MERLIN® Messaging System 3.0 System Administration

Getting Started

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           Issue 3, May 2003

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Getting Started

About This Guide

This guide describes how to use the MERLIN® Messaging Administration software to set up and maintain the MERLIN Messaging Release 3.0 system. Using this guide, you will learn:

- What the software can do
- How to install the software
- How to connect to a MERLIN Messaging system
- The basics of the administration process

What is MERLIN Messaging Administration?

MERLIN Messaging Administration gives you the ability to set up and manage a MERLIN Messaging Release 3.0 system from a PC instead of using the existing MERLIN Messaging touch-tone interface. Using MERLIN Messaging Administration, you can

- Program the system (for example, security, system language, etc.),
- Program mailbox extensions,
- Program the Automated Attendants,
- Administer system group lists and personal group lists,
- Back up and restore the MERLIN Messaging system,
- Program delay announcements,
- Administer language prompt upgrades,
- Administer Automated Attendant recordings, submenu recordings, announcement recordings, and delay announcement recordings, and
- Administer the Unified Messaging Application (if installed), which enables users to access voice mail messages from their email accounts. After the Unified Messaging Application is installed and administered, when the user receives voice mail, the system automatically forwards the voice message (as a .WAV file) to the user's email account. The user can listen to the message at the PC.

All of these features are accessed through a graphical interface that is easy to learn and use.

> $\Longrightarrow$ **NOTE:**
> *MERLIN Messaging Administration works with MERLIN Messaging Release 3.0.*

What You Need to Run MERLIN Messaging Administration

MERLIN Messaging Administration requires an IBM PC-compatible with the following hardware and software:

- a Pentium® 100 MHz or faster processor. (A 200 MHz or faster processor is recommended.)
- a minimum of 32 MB of RAM for Microsoft® Windows NT® 4.0 Server or Workstation (Service Pack 4 or later), a minimum of 64 MB of RAM for Microsoft Windows® XP Professional (128 MB recommended) or Microsoft Windows 2000 Professional (128 MB recommended), and a minimum of 16 MB of RAM for Microsoft Windows 98, or Microsoft Windows 95.
- 10 MB of hard disk space to install the application on your PC. However, you will need more space to back up the MERLIN Messaging system.
- a network interface card with an RJ-45 connector. If your MERLIN Messaging system is connected to your company's local area network (LAN), the PC must be connected to the LAN and you must have an account on your company's LAN.
- a 10 Base-T CAT 5 crossover cable to connect your PC directly to the MERLIN Messaging system if your MERLIN Messaging system is not connected to your company's LAN. *This crossover cable is packaged with the MERLIN Messaging system.*
- a Windows-compatible VGA monitor supporting at least 16 colors and 800 x 600 pixel screen resolution.

> ⇒ **NOTE:**
> *The PC screen resolution must be set to 800 x 600 or higher.*

- a Windows-compatible pointing device (for example, a mouse).
- a Windows-compatible multimedia sound card and speakers to listen to announcements. The sound card must be capable of playing and recording audio files in the Microsoft WAVE format.
- a microphone to record announcements.
- an RS-232 cable to connect the PC directly to the MERLIN Messaging module if you want to change the default IP address of the MERLIN Messaging module.

Install the Software

To install the MERLIN Messaging Administration software, insert the MERLIN Messaging System Release 3.0 Library CD, select **Install MERLIN Messaging Administration** from the menu, and follow the prompts.

Troubleshooting

This section describes the problems you may encounter when installing and using MERLIN Messaging Administration.

Problem 1:   The Invalid Hardware Configuration message box appears.

This message box appears if the PC screen resolution is lower than 800 x 600. MERLIN Messaging Administration requires a PC screen resolution of at least 800 x 600. Click the **OK** button, and then set the PC screen resolution to 800 x 600 or higher.

Problem 2:   The Application Already Installed! message box appears.

This message box appears if MERLIN Messaging Administration is already installed on the PC. Click the **OK** button to close this message box.

Problem 3:   The Toolbar does not display properly.

