCESS, Meridian IVR, VISIT Messenger, and Meridian Mail Reporter (MMR) on even a single-node system. (In previous releases of Meridian Mail, only one ACCESS link could be configured on nodes 1 and 3.)

Each different Meridian ACCESS-based application on a system can be treated as a separate voice service by assigning a unique class number to the application. As discussed earlier, the VSDN table on Meridian Mail uses the service type of ACC, and this class number (which may be predetermined by the application developer or designed to be configurable by an administrator), to notify the appropriate application of a call.

A typical application program would start by "registering" with the Meridian ACCESS system. It would then acquire a Meridian ACCESS session, and log on to a mailbox on the Meridian Mail system. Once these steps are completed, all the other Meridian Mail functions supported by Meridian ACCESS can be performed.

Chapter 3: Configuration examples

This section contains several examples of Meridian ACCESS systems with different application scenarios in order to illustrate the variety of configuration possibilities. The following examples are shown:

- simple incoming call application using shared channels

- two applications: one using dedicated incoming channels and the other one using shared channels

- application using dedicated channels for outgoing calls

- multi-function applications

These simplified examples show applications which only accept incoming calls or applications which only make outgoing calls. These examples follow the progress of a call to or from Meridian ACCESS and end when the user or customer is connected to the Meridian ACCESS-based application. (Information on applications which perform both functions can be found in the section entitled "Incoming and outgoing call applications" later in this chapter.)

Each example is accompanied by a flowchart diagram and a configuration summary to help you apply the configuration information to your own application scenarios. Express Messaging is shown in each instance as an example of a Meridian Mail voice service.

Each application scenario ends when the call is disconnected (either by the caller or the application), and the resources are "made ready" for the next call. The events involved in making resources ready are not described here because they are dependent on the application design and do not affect configuration.

Simple incoming call application using shared channels

Figure 3-1 illustrates an eight-channel Meridian Mail system with a single Meridian ACCESS-based application that takes incoming calls. The application (which is identified to Meridian Mail as class 1) shares channels with Meridian Mail.

Figure 3-1
Example setup for shared channel, incoming call application
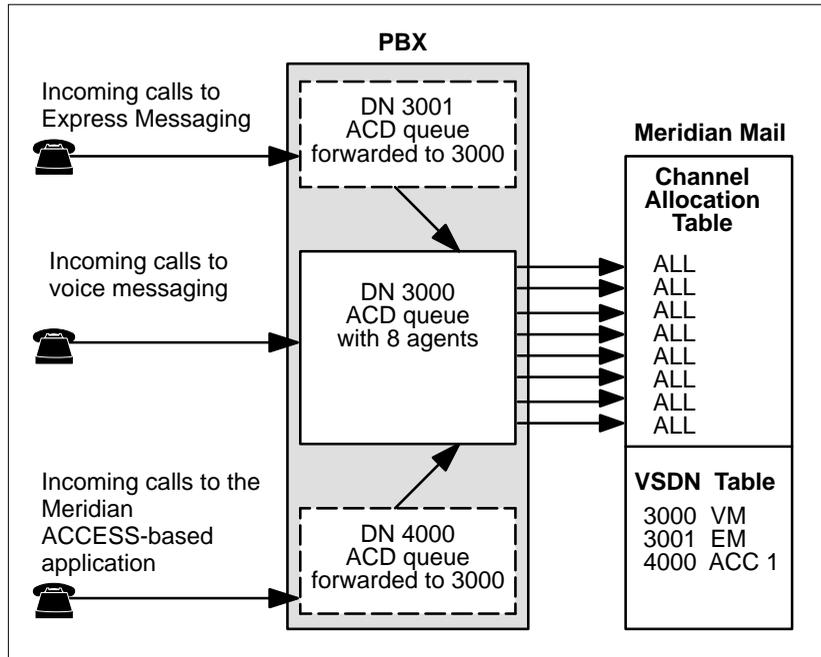
When a customer calls the Meridian ACCESS-based application, the following events occur:

- The customer dials DN 4000.

  DN 4000 is an ACD DN with no agents. It is forwarded to DN 3000.

- The PBX routes the call to DN 3000.

  DN 3000 is an ACD DN with eight agents and is configured for use with Meridian Mail.

- The PBX routes the call to the first available ACD agent assigned to DN 3000.

  The ACD agent corresponds to a Meridian Mail channel. The customer may now hear one or a few rings before Meridian Mail picks up the call.

- Meridian Mail receives the call (by assigning call-handling resources to that channel).

- Meridian Mail looks up the originally dialed DN (4000) in the VSDN table.

  This DN has Service=ACC and Class=1, so Meridian Mail knows to pass this call on to Meridian ACCESS-based application "1."

- The user is connected to the appropriate Meridian ACCESS-based application.

When the call has been completed and is disconnected (either by the caller or the application), the ACD agent and Meridian Mail channel are made ready for the next call.

Procedure 3-1
Example 1 Configuration summary

Assuming that Meridian Mail has been installed, configured, and tested (so that voice messaging and Express Messaging function correctly using all available ACD agents), the following configuration procedure must be performed to set up an application like this one:

1   Define ACD DN 4000 (using typical voice service configuration, forwarded to DN 3000) on the PBX.

2   Define DN 4000 as ACCESS-based application "1" in the VSDN table on Meridian Mail.

3   Ensure that no Basic voice channels are configured in the Channel Allocation table.

System with two applications: one using dedicated incoming channels, one using shared channels

Figure 3-2 illustrates an eight-channel Meridian Mail system with two Meridian ACCESS-based applications, each accepting incoming calls. Application 1 (class 1) shares channels with Meridian Mail. Application 2 (class 2) uses two dedicated channels. Meridian Mail voice messaging (and any services sharing channels with it) use the remaining six channels.

Figure 3-2
Example setup for shared- and dedicated-channel incoming call applications
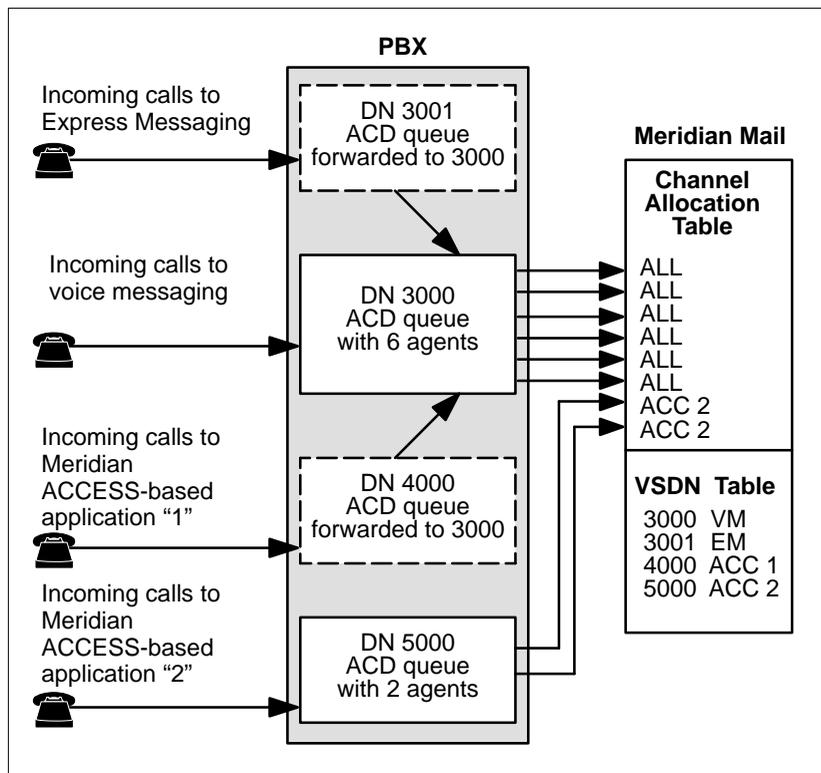
The scenario for customers calling application 1 is exactly the same as the previous scenario, described in Example 3-1.

When a customer calls Meridian ACCESS-based application #2, the
following events occur:

- The customer dials DN 5000.

  DN 5000 is an ACD DN with two agents and is configured for use
  with Meridian Mail.

- PBX routes the call to the first available agent assigned to DN 5000.

  The ACD agent corresponds to a Meridian Mail channel. The customer
  may now hear one or a few rings before Meridian Mail picks up the
  call.

- Meridian Mail receives the call (by assigning call-handling resources
  to that channel).

- Meridian Mail looks up the originally dialed DN in the VSDN table.

  DN 5000 has Service=ACC and Class=2, so Meridian Mail knows to
  pass this call on to Meridian ACCESS-based application "2."

- The user is connected to the Meridian ACCESS-based application.

When the call has been completed and is disconnected (either by the caller
or the application), the ACD agent and Meridian Mail channel are made
ready for the next call.

Procedure 3-2
Example 2 Configuration summary

Assuming that Meridian Mail has been installed, configured, and tested (so
that voice messaging and services function correctly using *eight* ACD
agents), the following configuration procedure must be performed:

1 Reduce the number of ACD agents assigned to DN 3000 (the voice
   messaging DN) on the PBX.

2 Define ACD DN 4000 (using typical voice service configuration,
   forwarded to DN 3000) on the PBX.

3 Define ACD DN 5000 (as a message center DN with two agents) on the
   PBX.

4 Add two agents to DN 5000 (or change the ACD DN on the two
   removed from the voice messaging queue) on the PBX.

5 Define DN 4000 as ACCESS-based application "1" and DN 5000 as
   ACCESS-based application 2 in the VSDN table on Meridian Mail.

