Meridian Mail 13
What's New in Meridian Mail 13

Product Release 13   Standard 2.0   February 2000

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Publication history

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November 1999   This is the Standard 1.0 release of the *What's New in
                           Meridian Mail 13* guide.

Contents

Preface

About this guide

In this section

Overview

Introduction

What's New in Meridian Mail 13 provides all of the information pertaining to the administration of the new Meridian Mail 13 features. This addendum guide, when used with your full suite of Meridian Mail documentation, enables you to perform all necessary administrative tasks on your Meridian Mail 13 system.

Before you begin

All of your hardware, including the main administration terminal and optional printer, must already be installed.

What this guide is about

Introduction

This guide provides an overview of the Meridian Mail 13 release, including information on how to set up, operate, and maintain the new features on your Meridian Mail 13 system.

New features for Meridian Mail 13

This guide contains administrative information and procedures for the following features:

- Remote Notification Class of Service
- 30-digit Remote Notification Pager ID Number (PIN) and Callback Number
- Multiple Message Waiting Indicator DNs
- Disable Message Reception
- Speed and Volume Control for MMUI systems
- Nested System Distribution Lists
- Delete Unread Messages

PC Application features

The following PC Applications are described in the *Meridian Mail PC Applications Guide* (P0907072):

- Personal Mailbox Administration
- Meridian Text Messaging
- SNMP for SEERs

Administration level

In multi-customer systems, some tasks may be exclusive to either the System Administration or the Customer Administration level. These situations are noted, as required, in the procedures.

Who should use this guide

Introduction

This guide is intended for users who are responsible for setting up, operating, and maintaining the Meridian Mail system.

Guide users

There are two main groups of users who refer to this guide:

- The guide's primary users rely on this documentation to do their job.
- The guide's secondary users may need to refer to the documentation to do their jobs.

Examples of users

The following table identifies the primary and secondary users of this guide:

Users	Example
Primary users	- database administrators located at customer sites who perform all Meridian Mail administration tasks - technical support personnel
Secondary users	- installation and maintenance technicians - database administrators located at customer sites who perform only basic Meridian Mail administration tasks - sales engineers - trainers and courseware developers - technical application specialists

Systems supported by this guide

Introduction

This guide is for use with the following hardware platforms:

- Meridian Mail Modular Option
- Meridian Mail Modular Option EC
- Meridian Mail Card Option
- Meridian Mail Enhanced Card Option
- Meridian Mail Compact Option
- Meridian Mail Option 11 C
- Meridian Mail Modular Option GP
- Meridian Mail Message Services Module (MSM)

Supported systems

Some of the features documented in this guide may not be installed on your system.

In addition, because certain features are hardware dependent, it may not be possible for you to install them.

To determine whether you can install a particular feature on your system, refer to your *System Administration Guide*.

Structure of this guide

Introduction

This guide is organized to reflect the hierarchical set of procedures accessible from the Main Menu. Most items that appear in the Main Menu have a corresponding chapter describing the administrative tasks and the screens and fields required to complete them.

Contents of this guide

This guide contains the following chapters:

Chapter number and title	Description
Chapter 1: Getting started	This chapter outlines changes to Meridian Mail 13.
Chapter 2: Remote Notification Class of Service	This chapter describes the setup and use of the new Remote Notification Class of Service.
Chapter 3: 30-digit Remote Notification PIN and Callback Number	This chapter describes the change in the allowable length of digits for the pager ID number and callback number.
Chapter 4: Delete Unread Messages	This chapter describes the setup and use of the feature that allows you to delete unread messages.
Chapter 5: Disable Message Reception	This chapter describes the setup and use of the feature allowing you to disable the reception of VoiceMail messages to mailboxes.
Chapter 6: Message Sort Order	This chapter provides overview information on the Message Sort Order featrue. For complete information, refer to the *Meridian Mail PC Applications Guide*.
Chapter 7: MMUI Speed Control Enhancement and Volume Control	This chapter describes the addition of the Volume control and the enhancement to the speed control feature on the MMUI platform.
Chapter 8: Multiple MWI DNs	This chapter describes the setup and use of multiple message waiting indicator directory numbers.

Chapter number and title	Description
Chapter 9: Nested system distribution lists	This chapter describes the use of the nested system distribution lists.
Chapter 10: Meridian Mail problem resolution	This chapter provides fixes to the Meridian Mail PRs dealing with NTP issues.

Referenced documents

Introduction

You may find it useful to have a number of additional resources available as you are reading this manual.

Referenced documents

The following table identifies the documents that are referred to in this guide:

Note: An "x" in a Nortel Networks Publication (NTP) number indicates that this digit varies, depending on the Meridian Mail hardware platform.

- 7041 indicates Meridian Mail Modular Option
- 7051 indicates Mod Op GP
- 7061 indicates Meridian Mail Modular Option EC
- 7071 indicates Option 11
- 7081 indicates EC 11

NTP/P0 number	Title
555-7001-215	*System Installation and Modification Guide*
555-7001-260	*System Administration Tools Guide*
555-7001-301	*System Administration Guide*
555-7001-302	*System Administration for Multi-customer systems*
P0907072	*PC Applications Guide*
555-7001-510	*Maintenance Messages (SEERs) Reference Guide*

Symbols and conventions

Introduction

This section describes the symbols and conventions used in this guide.

Symbols

You may encounter the following symbols in this manual.

ATTENTION!   Provides information essential to the completion of a task.

