Integrated Office—Network Services

Meridian Mail
Card Option

System Administration—The Basics

Publication history

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The following changes were made since MM-8:

- The Class of Service feature has been added. This feature allows you to quickly assign a specific collection of voice messaging settings and privileges to different groups of users and to change those settings as the need arises.

- The procedures for modifying and adding users have changed to take advantage of the new Class of Service feature.

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About this guide

Meridian Mail is a sophisticated voice messaging system with many options that you, as the system administrator, can easily set and change. This user guide provides you with the basic information you need to know in order to customize and maintain your Meridian Mail system.

Keep this guide handy as you explore the system for the first few times. Much of the system is self explanatory. This guide is to get you started and to help solve your problems when things get confusing.

CAUTION
To avoid service interruptions
Do not attempt to use any Meridian Mail function unless it is covered in this guide.

It is not, however, intended as a comprehensive guide to all the functions available to you through Meridian Mail's main menu. If you need to know more about your Meridian Mail system, you can order the following book from your Northern Telecom (Nortel) representative:

- *Meridian Mail—System Administration Guide* (NTP 555-7001-301)

The following books describe some of the other special features available with Meridian Mail:

- *Meridian Mail—Voice Menus Application Guide* (NTP 555-7001-325)

- *Meridian Mail—Voice Forms Application Guide* (NTP 555-7001-326)

- *Meridian Mail—Fax on Demand Application Guide* (NTP 555-7001-327)

Inside this guide

"What is Meridian Mail?" (Chapter 1) provides you with a brief overview of the Meridian Mail system and your role as system administrator.

"Using your terminal" (Chapter 2) describes the basic things you need to know in order to use your computer terminal.

"Customizing your system" (Chapter 3) tells you how to customize a newly-installed Meridian Mail system.

"Day-to-day business" (Chapter 4) tells you how to maintain your Meridian Mail system once it's been customized.

"Reports" (Chapter 5) tells you how to generate reports that provide useful information about your system and how well it is being used.

"Other features" (Chapter 6) describes some of the special Meridian Mail features available to you.

"Problem solving" (Chapter 7) provides solutions to the problems you may encounter while using Meridian Mail.

"Helping your Meridian Mail users" (Chapter 8) expands on the information contained on the quick reference card *How to use Meridian Mail.*

"Meridian Mail extension numbers" (Chapter 9) is a list of the special numbers you need in order to use Meridian Mail.

Conventions

This guide contains detailed descriptions of the basic procedures you may have to perform using your telephone and the Meridian Mail computer terminal. The following conventions are used to make the procedures easier to understand.

You may not understand some of the following terms, but don't worry; they will all be explained as you read through the rest of the guide.

R   This form is used to represent a single key you must press on your keyboard.

`C` **]**	When entering commands like this, hold down the C key while you press the character that follows (in this case "]") in the same way you hold down the shift key to enter capital letters.
a b c	Letters in bold type are used to represent text you must enter at the keyboard. Bold type is easier to read than abc.
6	This form is used to represent keys you must press on your telephone keypad.
xX	This form is used to represent a "soft" key you must press on your keyboard. This will be one of the keys on your keyboard labelled §, ¶, and so on. Depending on the procedure, these keys on your keyboard can do several different things. Which keys do what is always displayed at the bottom of your screen. Softkeys are described in more detail on page 2-3.
MORE ABOVE	Words in this type represent messages that you see on the terminal's screen.
Name	Words in italic type are used to represent the name of a field in which you must enter numbers or text. Fields in Meridian Mail are something like the blanks on the forms we all have to fill out. For example:

1   For *First Name,* enter the user's first name and press R.

"Enabled"	Words in quotation marks are used to represent a selection you must make from a list of choices. An instruction in the following form is used to guide you quickly through a series of menus:

1   From the Main Menu, choose
"1 User Administration"→"1 Local Voice User".

This example means choose "User Administration" from the main menu and "Local Voice User" from the next menu that appears.

"Hello"	Words in italic type and enclosed in quotation marks are used to represent spoken words. They may be prerecorded words you should hear from Meridian Mail, or they may be words you have to record yourself.

System Administration—The Basics: "Finding your users"
                 Italicized titles indicate a reference to another document associated with the Meridian Mail system. Sections within a document are enclosed in quotation

marks. References to sections within this document do not include the document title.

Sample screens

We have included illustrations throughout this guide to give you an example of the type of information you will see on your computer terminal as you follow the procedures. We have chosen a simple Meridian Mail system for these illustrations, containing the following features only:

- Voice messaging
- Dual Language Prompting
- Voice Menus and Announcements

If your system is equipped with additional features, the information on your computer terminal may not exactly match that in the illustrations. There may be extra data fields, or extra choices in the menus.

What is Meridian Mail?

Meridian Mail acts pretty much like the telephone answering machine you might have at home. When you cannot answer your calls, Meridian Mail answers them for you. It plays a greeting you've prerecorded, and records messages from the people who call you.

Unlike your telephone answering machine, however, Meridian Mail can receive messages for dozens of different people.

Voice mailboxes

When Meridian Mail answers your phone and records a message, that message is left in your personal voice mailbox. To hear the messages in your mailbox, you dial the extension for Meridian Mail and enter your mailbox number and password. Everyone on your Meridian Mail system is assigned their own voice mailbox, and your password ensures that no one will hear your private messages but you.

Mailbox numbers generally correspond to telephone extensions. However, if several people share the same extension, they should each be assigned a unique mailbox number.

The Meridian Mail user

A Meridian Mail user is anyone who uses Meridian Mail, including yourself. Throughout this guide and on your Meridian Mail console, they are simply called users.

The system administrator

As the system administrator, you are initially responsible for setting up your Meridian Mail system and customizing it to suit the needs of your organization and those of your individual Meridian Mail users.

Once the system has been set up, you are responsible for ensuring that your Meridian Mail users continue to have access to the services they need and that your Meridian Mail system runs smoothly as your organization changes and personnel come and go.

As system administrator, you need to know two special passwords. One you must enter before you can use your computer terminal, the other is entered on the keypad of your telephone in order to access the special system administrator's voice mailbox.

Your Meridian 1 representative can provide you with these passwords and help you with some of the more advanced features available on Meridian Mail.

Your Meridian 1 representative

Your Meridian 1 representative is responsible for the initial installation of your Meridian Mail system and any subsequent repairs, maintenance, and upgrades.

Depending on your organization, your Meridian 1 representative may also be responsible for regular backups of the system to ensure that important data isn't lost in the event of a problem.

Your Meridian 1 representative can provide you with the passwords you need to know in order to administer Meridian Mail. He or she can also help you if you are having any problems using the system or if you need to learn how to use any of the special functions not covered in this guide.

Using your terminal

Even if you have never used a computer before, you will find that the system administrator's terminal is simple and easy to use. You enter information on a standard typewriter keyboard, and you watch it appear on the computer's screen. On the screen is a small block or underscore that shows you where the next character you enter will appear. Depending on your terminal, this "cursor" might even blink on and off.

The standard screen

Figure 2-1 is an example of a standard Meridian Mail screen. As you move through the different screens in the system, the title at the top always tells you where you are, and the instructions at the bottom always tell you the different things you can do next, and will inform you when you do something wrong. In this case, the prompt near the bottom of the screen is asking you to select an item from the menu. The error message beneath the prompt is telling you that the last number you entered was out of range.

Menus

Menus help you move through the different Meridian Mail functions. The first menu you see is called the Main Menu. As already seen in Figure 2-1, it is an overview of the different kinds of Meridian Mail functions.

To choose an item from this menu

1   Enter the number that appears next to the item you want.

   Note: Use the standard number keys near the top of your keyboard. Do not use the numeric keypad; it is reserved for special functions.

2   Press the R   key on your keyboard.

Figure 2-1
The Main Menu

```
                        Main Menu

 1  User Administration

 2  General Administration

 3  Voice Administration

 4  Hardware Administration

 5  System Status and Maintenance

 6  Operational Measurements

 7  Class of Service Administration


 _____

 Select an item >
 Enter a number in the range of 1 to 7.
    Logoff
```
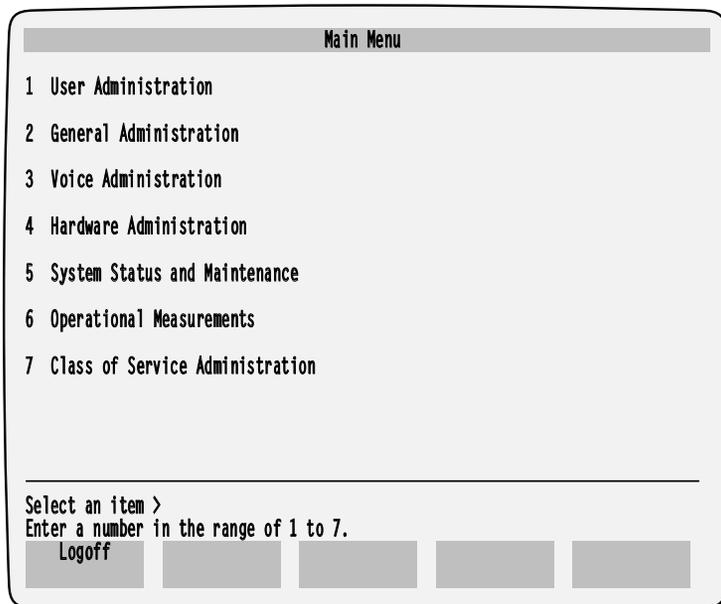
CARD-005

Depending on the item you choose, you'll most likely get another menu—a submenu—of more specific functions. Choosing an item from a submenu is the same as choosing an item from the main menu. This time, however, you'll likely end up with a form to fill out.

You'll soon find that you spend most of your time using the functions on the User Administration menu. Whenever this guide tells you to choose a function from this menu, it uses this shorthand:

1   From the Main Menu, choose
       "1 User Administration"→ "1 Local Voice User".

This particular example means choose "User Administration" from the Main Menu and "Local Voice User" from the User Administration Menu.

> *Note:* Your Meridian Mail system may be equipped with features not in-
> cluded in the simple system we've used for our examples. If your menus
> contain additional choices, you may find that certain functions are num-

bered differently than they are in these examples. When following the procedures in this guide, always make sure that you are choosing the correct function, before entering the number.

Exiting a submenu

One softkey that you'll use a lot is xX . When you are in a submenu, xX returns you to the previous menu and eventually back to the Main Menu.

Softkeys

As seen in Figure 2-2, the five labels at the bottom of your screen correspond to the five keys on your keyboard labelled §, ¶, and so on. These keys

Figure 2-2
Softkeys on the keyboard
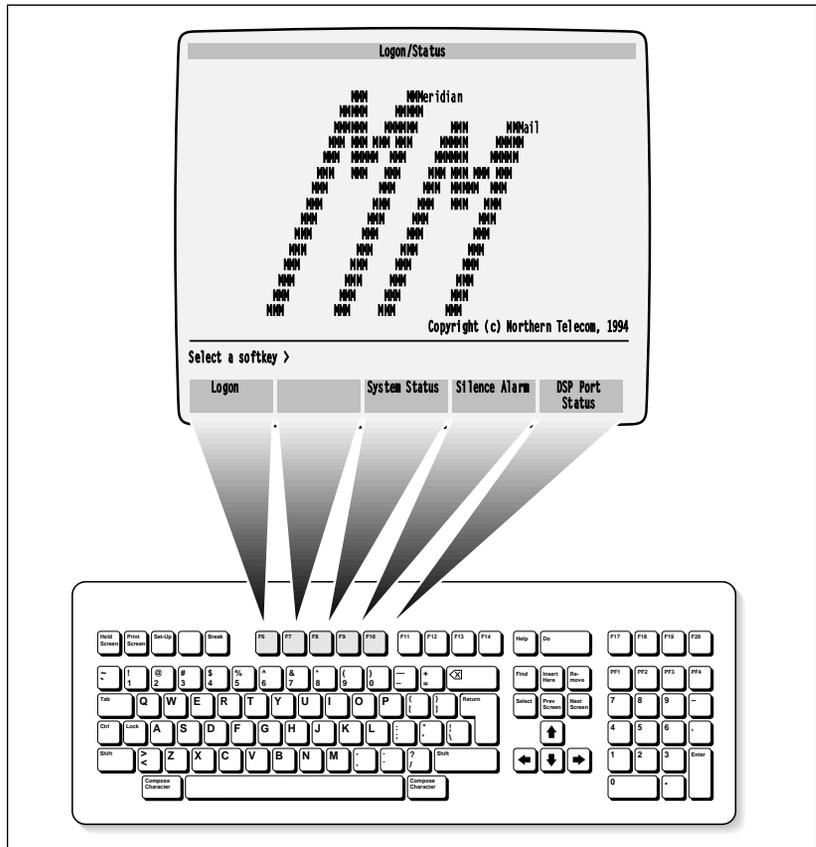
perform different functions depending on where you are in the system. In the example: pressing § logs you on to the system, pressing • displays the status of the system. When a softkey's label is blank, pressing the associated "F" key does nothing.