6 Modify the "Primary DN" field in the Channel Allocation Table for the two ACD agents assigned to DN 5000. Also, modify the "Outbound" field so that two channels are dedicated to ACCESS, class 2, and the "Capability" field is defined as *Full*. If there are any Basic Ports, Application 1 will not be able to acquire a port.

System using dedicated channels for outgoing calls

Figure 3-3 illustrates an eight-channel Meridian Mail system with channels dedicated to particular services. Four channels are shared between voice messaging and voice services. Two channels are dedicated to outgoing Networking calls. Two channels are dedicated to outgoing calls made by a particular Meridian ACCESS-based application (class 1).

Figure 3-3
Example setup for shared- and dedicated-channel outgoing call applications
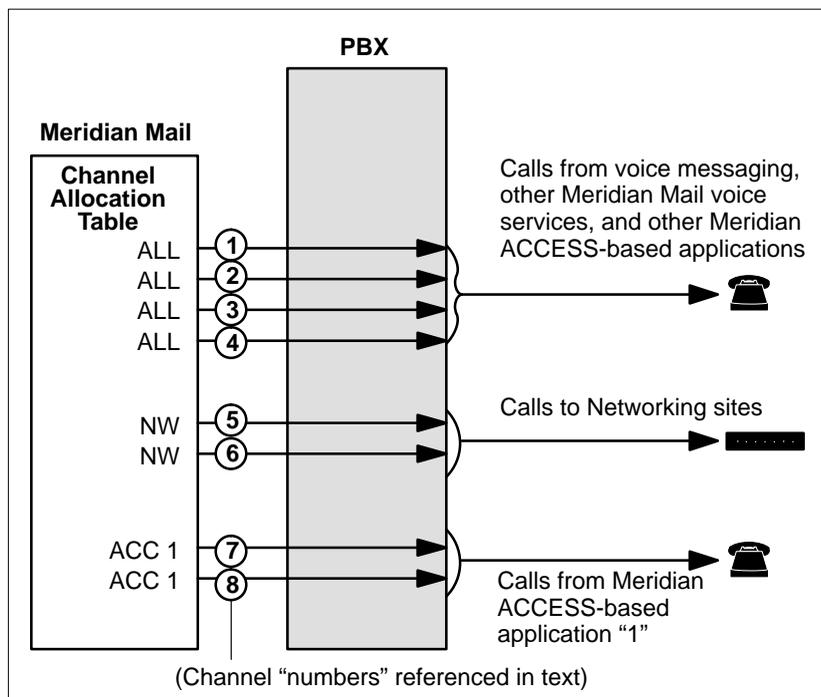
Outgoing calls made by Meridian Mail services (for example, Remote
Notification service) or another Meridian ACCESS-based application
(using shared channels) can be made on any of channels 1-4 (see Figure 3-3
for channel "numbers"), because they are allocated to ALL services in the
Channel Allocation Table. Any outgoing networking calls must be made on
either channel 5 or channel 6.

The scenario for Meridian ACCESS-based application "1" is as follows:

- The application requests a channel in order to make an outgoing call.

- Meridian Mail looks up the application class in the Channel Allocation
  Table and finds two channels dedicated to that application.

- Meridian Mail chooses the first available channel dedicated to
  Meridian ACCESS-based application class "1."

  Each channel has an ACD agent on the PBX associated with it as
  defined in the Channel Allocation Table.

- The application requests that the call be placed.

- Meridian Mail passes the calling information to the ACD agent.

- The PBX makes the outgoing call from the ACD agent.

  The application is informed of the call's progress.

When the call has been completed and is disconnected (either by the caller
or the application), the ACD agent and Meridian Mail channel are made
ready for the next call.

Procedure 3-3
Example 3 Configuration summary

Assuming that the Channel Allocation Table is configured for six channels
shared by all services and two channels dedicated to Networking, the
following configuration procedure must be performed to set up an
application like this one:

1   Modify the Channel Allocation Table entries so that two channels are
        dedicated to the Meridian ACCESS service, class 1, and the
        "Capability" field is defined as *Basic*.

Multi-function applications

Figure 3-4 illustrates an eight-channel Meridian Mail system with one "multi-function" Meridian ACCESS-based application that takes incoming calls and plays prompts in different languages, depending on the phone number dialed. The application (defined as class 1) shares Meridian Mail channels.

Figure 3-4
Example setup for a multi-function application
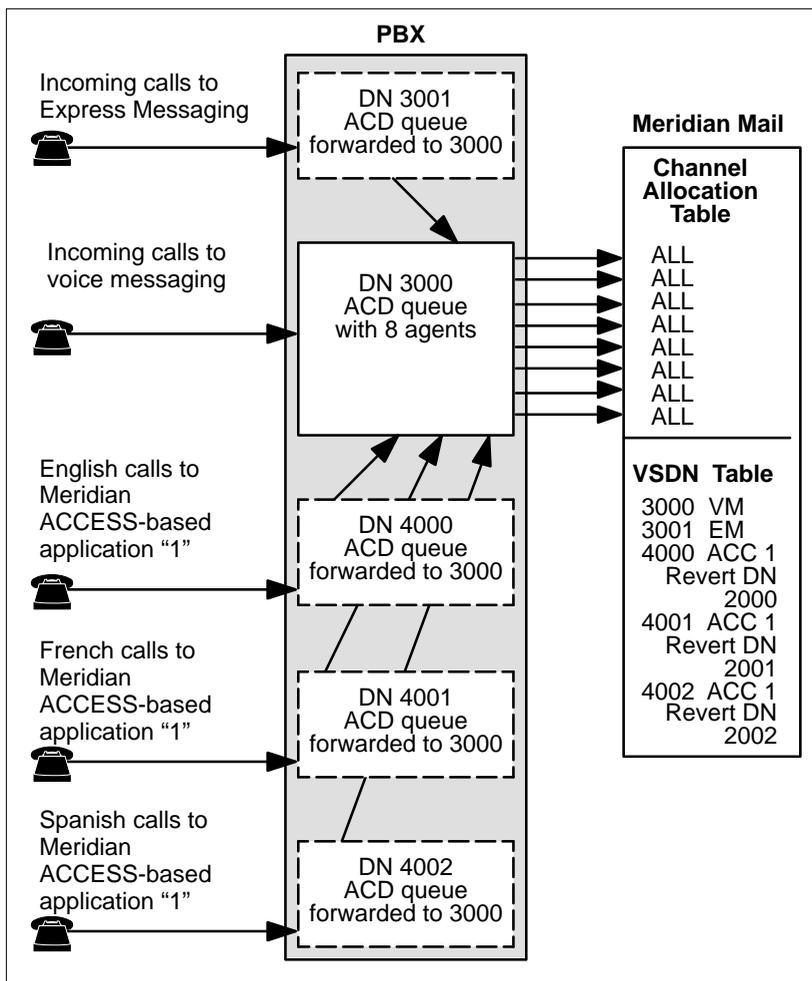
When a customer calls the Meridian ACCESS-based application, the following events occur:

- The customer dials DN 400x.

  DN 400x is any one of three ACD DNs (4000, 4001, or 4002) with no agents. It is forwarded to DN 3000.

- The PBX routes the call to DN 3000.

  DN 3000 is an ACD DN with eight agents and is configured for use with Meridian Mail.

- The PBX routes the call to the first available ACD agent assigned to DN 3000.

  The ACD agent corresponds to a Meridian Mail channel. The customer may now hear one or a few rings before Meridian Mail picks up the call.

- Meridian Mail receives the call (by assigning call-handling resources to that channel).

- Meridian Mail looks up the originally dialed DN (400x) in the VSDN table.

  This DN has Service=ACC and Class=1, so Meridian Mail knows to pass this call on to Meridian ACCESS-based application "1."

- The user is connected to Meridian ACCESS-based application "1."

  Meridian Mail passes the originally dialed DN (400x) to Meridian ACCESS, and the application itself determines which prompts to play.

  When the call has been completed and is disconnected (either by the caller or the application), the ACD agent and Meridian Mail channel are made ready for the next call.

Procedure 3-4
Example 4 Configuration summary

Assuming that Meridian Mail has been installed, configured, and tested (so that voice messaging and Express Messaging function correctly using all available ACD agents), the following configuration procedure must be performed to set up an application like this one:

1　Define ACD DNs 4000, 4001, and 4002 (using typical voice service configuration, forwarded to DN 3000) on the PBX.

2　Define DNs 4000, 4001, and 4002 as ACCESS-based application "1" in the VSDN table on Meridian Mail (use a different revert DN for each language so that callers can receive appropriate help).

3　Ensure that no Basic voice channels are configured in the Channel Allocation Table.

Incoming and outgoing call applications

The examples shown in this section illustrate separately the necessary components of incoming applications and outgoing applications. To configure applications that provide both functions, simply combine the configuration information shown in the examples.

When configuring an incoming/outgoing call application, the following guidelines apply:

Shared channels (both incoming and outgoing calls)
This is the simplest, and probably most popular, scenario. Setup involves creating new ACD DNs (on the PBX) that are forwarded to the main queue and adding an entry for each new ACD DN in the VSDN table on Meridian Mail.

Shared incoming channels, dedicated outgoing channels
Setup involves creating new ACD DNs (on the PBX) that are forwarded to the main queue and adding an entry for each new ACD DN in the VSDN table on Meridian Mail. The Channel Allocation Table must also be updated to dedicate particular channels to Meridian ACCESS-based applications with the appropriate class number.

Dedicated incoming channels, shared outgoing channels
Setup involves creating new ACD DNs (on the PBX) with the appropriate
number of agents assigned to them (either new agents or agents removed
from the main Meridian Mail queue). A new entry must be made in the
VSDN table on Meridian Mail for each ACD DN. The Channel Allocation
Table must also be updated to dedicate particular channels to Meridian
ACCESS-based applications with the appropriate class number.