WARNING

Risk of equipment damage
Warns you of a situation in which you may be injured or equipment may be damaged if you do not follow the instructions exactly as stated.

CAUTION

Risk of data loss
Alerts you to situations where data may be lost or damaged, or when productive time may be lost.

DANGER

Risk of injury
Alerts you to situations where you may be injured.

DANGER

Risk of electric shock

Alerts you to situations where you may be at risk of an electric shock.

Typographic conventions

Introduction

This topic describes the typographic conventions used in this guide for the following:

- softkeys
- keyboard keys or hardkeys
- text input
- fields in a menu
- values in a field
- system responses
- spoken words
- recorded prompts

Conventions

The following table identifies, describes, and provides examples of the conventions used in this guide.

Convention for	Description	Example
softkey	Softkeys are displayed on the administration menus and screens. They indicate which keyboard function keys you press to carry out specific Meridian Mail tasks. A softkey is referred to by its label (as displayed in the menu or screen). It appears in the same typeface as the accompanying text.	Exit Record
keyboard key or hardkey	When two key names appear together, you press them both at the same time. A keyboard key or hardkey appears in the same typeface as the accompanying text.	Ctrl r
text input	Text that you type appears in bold print. In a procedure, it appears in the same typeface as the accompanying text.	Type **m.**
fields in a menu	The name of a field is capitalized and appears in the same typeface as the accompanying text.	the Last Name field the Invalid Logon Attempt field
values in a field	A value in a field is capitalized and appears in the same typeface as the accompanying text.	The default is No.
system responses	System responses appear in the same typeface as the accompanying text. They are often introduced with **Result:.**	**Result:** The system prompts you for a password.

Convention for	Description	Example
spoken words	The suggested wording of a greeting or an announcement appears in italics enclosed in double quotation marks.	You might want to include the following statement in your voice menu: "*Please wait on the line. An attendant will be with you shortly.*"
recorded prompts	Prompts played by the system appear in italics enclosed in double quotation marks (the same as spoken words).	"*You have no new voice messages. One old message is still unsent.*"

Cross-references

For a cross-reference to another part of this guide or to another manual, the following conventions are used.

Cross-reference	Convention	Example
to another topic in this guide	This cross-reference is enclosed in double quotation marks.	For more information, see "Logging in to Meridian Mail" on page 6-15.
to another manual	The title of the manual appears in italics. The applicable reference number is also presented.	Refer to the *Meridian Mail System Installation and Modification Guide* (NTP 555-7001-215).

Chapter 1

Getting started

In this chapter

Overview

This chapter is devoted to presenting information that is changed for Meridian Mail 13 and not described in the new feature material. These include changes to migration, logins, and keycode structure.

Note: Each of the new features in Meridian Mail 13 is described in subsequent chapters. For information about the new PC applications, refer to the *Meridian Mail PC Applications Guide* (P0907072).

Migrating to an enhanced platform

Introduction

Migration to an enhanced platform requires changes to the hardware as well as the software.

Hardware considerations

A platform migration from a Card Option to an Enhanced Card Option is similar to that of a Card Option to an EC11. In both scenarios, old cards are removed from the chassis and the new cards are inserted.

The following table lists the cards that are removed and subsequently replaced during hardware migration:

Migrating from	To	Remove cards	Replace cards with
EC	Enhanced EC	NT6P97AA	NT6R15AA
Modular Option	Enhanced Modular Option	NT4R45AA	NT6R14AA
Modular Option GP	Enhanced Modular Option GP	NT4R45AA	NT6R14AA
Card Option	Enhanced Card Option	NTAK13AA NTAK14BA NTAK15AB NTAK16AB NTAK17AB NTAK17BA	NT6R16AA (this card includes four ports, the power supply, and the equivalent of one of each of cards NTAK13–NTAK17)

Software considerations

The following points apply to platform migration within a comprehensive upgrade:

- A platform migration requires a new keycode.

- When the migration is complete, the target platform has the identical serial number, storage hours, optional features, and languages as the original system.

- For the migration of mailboxes and applications to succeed during a platform migration, the target platform must have at least as many nodes, and the same size or larger disks, as the original system.

Migration within Meridian Mail 13

The following table provides information about the steps required for a platform migration within a comprehensive upgrade:

Starting platform	Ending platform	Required to perform
Modular Option	EC-MMP40	Backup *1 Restore *2 Comprehensive upgrade *3
Shelf Option	EC-MMP40	Backup *1 Restore *2 Comprehensive upgrade *3
Shelf Option	Modular Option	Backup *1 Restore *2 Comprehensive upgrade *3
Card Option	Option 11 EC	Backup *1 Restore *2 Comprehensive upgrade *3

Starting platform	Ending platform	Required to perform
Card Option	Enhanced Card Option	Backup *1 Restore *2 Comprehensive upgrade *3
Card Option	Modular Option EC	Backup *1 Restore *2 Comprehensive upgrade *3
Card Option	Modular Option	Backup *1 Restore *2 Comprehensive upgrade *3

Note: The following definitions of *1, *2, and *3 in the above table are provided.
*1: Full backup of the starting platform
*2: Restore backup onto the ending platform
*3: Comprehensive upgrade on the ending platform

For more information on upgrades, refer to the *Meridian Mail System Installation and Modification Guide*.

Logging in to Meridian Mail

Introduction

In Meridian Mail 13, additional levels of logins have been provided for the use of administrators and support personnel. The following table describes these levels and provides the logins with their default passwords.

