
Option 11C Compact

Meridian Mail Compact Option

Reference Guide

Document Number: PO885222

Document Release: Standard 1.0

Date: September 1998

© 1998

All rights reserved

Printed in Canada

Information is subject to change without notice. Nortel (Northern Telecom) reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant. This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC rules.

Meridian 1, Option 11C, SL-1, Meridian Mail and Compact are trademarks of Nortel (Northern Telecom).

Revision history

September, 1998

Release 1.0, Standard.

Contents

Chapter 1 — Compact Hospitality features	1
Chapter 2 — Compact Hospitality capacities	3
Storage hours	3
Voice ports	3
Languages	3
Meridian Mail Networking	3
Chapter 3 — Recommended reading	5
Hospitality	5
Enterprise networking	6
Outcalling	7
Other documents	7

Chapter 1 — Compact Hospitality features

Meridian Mail Compact Hospitality systems support the following features:

- voice messaging, with features that include call answer, compose and send, reply, call sender, and distribution lists
- voice menus and announcements
- through dialing, including automated attendant and name dialing
- integrated mailbox administration
- dual language prompting
- enterprise networking
- hospitality
- outcalling, including remote notification and delivery to non-users

Chapter 2 — Compact Hospitality capacities

Much of the documentation listed in this reference guide was written for large Meridian Mail systems. Meridian Mail Compact Hospitality systems offer you most of the features of these larger systems but with lower capacities. When reading this documentation, keep the following capacities in mind.

Storage hours

Meridian Mail Compact Hospitality systems are equipped with a single hard drive rated at 24 hours of storage. The size of your disk drive dictates how many users your system can support, how many languages are provided, and how much message storage is available.

Voice ports

Meridian Mail Compact Hospitality systems are equipped with 4, 6, or 8 full voice ports. The number of voice ports dictates how many people can use Meridian Mail to leave or retrieve messages at any one time.

Languages

Meridian Mail Compact Hospitality can be configured with up to four different languages. Each new language requires approximately three hours of voice space on the Meridian Mail disk. You cannot add a new language if the voice space will be reduced to less than two hours.

Meridian Mail Networking

Meridian Mail Networking lets users send messages to and receive messages from users on other Meridian Mail systems. Meridian Mail Compact Hospitality systems support only Enterprise Networking; they do not support Meridian Networking.

Meridian Mail Compact Hospitality allows the Meridian Mail administrator to configure up to 150 remote sites.

Chapter 3 — Recommended reading

Your primary reference for your Meridian Mail Compact Hospitality system is the *Option 11C Compact—Planning, Installation, Fault Clearing and CCBR Guide* (NTP 553-3121-210). The chapter “Meridian Mail Compact Option installation and maintenance” describes the basic installation and maintenance of Meridian Mail on an Option 11C Compact system, including the installation of hospitality software and peripherals.

The following guides are included on the *Meridian Mail 12 Documentation* CD-ROM (NT5F98AA). This CD is shipped with Meridian Mail Compact Hospitality systems and contains additional information you may need when installing and administering your system.

As you read through these guides, keep in mind that much of this documentation was not written specifically for Meridian Mail Compact Hospitality and may refer to capacities or features that are not available on your system. The following descriptions, wherever possible, address these differences and guide you to the sections of the guides of particular importance to your system.

Hospitality

The documents in this section describe the planning and operation of Hospitality systems.

HVS Implementation Guide (NTP 555-7001-221)

This guide is designed to familiarize you with the Hospitality Voice Services (HVS) system, its features, and the important considerations you should take into account when planning for the implementation of HVS.

The HVS Implementation Guide also provides you with an overview of the general administrative tasks required to administer the system once it is in full operation. Although many of the tasks are the same as those performed on a regular Meridian Mail system, this guide highlights the unique aspects of administration required for HVS.

HVS GAC Guide/Guest Voice Messaging Reference Guide (NTP 555-7001-222)

This guide describes the Guest Administration Console functions used by the Hospitality system administrator, and the Voice Messaging features available to guests using a Hospitality system.