Dedicated channels (both incoming and outgoing calls)
On the PBX, setup involves creating new ACD DNs with the appropriate
number of agents assigned to them (either new agents or agents removed
from the main Meridian Mail queue).

On Meridian Mail, a new entry must be made in the VSDN table for each
ACD DN. The Channel Allocation Table (CAT) must also be updated to
dedicate particular channels to Meridian ACCESS-based applications with
the appropriate class number. For more information about the CAT, see
Chapter 5 ''Configuration procedures.''

Chapter 4: Planning your application

Every Meridian ACCESS-based application serves a unique function, and the configuration requirements can vary widely. Planning for an application is a very important step in the configuration process, and this chapter provides the information required to help you set up your Meridian ACCESS-based application.

More on preconfiguration requirements

The "Introduction" to this document specifies some preconfiguration requirements which should be met before configuration takes place. Some of these requirements depend on the nature of the application and are further explained here.

Storage (disk space)

Meridian Mail stores all voice prompts, messages, greetings, and any other recorded voice for Meridian ACCESS-based applications and other voice services. If you are using other Meridian Mail features, the storage requirements for those must also be taken into account.

When using dedicated channels, the voice prompts should be stored on the node where the channels are dedicated. This will assist in balancing the load on the disks. If a multi-node system is being used, it is possible to place a copy of the prompts on each node. However, this may not be appropriate for applications which regularly update their voice prompts.

The application developer should provide you with information on the storage requirements for each application. For details on determining system size, refer to *Meridian Mail Site and Installation Planning* (NTP 555-70x1-200).

Voice channels

To determine the appropriate number of channels for the system, estimate the traffic requirements for each application. If you are using other Meridian Mail features, the traffic requirements for those must also be taken into account. For more information on determining system size, refer to the *Site and Installation Planning Guide* (NTP 555-70x1-200).

Refer to Procedure 4-1 to estimate the traffic requirements for Meridian ACCESS-based applications.

Procedure 4-1
Estimate traffic requirements

1   Estimate the average length of a call to or from the application.

    This should include post-call processing time which is the time from disconnection of one call until the application is ready to accept the next call. This information should be provided by the developer.

2   Estimate the number of calls for the busiest hour.

3   Multiply the average length by the number of busy-hour calls—this value is called the "total activity" for one application.

4   Repeat steps 1 to 3 for each application.

5   Add the total activity of *each* application to find the total activity for *all* applications.

6   Divide this number by 100 to determine the CCS count (CCS refers to hundreds of call seconds).

7   Look up the CCS value in Table 4-1 to determine the optimum number of voice channels for Meridian ACCESS-based applications.

Table 4-1
Determining channel capacity for an M1 (SL-1) switch with ACD queues

Capacity of system (CCS)	Number of channels
0 to 54	4
55 to 157	8
158 to 273	12
274 to 522	20
523 to 651	24
652 to 782	28
783 to 915	32
916 to 1049	36
1050 to 1183	40
1184 to 1318	44
1319 to 1455	48
1456 to 1591	52
1592 to 1729	56
1730 to 1866	60
1867 to 2004	64

Note: The information is based on Erlang C formula. A 5% probability of delay exists in the ACD queue exceeding 1/6 of the average session length.

Table 4-2
Determining channel capacity for a DMS-100 switch with UCD queues

Capacity of system (CCS)	Number of channels
0 to 557	24
557 to 1258	48
1258 to 1983	72
1983 to 2719	96
2719 to 3461	120
3461 to 4208	144

Note: This information is based on Erlang C formula. A 5% probability of delay exists in the UCD queue exceeding 1/6 of the average session length.

Application planning

A checklist is provided at the end of this section to help you organize your information. The checklist also points to the procedures required to complete the configuration of an application.

Before you start

The application developer should provide you with the following for each application:

- class number

- mailbox requirements

- channel allocation requirements (does the application call for shared or dedicated channels?)

- number of ACD DNs required

Determine your needs

Once you have a good understanding of how the application works, you should determine the following:

1   Does the application receive incoming calls?

If yes:

   a.   Will the calls share channels with other applications or voice services, or do they require dedicated channels?

   b.   If channels are to be dedicated to the application, how many channels/ACD agents are required?

   c.   Is the application a "multi-function" one?

   Multi-function applications answer calls made to different numbers in different ways and require separate ACD DNs. Separate revert DNs may also be required.

2   Does the application place outgoing calls?

If yes:

   a.   Will the calls share channels with other applications or voice services, or do they require dedicated channels?

   b.   Will calls be placed to internal extensions, external numbers, or both?

3   Does your Meridian Mail system have to be expanded to accommodate increased traffic or storage requirements?

Draw a flowchart

Draw a flowchart, or "map", of your application, similar to the diagrams shown in the "Examples" section of this document—this will help you put all of the components in place. Illustrate the complete path of a call (incoming, outgoing, or both, depending on the application), and leave room at every step for information. Each dialed DN should have PBX information (for example, DN and ACD queue information) and Meridian Mail information (for example, service type, ACCESS application class number, and revert DN) associated with it.

Figure 4-1 provides a sample flowchart. If Voice Messaging and other services are set up already, you do not need to describe all of them in detail—include only the information that is relevant to your applications.

Figure 4-1
Sample flowchart
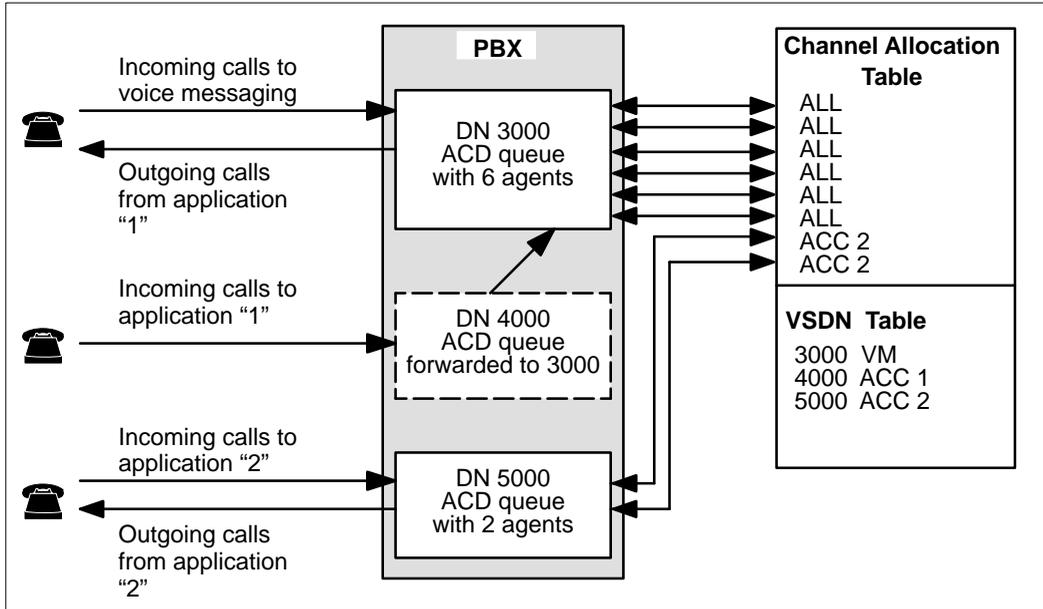
Chapter 5: Configuration procedures

This section contains all procedures involved in configuring a Meridian ACCESS-based application. Not all of these procedures apply to every application. The "General procedure" section of this chapter will help you determine which specific procedures you must perform. Refer to the "Overview" section of this document for a description of the concepts involved.

The procedures described in this chapter use the Meridian 1 as an example. If configuring a system with a different PBX, refer to the appropriate manuals of that PBX for details.

> *Note:* The procedures described in this section cover only the initial configuration of an application. For modification procedures, refer to the *System Administration Guide* (NTP 555-7001-30x).

General procedure

The following procedure outlines all the major steps involved in configuring an application. If a step does not apply, simply skip that step and proceed to the next one.

Procedure 5-1
General procedure for configuring an application

1   Draw a flowchart of your application that includes all of the necessary information for configuration purposes.

Drawing a flowchart is described in the "Planning your application" section of this document, and flowchart examples are illustrated in the "Examples" section. Specify the following information in your flowchart:

- every dialed DN (ACD DN)

- whether each ACD DN has channels assigned to it or is forwarded to another ACD DN (which has channels assigned)

- appropriate revert DN for each dialed DN

2   For each ACD DN, add an ACD queue on the PBX.

See Procedure 5-2 (on page 5-4) for ACD queues which share existing Meridian Mail channels.

See Procedure 5-3 (on page 5-4) for ACD queues which have agents assigned to them (for dedicated incoming channels).

3   For applications that require dedicated incoming channels

If you are adding new ACD agents to the new application's queue (and have purchased additional Meridian Mail channels), perform the following steps:

a.   Add the agents to the new ACD queue.

See Procedure 5-4 (on page 5-5).

If you are reassigning ACD agents from the Meridian Mail queue to the new application's queue, perform the following steps:

a.   Disable any Meridian Mail channels that are going to be modified.

See Procedure 5-7 (on page 5-8).

b.   Remove the agents from the Meridian Mail ACD queue.

See Procedure 5-5 (on page 5-7).

c.   Update the Meridian Mail ACD queue to reflect fewer agents.

See Procedure 5-6 (on page 5-7).

    d.   Add the "new" agents to the new ACD queue.