Logins

Login userid (default password)	Description
system (adminpwd)	This login is for day-to-day system administration on your system.
customer (custpwd)	This login is used for customer administration on multi-customer systems.
tools (adminpwd)	This login provides the tools level login for administration tools support.
hosp (fdc)	This provides a secure login for Hospitality systems.
mat (auxadmin)	This login provides access to the Meridian Administration Tool.

Security

If you log in and the password is the default password, you are forced to change the password. The password cannot be changed back to the default.

Changes to Meridian Mail keycodes

Introduction

The new version of the Meridian Mail keycode now consists of 28 alphanumeric characters divided into 7 groups of 4 characters.

The keycode used in the Meridian Mail platforms contains information about the features and hardware configuration purchased by the customer. If the system needs to be changed or expanded, a new keycode can be obtained from Nortel Networks.

Keycode label

The following illustrates a typical keycode label:

MM SERIAL NBR	Distributor End User 99/12/23	NTI
123456		M0001
PBX Serial Nbr		**LANGUAGE(S)** 2
123456		**HOURS** 24

FEATURE(S)

Voice Menus   Dual Lang Prompting
Networking   Canadian French

UNIVERSAL KEYCODE

58X3 L3P5 3W1N TS49 9C23 TC3L 1SP9

Physical   8
Full Serv   6
Basic Serv   2
Platform   Compact Option

Reading the keycode label

The following table provides descriptions for the label headings that you find on the keycode label.

Label Heading	Description
MM Serial NBR	This is the serial number for the platform you have purchased.
PBX Serial NBR	This is the serial number for your PBX.
NTI	Customer order number.
Languages	The number of languages that can be installed on the system.
Hours	The number of hours of storage the system can have.
Features	The types of features supported.
Universal Keycode	The keycode. Note the seven blocks of alphanumeric code.

Note: Also available on the keycode label is a count of how many physical ports and voice ports are available with the keycode, and the type of system with which the keycode will be used.

Changes to the Tools level

Introduction

The following items are changed in Meridian Mail 13.

Change Password

The Tools level menu includes the Change Tools Password option.

Meridian Mail Outcalling

The Outcalling Audit Trail Detailed Report displays the Remote Notification Class of Service (RN COS ID) for all RNs. Also, the RN_Admin tool has been removed from the Tools level. For more information on the Remote Notification Class of Service, see Chapter 2, "Remote Notification Class of Service."

Hardware Administration

Previously, Hardware Administration listed MMLink, AdminPlus, and MSLink as possible dataports; Meridian Mail 13 combines these into ICLink.

Display System Record

The Display System Record Tool has added new fields for PC Applications. Also, the keycode field is changed to 7 blocks of characters (previously five blocks).

Universal Link Monitor

In Universal Link Monitor: ACCxxxx, ADMNxxxx, and MSLxxxx link names are changed to ICLxxxx.

Chapter 2

Remote Notification Class of Service

In this chapter

Overview

Introduction

In previous releases of Meridian Mail, Remote Notification (RN) characteristics were set through the Outcalling Administration screen and the Remote Notification Administration (RN_Admin) tool. This was a limitation to customers who wanted to use more than one paging company or service. On multi-customer systems, any changes made to the characteristics through RN_Admin affected all customers.

The Remote Notification Class of Service (RN Class of Service) feature for Meridian Mail Release 13 allows an administrator to define more than one set of characteristics for Remote Notification. The administrator can associate an RN user with one of these defined characteristics via the user's RN COS.

The RN Class of Service allows an administrator to

- define interface characteristics for all supported Remote Notification devices (phone, tone pager, numeric pager, voice pager, and paging service)

- define up to 15 different RN Classes of Service per customer group

- assign an RN COS ID to a user

Note: On multi-customer systems, all Remote Notification Class of Service administration is done within Customer Administration.

Section A: Creating and assigning Remote Notification Classes of Service

In this section

Overview

Introduction

The Remote Notification Class of Service feature allows the administrator to set up different groups of users with different remote notification services. For example, in the XYZ company, some groups of employees require different types of remote notification:

- Customer support representatives are notified at a telephone.
- Systems specialists use numeric pager services provided by one service provider.
- Shipping and receiving use a paging service from a second service provider.
- Executive groups use numeric paging services provided by a third service provider.

Setting up Remote Notification Classes of Service

Introduction

This section provides the procedures to set up each type of remote notification.

To set up interface characteristics for Remote Notification, you must use the Remote Notification (RN) Class of Service screen. You may set up to 15 RN classes of service (1–15) on a single-customer system or 15 per customer group on a multi-customer system. Each class of service is set with defaults that can be changed by the administrator.

Field descriptions (RN Classes of Service screen)

Field	Sub-field	Description
ID		This read-only field displays the identification number for the RN Class of Service. The range is from 1–15.
Name		This field contains the name of the RN Class of Service. It may contain up to 30 alphanumeric characters.
Phone		This field applies to a telephone set.
	Silence detection time-out	The maximum amount of time in seconds that RN waits for the person answering the phone to finish his or her greeting before RN sends its message. If the timeout is reached before the person finishes his or her greeting, RN continues anyway. This field accepts values in the range of 1–30. The default is 20.