Guest Voice Messaging Reference Guide (P0875900)

This guide provides information on what guests must do to use Meridian Mail from their room phones, from other phones inside the hotel, or from phones outside the hotel.

Meridian Mail Voice Messaging

This user card for hotel guests describes the features of Meridian Mail Voice messaging.

Enterprise networking

The following document describes the planning and operation of networked systems.

Enterprise Networking Installation and Administration Guide (NTP 555-7001-246)

This guide provides descriptive information and instructions for implementing Enterprise Networking for Meridian Mail. Enterprise Networking lets users send messages to, and receive messages from, users on other Meridian Mail systems.

The chapter “Configuring the PBX/DMS for systems using SMDI” does not apply to Option 11C Compact systems.

Outcalling

The following document describes the implementation and operation of Meridian Mail's outcalling service.

Outcalling Application Guide (NTP 555-7001-320)

This guide describes how to plan, implement, and configure outcalling. The outcalling service includes two features: remote notification, and delivery to nonusers.

Remote Notification monitors a user's mailbox for new messages. When a message is received, Remote Notification informs the user about the new message by calling a remote device such as a pager, a paging service, or another telephone.

Note: Note: On Hospitality systems, Remote Notification is available for both staff and guest mailboxes.

The Delivery to Non-User feature lets users create and send a message to someone who does not have a mailbox. The non-user may be someone else within the organization or someone at a remote location.

Note: Note: On hospitality systems, Delivery to Non-User is not available for guest mailboxes.

Other documents

The documents in this section describe the general functions of Meridian Mail.

System Installation and Modification Guide (NTP 555-7001-215)

This guide describes the functions available on the software installation tape (such as Meridian Mail software installation and upgrade) and the comprehensive upgrade option which bundles together previous options (such as storage and language expansion, and hardware modifications).

This guide is intended for administrators or service technicians who are familiar with Meridian Mail operation and maintenance procedures.

System Administration Guide (NTP 555-7001-301)

This guide is for single-customer Meridian Mail systems connected to the Meridian 1 or SL-1 switch. It describes how to configure and maintain the Meridian Mail system using the system administration terminal.

The Hospitality User Class is described in the chapter “Local voice users”.

Chapter 24 includes procedures for adding a VSDN for Hospitality voice messaging and adding a VSDN for the Post-Checkout Mailbox service.

The chapter “Operational Measurements” includes descriptions of the Hospitality Statistics report and the Guest Console Statistics report.

System Administration Tools (NTP 555-7001-305)

This guide describes how to use the Meridian Mail Tools interface to perform advanced troubleshooting and configuration.

Voice Services Application Guide (NTP 555-7001-325)

This guide describes how to plan, implement, configure, maintain, and use the following voice services:

- voice menus
- announcements
- through-dial services
- time-of-day controllers

This guide also provides instructions on how to create different types of automated attendants and information services using the services listed above as building blocks.

There are features described in this guide—Voice Forms and Fax on Demand—that are not included with a standard Meridian Mail Compact Hospitality system.

Maintenance Messages—SEERs (NTP 555-7001-510)

This guide lists System Error and Event Reports (SEER). SEER information helps you to isolate and fix system problems.

Voice Messaging Guide

This user guide for hotel staff describes the features of Meridian Mail voice messaging.

Quick Reference Card

This user card for hotel staff provides a quick reminder of the basic Meridian Mail keypad commands.

Keypad Template

This template fits over a telephone keypad and identifies the functions of Meridian Mail Voice Messaging available to hotel staff.

P0885222

Option 11C Compact

Meridian Mail Compact

Option

Reference Guide

© 1998 Nortel (Northern Telecom)

All rights reserved

Information is subject to change without notice. Nortel (Northern Telecom) reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant. This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC rules.

Meridian 1, Option 11C, SL-1, Meridian Mail and Compact are trademarks of Nortel (Northern Telecom).

Publication number: P0885222

Document release: Standard 1.0

Date: September 1998

Printed in Canada

NORTEL

NORTHERN TELECOM