Help

A standard softkey available on most screens is jJ . Pressing this key presents you with helpful information on the function you are using. Figure 2-3 on page 2-4 shows what you get when you press jJ from the main menu.

Figure 2-3
A sample help screen

```
┌─────────────────────────────────────────────────────────────┐
│                        Meridian Mail Help                      │
│                                                                │
│  Main Menu                                                     │
│                                                                │
│  The Main Menu provides access to all administrative functions.│
│                                                                │
│                                                                │
│  Softkeys Available:                                          │
│                                                                │
│  Logoff         Logs you off the system.                      │
│                                                                │
│                                                                │
│  Description of Menu Items:                                   │
│                                                                │
│  User           To add a new user, modify or delete an existing user, find │
│  Administration  users or view/change existing User Models. From this menu you │
│                 can also maintain system distribution lists.  │
│                                                                │
│  General        To maintain general system options and perform│
│                                            ───────MORE BELOW   │
│  Select an item >                                             │
│  ┌────────┐ ┌────────┐ ┌────────┐ ┌────────┐ ┌────────┐      │
│  │  Exit  │ │ Using  │ │        │ │        │ │ Keypad │      │
│  │        │ │  Help  │ │        │ │        │ │  Help  │      │
│  └────────┘ └────────┘ └────────┘ └────────┘ └────────┘      │
└─────────────────────────────────────────────────────────────┘
```

CARD-083

To move through the help page by page

1   Press N   and P   .

For more information on special keys you can use in Meridian Mail

1   Press hH   .

To return to where you were

1   Press -_   .

Forms

Figure 2-4 is the first page of a typical form. It contains three types of data
fields. Some fields—*Last Name,* for example—are followed by entry blanks
for you to fill out. Other fields—*Class of Service,* for example—are followed
by a list from which you must select the value you want for that field. And
still other fields—*Storage used,* for example—cannot be changed; they are
there for your information only.

Figure 2-4
A typical form

```
                        User Administration
        View/Modify Local Voice User

        Mailbox Number:    2010____           Volume ID:  1

        Storage used:      4

        Last Name:         Fox_____

        First Name:        David_____   Initials: J_____

        Department:        Product Development_____

        Class of Service:  Personal    001_Standard  002_Executiv  003_Secretar
        (More Detail)      004_Outcalli  005_DNUonly   006_AMIS/OC

        Extension DNs:                  2010_____
                                        _____
                                        _____
                                                              MORE BELOW

           Save        Cancel       More        Change        Voice
                                    Detail       Password
```

CARD-002

Filling out a form

To move up and down through a form line by line

1   Press u and d .

Some Meridian Mail forms do not fit on a single screen. **More Above** and **More Below** indicate that there is more information on this form than will fit on a single screen. To see this information, move up or down until the form starts to scroll.

To move through a form page by page

1 Press N and P .

A typical Meridian Mail form may contain three different kinds of fields: some require you to enter information, some require you to make a selection from a number of defined choices, and some are shown on the form for your information only and cannot be changed.

Editing the information in a field

1 Use u and d to move to the field you want to fill out.
This places the cursor at the end of the field. From here you can do one of several things:

    a. Use l and r to move the cursor through the information that's already there.

    b. Use D to delete the information in the field character by character.

    c. Use M to delete the entire field.

2 Type the information you want to enter or change. You can use any of the special editing keys at any time.

3 Use u and d to move to another field or press R .

Selecting a value for a field

1 Use u and d to move to the field you want to change.
This places the cursor at the current choice.

2 Use l and r to move the cursor through the available choices.

3 When you've highlighted your choice, use u and d to move to another field or press R .

Saving or canceling your changes

To save the changes you've made to a form

1   Press the =+ softkey.

To cancel the changes you've made to a form and leave it the way it was when you started

1   Press -_ .

Customizing your system

When your Meridian Mail system is first started, you'll find that a lot of information has already been set up for you. For instance, depending on the capacity of your system, some or all of the extensions connected to Meridian Mail have been assigned a voice mailbox; and there is already an automated attendant in place.

This chapter tells you how to customize these features.

What you need

Before you start customizing your Meridian Mail system, you need

- A list of all Meridian Mail users, their extension numbers, and their departments
- The correct pronunciation of their names
- The extension number for Meridian Mail
- The system administrator's mailbox number and password
- The mailbox number for the broadcast message mailbox
- The extension number for the Voice Prompt Maintenance Service, and the ID numbers and update passwords for the automated attendant prompt
- The password for the system administrator terminal
- The password for the Meridian 1 PBX
- A list of the Classes of Service available on your system (Refer to page 6-3)

To find the special extension and mailbox numbers you need, refer to "Meridian Mail extension numbers" (Chapter 9), or ask your Meridian 1 representative.

At your terminal

At your terminal, you must enter the first and last name of all Meridian Mail users. This allows you to know at a glance who is assigned to which mailbox. It also allows the people who use your system to dial your users by name and address voice messages to them without having to know their extension numbers.

Logging on

Logging on to the Meridian Mail system tells the computer that you want to use the Meridian Mail system. Entering your system administrator's password tells the computer that you are entitled to do so.

Figure 3-1
The Meridian Mail logon screen
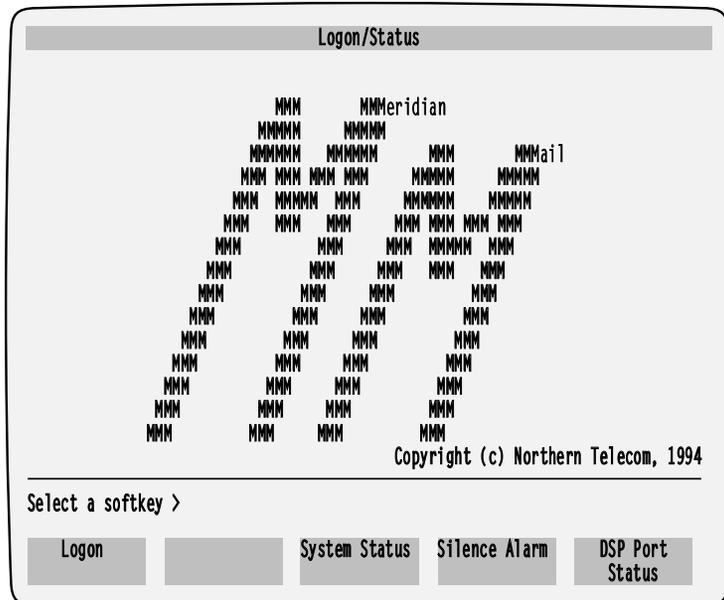
CARD-008

When no one is using the system administrator's terminal, it should be displaying the Meridian Mail logon screen shown in Figure 3-1.

To log on from this screen:

1   Press gG .
Occasionally you may be asked to enter the current time and date. Follow the format indicated in the prompt and press R   .

2   At the prompt, enter your system administrator's password and press R   .

If the terminal is not displaying the Meridian Mail logon screen, you must first log on to the Meridian 1 PBX:

1   Enter **LOGI** R   .
If no one has logged onto the system for a while, you are prompted to enter the Meridian 1 password.

2   At the **PSWD?** prompt, enter the Meridian 1 password and press R   .

3   At the > prompt, enter **AX** R   .

You can now logon to Meridian Mail.

> *Note:* If you have any problems with this, or any other of the procedures described in this guide, refer to "Problem solving" (Chapter 7).

Logging off

Logging off the Meridian Mail system tells the computer that you are finished using the system for now. To log off:

1   If you are working with a form, save or cancel any changes you may have made.

2   Press xX   until you are back at the Main Menu.

3   Press]} .

You should always log off whenever you're not using the system and especially when you are away from your terminal. Logging off ensures that no one can change the information on the system except those authorized to do so.

The User Administration Menu

When you select "User Administration" from the Main Menu, the User Administration menu (Figure 3-2) is displayed. From this menu you can add, modify, or delete local voice users, directory end users, or distribution lists.

Entering your users' names

Your system can have two types of basic user: Directory Entry users and Local Voice users. The most common is the Local Voice user. Directory Entry users are described on page 4-8.

To begin entering your Local Voice users' names:

1 From the Main Menu select "User Administration".
You are presented with the User Administration Menu.

Figure 3-2
The User Administration menu

```
┌──────────────────────────────────────────────────────────┐
│                    User Administration                    │
│                                                            │
│        1  Local Voice User                                 │
│                                                            │
│        2  Directory End User                               │
│                                                            │
│        3  Distribution Lists                               │
│                                                            │
│                                                            │
│                                                            │
│                                                            │
│   ──────────────────────────────────────────────────────  │
│   Select an item >                                         │
│   Enter a number in the range of 1 to 3.                   │
│      Exit                                                  │
└──────────────────────────────────────────────────────────┘
```
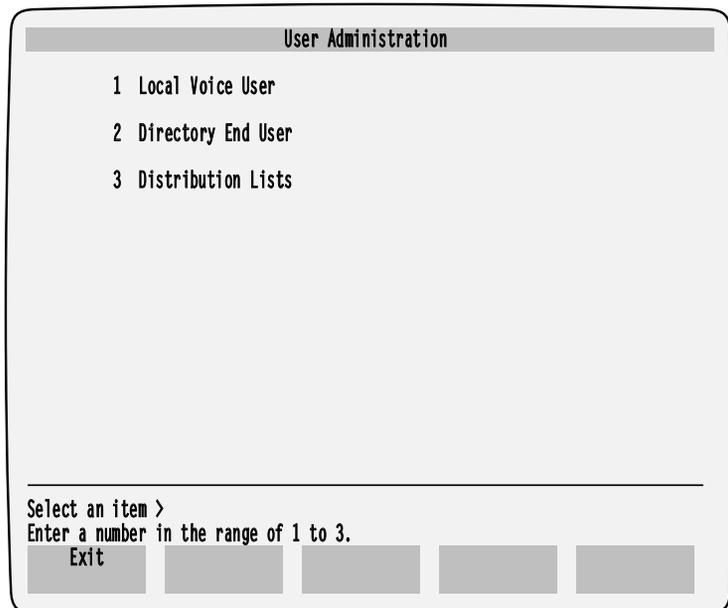
CARD-067

2 From the User Administration Menu, choose "1 Local Voice User"
You are presented with the following menu of softkeys:

Figure 3-3
The Modify User softkey submenu

Exit	Add	View/Modify	Delete	Find
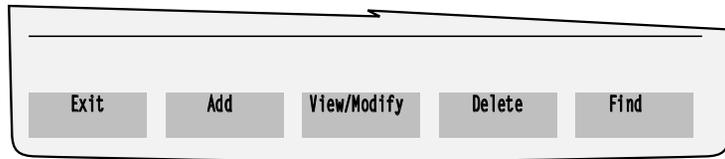
CARD-068

3   Press > – .
You are asked to enter the mailbox you wish to modify.

Note: For Local Voice users, their mailbox numbers are the same as their extension numbers.

4   At the prompt, enter the extension number of the first person on your list.
You are presented with the Add Local Voice User form for that exten-sion. (Figure 3-4 is an example for extension 2010.)

Figure 3-4
Entering a user's name


```
                    User Administration
     View/Modify Local Voice User

     Mailbox Number:   2010            Volume ID:  1

     Storage used:     4

     Last Name:        Fox

     First Name:       David          Initials: J

     Department:       Product Development

     Class of Service: Personal     001_Standard  002_Executiv  003_Secretar
     (More Detail)     004_Outcalli  005_DNUonly   006_AMIS/OC

     Extension DNs:                2010
                                                           MORE BELOW
```

Save	Cancel	More Detail	Change Password	Voice

CARD-002

> **Note:** Mailbox Number *should be the same as extension number. The only fields you need to modify now are* Last Name, First Name, Department*, and* Class of Service*. The remaining fields are described beginning on page 4-4.*

5   Press d   twice to move the cursor to *Last Name.*

6   Press M   to clear the field.

7   Enter the user's last name.

8   Press d   to move the cursor to *First Name.*

9   Press M   to clear the field.

10   Enter the user's first name.

11   Press d   to move the cursor to *Department.*

12   Enter the name of the user's department.

13   Press d   to move the cursor to *Class of Service.*

14   Use l   and r   to select the appropriate Class of Service.

> **Note:** If the user does not fit into any of these categories, select "Personal".

15   To review the information you've entered, press u   to move back through the form.

16   If any of this information is incorrect, press u   or d   until the cursor reaches the appropriate field, and use the edit keys described on page 2-6 to correct it.

17   Press =+   to save your changes, or -_   to start again.
You are asked to enter the next mailbox you wish to modify.

18   Repeat steps 4 to 17 for every user on your list.

Using the system administrator's voice mailbox

Your voice mailbox is pretty much the same as those of the other users on the Meridian Mail system, except that yours has access to a few special system administration functions.

Basic voice mail functions are described in "Helping your Meridian Mail users" (Chapter 8). This chapter describes only what you need to know in order to access the system administration functions.