The Toolbar may not display properly if the display font size for your PC is set to **Large Fonts**. Change the display font size for your PC to **Small Fonts**. You can also access the Toolbar options from the Administration menu.

Problem 4:   The backup, restore, and upgrade procedures fail.

The backup, restore, and upgrade procedures may fail if the screen saver is enabled and running on your PC. Disable the screen saver, and repeat the backup, restore, or upgrade procedure.

Configuring the Connection to the MERLIN Messaging System

Before you can log into the MERLIN Messaging system, you must determine how the PC running MERLIN Messaging Administration will connect to the MERLIN Messaging system. The PC can connect to the MERLIN Messaging system in either of the following ways:

- From an account on your company's LAN
- Directly via a 10 Base-T crossover cable

Perform one of the following procedures:

- If you are going to connect the MERLIN Messaging system to your company's LAN, go to .
- If you are not going to connect the MERLIN Messaging system to your company's LAN, go to .

Connecting to the MERLIN Messaging System via a LAN

To connect to the MERLIN Messaging system from your company's LAN, the MERLIN Messaging system must be connected to the LAN. To connect the MERLIN Messaging system to the LAN, you will need:

- a 10 Base-T cable with an RJ-45 connector that is connected to your company's LAN
- an available IP address on your company's LAN that you will assign to the MERLIN Messaging module
- a subnet mask address on your company's LAN that you will assign to the MERLIN Messaging module
- a default gateway address on your company's LAN that you will assign to the MERLIN Messaging module
- a PC with an RS-232 cable that you can connect to the MERLIN Messaging module and set the IP address, subnet mask address, and default gateway address for the MERLIN Messaging module. *The HyperTerminal application must be resident on this PC.*

To connect the MERLIN Messaging system to the LAN:

1 Connect the RS-232 cable from the PC to the RS-232 serial port on the MERLIN Messaging module.

2 Start a HyperTerminal session on the PC.

3 Double-click on **Hypertrm.exe**. The Connection Description dialog box appears.

4 Enter a name that describes the connection (for example, MERLIN Messaging), and click the **OK** button. The Connect To dialog box appears.

5 From the Connect using box, select the COM port to which the RS-232 cable is connected, and then click the **OK** button. The COM Properties dialog box appears.

6 Set the following options:

- Bits per second: 38400

- Data bits: 8

- Parity: None

- Stop bits: 1

- Flow control: None

7 Click the **OK** button, and then press the ENTER key. The MERLIN Messaging system prompts you to login.

8 Type *sysadmin*, and then press the ENTER key. The Password prompt appears.

9 Enter the administrator password, and then press the ENTER key. The Options menu appears.

10 Enter *1* and press the ENTER key. The System Configuration Options menu appears.

11 Enter *3* and press the ENTER key. The IP Address Assignments menu appears.

12 Enter *1* and press the ENTER key. MERLIN Messaging displays the current IP address of the MERLIN Messaging module and prompts you to enter the new IP address for the MERLIN Messaging module.

13 Enter the new IP address for the MERLIN Messaging module, and press the ENTER key. MERLIN Messaging prompts you to confirm the new IP address.

14 Enter *y* and press the ENTER key to confirm the new IP address. MERLIN Messaging displays the new IP address and then displays the IP Address Assignments menu.

15 Enter *2* and press the ENTER key. MERLIN Messaging displays the current subnet mask address of the MERLIN Messaging module and prompts you to enter the new subnet mask address for the MERLIN Messaging module.

16 Enter the new subnet mask address for the MERLIN Messaging module, and press the ENTER key. MERLIN Messaging prompts you to confirm the new subnet mask address.

17 Enter *y* and press the ENTER key to confirm the new subnet mask address. MERLIN Messaging displays the new subnet mask address and then displays the IP Address Assignments menu.

18 Enter *3* and press the ENTER key. MERLIN Messaging displays the current default gateway address of the MERLIN Messaging module and prompts you to enter the new default gateway address for the MERLIN Messaging module.

19 Enter the new default gateway address for the MERLIN Messaging module, and press the ENTER key. MERLIN Messaging prompts you to confirm the new default gateway address.