Field	Sub-field	Description
Tone		These fields apply to tone-only pager devices.
	Play prompts to the paging system	Allows the administrator to determine if the RN/ Meridian Mail prompts will be played to the pager. This field can be set to either No or Yes. The default is No. **Note:** In previous releases, this default was Yes.
	Delay before Playing Prompts or Disconnecting	The number of seconds of delay following the silence detection before playing the RN/ Meridian Mail prompts or disconnecting. This field accepts values in the range of 0–30 seconds. The default is 0 (which means immediate).
	Silence Detection Time-out	The maximum amount of time in seconds that RN waits for the paging company to finish its greeting before RN sends its message. If the timeout is reached before the paging company's greeting is done, RN continues anyway. This field accepts values in the range of 1–30. The default is 20.
Voice		This heading separates the fields that apply to a voice pager device.
	Delay before Playing Prompts	The number of seconds of delay following the silence detection before playing the RN/ Meridian Mail prompts. This field accepts values in the range of 0–30 seconds. The default is 0.

Field	Sub-field	Description
	Silence Detection Time-out	The maximum amount of time in seconds that RN waits for the paging company to finish its greeting before RN sends its message. If the timeout is reached before the paging company's greeting is done, RN continues anyway. This field accepts values in the range of 1–30. The default is 20.
	Skip Greeting Character	A maximum of five characters that Meridian Mail sends to the paging company to skip the greeting prompt. This field accepts digits, #, *, and blank. The default is *. **Note:** If the field is left blank, an empty space, (a blank), is NOT sent to the paging company.
	Delay before Skip Greeting Character	The length of the delay in centi-seconds after the notification call has been answered and before the skip greeting character is sent to the paging company. This field accepts values in the range 0–2000. The default is 100.
	Delay after Skip Greeting Character	New field in Meridian Mail 13. The length of the delay in centi-seconds after the skip greeting character is sent and before the notification prompt is played. This field accepts values in the range 0–2000. The default is 100.
	Maximum Notification Length	The maximum length, in seconds, of a voice pager notification that can be played to the user. This field accepts values in the range 1–6000. The default is 20.
Numeric		This heading separates fields that apply to a numeric pager device.

Field	Sub-field	Description
	Play Prompts to the Paging System	Allows the administrator to determine if the RN/ Meridian Mail prompts will be played to the pager. This field can be set to either No or Yes. The default is No. **Note:** In previous releases, this default was Yes.
	Delay before Playing Prompts or Disconnecting	The number of seconds of delay following the silence detection before playing the RN/ Meridian Mail prompts or disconnecting. This field accepts values in the range of 0–30 seconds. The default is 3.
	Silence Detection Time-out	The maximum amount of time in seconds that RN waits for the paging company to finish its greeting before RN sends its message. If the timeout is reached before the paging company's greeting is done, RN continues anyway. This field accepts values in the range of 1–30. The default is 20.
	Callback Number Prefix	A maximum of five characters that Meridian Mail sends before the callback number. This field accepts digits, #, * and blank. The default is blank.
	Callback Number Terminator	A maximum of five characters that Meridian Mail sends after the callback number. This field accepts digits, #, *, and blank. The default is #.
	Callback Number Separator	A maximum of five characters that allows the administrator to specify what keypad characters can be used to insert a separator such as a blank between the callback number and the caller's number. This field accepts digits, #, *, and blank. The default is *.

Field	Sub-field	Description
	Delay before Sending the Callback Number Prefix	The length of the delay in seconds after the prompt for the callback number has terminated before the callback number prefix is sent to the paging system. This field accepts values in the range of 0–30. The default is 2.
	Delay before Sending the Callback Number	The length of the delay in seconds after the callback number prefix is sent to the paging system before the callback number is sent. This field accepts values in the range of 0–30. The default is 0.
	Default Callback Number	The default pager data that is used if the user's remote notification schedule does not define the callback number. This field accepts up to 30 digits. The default is blank.
		Note: This field was referred to as Default Numeric Pager Data in previous releases of Mail.
Service		This heading separates fields that apply to a paging service.
	Play Prompts to the Paging System	Allows the administrator to determine if the RN/Meridian Mail prompts will be played. This field can be set to either No or Yes. The default is No.
		Note: In previous releases, this default was Yes.
	Delay before Playing Prompts or Disconnecting	The number of seconds of delay before playing the RN/Meridian Mail prompts or disconnecting. This field accepts values in the range of 0–30 seconds. The default is 3.

Field	Sub-field	Description
	PIN Prompt Silence Detection Time-out	The maximum amount of time in seconds that RN waits for the paging company to finish its PIN prompt before continuing with the RN procedure. If the timeout is reached before the paging company's prompt is done, RN continues anyway. This field accepts values in the range of 1–30 seconds. The default is 20.
	PIN Prefix	A maximum of five characters that Meridian Mail sends before the PIN. This field accepts digits, #, *, and blank. The default is blank.
	PIN Terminator	A maximum of five characters that Meridian Mail sends after the PIN. This field accepts digits, #, *, and blank. The default is #.
	Delay before Sending the PIN Prefix	New field in Meridian Mail 13. The length of the delay in seconds after the prompt for the PIN has terminated before the PIN prefix is sent to the paging system. This field accepts values in the range of 0–30. The default is 2.
	Delay before Sending the PIN	New field in Meridian Mail 13. The length of the delay in seconds after the PIN prefix is sent to the paging system before the PIN is sent. This field accepts values in the range of 0–30. The default is 0.
	Callback No. Prompt Silence Detection Time-out	The maximum amount of time in seconds that RN waits for the paging company to finish its callback number prompt before continuing with the RN procedure. If the timeout is reached before the paging company's greeting is done, RN continues anyway. This field accepts values in the range of 1–30. The default is 20.