Logging on to Meridian Mail

To log on to Meridian Mail:

1   Dial the extension number for Meridian Mail.

2   At the prompt enter your mailbox number and press #.
Your mailbox number is the same as your extension number.

3   At the prompt enter your password and press #.
Your password is initially set to your mailbox number. Change it as soon as you can.

Logging off of Meridian Mail

To log off of Meridian Mail:

1   Press 83   or simply hang up.

Recording personal verifications

Personal verifications are used throughout the Meridian Mail system to quickly tell people to whom a call or a message is going and from whom a message has come.

Allowing users to record their own

You can give your users the ability to record their own personal verifications and should encourage them to do so. A name is far more recognizable when spoken by the person to whom it belongs.

To allow your users to record their own personal verifications:

1   From the Main Menu, choose
"3 Voice Administration"→ "1 Voice Messaging Options".

2   Set the field *User Changeable Personal Verification* to "Enabled".

3   Press =+ .

Recording them all yourself

If, however, you want to ensure that everyone has a personal verification right away, it is up to you to record them. Everyone can then record their own as they become more familiar with Meridian Mail.

To record everyone's personal verification:

1   Press 89 .

2   At the prompt, enter the mailbox number of the first user on your list and press # .

3   Press 5 to start recording.

4   At the tone, say the user's name and extension number.

5   Press # to stop recording.

6   To check the recording press 2 .

7   Repeat steps 2 to 6 for all the users on your list.

Customizing the System Greeting

When Meridian Mail answers an external call, the System Greeting is played before the user's personal greeting. This is an optional feature. You might use it to explain to callers that their calls have been transferred to an answering system. If you don't feel your system needs a System Greeting, then don't record one.

To customize the system greeting:

1   Press 829 .

2   Press 76 to delete the existing system greeting. (Don't worry, there may not be one.)

3   Press 5 to start recording.

4   At the tone, start speaking.

   You might want to say something like:

   "Your call is being transferred to our Meridian Mail telephone answering system."

5   Press # to stop recording.

6   To check the recording press 2 .

Customizing the Automated Attendant

Meridian Mail's Automated Attendant can be used in many different ways. For example, your organization can set up its telephone system to automatically answer all incoming calls. In this case, when a caller phones, the automated attendant directs the caller to press 1 to dial a person by extension. If the caller waits on the line long enough without doing anything, the call is transferred to the receptionist. A suitable announcement would be:

"Thank you for calling <your company's name>. If you don't have a push-button phone or wish to speak to our receptionist, please wait on the line. If you know the extension number of the person you are calling, press 1, followed by the extension number, followed by number sign."

To record this announcement:

1   Dial the extension for the Voice Prompt Maintenance Service.

2   At the prompt, enter the ID for the Automated Attendant announcement and press # .

3   At the prompt, enter the update password and press # .

4   At the prompt, press 1 to update the greetings prompt.

5   Press 5 to start recording.

6   At the tone, say the announcement.

7   Press # to stop recording.

8   To check the recording, press 2 .

Sending a broadcast message

A broadcast message is a message that is sent to all your users. At this point you might consider sending a broadcast message to welcome your users to their new Meridian Mail system. They should all have been given a quick reference card describing how to use the system, and so should all know how to log on and use their mailboxes.

To send a broadcast message:

1   Press 75 .

2   Enter the Broadcast mailbox number and press # twice.

3   Press 5 to start recording.

4   At the tone, say the broadcast message:

You might want to say something like this:

"Hi, this is <your name>. I am the system administrator for our new Meridian Mail voice messaging system. Your Meridian Mail reference card should tell you all you need to know, or you can dial <your extension> if you need any help. You should record your name and extension number for personal verification and an internal and external greetings as soon as you can."

5   Press # to stop recording.

6   To check the recording press 2 .

7   To send the broadcast message, press 79 .

Day-to-day business

This chapter describes the things you'll probably have to do from time to time after you have set up your Meridian Mail system. It includes modifying information for the users you've added, deleting users when they leave your organization, and adding new users when they join.

By following the backup procedures beginning on page 4-10, you can protect this information and quickly restore the system to complete working order in the event of a problem.

Finding your users

The Find Users form allows you to generate a complete list of all the users on your system in alphabetical order. From this list, you can pick the users you want to modify or delete. You can also use this form to generate a partial list of the users—the people in a certain department, for instance.

To generate a list of Local Voice Users

1   From the Main Menu, choose
"1 User Administration"→ "1 Local Voice User".
The softkey submenu appears.

2   Press ˜ì .
The Find Local Voice Users form is displayed (Figure 4-1).

3   For a complete list of users, press ´æ .

4   For a more selective list, fill out the appropriate fields on the form, and press ´æ .

The Meridian Mail system searches the list of users based on the fields you fill out on this form. If you leave a field blank, the search matches any value

for that field. If you use the special "+" character in a field, the search matches a value starting with characters before the "+".

In the following figure, the search will find everyone named Bob in the Design department whose last name starts with an "S" and whose mailbox has had too many invalid logon attempts, and will probably produce a very short list.

Figure 4-1
The Find Local Voice Users form


```
                          User Administration
Find Local Voice Users

Status:      Any  Enabled  Disabled  Expired  Violation

Mailbox Number: _____        Volume ID: _

Last Name:     S+_____

First Name:    Bob_____

Department:    Design_____

Extension Number (DN): _____

Status:      Any  Not_Recorded  Recorded

Display Data: General  MWI
_____
                                              MORE BELOW
Select a softkey>

    Exit                    List        Print
```

CARD-071

You may instead want to search for the users in a particular department, so that you can modify their system attributes. Or you may want a list of all the disabled mailboxes on the system so you can delete them.

Some of these fields on the Find Local Voice Users form may be unfamiliar. They are described below:

Status: This field allows you to search for users according to their mailbox status. Your choices are

- *Any*   Select this option to find users regardless of their current mailbox status.
- *Enabled*   Select this option to find users whose mailboxes are enabled.
- *Disabled*   Select this option to find users whose mailboxes are disabled.
- *Expired*   Select this option to find users whose password has expired.
- *Violation*   Select this option to find users who have surpassed the maximum number of invalid logon attempts.

Display Data: This field determines the format in which the resulting list of found users is displayed. Your choices are

- *General*   When selected, the list of users includes the following information: user name, mailbox number, department, Class of Service number, storage used, and personal verification status.
- *MWI*   When selected, the list of users includes the following information: user name, extension number, mailbox number, number of read messages, number of unread messages, number of text messages, and the status of the message waiting indicator (MWI) on the user's telephone.

Only if Primary DN differs from MWI DN: Users receive their phone calls at their primary extension number, and Meridian Mail sets the indicator at their MWI extension number whenever a message is waiting. Normally these extensions should be the same. If you set this field to *"Yes,"* only those users whose primary extension does not match their MWI extension are displayed in the list of found users.

Modifying a user

Figure 4-2 is an example of a List of Local Voice Users. To modify one of these users

1   Press `np`   until you reach the screen containing the user you want to modify.

   Note: The number of screens in the List of Local Voice Users depends on how specific you make your search.

2   Use `u`   and `d`   to move to the user you want to modify.

3 Press B to select the user.

4 Press ^x .

Figure 4-2
A list of found users

```
                        User Administration
List Of Local Voice Users
                                              Storage Personal
                                        COS   Used   Verific.
Name              Mailbox    Department  Num.  (mins) Recorded
Schulze,Roy       2013       Docum       2     5      Yes
Sneyd,Tony        2044       Vault       0     1      Yes
Sparks,Rowena     2050       Produ       0     2      Yes
Tindall,Barbara   2009       Sales       0     1      Yes
Tremain, Mary     2025       Desig       2     3      Yes
Ugge,Robin        2051       Produ       4     0      No
User2091,User2091 2091                   0     0      Yes
User2092,User2092 2092                   0     0      Yes
User2093,User2093 2093                   0     0      Yes
User2094,User2094 2094                   0     0      Yes
User2095,User2095 2095                   0     0      Yes
User2096,User2096 2096                   0     0      Yes
Verkley,Veronica  2091       Desig       0     3      Yes


Select a softkey >

    Exit                  View/Modify   Delete        Voice
```

CARD-072

You are presented with the form for the user.

5 Fill out or edit the fields on the form.

6 Press =+ or -_ .

Filling out a user's form
The following is a description of all the possible fields available on a Modify Local Voice User form. Depending on the way your Meridian Mail system is configured, and depending on the type of user you are modifying, some of the fields may not be present.

There are a number of fields on the Modify Local Voice User form that you cannot modify. They are called "read-only fields" and are displayed for your

information only. For instance, if you want to know when a user last logged in, move down through the form until you reach the read-only field called *Time of Last Logon.*

Figure 4-3
The View/Modify Local Voice User form

```
                        User Administration
        View/Modify Local Voice User

        Mailbox Number:    2010              Volume ID:  1

        Storage used:      4

        Last Name:         Fox

        First Name:        David             Initials: J

        Department:        Product Development

        Class of Service:  Personal    001_Standard  002_Executiv  003_Secretar
        (More Detail)      004_Outcalli  005_DNUonly   006_AMIS/OC

        Extension DNs:                 2010
                                       _____
                                       _____
        _____ MORE BELOW


          Save         Cancel        More        Change         Voice
                                     Detail      Password
```

CARD-002

Mailbox Number   The user's mailbox number. This is usually the same as the user's primary extension number.

Volume ID   The hard disk volume to which the user is assigned. This is always set to "1" and should not be changed.

Storage Used   Read-only field. Indicates the storage currently used by this user, in minutes

Last Name   The last name of the user

First Name   The first name of the user

Initials   The middle initials in the user's name

Department   The user's department

Class of Service   The Class of Service to which the user belongs. For more information on Class of Service, refer to page 6-3.

Extension DNs   The user's extension number or numbers. The first field must contain the user's primary extension number and is usually the same as the user's mailbox number. The second and third fields are optional and contain other extensions the user may have.

Figure 4-4
The View/Modify Local Voice User form (continued)

```
┌──────────────────────────────────────────────────────────┐
│                    User Administration        MORE ABOVE   │
│      View/Modify Local Voice User                          │
│                                                            │
│      Revert DN:     0_____              │
│                                                            │
│      Personal Verification Recorded (Voice):    No         │
│                                                            │
│      Name Dialable by External Callers:         No Yes     │
│                                                            │
│      Logon Status:                         Disabled Enabled │
│                                                            │
│                                                            │
│                                                            │
│      _____ │
│                                                            │
│    ┌────────┐  ┌────────┐  ┌────────┐  ┌────────┐  ┌──────┐ │
│    │  Save  │  │ Cancel │  │  More  │  │ Change │  │Voice │ │
│    │        │  │        │  │ Detail │  │Password│  │      │ │
│    └────────┘  └────────┘  └────────┘  └────────┘  └──────┘ │
└──────────────────────────────────────────────────────────┘
```

CARD-003

Revert DN   The extension to which a caller to this user's extension is transferred when the caller presses 0. You can set this field to the extension of your organization's main reception area, a department's receptionist, or perhaps someone's personal secretary. To your user's, this DN is referred to as their "custom operator assistance number" which they can change through Meridian Mail. (Refer to page 8-3.)

Note: Do not confuse this feature with the similar feature in Meridian Mail; when a user is logged on to Meridian Mail and presses 0, he or she still gets the receptionist.

Personal Verification Recorded (Voice)   Read-only field. This field is set to "Yes" if either you or the user has recorded a personal verification.

Name Dialable by External Callers   "Yes" allows external callers to reach the user through the Name Dialing feature.

Logon Status   When "Disabled", the user cannot log on to the system, but messages are still received. (The mailbox can become disabled, for example, if too many logon attempts are made using the wrong password). "Enabled" allows full access to the voice messaging system.

Deleting a user

To minimize the use of storage, unused mailboxes should be deleted when your Meridian Mail system is first installed and whenever someone leaves your organization.

⚠️

CAUTION
Lost Data
If you wish to generate a User Usage report for a user you are about to delete, you must do so before deleting the user. If you also wish to include data from the current day, you must wait until the next day before generating the report. Until then you can change the user's *Logon Status* (page 4-7) to "Disabled" to prevent anyone from logging on.

To delete a user from a list of Local Voice Users, first generate the list.

1   From the Main Menu, choose
"1 User Administration"→ "1 Local Voice Users"
The softkey submenu appears.

2   Press ˜ì .
The Find Local Voice Users screen is displayed.

3 For a complete list of users, press ´æ . For a more selective list, fill out the appropriate fields on the form, and press ´æ .

4 Press np until you reach the page containing the user you want to delete.

5 Use u and d to move to the user you want to delete.

6 Press B to select the user.

7 Press ⁻þ .
You are prompted to confirm the deletion.

8 At the prompt, enter **Y** R .

Instead of deleting a mailbox, you might choose to simply change the old user's password when that person leaves your organization and fill out the Modify Local Voice User form when the new person arrives. (To change a user's password, refer to the procedure on page 7-5.)