20 Enter *y* and press the ENTER key to confirm the new default gateway address. MERLIN Messaging displays the new default gateway address and then displays the IP Address Assignments menu.

21 Press the ENTER key. The System Configuration Options menu appears.

22 Press the ENTER key. The Options menu appears.

23 Enter *9* and press the ENTER key to log out of MERLIN Messaging.

24 Close the HyperTerminal session.

25 Connect the 10 Base-T cable from your company's LAN to the RJ-45 connector on the MERLIN Messaging module.

26 Disconnect the RS-232 serial cable from the MERLIN Messaging module.

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Connecting Directly to the MERLIN Messaging System via a 10 Base-T Crossover Cable

To connect the PC running MERLIN Messaging Administration directly to the MERLIN Messaging system, you will need:

- the 10 Base-T crossover cable with RJ-45 connector to connect the PC running MERLIN Messaging Administration to the MERLIN Messaging module. (This cable is packaged with the MERLIN Messaging system.)

- the IP addresses of the MERLIN Messaging module and the PC running MERLIN Messaging Administration to be in the same IP domain. You can either change the default IP address of the MERLIN Messaging module to be in the same IP domain as the PC, or change the IP address of the PC to be in the same IP domain as the MERLIN Messaging module.

- an RS-232 cable that you can connect to the MERLIN Messaging module and set the IP address for the MERLIN Messaging module. *The HyperTerminal application must be resident on the PC.*

> $\Longrightarrow$ **NOTE:**
> *An RS-232 cable and HyperTerminal are required only if you want to change the IP address of the MERLIN Messaging module.*

Perform one of the following procedures:

- If you are going to change the IP address of the MERLIN Messaging module, go to "Changing the MERLIN Messaging Module IP Address" on page 14.

- If you are not going to change the IP address of the MERLIN Messaging module, go to "Changing the PC IP Address" on page 17.

Changing the MERLIN Messaging Module IP Address

If you want to keep the current IP address for the PC, you must change the IP address for the MERLIN Messaging module to an address that is in the same IP domain as the PC. For example, if the IP address of the PC is 192.17.127.70, set the IP address of the MERLIN Messaging module to 192.17.127.71.

To connect the PC directly to the MERLIN Messaging system and change the IP address of the MERLIN Messaging module:

1 Connect the RS-232 cable from the PC to the RS-232 serial port on the MERLIN Messaging module.

2 Start a HyperTerminal session on the PC.

3 Double-click on Hypertrm.exe. The Connection Description dialog box appears.

4 Enter a name that describes the connection (for example, MERLIN Messaging), and click the **OK** button. The Connect To dialog box appears.

5 From the Connect using box, select the COM port to which the RS-232 cable is connected, and then click the **OK** button. The COM Properties dialog box appears.

6 Set the following options:

- Bits per second: 38400
- Data bits: 8
- Parity: None
- Stop bits: 1
- Flow control: None

7 Click the **OK** button, and then press the ENTER key. The MERLIN Messaging system prompts you to login.

8 Type *sysadmin*, and then press the ENTER key. The Password prompt appears.

9 Enter the administrator password, and then press the ENTER key. The Options menu appears.

10 Enter *1* and press the ENTER key. The System Configuration Options menu appears.

11 Enter *3* and press the ENTER key. The IP Address Assignments menu appears.

12 Enter *1* and press the ENTER key. MERLIN Messaging displays the current IP address of the MERLIN Messaging module and prompts you to enter the new IP address for the MERLIN Messaging module. Change the default LAN address of the MERLIN Messaging module to an IP address that is in the same IP domain as the PC. For example, if the IP address of the PC is 192.17.127.70, set the IP address of the MERLIN Messaging module to 192.17.127.71.

13 Enter the new IP address for the MERLIN Messaging module, and press the ENTER key. MERLIN Messaging prompts you to confirm the new IP address.

14 Enter *y* and press the ENTER key to confirm the new IP address. MERLIN Messaging displays the new IP address and then displays the IP Address Assignments menu.