       See Procedure 5-4 (on page 5-5).

4   Update the Channel Allocation Table if you are using the dedicated-channel method for incoming or outgoing calls:

    a.   Disable any channels that are going to be modified (if not already disabled).

       See Procedure 5-7 (on page 5-8).

    b.   For incoming calls on dedicated channels, modify the "Primary DN" and "Outbound" fields. For outgoing calls on dedicated channels, modify the "Outbound" field.

       See Procedure 5-8 (on page 5-9).

    c.   Enable any disabled channels.

       See Procedure 5-9 (on page 5-11).

5   Update the VSDN table to reflect all new DNs and their respective services, class numbers, and revert DNs.

    See Procedure 5-10 (on page 5-11).

6   Add voice mailboxes as necessary.

    Ensure that the "Storage space" field contains an appropriate value.

PBX procedures

Procedure 5-2
Adding an ACD queue (for shared channels)

1   Load Overlay 23 at the Meridian 1 administration terminal.

2   Respond to the prompts as shown in Table 5-1.

3   Press the <Return> key for each prompt that appears after NCFW.

4   Enter "END" at the next REQ prompt.

Table 5-1
Overlay 23—ACD queue parameters (for shared channels)

Prompts	Responses	Description
REQ	NEW	
TYPE	ACD	ACD data block
CUST	_____	Meridian 1 customer number
ACDN	_____	Enter the DN of the voice service.
MWC	NO	This is not a message center.
MAXP	1	Maximum number of positions
NCFW	_____	Enter the "main" ACD DN (one with channels assigned) to which this queue is forwarded.

Procedure 5-3
Adding an ACD queue (for dedicated channels)

1   Load Overlay 23 at the Meridian 1 administration terminal.

2   Respond to the prompts as shown in Table 5-2.

3   Press the <Return> key for each prompt that appears after NCFW.

4   Enter "END" at the next REQ prompt.

Table 5-2
Overlay 23—ACD queue parameters (for dedicated channels)

Prompts	Responses	Description
REQ	NEW	
TYPE	ACD	ACD data block
CUST	_____	Meridian 1 customer number
ACDN	_____	Enter the ACD DN you wish to assign to this queue.
MWC	YES	This is a Message Center DN.
IMS	YES	This is an Integrated Messaging Service.
CMS	YES	Use the AML Applications Protocol.
IMA	YES	Enable IMS attendant.
IVMS	YES	Integrated Voice Messaging
VSID	_____	Enter the VAS ID (0-15).
MAXP	_____	Maximum number of ACD agents. This should be equal to or greater than the number of voice channels in the installed voice processor cards.
ALOG	YES	Provide automatic logon for the ACD agents associated with this group.
NCFW	_____	Attendant DN (from OVL 15)

Procedure 5-4
Adding new ACD agents

One Meridian Mail channel must be available for each new agent. For ease of maintenance, assign sequentially numbered agent IDs.

Note: It is useful to have the ESDI disabled when adding agents. If you leave it enabled, the service changes will take much longer to perform. Use the DIS ESDI command in Overlay 48, then use ENL ESDI to enable it once the changes are complete.

1 Load Overlay 11 at the Meridian 1 administration terminal.

2 Respond to the prompts (as shown in Table 5-3) for the first agent.

If you are re-adding agents that you removed from another queue, use the original agent position (KEY 0) and SCN DN (KEY 1) values.

3   Repeat step 2 for each ACD agent.

4   When all agents have been added, enter "END" to the prompt REQ.

Table 5-3
Overlay 11—ACD agents

Prompts	Responses	Description
REQ	NEW	
TYPE	SL1	
TN	ll s cc u	Enter an ACD agent TN. Ranges:
CDEN	ss/dd/4d	ACD agents may be on a single-, double-, or quad-density line card.
CUST	_____	Enter the customer number.
CLS	VMA	Enter class of service: voice messaging allowed. Use the default for all other Class of Service options.
KEY	0 ACD xxxxxxx yyyyyyy	Define key 0 as an ACD agent key. DN xxxxxxx is the Meridian ACCESS-based application DN. ID yyyyyyy is any unused DN in the numbering plan and is used to identify the agent position. It is not dialed by users.
KEY	1 SCN zzzzzzz	Define key 1 as a single call DN, non-ringing. DN zzzzzzz is an unused DN.
KEY	2 MSB	Define key 2 as a Make Set Busy key.
KEY	3 NRD	Define key 3 as a Not Ready key.
KEY	6 TRN	Define key 6 as a Transfer key.
KEY	7 AO3	Define key 7 as a Conference key.
KEY	9 RLS	Define key 9 as a Release key.

Within the TN row description:

	Single Density	Double Density
Loop =	0-159	0-159
Shelf =	0-3	0-1
Card =	1-10	1-10
Unit =	0-3	0-7

Procedure 5-5
Removing existing agents from the Meridian Mail queue

1   Load Overlay 11 at the Meridian 1 administration terminal.

2   Respond to the prompts (as shown in Table 5-4) for the first agent to be
       removed.

3   Repeat step 2 for each ACD agent to be removed.

4   When the agents have been removed, enter "END" to the prompt REQ.

Table 5-4
Overlay 11—Removing ACD agents

Prompts	Responses	Description
REQ	OUT	
TYPE	SL1	
TN	ll s cc u	Enter the TN of the ACD agent.

Procedure 5-6
Updating the Meridian Mail queue to reflect fewer agents

1   Load Overlay 23 at the Meridian 1 administration terminal.

2   Respond to the prompts as shown in Table 5-5 pressing <Return> for
       each prompt not shown below.

3   Enter "END" at the next REQ prompt.

Table 5-5
Overlay 23—Updating Meridian Mail queue to reflect fewer agents

Prompts	Responses	Description
REQ	CHG	
TYPE	ACD	ACD data block
CUST	_____	Meridian 1 customer number
ACDN	_____	Enter the Meridian Mail DN.
MAXP	_____	Change the maximum number of ACD agents to the new number of agent positions assigned to the Meridian Mail queue.

Meridian Mail procedures

Procedure 5-7
Disabling a Meridian Mail port

1   Go to the DSP Port Status screen (see Figure 5-1).

    a.   Access the DSP Port Status screen through the following menu hierarchy: Main Menu —> System Status and Maintenance —> DSP Port Status.

       (You may be prompted to enter the node number for the DSP Port Status.)

2   Press the [Courtesy Disable Port] softkey to disable the port.

    You are prompted for the number of an in-service port.

3   Enter the required number followed by <Return>.

    The system may take some time in disabling the port since it waits for the port to become idle; the message "WORKING ..." will be displayed during this interval.

    The port status changes to "Pending," and then to "OutofService."

4   Press the [Exit] softkey to return to the Main Menu.

Figure 5-1
DSP Port Status screen

```
                    System Status and Maintenance


 DSP Port Status for Node 5 (C=Card D=DSP P=Port)

 System Status: InService   Alarm Status: Critical = Off   Major = On   Minor = Unk

 C-D-P           DSP Port Status

 3-1-*          1- Idle      2- Idle
 3-2-*          3- Active    4- Idle
 3-3-*          5- Idle      6- Idle
 3-4-*          7- Active

 4-1-*          8- Idle
 4-2-*          9- Idle     10- OutOfService
 4-3-*         11- Active   11- Active
 4-4-*         12- Active




 ─────────────────────────────────────────────

  Select a softkey >


     Exit         Enable Port     Disable Port      Courtesy        Change to
                                                  Disable Port      Range Mode*
```
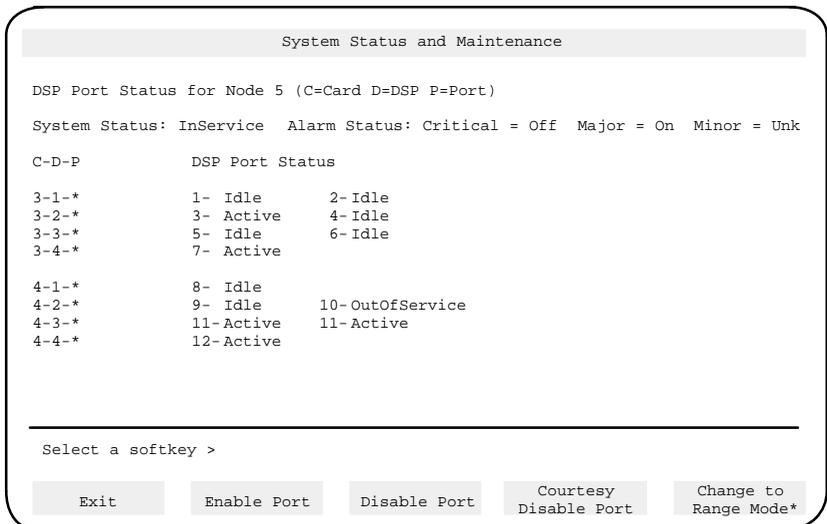
*   This softkey is a toggle. When in Range Mode, the softkey is [Change to Single Mode].

Procedure 5-8
Modifying the Channel Allocation Table

> *Note:* Before you can modify anything in the Channel Allocation Table (CAT), you must disable the port that you want to modify. See Procedure 5-7.

1 Go to the Channel Allocation Table (see Figure 5-2).

   a. Access the CAT through the following menu hierarchy: Main Menu —>System Status and Maintenance—>Channel Allocation Table.

(You may be prompted for the node number for the DSP port status.)