Adding a new user

Meridian Mail can have two different kinds of basic user:

Local Voice Users are the most common. They have extensions on your local PBX, and have access to all Meridian Mail functions.

Directory Entry Users have extensions on your local PBX but do not have a mailbox nor access to any Meridian Mail functions. They are registered on Meridian Mail only so that they can be accessed through Name Dialing or the Automated Attendant.

To add a new Local Voice User:

1 From the Main Menu, choose
"1 User Administration"→ "1 Local Voice User"

2 From the softkey submenu, press >– .
You are prompted to enter a mailbox number.

3 Enter the mailbox number and press R .
You are presented with the Add Local Voice User form.

Figure 4-5
Adding a new Local Voice User

```
                        User Administration
  Add Local Voice User

  Mailbox Number: 2010                    Volume ID:  1

  Storage used:   4

  Last Name:      Fox

  First Name:     David            Initials: J

  Department:     Product Development

  Class of Service: Personal     001_Standard  002_Executiv  003_Secretar
  (More Detail)     004_Outcalli  005_DNUonly   006_AMIS/OC

  Extension DNs:  2010
                  _____
                  _____
                                                          MORE BELOW

      Save          Cancel         More          Change         Voice
                                   Detail        Password
```

CARD-069

4   Fill out the fields on the Add Local Voice User form in the same way you
        would when modifying a user. For a definition of these fields refer to
        "Modifying a user" on page 4-3. *Mailbox Number* should be the same as
        extension number.

5   Press = + or – _   .

To add a Directory Entry User, follow the procedure for adding a Local Voice
User but start by selecting *Directory End User* from the Main Menu. The
form for Directory Entry Users is much simpler than that for a Local Voice
User and requires no additional explanation.

Figure 4-6
Adding a new Local Voice User (continued)

```
┌─────────────────────────────────────────────────────────────┐
│                     User Administration          MORE ABOVE   │
│   Add Local Voice User                                        │
│                                                               │
│   Revert DN:       0_____                    │
│                                                               │
│   Personal Verification Recorded (Voice):    No               │
│                                                               │
│   Name Dialable by External Callers:         No Yes           │
│                                                               │
│   Logon Status:                              Disabled Enabled │
│                                                               │
│                                                               │
│                                                               │
│   ─────────────────────────────────────────────────────      │
│                                                               │
│    Save        Cancel       More        Change       Voice    │
│                             Detail      Password              │
└─────────────────────────────────────────────────────────────┘
```

CARD-070

Backing up the system

Before you make any significant changes to the information on your system, you should perform a backup so that, in the event that something goes wrong, your Meridian 1 representative will be able to restore the original information.

During the backup, Meridian Mail writes a copy of all the information it has stored on its disk to the tape in the tape drive. This includes the information you've entered for each of your users, the special voice prompts and customized greetings used by the system, and the voice messages in each users mailbox.

The Meridian Mail system can remain active during a backup. Any changes to the system's data that occur during the backup are recorded at the very end of the backup process. However, since the backup procedure may slow down

the system, we recommend you only perform backups when your system isn't busy.

The tapes you receive from Northern Telecom (Nortel) are 3M brand DC6250 tapes. Be sure to use this tape format for your backups.

The following procedure assumes that your system is equipped with a tape drive. If that is not the case, your Meridian 1 representative can install one for you; or, depending on your organization, your Meridian 1 representative may be responsible for making the backups, as well.

If you encounter any problems with the following procedure, refer to "Problems with your tape drive" on page 7-2.

1   Turn on the power to the external tape drive. The switch is at the back of the drive.

2   Log on to the Meridian Mail.

3   From the Main Menu, choose "2 General Administration"→ "2 Volume Administration."

4   Choose the disk volume you wish to backup. (The Meridian Mail Card Option has only one disk volume, but you still must select it by pressing `B`   .)

5   Press `yY`   .
       The Disk to Tape Backup screen appears.

6   Press `tT`   .

7   At the prompt, insert one of the tapes supplied to you by your Meridian 1 representative into the tape drive. You can use a brand new tape, or an old backup tape you don't need anymore.

       Insert the tape with the label side to the top of the tape drive and the opening towards the handle on the door of the drive.

       If the tape drive has been mounted on the wall, insert the tape with the label facing the wall and the opening facing upwards.

8   Press `ok`   .
       The Backup Status screen appears. From here you can follow the progress of the backup. You have the option of aborting the backup or exiting to the Volume Administration screen.

Note: The backup should take about 30-60 minutes, and require only a single tape of the appropriate size for your system.

9   When the backup is complete, remove the tape and label it clearly. Include the date and time of the backup.

To remove a tape push the handle on the front of the drive to the left until the tape pops out.

If the tape drive has been mounted on the wall, push the handle upwards.

10   Press xX to return to the Volume Administration screen.

11   Turn off the power to the external tape drive.

Scheduling system backups

In addition to making a backup before making major changes to the system, you may want to schedule regular periodic backups. In this way, should anything unexpectedly go wrong with the system, there will always be a recent backup tape on hand which will allow you to restore the system to the time at which the backup was made.

1   Log on to the Meridian Mail system at the system administrator's terminal.

2   From the Main Menu, choose "2 General Administration."→ "2 Volume Administration."

3   Choose the disk volume you wish to schedule for backup. (The Meridian Mail Card Option has only one disk volume, but you still must select it by pressing B   .)

4   Press yY   . *The Disk to Tape Backup screen appears.*

5   Press /?   . *The Schedule Backup screen appears.*

6   Fill out the appropriate fields.

Note: It is recommended that you choose a daily backup, and that you schedule it for a time when your system is generally not very busy.

7   Press \ | .
You are returned to the Volume Administration screen. From here you can press .> to display the schedule you just entered. To edit the schedule, you must begin again at step 3.

8   Turn on the power to the external tape drive and ensure that it is never turned off.

Once you have saved a schedule, backups proceed automatically. You may choose to leave the same tape in the drive at all times. New backup data will overwrite the old backup data.

Scheduled backups are useful in the event of emergencies, but you should still perform a full system backup before proceeding with any significant hardware or software procedures to ensure that no data is lost.

Changing your passwords

To prevent unauthorized people from using your terminal or voice mailbox, you should change your passwords regularly, according to the following guidelines:

•   Change your password every three to four weeks.

•   Choose a password that is easy to remember and do not write it down anywhere someone might find it.

•   The longer the password the better.

•   For your terminal password use a mixture of letters and numbers.

•   Do not choose things related to your organization, such as its name or telephone number.

To change the password to the system administrator's terminal

1   From the Main Menu, choose "2 General Administration."→
        "2 Change System Administrator Password."

2   At the prompt, enter the current password. It will not be displayed.

3   At the prompt, enter the new password.

4   At the prompt, enter the new password again, to verify it.

Reports

The Operational Measurements function, available from the Main Menu, allows you to gather information about system usage and display that information using several standard reports. This chapter describes only those reports related to the basic system administration functions described in this guide. For information on the other reports available to you, contact your Meridian 1 representative.

The first part of this chapter describes the reports themselves, the information on them, and what that information means. The second part of this chapter describes the steps to take to gather the information you need for your reports and to display that information on your screen or print it on the printer.

There are two general categories of reports: traffic reports and user usage reports. Traffic reports monitor the use of system resources such as the storage space available, voice messaging, and other voice services.

While traffic reports give you a general picture of the system, user usage reports let you know what your users are up to and how well they are using Meridian Mail.

Voice Services Summary report

The Voice Services Summary is a traffic report which lists each of the voice services available on your system, how frequently they were accessed during the reporting period, and how much time your users spent using them.

Figure 5-1 is an example of the Voice Services Summary report, and the following are descriptions of each of the fields on the report.

Interval Start–End: The date and time range during which the following activity took place.

Figure 5-1
Voice Services Summary report

```
                        Operational Measurements
Voice Services Summary
                                             Average        Voice
                                   Number of  Length     Mail Usage
Interval  Start-End   Service Name  Accesses (in seconds) (in CCS)
04/22     09:00-10:00 Thru-Dial        5         60          3
                      Voice Messaging 10         30          3
                      Call Answering  60         30         18
                      Express Messaging 10       60          6




Select a softkey >

  ┌─────────┐  ┌─────────┐  ┌─────────┐  ┌─────────┐  ┌─────────┐
  │  Exit   │  │  Next   │  │         │  │         │  │         │
  │         │  │ Report  │  │         │  │         │  │         │
  └─────────┘  └─────────┘  └─────────┘  └─────────┘  └─────────┘
```

CARD-050

Service Name   The service that was available

Number of Accesses   The number of times this service was accessed directly

Average Length (seconds)   The average time each caller spent using this service

Voice Mail Usage (in CCS)   The total time everyone spent using all Meridian Mail services, in CCS (One CCS is equal to 100 seconds.)

Voice Messaging Detail report

The Voice Messaging Detail is a traffic report which provides information regarding logon and call answering sessions, and the messages composed during those sessions.

Figure 5-2 is an example of the Voice Messaging Detail report and is followed by a description of each of the fields on the report.

Figure 5-2
Voice Messaging Detail report

```
                    Operational Measurements
 Voice Messaging Detail (VM Logon, Call Answering and Express Messaging)

                 Number of    Number of   Session   Messages   Message
                   Calls       Sessions    Length    Created    Length
  Interval Start-End   Int  Ext  EM/Ans Log   Avg  Max  EM/Ans Log   Avg  Max
  10/28   09:00-10:00  18   0    2    16    238  470    0    2    20   25
  10/28   10:00-11:00  12   2    7     7    310  310    1   32    14   14
  10/28   11:00-12:00  17   1   13     5    478  624    1   20    20   20
  10/28   12:00-13:00  13   2    7     8    275  488    0   28    19   26
  10/28   13:00-14:00  16   3    5    14    353  436    1   32    19   25
  10/28   14:00-15:00  15   2    8     9    307  378    1   30    21   23
  10/28   15:00-16:00  15   0    5    10    213  330    0   18    25   26
  10/28   16:00-17:00  10   2    4     8    446  597    1   30    18   22
  10/28   17:00-18:00  17   0    4    13    251  330    0    2    19   25
  10/28   18:00-19:00  17   0    4    13    234  465    0    2    22   27
  10/28   19:00-20:00  13   0    2    11    238  470    0    2    20   25
  10/28   20:00-21:00   8   0    1     7    310  310    0    3    14   14
  10/28   21:00-22:00   3   0    3     0    478  624    0    3    20   20

 Select a softkey >

  ┌──────────┐┌──────────┐┌──────────┐┌──────────┐┌──────────┐
  │  Exit    ││  Next    ││          ││ Next Page││          │
  │          ││  Report  ││          ││          ││          │
  └──────────┘└──────────┘└──────────┘└──────────┘└──────────┘
```

CARD-049

Interval Start–End   The date and time range during which the following activity took place

Number of Calls—Int   The number of calls from other users on the system (internal callers) received by the voice messaging service

Number of Calls—Ext   The number of calls from people outside the system (external callers) received by the voice messaging service

Number of Sessions—EM/Ans   The number of times someone used the Express Messaging feature or had his or her call answered by Meridian Mail

Number of Sessions—Log   The number of times someone logged on to Meridian Mail

Session Length (Avg and Max)   The average length of these voice messaging sessions and the length of the longest session

Messages Created—EM/Ans   The number of messages created by someone using the Express Messaging feature or by someone whose call was answered by Meridian Mail

Messages Created—Log   The number of messages created by someone who was logged on to Meridian Mail

Message Length (Avg and Max)   The average length of these messages and the length of the longest message

Disk Usage Detail report

Both text information and voice data are stored on a disk drive installed in the Meridian 1 cabinet. The more users you add and the more messages that people record, the more crowded this disk gets. The Disk Usage Detail is a traffic report which allows you to monitor the state of your disk.

Figure 5-3
Disk Usage Detail report

```
                        Operational Measurements
Disk Usage Detail
                        Volume    Voice Volume    Voice Space    Text Space
Interval   Start-End    Name      Size (hh:mm)    Used (%)       Used (%)
09/30      09:00-10:00  VS1       2:00            31             47
09/30      10:00-11:00  VS1       2:00            33             47
09/30      11:00-12:00  VS1       2:00            34             47
09/30      12:00-13:00  VS1       2:00            35             47
09/30      13:00-14:00  VS1       2:00            36             47
09/30      14:00-15:00  VS1       2:00            36             47
09/30      15:00-16:00  VS1       2:00            38             47
09/30      16:00-17:00  VS1       2:00            35             47
09/30      17:00-18:00  VS1       2:00            36             47
09/30      18:00-19:00  VS1       2:00            37             47
09/30      19:00-20:00  VS1       2:00            37             47
09/30      20:00-21:00  VS1       2:00            37             47
09/30      21:00-22:00  VS1       2:00            38             47
09/30      22:00-23:00  VS1       2:00            39             47
09/30      23:00-24:00  VS1       2:00            40             47

Select a softkey >

    Exit          Next                    Next Page
                  Report
```

CARD-047

Figure 5-3 is an example of the Disk Usage Detail report, and the following are descriptions of each of the fields on the report.