Field	Sub-field	Description
	Callback Number Prefix	A maximum of five characters that Meridian Mail sends before the callback number. This field accepts digits, #, *, and blank. The default is blank.
	Callback Number Terminator	A maximum of five characters that Meridian Mail sends after the callback number. This field accepts digits, #, *, and blank. The default is #.
	Callback Number Separator	A maximum of five characters that allows the administrator to specify what keypad characters can be used to insert a separator such as a blank between the callback number and the caller's number. This field accepts digits, #, *, and blank. The default is *.
	Delay before Sending the Callback Number Prefix	The length of the delay in seconds after the prompt for the callback number has terminated before the callback number prefix is sent to the paging system. This field accepts values in the range of 0–30. The default is 2.
	Delay before Sending the Callback Number	The length of the delay in seconds after the callback number prefix is sent to the paging system before the callback number is sent. This field accepts values in the range of 0–30. The default is 0.
	Default Callback Number	The default pager data that is used if the user's remote notification schedule does not define the callback number. This field accepts up to 30 digits. The default is blank.
		Note: This field was referred to as Default Numeric Pager Data in previous releases of Meridian Mail.

To set up a Remote Notification Class of Service ID

Starting point: Main Menu

1   For a single-customer system, go to step 5.

For a multi-customer system, go to step 2.

2   Select the Customer Administration screen. There are two ways to access this screen:

  a.   Log in as the customer administrator.

  b.   Log in as the system administrator and select the Customer Administrator menu.

3   Select the View/Modify softkey.

4   Enter the customer group number to which the mailbox belongs.

5   Select the Voice Administration option, and press Enter.

Result: The Voice Administration screen displays.

6   Select Remote Notification Class of Service Administration.

Result: The List of RN Classes of Service screen is displayed.

```
             Remote Notification Class of Service Administration
List of RN Classes of Service

ID    Name
 1    PagePro
 2    StarFind
 3    Bell Mobility
 4
 5
 6
 7
 8
 9
10
11
12
13
14
15

Select a softkey >

       Exit                        View/Modify
```
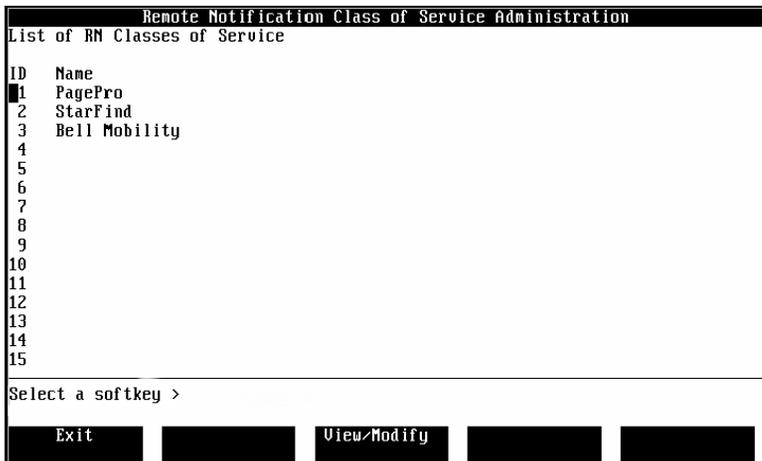
7   To select an RN Class of Service, use the up and down arrow keys to move to the first RN Class of Service.

8   Press the space bar to highlight your choice.

9 Select the View/Modify softkey.

Result: The RN Class of Service Administration screen is displayed.

```
        Remote Notification Class of Service Administration
View/Modify RN Class of Service

ID: 1   Name: PagePro_____

Phone:
Silence Detection Time-out:                        20

Tone:
Play Prompts to the Paging System:                 No Yes
Delay before Playing Prompts or Disconnecting:     0_
Silence Detection Time-out:                        20

Voice:
Delay before Playing Prompts:                      0_
Silence Detection Time-out:                        20
Skip Greeting Character:                           *___
Delay before the Skip Greeting Character (CS):     100_
Delay after the Skip Greeting Character (CS):      100_
                                                        MORE BELOW
Select a softkey >

    Save          Cancel                    Print         Reset to
                                                          Defaults
```

RN Class of Service screen (continued)

```
        Remote Notification Class of Service Administration    MORE ABOVE
View/Modify RN Class of Service

Maximum Notification Length:                       20__

Numeric:
Play Prompts to the Paging System:                 No Yes
Delay before Playing Prompts or Disconnecting:     3_
Silence Detection Time-out:                        20
Callback Number Prefix:                            ____
Callback Number Terminator:                        #____
Callback Number Separator:                         *____
Delay before Sending the Callback Number Prefix:   2_
Delay before Sending the Callback Number:          0_
Default Callback Number:                           619055551212_____

Service:
Play Prompts to the Paging System:                 No Yes
Delay before Playing Prompts or Disconnecting:     3_
                                                        MORE BELOW
Select a softkey >

    Save          Cancel                    Print         Reset to
                                                          Defaults
```