15 Enter *2* and press the ENTER key. MERLIN Messaging displays the current subnet mask address of the MERLIN Messaging module and prompts you to enter the new subnet mask address for the MERLIN Messaging module. Change the default subnet mask address of the MERLIN Messaging module to an address that is in the same IP domain as the PC.

16 Enter the new subnet mask address for the MERLIN Messaging module, and press the ENTER key. MERLIN Messaging prompts you to confirm the new subnet mask address.

17 Enter *y* and press the ENTER key to confirm the new subnet mask address. MERLIN Messaging displays the new subnet mask address and then displays the IP Address Assignments menu.

18 Enter *3* and press the ENTER key. MERLIN Messaging displays the current default gateway address of the MERLIN Messaging module and prompts you to enter the new default gateway address for the MERLIN Messaging module. Change the default gateway address of the MERLIN Messaging module to an address that is in the same IP domain as the PC.

19 Enter the new default gateway address for the MERLIN Messaging module, and press the ENTER key. MERLIN Messaging prompts you to confirm the new default gateway address.

20 Enter *y* and press the ENTER key to confirm the new default gateway address. MERLIN Messaging displays the new default gateway address and then displays the IP Address Assignments menu.

21 Press the ENTER key. The System Configuration Options menu appears.

22 Press the ENTER key. The Options menu appears.

23 Enter *9* and press the ENTER key to log out of MERLIN Messaging.

24 Close the HyperTerminal session.

25 Connect one end of the 10 Base-T crossover cable to the network interface card on the PC running MERLIN Messaging Administration.

26 Connect the other end of the 10 Base-T crossover cable to the RJ-45 connector on the MERLIN Messaging module.

27 Disconnect the RS-232 serial cable from the MERLIN Messaging module.

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Changing the PC IP Address

If you want to keep the default IP address for the MERLIN Messaging module (10.0.0.42), you must change the IP address for the PC to an address that is in the same IP domain as the MERLIN Messaging module (for example, 10.0.0.43).

To connect the PC directly to the MERLIN Messaging system and change the IP address of the PC running MERLIN Messaging Administration:

1 Change the IP address for the PC running MERLIN Messaging Administration. The IP addresses of the MERLIN Messaging module and the PC must be in the same IP domain. The default IP address for the MERLIN Messaging module is 10.0.0.42. You must change the IP address for the PC to an address that is in the same IP domain as the MERLIN Messaging module (for example, 10.0.0.43). Refer to Windows help for instructions on how to change the IP address for the PC.

2 Connect one end of the 10 Base-T crossover cable to the network interface card on the PC running MERLIN Messaging Administration.

3 Connect the other end of the 10 Base-T crossover cable to the RJ-45 connector on the MERLIN Messaging module.

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Starting MERLIN Messaging Administration

To start MERLIN Messaging Administration:

1 Perform one of the following steps:

> - Double-click on the MERLIN Messaging Administration desktop short cut.
>
> - Select the MERLIN Messaging Administration short cut from the Start menu.
>
> - From the Start menu, select **Programs>MERLIN Messaging>System Administration**. (This is the default location.)
>
> The MERLIN Messaging Administration window appears, displaying the MERLIN Messaging Login dialog box.

2 In the IP address or host name box, enter the IP address or host name of the MERLIN Messaging module.

3 In the Login box, enter *sysadmin*.

4 In the Password box, enter the system administration password. (If this is your first time logging in, click the **OK** button. You are prompted to enter the password.)

5 Click the **OK** button.

Once you log in successfully, you can start administering the MERLIN Messaging system. The MERLIN Messaging Administration windows display the current MERLIN Messaging settings.