Interval Start–End   The date and time range during which the following activity took place

Volume Name   The name of Meridian Mail's disk volume

Voice Volume Size   The total size of the volume being used to store both voice and text data. A single minute of voice data is roughly equivalent to 150 000 characters of text

Voice Space Used   The percentage of the space on the disk allocated to voice data that was being used

Text Space Used   The percentage of the space on the disk allocated to text data that was being used

User Usage report

The User Usage report provides information regarding logon and call answering sessions, and the messages composed during those sessions. It is similar to the Voice Message Detail report, except that it breaks down its information by individual user.

Figure 5-4 is an example of the User Usage report, and the following are descriptions of each of the fields on the report.

Last Name   The last name of the user

First Name   The first name of the user

Department   The user's department

Mailbox   The user's mailbox number. This is usually the same as the user's primary extension number

COS   The Class of Service to which the user belongs

Date   The day during which the following activity took place

Figure 5-4
User Usage report

```
                           User Usage Reports
Last Name        First Name       Department        Mailbox        COS
Sparks           Rowena           Production         2050          1

Local Usage:
                 Number of    Connect    Number of     Message      Disk
                 Sessions      Time       Messages      Length      Used
Date             EM/Ans Logon  (mm:ss)    EM/Ans Logon  (mm:ss)     (mm:ss)
02/12/90          10     4     4:00        10    2       6:30        4:30
02/13/90           8     3     3:12         7    3      12:35        5:30
--------         ------------- ---------  ------------- ---------
Total             18     7     7:12        17    5      19:05
-----------------------------------------------------------------------
Last Name        First Name       Department        Mailbox        COS
Ugge             Robin            Production         2051          1

Local Usage:
                 Number of    Connect    Number of     Message      Disk
                 Sessions      Time       Messages      Length      Used

Select a softkey>

   Exit                                      Next Page
```

CARD-048

Number of Sessions—EM/Ans   The number of times someone used the Express Messaging feature to reach this user's mailbox or had a call to this user answered by Meridian Mail

Number of Sessions—Log   The number of times this user logged on to Meridian Mail

Connect Time   The amount of time spent connected to Meridian Mail during these sessions

Number of Messages—EM/Ans   The number of messages created by someone who reached this user's mailbox using the Express Messaging feature or by having a call answered by Meridian Mail

Number of Messages—Log   The number of messages created by this user while logged on to Meridian Mail

Message Length   The total length of all messages sent and received by this user

Disk Used   The amount of disk storage that was being used by this user

Creating a report

To create a report, you must first instruct Meridian Mail to start gathering the information you need in the format you want it. Once this information is in place, you must then instruct Meridian Mail to generate the specific report you want.

Gathering the information you need

The Operational Measurement Options form determines how Meridian Mail gathers the information for all reports. To access this form:

1   From the Main Menu, choose
"6 Operational Measurements" → "1 Operational Measurement Options"

Figure 5-5
Operational Measurement Options

```
┌─────────────────────────────────────────────────────────────┐
│               Operational Measurements                       │
│   Operational Measurement Options                            │
│                                                              │
│   Collect Traffic Data:                    Disabled  Enabled │
│                                                              │
│   Traffic Period Start (hh:mm):            01:00             │
│                                                              │
│   Traffic Period End  (hh:mm):             01:00             │
│                                                              │
│   Traffic Commit Interval (hh:mm):         01:00             │
│                                                              │
│   Number of Days of Traffic Data Stored:   8                 │
│                                                              │
│   Collect User Usage/Session Trace Data:   Disabled  Enabled │
│                                                              │
│   Number of Days of User Usage Data Stored: 31               │
│                                                              │
│   ─────────────────────────────────────────────             │
│                                                              │
│    Save       Cancel                                         │
│                                                              │
└─────────────────────────────────────────────────────────────┘
```

CARD-044

Figure 5-5 is an example of Operational Measurement Options form, and the following are descriptions of each of the fields on the form.

Collect Traffic Data   When "Enabled", Meridian Mail records the information needed for traffic reports according to the remaining traffic parameters on the form. When "Disabled", Meridian Mail does not record this information, and you cannot generate traffic reports.

Traffic Period Start   The time each day at which Meridian Mail begins to collect traffic data, based on the twenty-four hour clock

Traffic Period End   The time each day at which Meridian Mail stops collecting traffic data, based on the twenty-four hour clock. To continuously collect traffic data, set the *Traffic Period Start* and *Traffic Period End* to the same time.

Traffic Commit Interval   Although Meridian Mail is constantly accumulating information on system activity, it only commits this information to disk at periodic intervals. In this way your reports contain the total activity for each interval, not the details of everything that was happening at every given moment.

This field defines that interval and so determines the *Intervals* for all of your traffic reports. The interval you choose must be a multiple of thirty minutes and must be equally divisible in the traffic period you've set.

Number of Days of Traffic Data Stored   The number of days each interval of traffic information is retained before being deleted

Collect User Usage/Session Trace Data   When "Enabled", Meridian Mail records the information needed for user usage reports. When "Disabled", Meridian Mail does not record this information, and you cannot generate user usage reports.

Unlike traffic data, user usage data is committed to disk at the end of each day. You cannot customize this interval.

Number of Days of User Usage Data Stored   The number of days user usage information is retained before being deleted.

Generating the report

Once you have determine how you want Meridian Mail to gather the information you need, you can use this information to generate your reports. The procedure for generating a report is different for traffic reports and user usage reports.

Generating a traffic report

To generate a traffic report:

1   From the Main Menu, choose
"6 Operational Measurements" → "2 Traffic Reports"
You are presented with the Traffic Reports form.

Figure 5-6
Generating a traffic report

```
                    Operational Measurements
    Traffic Reports

    Voice Services Summary:              No Yes
    Voice Messaging Detail:              No Yes
    Channel Usage Detail:                No Yes
    Disk Usage Detail:                   No Yes


    Report Start (dd/mm/yy hh:mm): _____ (or blank for oldest)
    Report End   (dd/mm/yy hh:mm): _____ (or blank for newest)




    _____


      Exit                 View Reports  Print Reports
```

CARD-045

2   From the list of available reports, choose the ones you wish to print by selecting "Yes".

3   For *Report Start,* enter the date and time you wish your reports to start.

To have your reports begin with the oldest data still available on the system, leave this field blank.

4   For *Report End,* enter the date and time you wish your reports to end.

Note 1: To have your reports end with the newest data available on the system, leave this field blank.

Note 2: The range defined by these two fields cannot exceed the limit defined by *Number of Days Traffic Data Stored* on the Operational Measurement Options form.

5   To display your reports on your screen, press , <   .

Use np to move through each report. Press ÿ to view the next report in sequence or xX to return to the Traffic Reports form.

6   To print your reports on your printer, press ! % .
You are prompted to ensure that the printer is ready and on line. (Refer to "Enabling your printer" on page 5-13.)

7   Press ( ) .

Note: You cannot do anything else on your terminal until the reports are finished printing. You can, however, press $& to stop the printing anytime.

Generating a user usage report
To generate a user usage report:

1   From the Main Menu, choose
"6 Operational Measurements" → "3 User Usage Reports"
You are presented with the User Usage Reports form. (Refer to Figure 5-7.)

2   For *Selection Criteria*:

a.   To generate a report containing every user on your system:

i.   Choose "All".
The Sorted field appears.

ii.   To display every user on your system in alphabetical order, choose "Alphabetically".

iii.   To display your users grouped by their departments, choose "By_Department".

Figure 5-7
Generating a user usage report

```
┌─────────────────────────────────────────────────────┐
│                Operational Measurements               │
│  ┌──────────────────────────────────────────────────┐│
│  │User Usage Reports                                  │
│                                                        │
│   Selection Criteria:           All  Last_Name  Mailbox  Department │
│                                                        │
│   Sorted:                       Alphabetically  By_Department │
│                                                        │
│                                                        │
│                                                        │
│                                                        │
│                                                        │
│   Report Start (dd/mm/yy hh:mm): _____ (or blank for oldest) │
│   Report End   (dd/mm/yy hh:mm): _____ (or blank for newest) │
│  └──────────────────────────────────────────────────┘│
│                                                        │
│        ┌──────┐  Cancel  View Reports  Print Reports  ┌──────┐ │
│        └──────┘                                        └──────┘ │
└─────────────────────────────────────────────────────┘
```

CARD-046

   b.   To generate a report for a single user, if you know the user's last name:

       i.   Choose "Last Name".
              The Last Name field appears.

       ii.   Enter the user's last name.

   c.   To generate a report for a single user, if you know only the user's mailbox number:

       i.   Choose "Mailbox".
              The Mailbox field appears.

       ii.   Enter the user's mailbox number.

   d.   To generate a report for a particular department:

     i.   Choose "Department".
The Department field appears.

    ii.   Enter the department.

3   For *Report Start,* enter the date and time you wish your reports to start.

    Note: To have your reports begin with the oldest data still available on the system, leave this field blank.

4   For *Report End,* enter the date and time you wish your reports to end.

    Note 1: To have your reports end with the newest data available on the system, leave this field blank.

    Note 2: The range defined by these two fields cannot exceed the limit defined by *Number of Days Traffic Data Stored* on the Operational Measurement Options form.

5   To display your report on your screen, press ,< .

    Use np to move through the report. Press xX to return to the User Usage Reports form.

6   To print your reports on your printer, press !% .
You are prompted to ensure that the printer is ready and on line. (Refer to "Enabling your printer" on page 5-13.)

7   Press () .

    Note: You cannot do anything else on your terminal until the reports are finished printing. You can, however, press $& to stop the printing anytime.

Enabling your printer

Before you attempt to print a report, you must ensure that the printer is ready and on line. If you do not, your keyboard will not respond.

Meridian Mail systems support two different kinds of printer: the Northern Telecom (Nortel) Personal Printer and the Digital LA75 Plus Companion Printer. You can identify yours by the company logo on the front of the printer or by comparing its control panel with those shown in Figure 5-8 on page 5-14 and Figure 5-9 on page 5-15.

If you have neither of these models, consult the user manual that came with your printer.

Enabling a Nortel Personal Printer

1 Ensure that the power indicator lamp is lit. (Refer to Figure 5-8.)

If it is not lit, turn on the power by moving the switch at the back of the printer from the "0" (off) position to "1" (on).

2 Ensure that the on line indicator lamp is also lit.

If it is not lit, press the button immediately below the power indicator lamp as shown in Figure 5-8.

Figure 5-8
Enabling the Nortel Personal Printer
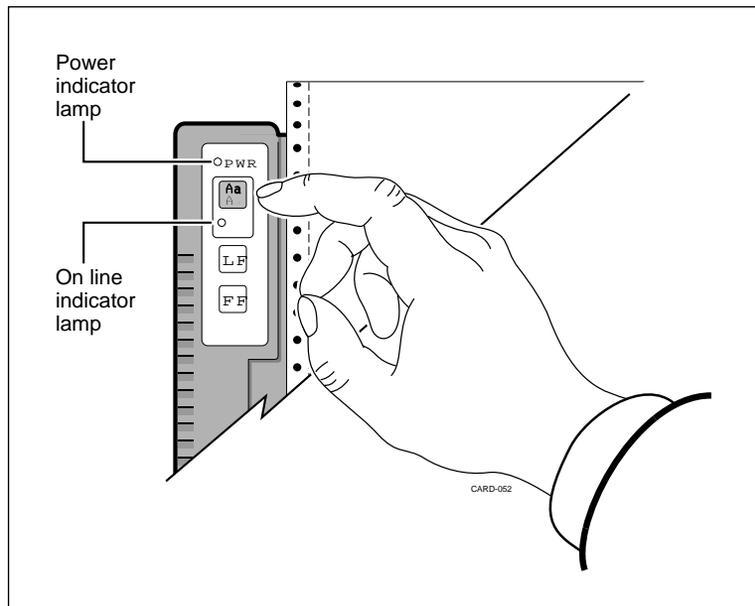
Enabling a Digital LA75 Plus Companion Printer

1 Ensure that the power is on.

If it is not lit, turn on the power by moving the switch at the right side of the printer from the "0" (off) position to "1" (on).

2 Ensure that the RDY indicator lamp is not blinking.

If it is blinking, press the Ready button as shown in Figure 5-9.