Figure 5-2
Channel Allocation Table screen

```
                        System Status and Maintenance

Channel Allocation Table for Node 2 (C=Card D=DSP P=Port)

*Choice of Services:
ALL All Services        AN  AMIS Networking          AS   Announcement Service
EM  Express Messaging   HM  Hospitality Messaging    ACC  Meridian Access
NW  Meridian Networking CO  Post Checkout Mailbox    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     VS  Voice Softkey            FOC  Fax Outcalling
OC  Outcalling

Limit; MaxVoice MinMulti; MaxFull;     - - - - Allocated - - - - -
  12       8        2        8         V: 8   M: 2   F: 8    B: 2

#  C-D-P     TN        ACD DN    SCN      Type  Capability  Outbound

1  5-1-1  008-0-02-00  12345678  12345671  Voice Full Basic  ACC Class:
2  5-1-2  008-0-02-01  12345678  12345672  Voice Full Basic  ACC Class:
3  5-2-1  008-0-02-02  12345678  12345673  Multi Full Basic  FOC
          008-0-02-03  blocked for Multimedia port 5-2-1.
4  6-1-1  008-0-02-04  87654321  12345674  Multi Full Basic  FOC
          008-0-02-05  blocked for Multimedia port 6-1-1.
                                                        MORE BELOW
 Select a softkey >

    Save          Cancel                                Hide Choice of
                                                          Services
```
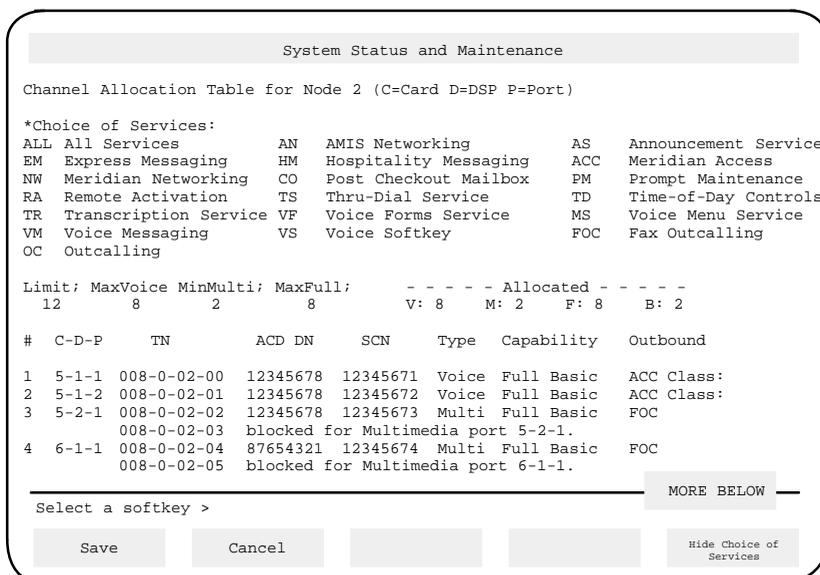
* The list of services displayed in this figure show all possible services for illustration purposes.Only those features that are installed on your system will be displayed on your terminal.

2 Press the <Tab> key or the up or down arrow keys to move between fields.

3 Change the ACD DN field for each channel to be dedicated to incoming calls.

   a. Backspace over the existing value.

   b. Type the application's ACD DN.

Note: You need to change an ACD DN when you create another queue for a particular service. Since you must move ports to the queue, you must change the ACD DN to match the channels on the switch side.

4   Change the Outbound field for each channel to be dedicated to outgoing calls. Refer to Table 5-6 for channel allocation rules.

   a.   Backspace over the existing value.

   b.   Type ACC.

   c.   Press the <Tab> key.

      The Class field appears.

   d.   Type the application Class number.

Table 5-6
Rules for acquiring outbound channels

Configuration of the channel in the CAT	Restrictions on the configured channel
ACCESS class # * (for example, ACCESS class 100)	ACCESS 100 applications are specifically designated to this channel and can use only it. Neither ACCESS applications of another class nor other services can use this channel.
ACCESS any	Any ACCESS class # applications not specifically designated to another channel can use this channel.
all	ACCESS class # applications not specifically designated to another channel and other services can use this channel. If an "ACCESS-any" channel exists, then ACCESS class # applications cannot use an "all" channel.
* *Note:* To differentiate between types of ACCESS applications, each application has a class number represented by #.	

5   Change the Capability field to Basic Voice Channel.

   a.   Use the <Tab> key to move to the Capability field.

   b.   Use the arrow keys to toggle the value between Full and Basic.

Note: ACCESS applications use Basic Voice channels. Fax on Demand and Voice Messaging services use Full Voice channels. If all Basic Voice channels are being used, you may use a Full Voice channel for ACCESS applications. If you decide to use a Full Voice channel, then you should arrange your heavy ACCESS applications on

the Basic Voice channel(s) and less heavy, outgoing applications on the Full Voice channel(s).

6   Press the [Save] softkey.

The changes are saved and the Voice System Configuration reappears.

Procedure 5-9
Enabling a port

1   Go to the Port Status screen (see Figure 5-1).

    a.   Access the Port Status screen through the following menu hierarchy: Main Menu —> System Status and Maintenance —> DSP Port Status.

      (You may be prompted for the node number for the DSP Port Status.)

2   Press the [Enable Port] softkey.

You are prompted for the number of an out-of-service port.

3   Enter the required number followed by <Return>.

The system may take some time in enabling the port; the message "Enabling Port n" will be displayed. The port status changes to "Loading" during this interval. Enabling is complete when the port goes idle.

4   Press the [Exit] softkey to return to the Main Menu.

Procedure 5-10
Adding a new Meridian ACCESS service to the VSDN table
(without multi-customer)

1   Go to the VSDN table (see Figure 5-3).

The VSDN table is reached through the following menu hierarchy: Main Menu —> Voice Administration —> Voice Services Administration —> Voice Services-DN Table.

2   Press the [Add] softkey.

The ADD DN information screen appears (see Figure 5-4).

3   Press the <Tab> key to move the cursor to each field, and enter the required information.

The Class and Revert DN fields appear when you enter ACC in the Service field.

4   Press the [Save] softkey.

The changes are saved and you are returned to the Voice Service-DN screen.

Figure 5-3
Voice Service-DN Table screen

```
 ABC Company              Voice Services Administration

 Voice Services-DN Table


 Customer #   DN                 Service        Comment

 100          100                ACC            ACCESS
 100          115                EM             Express Messaging
 100          123                PM             Prompt Maintenance
 100          129                AN             AMIS Networking
 100          1459               AS 1090        Announcement
 100          147                TS 3015        Thru-Dialer
 100          153                MS 4001        Voice Menu
 100          1590               VM             Voice Messaging
 100          169                RA             Remote Activation
 100          2                  TS 3004        Thru-Dial
 100          310                EM             Express Messaging
 101          311                GS             Greetings Service


 Move the cursor to the item and press the space bar to select. >

    Exit            Add         View/Modify       Delete         Find
```

Procedure 5-11
Adding a new Meridian ACCESS service to the VSDN table (with multi-customer)

1   Go to the VSDN table (see Figure 5-3).

The VSDN table is reached through the following menu hierarchy: Main Menu —> Customer Administration (select valid customer with the [View/Modify] softkey —> Voice Administration —> Voice Services Administration —>Voice Services-DN Table.

2   Press the [Add] softkey.

The ADD DN information screen appears (see Figure 5-4).

3   Press the <Tab> key to move the cursor to each field and enter the required information.

The Class and Revert DN fields appear when you enter ACC in the Service field.

4   Press the [Save] softkey.

The changes are saved and you are returned to the Voice Services-DN screen.

Figure 5-4
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 Information Service  FIM Fax Item Maintenance Service HM Hospitality Messaging
 ACC  Meridian Access        NW   Meridian Networking        CO  Post Checkout Mailbox
 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:       ACC    **Class:

                             **Revert DN:

       Comment:             _____




   _____

  Select a Softkey >

      Save              Cancel
```

*   All possible services are listed in this screen for illustration purposes.
** These fields are only displayed if the Service is set ACC.

Appendix A: SMDI systems

This appendix describes how to administer Meridian Mail systems that are connected to a switch through a Simplified Message Desk Interface (SMDI). Meridian Mail platforms that use SMDI are the Modular Option GP and the Message Services Module (MSM) platform.

For Modular Option GP systems, the Northern Telecom switches that Meridian Mail can be connected to using SMDI include

- DMS-10 or DMS-100

- SL-100

- ROLM, AT&T, and NEC PBXs

- AT&T #5 ESS

- AT&T #1 AESS

For MSM, the Northern Telecom switches that Meridian Mail can be connected to using SMDI include

- DMS-100

- SL-100

- Meridian 1, ROLM, and AT&T PBXs

- AT&T #5 ESS

- AT&T #1 AESS

For detailed information on Meridian Mail systems connected to these switches, refer to the NTPs listed in Table 6-1.

Table 6-1
NTPs which cover Meridian Mail connection to various switches

For Meridian Mail connected to	Refer to
AT&T switch	*VoiceBridge Installation Procedures for AT&T Switches* (NTP 555-7001-216)
ROLM PBX switch	*VoiceBridge Installation Procedures for ROLM Switches* (NTP 555-7001-217)
NEC PBX switch	*VoiceBridge Installation Procedures for NEC Switches* (NTP 555-7001-218)
Meridian 1 switch	*VoiceBridge Installation Procedures for Meridian 1 Switches* (NTP 555-7001-219)
DMS-10, DMS-100, or SL-100 switch	DMS Family/SL-100 Meridian Mail System Administration Guide (NTP # 555-7001-307)

Overview and Planning

The information presented in

- Chapter 2, "Meridian ACCESS Overview"

- Chapter 3, "Configuration examples" and

- Chapter 4, "Planning your application"

of this NTP still applies to a Meridian ACCESS-based application in an SMDI-based environment. The primary difference is the configuration of the switch which will vary from that of the Meridian 1.

Note: The concepts presented in call distribution and processing still apply, except where the term Automatic Call Distribution (ACD) is used. This term should be replaced with Uniform Call Distribution (UCD) as this is the term that describes the queueing and distribution of incoming calls for SMDI-systems.

Planning your application

When planning the capacity of your Meridian ACCESS system, determine the system size which will be required. System size will include both the number of ports that will be required as well as the number of SMDI links. Refer to the *Meridian Mail Modular Option GP Site and Installation Planning Guide* (NTP 555-7001-210) for further information on how to determine system size for Modular Option GP systems.

For information on how to determine system size for Message Services Module (MSM) systems, refer to the *Meridian Mail MSM Planning and Engineering Guide* (NTP 557-7001-100).

Voice ports (channels)

To determine the appropriate number of channels for the system, estimate the traffic requirements for each application. If you are using other Meridian Mail features, the traffic requirements for those must also be taken into account. For more information on determining system size, refer to *Meridian Mail Site and Installation Planning* (NTP 555-70x1-200).

Determining the number of SMDI links

Multiple SMDI links are required if you have multiple PBX, DMS, or non-Meridian PBX systems attached to your Meridian Mail system. For multi-customer systems, you may also decide to have one customer per link. The maximum recommended number of links is 12 for a 5-node system.

Configuration examples

All configuration examples that were provided in Chapter 3 for the Meridian 1-based switch can also be implemented in the SMDI-based configuration. The primary difference is that a Meridian ACCESS-based application cannot block calls from arriving on a voice port using the dedicated incoming call model as can be done in the Meridian 1 configuration. In the SMDI configuration, calls will be presented immediately to the Meridian ACCESS-based application and, as such, the IVR application must be ready to answer the call at any point if a port is acquired.

The configuration summaries for the following examples are provided to show how they would work in an SMDI-based environment:

- simple incoming call application using shared channels

- two applications: one using dedicated incoming channels and the other one using shared channels

- an application using dedicated channels for outgoing calls

- multi-function applications

   Note: For the following configurations, you may refer to the same examples in Chapter 3, "Configuration Examples," for more information.

Simple incoming call application using shared channels

Assuming that Meridian Mail has been installed, configured, and tested (so that voice messaging and Express Messaging function correctly using all available UCD agents), the following configuration procedure must be performed to set up an application like this one.

Procedure 6-1
Simple incoming call application using shared channels

1   Define a line DN 4000 (forwarded to the primary UCD queue DN3000) on the PBX/DMS.

2   Define DN 4000 as ACCESS-based application "1" in the VSDN table on Meridian Mail.

3   Ensure that no Basic voice channels are configured in the Channel Allocation table.

System with two applications: one using dedicated incoming channels, one using shared channels

Assuming that Meridian Mail has been installed, configured, and tested (so that voice messaging and services function correctly using *eight* UCD agents), the following configuration procedure must be performed.

Procedure 6-2
System with two applications

1   Define UCD DN 5000 (as a message center DN with two agents) on the PBX/DMS.

2   Move two UCD agents assigned to DN 3000 to UCD DN 5000 (the voice messaging DN) on the PBX/DMS.

3   Define a line DN 4000 (forwarded to the primary UCD queue DN 3000) on the PBX/DMS.

4   Define DN 4000 as ACCESS-based application "1" and DN 5000 as ACCESS-based application 2 in the VSDN table on Meridian Mail.

5   Modify the "Primary DN" field in the Channel Allocation Table for the two UCD agents assigned to DN 5000. Also modify the "Service" field so that two channels are dedicated to ACCESS, class 2, and the "Capability" field is defined as *Full*. If there are any Basic Ports, Application 1 will not be able to acquire a port.

System using dedicated channels for outgoing calls

Assuming that the Channel Allocation Table is configured for six channels shared by all services and two channels dedicated to Networking, the following configuration procedure must be performed to set up an application like this one.

Procedure 6-3
System using dedicated channels for outgoing calls

1   Modify the Channel Allocation Table entries so that two channels are dedicated to the Meridian ACCESS service, class 1, and the "Capability" field is defined as *Basic*.

Multi-function applications

Assuming that Meridian Mail has been installed, configured, and tested (so that voice messaging and Express Messaging function correctly using all available UCD agents), the following configuration procedures must be performed to set up an application like this one.

Procedure 6-4
Multi-function applications

1   Define line DNs 4000, 4001, and 4002 (forwarded to the primary UCD queue DN 3000) on the PBX/DMS.

2   Define DNs 4000, 4001, and 4002 as ACCESS-based application "1" in the VSDN table on Meridian Mail (use a different revert DN for each language so that callers can receive appropriate help).

3   Define a line DN 4000 (forwarded to the primary UCD queue DN3000) on the PBX/DMS.

4   Ensure that no Basic voice channels are configured in the Channel Allocation Table.

Incoming and outgoing call applications

To configure applications that provide both functions, simply combine the configuration information shown in the examples.

Shared channels (both incoming and outgoing calls)

This is the simplest, and probably most popular, scenario. Setup involves creating new UCD DNs (on the PBX/DMS) that are forwarded to the main queue and adding an entry for each new UCD DN in the VSDN table on Meridian Mail.

Shared incoming channels, dedicated outgoing channels
Setup involves creating new UCD DNs (on the PBX/DMS) that are forwarded to the main queue and adding an entry for each new UCD DN in the VSDN table on Meridian Mail.

The Channel Allocation Table must also be updated to dedicate particular channels to Meridian ACCESS-based applications with the appropriate class number.

Dedicated incoming channels, shared outgoing channels
Setup involves creating new UCD DNs (on the PBX/DMS) with the appropriate number of agents assigned to them (either new agents or agents removed from the main Meridian Mail queue).

A new entry must be made in the VSDN table on Meridian Mail for each UCD DN. The Channel Allocation Table must also be updated to dedicate particular channels to Meridian ACCESS-based applications with the appropriate class number.

Dedicated channels (both incoming and outgoing calls)
On the PBX/DMS, setup involves creating new UCD DNs with the appropriate number of agents assigned to them (either new agents or agents removed from the main Meridian Mail queue).

On Meridian Mail, a new entry must be made in the VSDN table for each UCD DN. The Channel Allocation Table must also be updated to dedicate particular channels to Meridian ACCESS-based applications with the appropriate class number.

Configuration procedures

This section contains all of the procedures involved in configuring a Meridian ACCESS-based application in an SMDI-based environment. Not all of these procedures apply to every application. The "General procedure" outlined below will help you to determine which specific procedures you must perform.

Because the exact manner in which you configure voice services is switch-dependent, please refer to the following documents for appropriate configuration of your AT&T or ROLM PBX:

- *VoiceBridge Installation Procedures for AT&T Switches* (NTP 555-7001-216)

- *VoiceBridge Installation Procedure for ROLM Switches* (NTP 555-7001-217)

- DMS Family/SL-100 Meridian Mail *System Administration Guide,* (NTP 555-7001-307). This NTP also contains configuration information for AT&T and ROLM PBXs

    Note: The procedures described in this section cover only the initial configuration of an application. For modification procedures, refer to either the *System Administration Guide* (NTP 555-7001-307) or the *System Administration Guide for Multi-customer Systems* (NTP 555-7001-308).

General procedures

The following procedure outlines all of the major steps involved in configuring an application. If a step does not apply, simply proceed to the next step.

Procedure 6-5
Configuring an application

1   Draw a flowchart of your application that includes all of the necessary information for configuration purposes. Specify the following information in your flowchart:

- every dialed DN (UCD DN)

- whether each UCD DN has channels assigned to it or is forwarded to another UCD DN (which has channels assigned)

- appropriate revert DN for each dialed DN

Drawing a flowchart is described in the "Planning your application" section, flowchart examples are illustrated in the "Examples" section of Chapter 4.

2   Add a line DN that is forwarded to the primary queue for applications that will share an existing UCD queue.

For information on how to configure a line DN, refer to Procedure 6-6. For information on how to forward a line DN, refer to Procedure 6-7.

3   For applications that require dedicated incoming channels, create any UCD queues that may be needed (see Procedure 6-8).

If you are adding new UCD agents to the new application's queue (and have purchased additional Meridian Mail channels), add the agents to the new UCD queue.

See Procedure 6-9 if you are adding agents to the new UCD queue. If you are reassigning UCD agents from the Meridian Mail queue to the new applications queue, see Procedure 6-10.

4   Update the Channel Allocation Table if you are using the dedicated channel method for incoming or outgoing calls:

a.   Disable any channels that are going to be modified (if not already disabled). See Procedure 6-11.

b.   Modify the "Primary DN" and "Outbound" fields for incoming calls on dedicated channels. Modify the "Outbound" field for outgoing calls on dedicated channels. See Procedure 6-12.

c.   Enable any disabled channels. See Procedure 6-13.

5   Update the VSDN table to reflect all new DNs and their respective services, class numbers, and revert DNs.

See Procedure 6-10 if you are updating the VSDN table for a single customer site. If you are updating the VSDN table for a multi–customer site, see Procedure 6-15.

6   Add voice mailboxes as necessary.

7   Ensure that the "Storage space" field contains an appropriate value.

PBX/DMS procedures

Procedure 6-6
Configuring a line DN

At the MAP terminal (DMS/SL-100)

1   Enter **so** followed by <Return>.

2   Respond to the prompts as indicated in Table 6-2.

The DN of the line becomes the directory number of the new service.

> **Note**: Use either the Call Forward Fixed (CFF) option or the Call Forward Universal (CFU) option to forward the DN to the voice messaging queue. CFF is recommended since it is much easier to implement. The CFFDN or CFUDN must be set to the UCD DN of the UCD queue to which the line DN is being forwarded.

Table 6-2
Defining a DN for a voice service

Prompt	Input	Comments
SO:	NEW	
SONUMBER:	_____$	Current date and time
DN: *	_____	Directory Number of the line (This is the DN you will enter in the VSDN table in Meridian Mail.)
LCC:	IBN	Line class code of service
GROUP	_____	Name of the IBN customer group to which the line belongs
SUBGRP:	_____	Subgroup number
NCOS:	_____	Network class of service
SNPA:	_____	Serving NPA of the DN
LEN:	_____	Line equipment number of the line
CFBCNTL:	N	(Normal assignment for CFB)
CFBDN:	xxxxxxx	The Primary UCD DN
CFDCNTL:	N	(Normal assignment for CFB)
CFDDN:	xxxxxxx	The Primary UCD DN
OPTION:	CFF **	Call Forward Fixed
CFFDN:	xxxxxxx	The Primary UCD DN
OPTION	CFU **	Call Forward Universal
OPTION:	$	

3   Choose either CFF or CFU.

> *Note:* If you are using CFU, additional configuration is necessary. Go to Procedure 6-7 now.

Procedure 6-7
Forwarding a line DN

> **Note**: This procedure must be carried out for every line that forwards
> to the primary UCD queue.

At the MAP terminal

1 Use **table cfx** to define the CFU DN. This is the UCD DN of the primary
   UCD queue to which the voice service DN will forward. Respond to the
   prompts as indicated in Table 6-3.

Table 6-3
Defining the CFU DN

Prompt	Input	Comments
TABLE:CFX	pos x x x x 0 (for example, pos 4 1 9 16 0)	where xxxx is the Line Equipment Number (LEN) of the line for the service you defined (enter a 0 at the end of the LEN)
	cha	to indicate that you want to change the DN to which CFU forwards
CFUIFDN	xxxxxxx	Enter the UCD DN of the primary UCD queue

At a telephone set

1 Connect a phone to the line.

2 Go off hook.

3 Call forward the line to the primary UCD DN.

   a. Dial the call forward activation code followed by the UCD DN.

      For example,: *80 2326050

      If you do not know what the code is, look it up in Table IBNXLA
      first. Check the entry for CFW. If there is no entry, configure a
      code. This table is described in the *Installation and Maintenance
      Guide* (NTP 555-70x1-250.)

   b. Listen for the confirmation tone. This indicates that the line has
      been forwarded.

      Note: If the DMS/SL-100 is rebooted, steps 1 to 4 will have to be
      repeated for each service that CFUs to the primary UCD queue.

Procedure 6-8
Creating UCD queues

At the MAP terminal (DMS/SL-100)

1 Enter **table ucdgrp** followed by <Return> to configure a UCD queue.
Respond to the prompts as indicated in the *Installation and
Maintenance Guide* (NTP 555-70x1-250). For the MAXPOS prompt,
indicate the number of agents that will be added to this queue.

2 Use **table dnroute** (BCS 32 and up) or **table wrdn** (BCS 31 and
earlier) to define the directory number (DN) of the voice messaging
UCD queue. Respond to the prompts as indicated in the *Installation and
Maintenance Guide* (NTP 555-70x1-250).

Procedure 6-9
Adding UCD agents

At the MAP terminal (DMS-100/SL-100)

1 Check the UCDGRP table for the queue(s) to which you will be adding
new agents. Specifically, check the MAXPOS (the maximum number of
UCD agents that can be active). If, when you add the new agents to the
existing agents, the number of agents exceeds the MAXPOS value, you
will have to increase it to support the new agents.

2 Enter **so** followed by <Return>. For each new UCD agent, respond to
the prompts as indicated in Table 6-4. If you do not want to add all of
the new agents to the new service queue, add the remainder to the
voice messaging queue.

Table 6-4
Adding new UCD agents

Prompt	Input	Comments
SO:	NEW	
SONUMBER:	_____ $	Current date and time
DN:	_____	Directory Number of the UCD agent
LCC:	IBN	Line class code of service
GROUP:	_____	Name of the IBN customer group to which the line belongs
SUBGRP:	_____	Subgroup number
NCOS:	_____	Network class of service
SNPA:	_____	Serving NPA of the DN
LEN:	_____	Line equipment number of the line
OPTION:	COD	Cut-off on Disconnect
OPTION:	UCD	Uniform Call Distribution
OPTION:	DGT	Digitone
OPTION:	CNF C06	6-party conferencing
OPTION:	SMDI	Simplified Message Desk Interface
LINE_NO:	_____	Line number position in the UCD SMDI group. This corresponds to the Agent ID (AI) in Meridian Mail which must match the number configured here. The AI is configured in Hardware Modification at the Tools level.
UCDGRP:	_____	Name of UCD queue to which the agent belongs (UCDNAME from table UCDGRP)
AUTOLOG:	Y	Autologon capability required
OPTION:	$	

3   You are now ready to configure Meridian Mail. See the following section.

Procedure 6-10
Moving UCD agents

1 Enter **so** followed by <Return> to move UCD agents from the primary UCD queue to the new UCD queue. Make sure you move agents from a queue that is serviced by the type of port that is appropriate to the service to which you are dedicating ports. Respond to the prompts as indicated in Table 6-5.

Table 6-5
Moving a UCD agent

Prompt	Input	Comments
SONUMBER:	_____$	Current date and time
DN_OR_LEN:	_____	DN or Line equipment number of the UCD agent
OPTION:	SMDI	Simplified Message Desk Interface
LINE_NO:	_____	Line number position in the UCD SMDI group. This corresponds to the Agent ID (AI) in Meridian Mail which must match the number configured here. The AI is configured in Hardware Modification at the Tools level.
UCD GRP:	_____	Name of the new service UCD queue to which the agent belongs (UCDNAME from table UCDGRP)
AUTOLOG:	Y	Autologon capability required
OPTION:	$	
OPTION:	UCD	Uniform Call Distribution
OPTION:	DGT	Digitone
OPTION:	CNF C06	6-party conferencing

Meridian Mail procedures

Procedure 6-11
Disabling a Meridian Mail channel

1   Go to the Channel Status screen.

The Channel Status screen is reached through the following menu hierarchy: Main Menu —> System Status and Maintenance, and following either step A or B depending on your system type.

   a.   Select DSP Port Status for non-MSM systems.

     You may be prompted to enter the node number for the DSP Port Status. See Figure 6-1 for an example of the Channel Status screen for non-MSM systems.

   b.   Select T1 Channel Status for MSM systems.

     See Figure 6-2 for an example of the Channel Status screen for MSM systems.

2   Press the [Courtesy Disable Channel] softkey to disable the channel.

You are prompted for the number of an inservice channel.

3   Enter the channel number followed by <Return>.

The system may take some time in disabling the channel since it waits for the channel to become idle; the message "WORKING ..." will be displayed during this interval.

The channel status changes to "Pending," and then to "OutofService."

4   Press the [Exit] softkey to return to the Main Menu.

Figure 6-1
DSP Port Status screen (non-MSM systems)