RN Class of Service screen (continued)

```
       Remote Notification Class of Service Administration    MORE ABOVE
View/Modify RN Class of Service


Service:
Play Prompts to the Paging System:              No Yes
Delay before Playing Prompts or Disconnecting:  3_
PIN Prompt Silence Detection Time-out:          20
PIN Prefix:                                     _____
PIN Terminator:                                 #____
Delay before Sending the PIN Prefix:            2_
Delay before Sending the PIN:                   0_
Callback No. Prompt Silence Detection Time-out: 20
Callback Number Prefix:                         _____
Callback Number Terminator:                     #____
Callback Number Separator:                      *____
Delay before Sending the Callback Number Prefix: 2_
Delay before Sending the Callback Number:       0_
Default Callback Number:                        619055551212_____

Select a softkey >

      Save          Cancel                        Print        Reset to
                                                               Defaults
```

10   Type the name of the RN Class of Service in the name field for the particular class of service.

11   Complete the appropriate fields for the RN Class of Service.

To configure an RN COS for one or more of the following RN devices	Go To
a telephone	"To configure an RN Class of Service ID for a telephone" on page 25.
a tone pager	"To configure an RN Class of Service ID for a numeric pager" on page 27.
a voice pager	"To configure an RN Class of Service ID for a numeric pager" on page 27.
a numeric pager	"To configure an RN Class of Service ID for a numeric pager" on page 27.
a pager service	"To configure an RN Class of Service ID for a paging service" on page 28.

Configuring an RN Class of Service ID

Introduction

This section describes how to configure a Remote Notification Class of Service ID.

Note: In each of these procedures, the administrator is required to enter characteristic specific information based on the type of service and information specified by the service providers.

To configure an RN Class of Service ID for a telephone

Starting point: List of RN Classes of Service screen

1 Use the up and down arrow keys to scroll to an available ID (or an ID to modify) and press the View/Modify softkey.

Result: The RN Class of Service Administration screen is displayed.

```
            Remote Notification Class of Service Administration
View/Modify RN Class of Service

ID: 1   Name: PagePro_____

Phone:
Silence Detection Time-out:                        20

Tone:
Play Prompts to the Paging System:                 No Yes
Delay before Playing Prompts or Disconnecting:     0
Silence Detection Time-out:                        20

Voice:
Delay before Playing Prompts:                      0
Silence Detection Time-out:                        20
Skip Greeting Character:                           *
Delay before the Skip Greeting Character (CS):     100
Delay after the Skip Greeting Character (CS):      100
                                                        MORE BELOW

Select a softkey >
   Save          Cancel                  Print      Reset to
                                                     Defaults
```

2 In the name field, enter a descriptive name for the RN Class of Service, or simply, the name of the service provider.

3   Scroll down to the (Phone) Silence Detection Time-out field using the down arrow and enter a value or use the default of 20.

4   Press the Save softkey to save the configuration.

To configure an RN Class of Service ID for a tone pager

Starting point: List of RN Classes of Service screen

1   Use the up and down arrow keys to scroll to an available ID (or an ID to modify) and press the View/Modify softkey.

Result: The RN Class of Service Administration screen is displayed.

```
        Remote Notification Class of Service Administration
View/Modify RN Class of Service

ID: 1   Name: PagePro

Phone:
Silence Detection Time-out:                      20

Tone:
Play Prompts to the Paging System:              No Yes
Delay before Playing Prompts or Disconnecting:   0
Silence Detection Time-out:                      20

Voice:
Delay before Playing Prompts:                    0
Silence Detection Time-out:                      20
Skip Greeting Character:                         *
Delay before the Skip Greeting Character (CS):   100
Delay after the Skip Greeting Character (CS):    100
                                                      MORE BELOW

Select a softkey >

    Save          Cancel                     Print      Reset to
                                                        Defaults
```

2   In the name field, enter a descriptive name for the RN Class of Service, or simply, the name of the service provider.

3   Scroll down to the Tone section and enter (or modify) the information required.

4   Press the Save softkey to save the configuration.

To configure an RN Class of Service ID for a voice pager

Starting point: List of RN Classes of Service screen

1   Use the up and down arrow keys to scroll to an available ID (or an ID to modify) and press the View/Modify softkey.

Result: The RN Class of Service Administration screen is displayed.

```
     Remote Notification Class of Service Administration
View/Modify RN Class of Service

ID: 1   Name: PagePro_____

Phone:
Silence Detection Time-out:                   20

Tone:
Play Prompts to the Paging System:            No Yes
Delay before Playing Prompts or Disconnecting: 0_
Silence Detection Time-out:                   20

Voice:
Delay before Playing Prompts:                 0_
Silence Detection Time-out:                   20
Skip Greeting Character:                      *
Delay before the Skip Greeting Character (CS): 100_
Delay after the Skip Greeting Character (CS):  100_
                                                    MORE BELOW

Select a softkey >

    Save        Cancel                  Print       Reset to
                                                     Defaults
```

2   In the name field, enter a descriptive name for the RN Class of Service, or simply, the name of the service provider.

3   Scroll down to the Voice section and enter (or modify) the information required.

4   Press the Save softkey to save the configuration.

To configure an RN Class of Service ID for a numeric pager

Starting point: List of RN Classes of Service screen

1   Use the up and down arrow keys to scroll to an available ID or an ID to modify, and press the View/Modify softkey.

Result: The RN Class of Service Administration screen is displayed.