Figure 5-9
Enabling the LA75 Plus Companion Printer
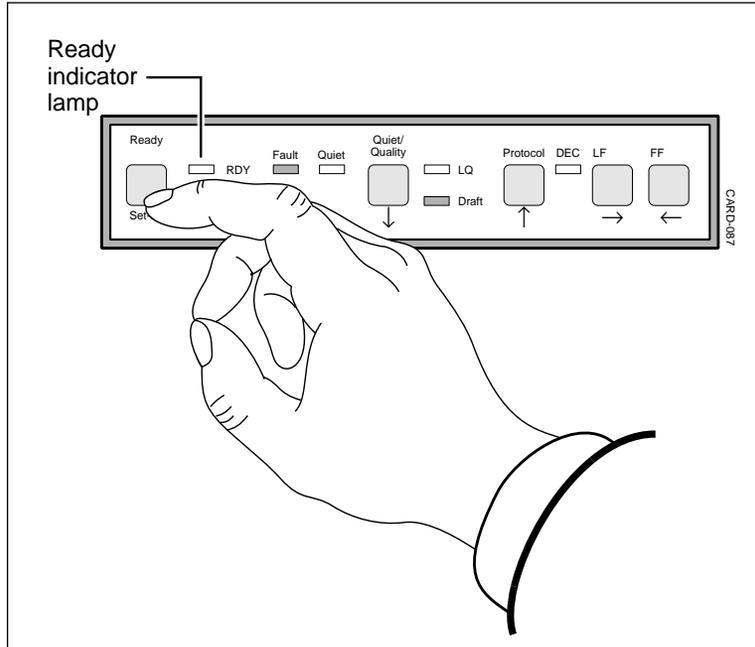
Other features

This chapter provides an overview of some of the other features of Meridian Mail you may find useful: system distribution lists, broadcast messages, and Class of Service.

System distribution lists

A system distribution list is a predefined list of voice mailboxes available to every user on your system. When a user sends a message to a distribution list, every person on that list receives the message.

1   From the Main Menu, choose "1 User Administration"
The User Administration Menu appears.

2   From the User Administration Menu choose "3 Distribution Lists"
The Distribution List Menu appears.

3   Press `>-` .
You are presented with a form like the one in Figure 6-1.

4   In *List Number* enter a unique number for this list. It must be greater than 11.

       Note: To avoid confusion, assign these numbers so that they are different from those used as mailbox numbers.

5   Fill out the rest of the form.

6   If you need to enter more extension numbers, press `mf`   .

System distribution lists can be modified and deleted in much the same way as you modify and delete entries from your list of users. In addition to these common system distribution lists, each user can create as many as nine *per-*

sonal distribution lists. (Refer to page 8-5.) Unlike system distribution lists, personal distribution lists are available only to the user who creates them.

Figure 6-1
Adding a system distribution list

```
┌─────────────────────────────────────────────────────────┐
│                    Distribution Lists                     │
│  Add Distribution Lists                                   │
│                                                           │
│  List Number: 22_____                                     │
│                                                           │
│  List Title:   Group Managers_____    │
│                                                           │
│  Mailbox Numbers:                                         │
│                                                           │
│  2013___  2017___  2100___  2020___  2201___  2213___  2101___  2220___ │
│  2000___  _____  _____  _____  _____  _____  _____  _____ │
│                                                           │
│  _____ │
│                                                           │
│   ┌──────┐  ┌──────┐  ┌──────┐  ┌──────────┐  ┌──────┐   │
│   │ Save │  │Cancel│  │      │  │More Fields│  │      │   │
│   └──────┘  └──────┘  └──────┘  └──────────┘  └──────┘   │
└─────────────────────────────────────────────────────────┘
```

CARD-012

Broadcast messages

A broadcast message is a message that is sent to all your users. As they become more comfortable with Meridian Mail, you might consider sending a broadcast message ever two or three weeks explaining a new voice messaging feature they might not yet have used.

To send a broadcast message

1   Press 75 .

2   Enter the Broadcast mailbox number and press ## .

3   Press 5 to start recording.

4   At the tone, say the broadcast message.

5   Press ⌗   to stop recording.

6   To check the recording press 2 .

7   To send the broadcast message press 79   .

You might also consider using broadcast messages as a replacement for "To All Staff" memos. You can direct your new electronic memos to every one in your organization, or you can establish distribution lists for particular groups.

However you decide to use Meridian Mail's broadcast messaging feature, you should not use it too often. If people start to find broadcast messages in their voice mailbox more than once a day, they might start to delete them without even listening to them.

Class of Service

A Class of Service is a template containing a series of values assigned to specific voice messaging parameters. It is a method of classifying users according to their needs. When you add a user to the system, you must specify the Class of Service to which he or she belongs. When adding Classes of Service to your system, therefore, consider carefully the types of users you have and what their requirements are.

If, after you have assigned a Class of Service to a group of users, you realize that you need to give that class of users additional capabilities, you need only change the settings in the Class of Service and all the users assigned to that Class of Service will be changed. If users request additional (or reduced) functionality, you can either assign them to another Class of Service that meets their needs, or create a personal Class of Service that meets their special needs.

You can define up to fifteen Classes of Service.

Personal Classes of Service

Choosing "Personal" from a Class of Service list allows you to define a unique set of parameters for those users whose requirements do not fit any of the existing Classes of Service. Each personal Class of Service is unique to the user you create it for and must be maintained separately, as it will not be affected by changes to the common Classes of Service.

You can define an unlimited number of personal Classes of Service.

Modifying a Class of Service

As the requirements of your organization or of your system change with time, you may be required to modify the definition of a Class of Service.

To modify a Class of Service:

1 From the Main Menu, choose:
"7 Class of Service Administration"
You are presented with the following menu of softkeys:

Figure 6-2
The Class of Service Administration softkey submenu
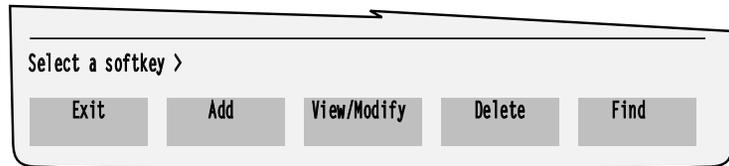
CARD-075

2 Press ˜ì .
The Find Class of Service form is displayed.

Figure 6-3
The Find Class of Service form

```
                    Class of Service Administration
         Find Class of Service

         Class of Service Number:                __

         Class of Service Name:                  _____




    _____


      Save                    LLiisstt        PPrriinntt
```

CARD-076

3   Leave the fields blank and press ´æ .
A complete list of the Classes of Service on your system is displayed.

Figure 6-4
A Classes of Service list

```
                    Class of Service Administration
List of Classes of Service

COS COS          Storage   Retain   DNU      AMIS      DualLang
Num Name         (mins.)   ReadMsg  /RN   Receive/Send Prompt

  1 Sec            10        0       N/Y     Yes  No      No
  2 VIP            20        2       Y/Y     Yes  Yes     Yes
  3 Std             3        0       N/N     No   No      No
 10 CFP             5        0       Y/Y     Yes  No      Yes
 11 LD1             3        0       N/N     Yes  Yes     No
 12 LD2             5        0       N/N     No   No      Yes
 15 OTC             5        0       Y/Y     No   No      No




_____

Select a softkey >

 ┌─────────┐ ┌─────────┐ ┌─────────┐ ┌─────────┐ ┌─────────┐
 │  Exit   │ │         │ │View/Modify│ │ Delete │ │         │
 └─────────┘ └─────────┘ └─────────┘ └─────────┘ └─────────┘
```

CARD-077

4   Use u and d to move to the Class of Service you want to modify.

5   Press B   to select the Class of Service.

6   Press ˆ×   .
          You are presented with the form for the Class of Service.

Figure 6-5
The View/Modify Class of Service form

```
                    Class of Service Administration
        View/Modify Class of Service

        Class of Service Number:              1

        Class of Service Name:                Secretary_____

        Personal Verification Changeable by User:  No Yes

        Voice Storage Limit (minutes):        3_

        Maximum Message Length (mm:ss):       03:00_

        Delayed Prompts:                      No   Yes

        Dual Language Prompting:              No   Yes

        Auto Logon:                          No   Yes
                                                        MORE BELOW
        Select a softkey >

           Save          Cancel

```

CARD-079

7   Fill out or edit the field definitions on the form.

8   Press =+ or -_ .

Adding a Class of Service

To Add a Class of Service, you must first create a new Class of Service using the Add Class of Service form, as described below; and then enable it using the General Options form, described on page 6-12.

Creating a new Class of Service

1   From the Main Menu, choose
        "7 Class of Service Administration"

2   From the softkey submenu, press >- .

3   At the prompt, enter the Class of Service number and press R   .
        You are presented with the following form.

Figure 6-6
The Add Class of Service form

```
┌─────────────────────────────────────────────────────┐
│          Class of Service Administration              │
│ Add Class of Service                                  │
│                                                       │
│ Class of Service Number:          1                   │
│                                                       │
│ Class of Service Name:            Secretary_____     │
│                                                       │
│                                                       │
│                                                       │
│                                                       │
│                                                       │
│                                                       │
│  ───────────────────────────────────────────────     │
│                                                       │
│  ┌──────┐  ┌──────┐  ┌────────┐  ┌──────┐  ┌──────┐  │
│  │ Save │  │Cancel│  │CChange  │  │      │  │      │  │
│  │      │  │      │  │Defaults │  │      │  │      │  │
│  └──────┘  └──────┘  └────────┘  └──────┘  └──────┘  │
└─────────────────────────────────────────────────────┘
```

CARD-074

4   Enter a name for the Class of Service and press z Z   to continue
with the definition of the Class of Service.
The remainder of the Add Class of Service form is displayed. Page 6-9
through page 6-12 contain a description of each of the fields available
on this form.

5   Fill out the fields, and press =+   when you're done.

Figure 6-7
The Add Class of Service form (continued)


```
                    Class of Service Administration
Add Class of Service

Class of Service Number:              1

Class of Service Name:                Secretary_____

Personal Verification Changeable by User:  No Yes

Voice Storage Limit (minutes):        3_

Maximum Message Length (mm:ss):       03:00

Delayed Prompts:                      No Yes

Dual Language Prompting:              No Yes

Auto Logon:                          No Yes
                                                          MORE BELOW
Select a softkey >

    Save          Cancel
```

CARD-064

Personal Verification Changeable by User   If the field is set to "Yes," users can record their own personal verifications from their telephone sets.

Voice Storage Limit (Minutes)   The maximum amount of storage available to users. You may enter a value from 1 to 360 minutes

> *Note:* If a user surpasses this limit, they hear a message alerting them to their full mailbox.

Maximum Message Length (mm:ss)   The maximum length of a message or greeting that the user can record

Delayed Prompts   When this field is set to "Yes," the system will prompt users for an action after 3.5 seconds of inactivity after the first prompt. If set to "No," the system does not prompt users again after the first prompt.

Note: You may choose to set this field to "Yes" on newly installed systems, until your users become familiar with the various Meridian Mail commands.

Dual Language Prompting This field is displayed on multilingual systems. This field affects the prompts played to callers during call answering sessions.

Auto Logon When this field is set to "Yes" the user does not need to enter a password or mailbox number to gain access to Meridian Mail from their telephone. This feature should only be enabled for users with telephones in secure locations. The default is "No."

Figure 6-8
The Add Class of Service form (continued)

```
                    Class of Service Administration        MORE ABOVE
Add Class of Service

Administrator Capability:              No Yes

Broadcast Capability:                  No Yes

Auto Play:                             No Yes

Callers Notified of Busy Line:         No Yes

Maximum Call Answering
Message Length (mm:ss):                01:00

Receive Composed Messages:             No Yes

Message Waiting Indication Options:    None Any Urgent

External Call-Sender                   Unrestricted On_switch Local
                                                          MORE BELOW


     Save         Cancel
```

CARD-065

Administrator Capability If this field is set to "Yes", the user can record a custom call answering greeting and personal verifications for all users. You should restrict this capability to yourself and one other responsible user to act as a backup administrator. The default is "No."

Broadcast Capability   If this field is set to "Yes," users can send broadcast messages to all users on the system. You should restrict this capability to a limited number of your users. The default is "No."

Auto Play   When this field is set to "Yes," the messages in the user's mailbox are automatically played back when they log on. When this field is set to "No," the user must explicitly request that each message be played back by pressing 2 on the telephone keypad. The default is "No."

Callers Notified of Busy Line   When this field is set to "Yes," callers hear a special prompt which informs them when the user is on the phone, before they are switched to Meridian Mail. If the field is set to "No," the callers are simply switched to Meridian Mail. The Default is "Yes."

Maximum Call Answering Message Length (mm:ss)   The maximum length of message that a caller can leave

Figure 6-9
The Add Class of Service form (continued)

```
                    Class of Service Administration        MORE ABOVE
Add Class of Service

Restriction Permission Codes:          Long_distance_1 Long_distance_2

Read Message Retention (days):         10
("0" implies that read messages
are retained until the user
deletes them manually.)

Send Messages to External Users:    No  Yes

Retain Copy of Sent Messages:       No  Yes

Extension Dialing                   Unrestricted On_switch Local
Restriction/Permission Codes:       Long_distance_1 Long_distance_2

Custom Revert                       Unrestricted On_switch Local
Restriction/Permission Codes:       Long_distance_1 Long_distance_2

Select a softkey >

    Save          Cancel
```

CARD-066

Receive Composed Messages   If this field is set to "No," the user cannot receive composed messages, including broadcast messages. The default is "Yes."