```
                    System Status and Maintenance

 DSP Port Status for Node 5 (C=Card D=DSP P=Port)

 System Status: InService  Alarm Status: Critical = Off  Major = On  Minor = Unk

 C-D-P          DSP Port Status

 3-1-*          1- Idle      2- Idle
 3-2-*          3- Active    4- Idle
 3-3-*          5- Idle      6- Idle
 3-4-*          7- Active

 4-1-*          8- Idle
 4-2-*          9- Idle     10- OutOfService
 4-3-*          11- Active  11- Active
 4-4-*          12- Active
```

```
 Select a softkey >
```

Exit	Enable Port	Disable Port	Courtesy Disable Port	Change to Range Mode*

* This softkey is a toggle. When in Range Mode, the softkey is [Change to Single
    Mode].

Figure 6-2
T1 Channel Status screen (MSM systems)

```
                         System Status and Maintenance

  T1 Channel Status

  System Status: InService   Alarm Status: Critical = Off  Major = On  Minor = Unk

        Channels
  Link   1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24

    A    . . . . . . . . . . .  .  .  .  .  .  .  .  .  .  .  .  L  L




  a = Active/in use      . = idle        O = out of service      R = no Resource
  F = Faulty             p = Pending   space = unequipped         L = Loading
  C = Courtesy Down      M = MakeBusy