2   In the name field, enter a descriptive name for the RN Class of Service, or simply the name of the service provider.

3   Use the down arrow to scroll to the Numeric section and enter (or modify) the information required.

```
      Remote Notification Class of Service Administration     MORE ABOVE
View/Modify RN Class of Service

Maximum Notification Length:                      20

Numeric:
Play Prompts to the Paging System:                No  Yes
Delay before Playing Prompts or Disconnecting:    3
Silence Detection Time-out:                       20
Callback Number Prefix:
Callback Number Terminator:                       #
Callback Number Separator:                        *
Delay before Sending the Callback Number Prefix:  2
Delay before Sending the Callback Number:         0
Default Callback Number:                          619055551212

Service:
Play Prompts to the Paging System:                No  Yes
Delay before Playing Prompts or Disconnecting:    3
                                                            MORE BELOW
Select a softkey >

      Save          Cancel                      Print      Reset to
                                                           Defaults
```

4   Press the Save softkey to save the configuration.

To configure an RN Class of Service ID for a paging service

Starting point: List of RN Classes of Service screen

1   Use the up and down arrow keys to scroll to an available ID or an ID to modify, and press the View/Modify softkey.

        Result: The RN Class of Service Administration screen is displayed.

2   In the name field, enter a descriptive name for the RN Class of Service, or simply the name of the service provider.

3   Use the down arrows to scroll to the Service section and enter (or modify) the information required.

```
        Remote Notification Class of Service Administration    MORE ABOVE
View/Modify RN Class of Service


Service:
Play Prompts to the Paging System:                    No Yes
Delay before Playing Prompts or Disconnecting:        3_
PIN Prompt Silence Detection Time-out:                20
PIN Prefix:                                           _____
PIN Terminator:                                       #____
Delay before Sending the PIN Prefix:                  2_
Delay before Sending the PIN:                         0_
Callback No. Prompt Silence Detection Time-out:       20
Callback Number Prefix:                               _____
Callback Number Terminator:                           #____
Callback Number Separator:                            *____
Delay before Sending the Callback Number Prefix:      2_
Delay before Sending the Callback Number:             0_
Default Callback Number:                              619055551212_____

Select a softkey >

     Save            Cancel                       Print       Reset to
                                                              Defaults
```

4   Press the Save softkey to save the configuration.

Assigning an RN Class of Service to a user

Introduction

Follow this procedure to assign an RN Class of Service to a user with Remote Notification capability.

To assign an RN Class of Service to a user

Starting point: Main Menu

1   For a single-customer system, go to step 5.

      For a multi-customer system, go to step 2.

2   Log in as customer.

      Result: The Customer Administration screen displays.

3   Press the View/Modify softkey.

4   Enter your customer number.

      Result: The Customer Administration Menu displays.

5   Select the User Administration option, and press Enter.

      Result: The User Administration screen displays.

6   Select Local Voice User.

IF	THEN
you know the user's mailbox number	go to step 13.
you do not know the user's mailbox number	go to step 7.

7   Press Find.

      Result: The Find Local Voice Users screen displays.

8   Enter the information you know about the user.

      Note: To view all DNs on the system, press the List softkey without entering any restrictions.

9   Press List.

Result: The List of Local Voice Users screen displays.

10 Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

11 Press View/Modify.

Result: The View/Modify Local Voice User screen displays.

12 Go to step 15.

13 Press the View/Modify softkey.

Result: You are prompted for a mailbox number

14 Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen displays.

15 Use the down arrow to scroll to the RN Class of Service field and select the desired RN Class of Service.

```
XYZ Industries Ltd.          User Administration            MORE ABOVE
View/Modify Local Voice User

RN Class of Service: 01_PagePro    02_StarFind    03_       04_
(Use More Detail Key)05_           06_            07_       08_
                     09_           10_            11_       12_
                     13_           14_            15_

Primary DN:                        7755

Extension DNs:                     _____
                                   _____
                                   _____
                                   _____
                                   _____
                                   _____
                                   _____

Revert DN:                         _____
                                                              MORE BELOW


     Save          Cancel       More Detail       Change        Voice
                                                 Password
```

Note: To view details of the selected RN Class of Service, press the More Detail softkey.

16 To save your change, press the Save softkey. To cancel, press the Cancel softkey.

17 Modify another user or press the Cancel softkey to return to the previous menu.

Section B: Maintenance and support

In this section

Overview

Tools

The tools described in this section provide the Meridian Mail administrator with procedures to

- report on Remote Notification outcalling activity
- list all users based on their RN Class of Service

Note: The Remote Notification Administration tool (RN_Admin) is no longer provided. All Remote Notification administration is now done through the Remote Notification Class of Service.

Outcalling audit trail

Overview

The Outcalling Audit Trail Report can help the administrator to monitor how the Outcalling feature is being used, and, more importantly, view the outcome of the outcalls. There are two Outcalling Audit Trail Reports that can be generated: Summary and Detail. Each report provides Outcalling data for a certain period of time as entered by the administrator.

The Summary Report provides the following information: user's name, user's mailbox number, type of call (DNU or RN), and call status (answered, busy, and so on). The Detail Report provides the same information as the Summary Report, as well as the following information: time at which the outcall attempt started, duration of the outcall attempt, specific outcall process, RN COS ID, device (pager, phone, pager service) and the target number, channel DN of the channel that was used to place the outcall, and number of retries.

Note: The information pertaining to the user's RN COS ID is new for Meridian Mail 13 and is only displayed in the Detail Report.

For details on the Outcalling Audit Trail Reports, including how to enable the collection of audit trail data, refer to the *Meridian Mail System Administration Guide* for your platform.