Message Waiting Indication Options   This setting determines the type of messages that will cause a message waiting indication. The default is "Any."

External Call-Sender Restriction/Permission Codes   This field determines which DNs the user may call using the Call-Sender feature. The categories are defined in Voice Administration→Voice Security Options. The default is "Local."

Read Message Retention (days)   This field specifies the number of days that messages are kept in users' mailboxes after they have been read. If the field is set to "0," the messages will be kept until deleted by the user, or the maximum period allowed by the system, whichever is sooner. The default is "0."

Send Messages to External Users   If this field is set to "Yes", users may compose and send messages to users who are not necessarily part of your organization, but who share the same telephone system. The default is "No."

Retain Copy of Sent Messages   When this field is set to "Yes," copies of sent messages are not deleted from the user's mailbox. The default is "No."

Extension Dialing Restriction/Permission Codes   This field determines which restricted/permitted dialing codes apply when a user dials a phone number while logged on to their mailbox. The categories are defined in Voice Administration→Voice Security Options. The default is "Local."

Custom Revert Restriction/Permission Codes   The custom revert DN is the extension to which a caller is passed when the caller presses 0 during a call answering session. This field determines which dialing codes are restricted/permitted. The categories are defined in Voice Administration→ Voice Security Options. The default is "Local."

Enabling a Class of Service

Once you have created a new Class of Service, you must enable it in order to be able to assign it to a user.

To enable a Class of Service

1   From the Main Menu choose
"2 General Administration"→"1 General Options".
The General Options form appears.

Figure 6-10
The General Options form

```
                        General Administration
       General Options

       System Name:              Meridian Mail Customer

       System Number:            0

       System DN Length          0

       Available Features:       Voice Messaging (MMUI)
                                 Dual Language Prompting
                                 Voice Menus & Announcements

       Class of Service Selection:  01  02  03  04  05  06  __  __
                                    __  __  __  __  __  __  __  __

       Attendant DN:             0

                                                        MORE BELOW
       Select an item >

        Save          Cancel
```

CARD-082

2   Move the cursor down to *Class of Service Selection*.

3   Enter the numbers of the Classes of Service that you wish to enable in
the spaces provided, and press =+ .

Note: You may create up to 15 Classes of Service. When adding or
modifying users, however, you will only be able to specify those Classes
of Service shown here.

Assigning a Class of Service

When adding or modifying users, you must assign them to one of the common
Classes of Service defined on your system, or create a personal Class of Ser-
vice to meet their special needs.

Figure 6-11 is a typical example of the form you fill out to modify a user. The Add User form is similar, and the procedures for assigning a user to a Class of Service are the same.

Figure 6-11
The View/Modify Local Voice User form

```
                         User Administration
      View/Modify Local Voice User

      Mailbox Number:   2010            Volume ID:  1

      Storage used:     4

      Last Name:        Fox

      First Name:       David            Initials: J

      Department:       Product Development

      Class of Service: Personal    001_Standard  002_Executiv  003_Secretar
      (More Detail)     004_Outcalli  005_DNUonly  006_AMIS/OC

      Extension DNs:                    2010

                                                          MORE BELOW

        Save         Cancel        More        Change        Voice
                                   Detail      Password
```

CARD-002

1 While filling out the user's form, move the cursor down to *Class of Service*.

2 Choose the Class of Service to which this user belongs.

3 To verify the configuration of this Class of Service, press µå .
The View/Modify Class of Service form is displayed.

4 When you have finished, press ″ı .

5 Continue adding or modifying the user.

Creating a personal Class of Service

If a user has special requirements that are not met by an existing Class of Service, you can create a customized personal Class of Service.

> *Note:* All personal Classes of Service must be administered individually, since changes made to the common Classes of Service do not affect personal Classes of Service.

1   In the user's form, move the cursor down to the *Class of Service*.

2   Select "Personal."

3   Press µå   .
The View/Modify Class of Service form is displayed.

4   Make the necessary modifications to the Class of Service fields.

5   When you have finished, press ″1   .

6   Continue adding or modifying the user.

To create a personal Class of Service based on one of the common Classes of Service

1   In the user's form, move the cursor down to the *Class of Service*.

2   Move the cursor to the standard Class of Service that will serve as the model for the new personal Class of Service and press µå   .
The View Class of Service form for the standard Class of Service is displayed.

3   Press ″1   .

4   Move the cursor to "Personal" and press µå   .
The View Class of Service form for this personal Class of Service is displayed. You will notice that its fields contain the same values as the Class of Service you chose in step 2.

5   Modify the appropriate fields.

6   When you have finished, press ″1   .

7   Continue adding or modifying the user.

Problem solving

There isn't much that can go wrong with your Meridian Mail system, provided you don't attempt to use any of the functions not covered in this guide.

This chapter describes a few of the more likely problems you may encounter, and what you must do to solve them. Simply follow the procedures until the problem is solved; there is no need to go any farther than that. If you do try everything, however, and you still have the problem, contact your Meridian 1 representative.

Problems with your terminal

You can't log on to the Meridian 1 PBX

1 Press R .
If the response is **OVL111 nn TTY** *or* **OVL111 nn SL1** *(where* **nn** *is a two-digit number), then someone else is logged onto the system. Wait until he or she logs off and press* R *again.*

If the response is **OVL000>***, then you are already logged on.*

If the response is **OVL111 nn IDLE** *or* **OVL111 nn BKGD***, then you are ready to log on.*

2 If you don't get any of these responses, enter *** * * *** R and start again at step 1.

Note: If the system does not allow you to enter these four asterisks all in a row, simply enter them on one line at a time; the system will automatically move the cursor to the next line.

The terminal does not display Meridian Mail screens

1 You may have accidentally switched to the Meridian 1 PBX software. If you see the **>** prompt, enter **AX** R .

2 Enter C   ] to switch to Meridian 1 PBX software. To enter a control character like this, hold down the control key while you press the character's key. (In much the same way as you hold down the shift key to enter capital letters.)

3 Enter **LOGI** R   .
If no one has logged on to the system for a while, you are prompted to enter the Meridian 1 password.

4 At the **PSWD?** prompt, enter the Meridian 1 password and press R   .

5 At the > prompt, enter **AX** R   .

The keyboard does not respond

1 If there is a printer attached to your system, ensure that the printer is ready and on line. (Refer to page 5-13.)

2 Turn the terminal off and on again.

3 Check that the terminal is firmly plugged in the wall socket.

4 Check the connection between the keyboard and the terminal.

Problems with your tape drive
A tape is not recognized by the system

1 If you are performing a backup, ensure that you have inserted the correct tape.

2 Ensure that you have inserted the tape correctly.

3 Ensure that the tape is the correct format, 3M brand DC6250.

4 Turn the tape drive off and then on again.

5 Ensure that the cable from the Meridian 1 cabinet is securely connected to the tape drive.

The tape drive does not correctly retension a tape

1 Turn the tape drive off and then on again.

Starting a backup before inserting a tape

If, while attempting to manually back up the system, you inadvertently press ok *before* inserting a tape:

1 Insert a tape into the tape drive.
An error message is displayed indicating that the backup has failed.

2 Press xX .

3 Retry the backup procedure.

Defective tape during backup

If, while attempting to manually backup the system, you insert a defective tape:

1 Discard the defective tape.

2 Retry the backup procedure with a different tape.

Problems with the time and date

If the clock on the Meridian 1 PBX is not set correctly, you may notice incorrect or odd times and dates in message headers. If the date is set incorrectly, passwords may expire unexpectedly, and messages your users have listened to may be deleted prematurely. If you suspect any of these problems, check to see if the system's time and date are set correctly and change them if necessary.

1 Enter C   ] to switch to Meridian 1 PBX software. To enter a control character like this, hold down the control key while you press the character's key. (In much the same way as you hold down the shift key to enter capital letters.)

2 Enter **LOGI** R   .
If no one has logged onto the system for a while, you are prompted to enter the Meridian 1 password.

3 At the **PSWD?** prompt, enter the Meridian 1 password and press R   .

4 At the **>** prompt, enter **LD 2** R

5 At the **.** prompt, enter **TTAD**
The system displays the day of the week together with the current date and time in the following format: DD MM YYYY HH MM SS.

6   If the time and date are not correct, enter **STAD**, followed by a space, followed by the correct date and time in the above format, followed by R.

Note: Enter the date and time exactly as shown in the format, with a space after each number. You must enter four digits for the year, and you must enter a value for the seconds.

If you make a mistake while entering these numbers, press R and start entering the date and time again from the beginning.

7   Enter **TTAD** again to verify your entry.

8   Enter *** * * ***

9   Enter **AX** R   to return to Meridian Mail.

Note: It may take as long as three minutes for your changes to take effect.

Voice mail problems

Depending on the configuration of your system, Meridian Mail is equipped with up to twelve voice channels. This means that up to twelve people can use Meridian Mail simultaneously. Two major problems can arise when these voice channels fail.

The most obvious problem you might encounter is where Meridian Mail answers the telephone properly but the caller does not hear any voice prompts. This problem may occur intermittently or on all calls to Meridian Mail.

A more subtle problem occurs when a particular channel does not even answer calls. Provided the system has other, functional channels, callers may not notice this decline in service unless they get a lot of busy signals when they dial Meridian Mail.

If you suspect you might have one of these problems, report it to your Meridian 1 representative.

User problems

A user can't log on to Meridian Mail

This problem can occur when the user incorrectly enters his or her password too many times.

To re-enable the user:

1   From the Main Menu, choose
     "1 User Administration" → "1 Local Voice User".
     You are presented with the Local Voice Users softkey submenu.

2   Press ˆ× .

3   At the prompt, enter the user's mailbox number and press R.

     Note: If the mailbox number isn't valid, either the user has been entering the
     wrong mailbox number when logging onto Meridian Mail, or the user is a Direc-
     tory Entry User and does not have a mailbox on the system.

4   Press N   and d to move through the form until you reach
     Logon Status.

5   Press r to change *Logon Status* to "Enabled".

6   Press =+ .

A user has forgotten his or her password

There is no way you can tell the user what his or her password was. The fol-
lowing procedure, instead, changes the user's password to his or her mailbox
number, and then allows the user to change it through Meridian Mail.

1   Follow steps 1 to 3 in the procedure above.

2   Press wW   .

3   At the prompt, enter the user's mailbox number as the new password.

4   At the prompt, enter the new password again.

5   Press =+ .

6   Advise the user of the new password and remind him or her to change
     it immediately.

Helping your Meridian Mail users

Each of your users should receive a copy of the Meridian Mail quick reference card *How to use Meridian Mail.* For your reference, the following pages contain all that information and more, organized in the same way it is arranged on the card.

When there's a message waiting for you

When someone leaves a message for you, it is put in your voice mailbox with the rest of your messages, and the message waiting indicator on your phone is set.

This indicator will depend on the model of phone you have. It may be a light or other display, or you might hear an interrupted dial tone when you next pick up the phone.

Follow the prompts

Meridian Mail always asks you for the information it needs and tells you which keys to press. If you are having trouble, Meridian Mail will usually repeat the prompt. Once you are familiar with Meridian Mail, you can cut the prompts short by pressing the next key in the command.

Whenever a command is described on the quick reference card, usually just the initial keystrokes are given. Once you enter these, Meridian Mail prompts you through the rest of the command.

Help!

You can get more help pretty much anytime by pressing * .

- For mailbox command help, press 8*   .

- For message command help, press 7*   .

Number sign

Remember to press # to tell Meridian Mail you've finished entering a long number (like your password), to stop playback, to stop recording, or to exit a function.

Setting up your mailbox

To personalize your mailbox, you should do the following things the first time you use Meridian Mail.

Logging in

To log in to the Meridian Mail system

1 Dial the extension for Meridian Mail.

2 At the prompts, enter your mailbox number and password.
Your password is initially set to your mailbox number.

Note 1: If you dial the Meridian Mail extension from your own phone, you don't have to enter your mailbox number. Just press # .

Note 2: To log in to Meridian Mail after leaving a message, press # to stop the recording and press 81 .

When you're away from the office

When you're away from the office, you can access Meridian Mail from any touch tone phone in one of three ways:

• Depending on your system, there may be a special telephone number you can dial that directly accesses Meridian Mail.

• If your Automated Attendant is configured to receive external calls, you can use it to dial the Meridian Mail extension.

• You can phone your receptionist and ask to be transferred to Meridian Mail.

Changing your password

• To change your password, press 84 .

Note: Your password prevents others from listening to your messages. Change it frequently.

Meridian Mail may also be configured to force users to change their passwords periodically and to prevent them from using the same password again and again. The fields that control user passwords are on the form "3 Voice Administration" → "2 Voice Security Options".

Recording a greeting

- To record a greeting, press 82 .

    Note: You can record two different greetings: your internal greeting is heard when others on your telephone system phone you, your external greeting is heard by everyone else. If you only record one greeting, it is heard by both external and internal callers.

- To start recording, press 5 .

- To stop recording, press # .