  ──────────────────────────────────────────────────────────────

   Select a softkey >

      Exit          Enable Channel     Disable Channel     Courtesy        Change to
                                                          Disable Chan    Range Mode*
```
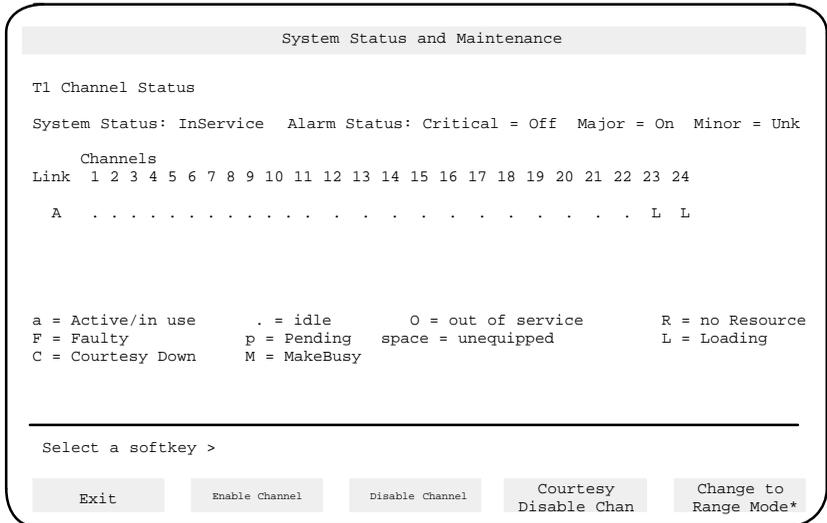
*   This softkey is a toggle. When in Range Mode, the softkey is [Change to Single
    Mode].

Procedure 6-12
Modifying the Channel Allocation Table

1   Go to the Channel Allocation Table (see Figure 6-3 for an example of
       the CAT for non-MSM systems and Figure 6-4 for MSM systems).

       *The Channel Allocation Table is reached through the following menu
       hierarchy: Main Menu —>System Status and Maintenance—> Channel
       Allocation Table.*

       *For non-MSM systems, you may be prompted for the node number for
       the DSP port status. For MSM systems, you may be prompted to
       select the T1 link.*

       *Press the <Tab> key or the up or down arrow keys to move between
       fields.*

2   Change the Primary DN field for each channel to be dedicated to
       incoming calls by backspacing over the existing value and entering in
       the application's UCD DN.

3   Change the Outbound field for each channel to be dedicated to
     outgoing calls by:

     a.   backspacing over the existing value and typing ACC

     b.   pressing the <Tab> key (the Class field appears)

     c.   typing the application Class number

4   Change the Capability field to Basic Voice Channel by

     a.   pressing the <Tab> key to move to the Capability field

     b.   pressing the arrow keys to toggle the value between Full and Basic

5   Press the [Save] softkey.

     *The changes are saved and you are returned to the Voice System
     Configuration screen.*

6   Reboot Meridian Mail for the changes made to the CAT to take effect.

Figure 6-3
Channel Allocation Table screen (non-MSM systems)

```
                         System Status and Maintenance

Channel Allocation Table for Node 2 (C=Card D=DSP P=Port)

Limit; MaxVoice MinMulti; MaxFull;      - - - - - Allocated - - - - -
   64       64       0        64        M/F:  0   V/F: 60   V/B: 0

 #   C-D-P      Rout.Addr     PrimaryDN ChannelDN    Type  Capability    Outbound

 1   5-1-1      50-1          6020      6401         Voice Full Basic    ALL
 2   5-1-2      50-2          6020      6402         Voice Full Basic    ALL
 3   5-2-1      50-3          6020      6403         Voice Full Basic    ALL
 4   5-2-2      50-4          6020      6404         Voice Full Basic    ALL
 5   6-1-1      50-5          6020      6405         Voice Full Basic    ALL
 6   6-1-2      50-6          6020      6406         Voice Full Basic    ALL
 7   6-2-1      50-7          6020      6407         Voice Full Basic    ALL
 8   6-2-2      50-8          6020      6408         Voice Full Basic    ALL
 9   7-1-1      50-9          6020      6409         Voice Full Basic    ALL
10   7-1-2      50-10         6020      6410         Voice Full Basic    ALL
11   7-2-1      50-11         6020      6411         Voice Full Basic    ALL
12   7-2-2      50-12         6020      6412         Voice Full Basic    ALL




 Select a softkey >

    Save            Cancel                                       Display Choice of
                                                                     Services
```

Figure 6-4
Channel Allocation Table screen (MSM systems)

```
                          System Status and Maintenance

    Channel Allocation Table: PrimaryConn. nn-n-n Secondary Conn. nn-n-n

    *Choice of Services:
    ALL  All Services          AN   AMIS Networking          AS    Announcement Service
    EM   Express Messaging      FOC  Fax Outcalling           GS    Greeting Service
    HM   Hospitality Messaging  ACC  Meridian ACCESS          NW    Meridian Networking
    CO   Post Checkout Mailbox  PM   Prompt Maintenance       RA    Remote Access
    OC   RN/DNU Outcalling      TS   Thru-Dial Service        TR    Transcription Service
    VF   Voice Forms Service    MS   Voice Menu Service       VM    Voice Messaging
    VS   Voice Softkey


    Limit; MaxVoice MinMulti; MaxFull;     - - - - Allocated - - - - -
     187      192       0        192         M/F:  0    V/F: 192    V/B: 0

    Chan#  Rout.Add  PrimaryDN    ChannelDN    Type        Capability    Outbound

    1       10-1     12345678     12345671     VoiceMulti   Full Basic   ACC Class:
    2       10-2     12345678     12345672     VoiceMulti   Full Basic   ACC Class:
    3       10-3     12345679     12345673     Voice(Multi) (Full) Basic FOC
    4       10-4     12345680     12345674     (Voice)Multi Full (Basic) ALL

                                                              MORE BELOW
     Select a softkey >

        Save            Cancel                                    Hide Choice of
                                                                    Services
```

*   The list of services displayed in this figure show all possible services for
    illustration purposes.Only those features that are installed on your system
    will be displayed on your terminal.

Procedure 6-13
Enabling a channel

1   Go to the Channel Status screen (see Figure 6-1).

*The Channel Status screen is reached through the following menu
hierarchy: Main Menu —> System Status and Maintenance, and
following either step A or B depending on your system type.*

a.   Select DSP Port Status for non-MSM systems.

*You may be prompted to enter the node number for the DSP Port
Status. See Figure 6-1 for an example of the Channel Status
screen for non-MSM systems.*

b.   Select T1 Channel Status for MSM systems.

*You may be prompted to select the T1 Link if you have a multi-T1
Link system. See Figure 6-2 for an example of the Channel Status
screen for MSM systems.*

2   Press the [Enable Channel] softkey

You are prompted for the number of an out-of-service channel.

3 Enter the channel number followed by <Return>.

The system may take some time in enabling the channel; the message "WORKING ..." will be displayed and the channel status changes to "Loading" during this interval.

4 Press the [Exit] softkey to return to the Main Menu.

Procedure 6-14
Adding a new Meridian ACCESS service to the VSDN table
(without multi-customer)

1 Go to the VSDN table (see Figure 6-5).

The VSDN table is reached through the following menu hierarchy: Main Menu —> Voice Administration —> Voice Services Administration —> Voice Service-DN Table.

2 Press the [Add] softkey.

The ADD DN information screen appears (see Figure 6-6).

3 Press the <Tab> key to move the cursor to each field, and enter the required information.

The Class and Revert DN fields appear when you enter ACC in the Service field.

4 Press the [Save] softkey.

The changes are saved and you are returned to the Voice Service-DN screen.

Figure 6-5
Voice Service-DN Table screen

```
ABC Company              Voice Services Administration

Voice Services-DN Table


Customer #    DN                  Service         Comment

100          100                 ACC             ACCESS
100          115                 EM              Express Messaging
100          123                 PM              Prompt Maintenance
100          129                 AN              AMIS Networking
100          1459                AS 1090         Announcement
100          147                 TS 3015         Thru-Dialer
100          153                 MS 4001         Voice Menu
100          1590                VM              Voice Messaging
100          169                 RA              Remote Activation
100          2                   TS 3004         Thru-Dial
100          310                 EM              Express Messaging
101          311                 GS              Greetings Service



Move the cursor to the item and press the space bar to select. >

    Exit            Add         View/Modify       Delete          Find
```

Procedure 6-15
Adding a new Meridian ACCESS service to the VSDN table
(with multi-customer)

1   Go to the VSDN table (see Figure 6-5).

   The VSDN table is reached through the following menu hierarchy: Main
   Menu —> Customer Administration (select valid customer with the
   [View/Modify] softkey —> Voice Administration —> Voice Services
   Administration —>Voice Service-DN Table.

2   Press the [Add] softkey.

   The ADD DN information screen appears (see Figure 6-6).

3   Press the <Tab> key to move the cursor to each field, and enter the
   required information.

   The Class and Revert DN fields appear when you enter ACC in the
   Service field.

4   Press the [Save] softkey.

   The changes are saved and you are returned to the Voice Service-DN
   screen.

Figure 6-6
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 Information Service  FIM   Fax Item Maintenance Service HM Hospitality Messaging
ACC  Meridian Access         NW    Meridian Networking      CO Post Checkout Mailbox
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:       ACC      **Class:

                                **Revert DN:

        Comment:          _____



   ────────────────────────────────────────────────────────

 Select a Softkey >

      Save            Cancel
```

  * All possible services are listed in this screen for illustration purposes.
  ** These fields are only displayed if the Service is set ACC.

Index

NØRTEL

Reader's Response Form
for
Meridian ACCESS
Configuration Guide **(NTP 555-7001-315)**
August 1995

Tell us about yourself:

Name: _____ **Date:** _____

Company: _____

Address: _____

_____

Occupation: _____ **Phone:** _____

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1. What is your level of experience with this product?

   ❑ New user   ❑ Intermediate   ❑ Experienced   ❑ Programmer

2. How do you use this book?

   ❑ Learning   ❑ Procedural   ❑ Problem solving   ❑ Reference

3. Did this book meet all of your needs?

   ❑ Yes   ❑ No

   If you answered **No** to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

   _____

   _____

   _____

5. What information (if any) was missing from this book?

   _____

   _____

   _____

6. How could we improve this book? (For example, books can also be evaluated in many other ways, including: ease of information retrieval, presentation, and use of reading aids, such as diagrams.)

   _____

   _____

Please return your comments by fax to (416) 597-7104, or mail your comments to: Nortel Product Training and Documentation, Toronto Lab, 522 University Ave., Toronto, Ontario, Canada. M5G 1W7.

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