An Overview of System Administration

Once you log into the MERLIN Messaging system successfully, the current settings for the MERLIN Messaging system are "downloaded" to the MERLIN Messaging Administration workspace. At this point, you can

- program and administer the system,
- back up the system,
- restore the system,
- upgrade system language prompts, and
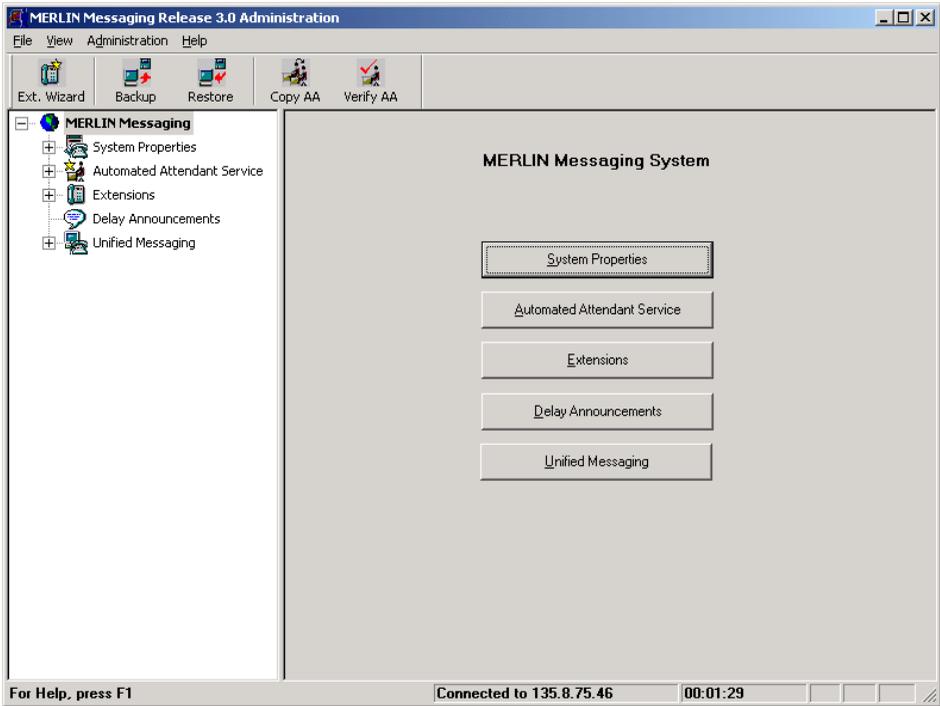- set the date and time for the system.

> $\Longrightarrow$ **NOTE:**
> *If you have MERLIN MAGIX™ 1.5 or later, the MERLIN Messaging system date and time are updated automatically by the MERLIN MAGIX system. It is unnecessary for you to change the MERLIN Messaging system date and time.*

To access information on how to program and administer the MERLIN Messaging system via MERLIN Messaging Administration, press F1 on your keyboard or choose Contents from the Help menu.

Exploring the Workspace

Each window in the MERLIN Messaging Administration workspace contains additional subsections where you make changes to specific MERLIN Messaging features.

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Window	Function	Sections/Features
System Properties	Administer the global settings	• System Parameters • Security • System Group Lists
Automated Attendant Service	Create and administer the Automated Attendants	• Automated Attendant 1 • Automated Attendant 2 • Automated Attendant 3 • Automated Attendant 4 • Submenus • Announcements
Extensions	Create and administer the extensions	• Mailboxes • Automated Attendants • Faxes • Transfer-Only
Delay Announcements Service	Create and administer the delay announcements	• Delay Announcements
Unified Messaging	Administer the email servers and parameters for the Unified Messaging Application	• Email Servers • Parameters

Programming and Administering the System

To make changes to the MERLIN Messaging settings, just access the window that contains the feature you want to modify and make your changes. As soon as you access another window, the changes you made in the previous window are made automatically to the MERLIN Messaging system. Press the F1 key on your keyboard or choose Contents from the Help menu to access the online help for instructions on how to administer the MERLIN Messaging features.

Where to Get More Information

MERLIN Messaging Administration contains an integrated Help file that can provide you with detailed information on all of the program's features. You can access the online help by pressing the F1 key on your keyboard or choosing Contents from the Help menu.

For more documentation on administering MERLIN Messaging, refer to the *MERLIN Messaging System Release 3.0 System Manager's Quick Reference* (585-323-202).

For information on installing and configuring the Unified Messaging Application, refer to the *Unified Messaging Application Installation and Configuration*.

For additional technical support, contact Avaya Inc. Technical Support or your local Authorized Avaya Inc. dealer.