Recording your personal verification

Your personal verification is attached to the messages you leave and is heard by people who dial you by name or add you to a distribution list.

- To record your personal verification press 89 and record your name and extension number.

Changing your custom operator assistance number

When someone is listening to your greeting, this is the telephone number or extension they are directed to when they press 0. Typically, this extension is that of your receptionist, though you might want to change it to the number of someone else who should receive your important calls when you cannot answer the phone.

- To change your custom operator assistance number, press 801 .

Logging off

You can leave Meridian Mail by hanging up or by logging off.

- To log off, press 83 .

Playing your messages

As seen in Figure 8-1, you can use the top two rows of your telephone keypad to move quickly through your mailbox, in pretty much the same way you use the keys on a tape-recorder to move quickly through a tape. Think of the keys on the right as forward keys, and the keys on the left as backward keys.

Listening to your messages

- To play a message, press 2 .

- To stop the message, press # .

- To resume playback, press 2 .

- To skip forward, press 3 . This allows you to skip quickly through a long message.

- To skip backward, press 1 . This allows you to review a portion of the message.

Figure 8-1
Forward, backward, play, and stop

CARD-001
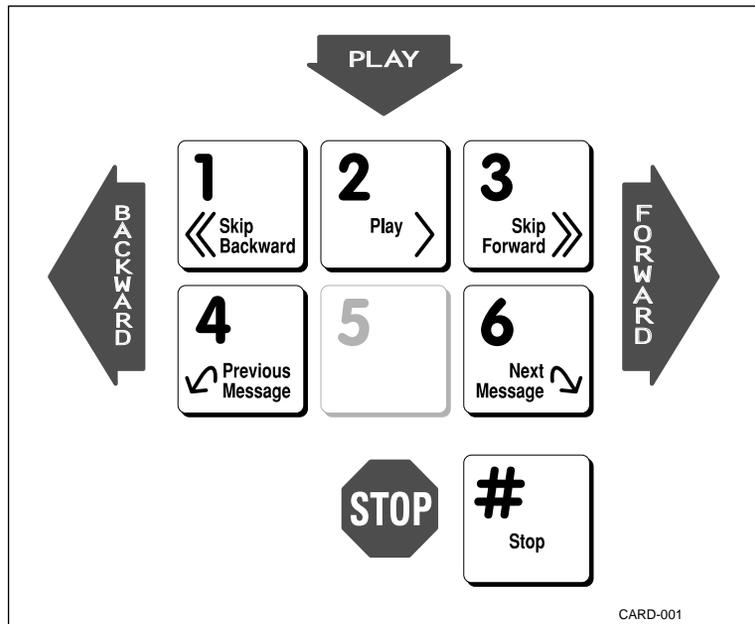
Reviewing the messages in your mailbox

- To move to the next message, press 6 .

- To move to the previous message, press 4 .

- To hear the message's header, press 72 .

Deleting old messages

- To delete a message, press 76 .

- To restore a message you've just deleted, press 76 again.

Meridian Mail may also be configured to automatically delete the messages you've listened to after a certain number of days has elapsed. The field that defines this value for each user is *Read Message Retention* on the Modify Local Voice User Form. (Refer to page 6-12.)

There is also a field on the Voice Messaging Options form called *Maximum Read Message Retention.* No matter what retention value may be assigned to a particular user, no message is retained beyond the number of days defined in *Maximum Read Message Retention*.

To access the Voice Messaging Options form:

• From the Main Menu choose
  "3 Voice Administration"→ "1 Voice Messaging Options"

Forwarding messages

You can forward the messages left in your mailbox to other people on your Meridian Mail system. To forward a message:

1 Use 4 or 6 to move to the message.

2 Press 73 and enter the extension of the person you want to send it to.

Addressing by name

Whenever you are asked to enter a mailbox number, you can enter a person's name, instead:

• Press 11 and start spelling the person's name (last name first) using the letters on the telephone keypad. For "Q" press 7 for "Z" press 9 . Meridian Mail announces a match as soon as it finds one.

  Note: 11 is the standard Meridian Mail Name Dialing prefix. If it doesn't seem to work on your system, it may have been changed. Refer to page 9-3 to determine the correct number.

Distribution lists

Whenever Meridian Mail asks you to enter a mailbox number you can enter the number of one of your personal distribution lists instead. These lists can contain up to 99 mailbox numbers.

To create a personal distribution list

1 Press 85 .

2   Enter a number from 1 to 9 to identify this list, followed by # .

   Note: Since you can have up to nine personal distribution lists, you might want to write down which list is which.

3   Enter each mailbox on your list followed by # .

4   To remove the last mailbox you entered press 0# .

5   When you've entered all the mailboxes on your list, press ## .

   Note: Once you've done this, you cannot change this distribution list. Delete it instead, and enter the mailboxes again. To delete a distribution list, press 76 .

Creating messages

Instead of calling someone and waiting for Meridian Mail to take your message, you can dial Express Messaging, or you can use the Compose command.

To compose a message:

1   Press 75 .

2   Enter the list of mailboxes to which you want to send the message.

   Note: You can mix mailboxes, names, and distribution lists.

3   You can start and stop recording any time. Using the commands described in "Playing your messages" on page 8-3, you can listen to your message and move backward and forward through it. You can begin re-recording at any point in your message, or you can delete the whole thing and start again.

4   To send the message press 79 .

Tagging messages

Before sending a message, you can press 70   to tag it with the following special message options:

•   **Urgent delivery** Press 1 . When they log in, recipients are told which messages waiting in their mailbox are urgent.

•   **Private**, press 4 . Private messages cannot be forwarded to other users.

- **Acknowledgment** Press 5 . You are informed when your message has been heard.

- **Timed delivery** Press 6 . This allows you to specify the day and time to send the message.

Replying to messages

After listening to a message from someone on your system you can compose a reply:

1   Press 71   (or press 74   to compose a reply to the sender and all the other people who received the message.)

   Note: To hear a list of the other people who received the message, press 72 .

2   Press 79   to send it.

Or you can press 9   to call the person right away. This puts your Meridian Mail session on hold for up to two minutes. To reconnect to Meridian Mail after you have completed your call, release Meridian Mail as you would any other call you'd put on hold.

Through dial

To quickly leave Meridian Mail and place an internal or external call:

1   Press 0 followed by the telephone number, including any special access codes you may need to dial an external number.

2   When you have finished entering the number, press # .

   Note: If your telephone system requires you to pause in your dialing (for example, after dialing a special code to access an external line) dial a * wherever the pause is required.

You can also dial anyone on your Meridian Mail system using the name-dialing function described in "Addressing by name" on page 8-5.

1   Press 011   and start spelling the person's name (last name first) using the letters on the telephone keypad. For "Q" press 7 for "Z" press 9 . Meridian Mail announces a match as soon as it finds one.

More commands

The table on the following page contains all the commands available on a basic Meridian Mail system. For special features, consult the Meridian Mail manuals that came with your system.

Table 8-1
Meridian Mail voice messaging commands

Playback commands		Mailbox commands	
1	Skip backward	8*	Mailbox help
2	Play	81	Log in
3	Skip forward	821	Greeting—External
4	Previous message	822	Greeting—Internal
5	Record	83	Log off
6	Next message	84	Password change
		85	Distribution list
Message commands		86	Go to a message
7*	Message help	89	Personal verification
71	Reply	801	Operator assistance number
72	Play envelope		
73	Forward	**Other commands**	
74	Reply all	9	Call sender
75	Compose	0	Attendant/Through-dial
76	Delete/Restore	*	Help
79	Send	#	Stop/Exit/Return
701	Message options—Urgent		
702	Message options—Standard		
703	Message options—Economy		
704	Message options—Private		
705	Message options—Acknowledgment		
706	Message options—Timed delivery		

Meridian Mail extension numbers

This chapter lists the standard extension numbers (also called Directory Numbers or DNs) reserved for Meridian Mail. These numbers were automatically assigned when your Meridian Mail system was first installed, but since then they may have been changed. So, included with each extension number is the name of the Meridian Mail form on which the number is defined. If you suspect that a number has been changed, refer to this form for the correct number.

Meridian Mail (Voice Messaging DN)

The extension you and your users dial to access Meridian Mail.

Standard DN 7000

Defined on
  "3 Voice Administration"→
  "3 Voice Services Administration"→
  "1 Voice Service DN Table"

Express messaging DN

Express Messaging allows you and your users to leave a message for another person on the system without logging in to Meridian Mail and without phoning that person and waiting until Meridian Mail answers.

Standard DN 7002

Defined on
  "3 Voice Administration"→
  "3 Voice Services Administration"→
  "1 Voice Service DN Table"

System administrator's mailbox

This is the mailbox you use to record your users' personal verifications, customize the System Greeting, and customize the Automated Attendant.

As the system administrator, you can give any user this capability by creating a personal Class of Service with the field *Administrator Capability* set to "Yes." You should restrict this capability to yourself and one other responsible user to act as a backup administrator.

Voice Prompt Maintenance DN

This extension accesses Meridian Mail's Prompt Maintenance service. From there you can change the prompt for the Automated Attendant.

Standard DN 7003
Standard Voice Service ID 100
Standard password 12345

Defined on
    "3 Voice Administration"→
    "3 Voice Services Administration"→
    "1 Voice Service DN Table"

Automated Attendant announcement ID and password

The ID and password for the Automated Attendant prompt.

Standard ID 100
Standard password 12345

Defined on
    "3 Voice Administration"→
    "3 Voice Services Administration"→
    "3 Announcement Definitions"

1   Choose the Auto-attendant announcement.

2   Press iI .
    Announcement ID contains the ID, and Update password contains the password you need to change the prompt.

3   Press -_ to leave the form without changing it.

Automated Attendant DN

The extension you dial to access the Automated Attendant. Use this to verify the prompt.

Standard DN 7001

Defined on
    "3 Voice Administration"→
    "3 Voice Services Administration"→
    "1 Voice Service DN Table"

Broadcast Mailbox Number

The number used to send a broadcast message.

Standard DN 999

Defined on
    "3 Voice Administration"→
    "1 Voice Messaging Options"

System Attendant DN

The extension (usually the main receptionist) to which a user is transferred when he or she presses 0 while in Meridian Mail.

It is also the extension to which a user is transferred when a transfer to another extension is unsuccessful. This only happens if there are special services set up on your Meridian Mail system or if *Revert DN* is defined for one of your users.

Standard DN 0

Defined on
    "2 General Administration"→
    "1 General Options"

Prefix for Name Dialing and Name Addressing

The prefix used to gain access to the Name Dialing and Name Address features.

Standard DN 11

Defined on
"3 Voice Administration"→
"1 Voice Messaging Options"

List of terms

Centi-call Seconds (CCS)

One CCS is equal to 100 seconds of call-connection time. It is a convenient way of displaying large numbers on reports.

Class of Service

A Class of Service is a template containing a series of values assigned to specific voice messaging parameters. It is a method of classifying users according to their needs. When you add a user to the system, you must specify the Class of Service to which he or she belongs.

Cursor

The cursor is a small block or underscore on your computer terminal's screen that shows you where the next character you enter will appear when you enter it on the keyboard. Depending on your terminal, it might even blink on and off.

DN

DN or Directory Number is a technical term used throughout the Meridian Mail system. It is the number you dial to reach a user's extension or a Meridian Mail service.

Log on

This guide tells you how to log on to the system administrator's terminal and how to log on to Meridian Mail. When logging on to the system administrator's terminal, for example, you are telling the computer that you want to access the Meridian Mail system. Before letting you, however, the computer asks for a password to ensure that you are really the system administrator. In this way, logging on to a computer is like using your key to start your car.

Log off

This guide tells you how to log off of the system administrator's terminal and how to log off of Meridian Mail. When logging off of the system administrator's terminal, for example, you are telling the computer that you are finished

using the system for now, and that it should not let anyone else log on unless they can provide the correct password.

Mailbox

When Meridian Mail answers your phone and records a message, that message is left in your personal voice mailbox. Your mailbox is private and cannot be accessed by anyone who does not know your Meridian Mail password.

PBX

Private branch exchange. This is the portion of the Meridian 1 system that directs internal and external calls to the correct extension. It is the modern equivalent of the old-fashioned telephone switchboard.

Softkey

This is one of the five keys on your keyboard labelled ∞, §, and so on which correspond to the five labels at the bottom of your screen. These keys perform different functions depending on where you are in the system.

User

A Meridian Mail user is anyone who uses Meridian Mail, including yourself.

Index

NORTEL

Reader's Response Form

NORTEL

Reader's Response Form
for

Meridian Mail Card Option
System Administration—The Basics, NTP 555-7071-300
August 1995

Tell us about yourself:

Name: _____ Date: _____

Company: _____

Address: _____

_____

Occupation: _____ Phone: _____

---

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 you comments to: Nortel Customer Documentation, Toronto Lab, 522 University Ave., Toronto, ON, Canada, M5G 1W7.

Integrated Office—Network Services

Meridian Mail
Card Option

System Administration—The Basics

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