Find Local Voice User

Overview

If you are planning to make changes to a specific RN Class of Service, you may want to list the users who use that class of service. The Find Local Voice User procedure allows you to search by RN Class of Service. The following figure shows the Find Local Voice Users screen and the location of the new RN COS field.

```
XYZ Industries Ltd.           User Administration
Find Local Voice Users

Status:         Any Enabled Disabled Expired Violation
Mailbox Number: _____    Volume ID: ___   COS: ___
Last Name:      _____   RN COS: __
First Name:     _____
Department:     _____
Extension Number (DN):              _____
Message Waiting Indication DN:      _____
Revert DN:                          _____
Voice Storage Limit (minutes):      ____
Read Message Retention (days):      __
Unread Message Retention (days):    __
Unread Broadcast Message Retention (days):__
Minimum Number of Invalid Logon Attempts: __
Minimum Number of Days since Last Logon:  __
Minimum Number of Days since Pswd Changed:__
Maximum Message Length (mm:ss):     _____
                                                        MORE BELOW
Select a softkey >

     Exit      Assign to COS      List        Print
```

For information on using this search facility, refer to the chapter "Local Voice Users" in the *Meridian Mail System Administration Guide* for your platform.

Chapter 3

30-digit Remote Notification PIN and Callback Numbers

In this chapter

Overview

For numeric pagers with general access, such as a 1-800 number, a Pager Identification Number (PIN) is used to identify a user's pager. For numeric pagers with direct inward dialing access, a Callback Number is used to indicate to the user that Meridian Mail has a message waiting. Typically, this number is the Meridian Mail access number.

The 30-digit Remote Notification PIN and Callback Numbers feature for Meridian Mail Release 13 allows a user and an administrator to

- enter up to 30 digits for a user's paging service Pager Identification Number (PIN), and Callback Number
- enter up to 30 digits for a user's numeric pager CallBack Number

It also allows a system- or customer-level administrator to

- enter up to 30 digits for the default Callback Number (In previous releases of Meridian Mail, the Callback Number was referred to as the Default Numeric Pager Data and was available through the Outcalling Administration screen.)

If a user has Remote Notification (RN) setup for notification to a numeric pager or a paging service, and does not have a Callback Number defined, then this default number is displayed as the Callback Number.

The Message Type for RN field can be set for each time period. (In previous releases of Meridian Mail, this field was called the Message Remote Notification Options field and was applied to all time periods.)

Note: If the user changes the schedule settings via the telset interface, then changes made to the message type apply to all time periods.

Setting up the 30-digit Pager ID and Callback Numbers

Introduction

A user's Remote Notification (RN) pager ID number (PIN) and Callback Number can be administered via the MMI, Personal Mailbox Administration (PMA), or the telephone set.

Field Descriptions

Field name	Field Description
Device Type	This field indicates the type of the target DN device. This field is modified for Meridian Mail 13. Previously, "Phone Tone Voice Numeric Service" was displayed on the same line as the Target DN field.
Voice Page Content	This field indicates the type of RN content to send to the voice pager. (This field was "RN Type" in previous releases of Meridian Mail.)
Numeric Page Content	This field indicates the type of RN content to send to the numeric pager. (This field was "RN Type" in previous releases of Meridian Mail.)
Service Page Content	This field indicates the type of RN content to send to the paging service. (This field was "RN Type" in previous releases of Meridian Mail.)
Pager Callback Number	The Callback number is sent to the numeric pager to identify the page as a notification that a new message has been deposited in the user's mailbox. For Service device types, this field is new. This field allows up to 30 digits.

Field name	Field Description
Pager ID Number	The Pager Identification number is sent to the paging service to identify the page recipient. This field allows up to 30 digits.

To set up a user's RN PIN and associated Callback Number

Note: If Remote Notification for the user is not enabled, then you must enable it using the procedure "To enable Remote Notification for a user" on page 43.

Starting point: The User Administration Menu

1   Select Local Voice User.

2   Select the Add softkey to add a new user or the View/Modify softkey to create or modify a schedule for an existing user.

3   Type the user's mailbox number and press Enter.

4   Move the cursor to the Remote Notification Schedules field.

   Note: If the Remote Notification Schedules field is not displayed, then you need to enable Remote Notification for the user. See the procedure "To enable Remote Notification for a user" on page 43.

```
                        User Administration                  MORE ABOVE
View/Modify Local Voice User

Remote Notification Schedules:          No Yes
(Use More Detail Key)

Monitor Mailbox during Monitoring Period: No Yes

Disable Message Reception:              No Yes Yes_if_TAG_Recorded

Revert if Message Reception Disabled:   No Yes

Name Dialable by External Callers:      No Yes

Logon Status:                           Disabled Enabled

Session Default Playback Speed:         Normal Level1 Level2 Level3

Speed changed via Telset applies to:    CurrentMsg AllMsgs WholeSession
                                                             MORE BELOW

     Save         Cancel      More Detail     Change        Voice
                                              Password
```

5 Select the More Detail softkey.

6 The user's remote notification schedules are displayed.

7 Scroll down to the schedule you want to modify, and select Service as the Target DN device type.

```
                        User Administration
View/Modify Local Voice User - Outcalling Fields

Current State of Remote Notification:   Off

Business Days Schedule:

Period 1 from (hh:mm): 08:00 to (hh:mm): 17:00 Disabled Enabled
   For successful notification, mailbox login: Required NotRequired
   Message Type for Remote Notification:       Any Urgent
   Target 1 DN:              619055551212
      Device Type:          Phone Tone Voice Numeric Service
      Service Page Content: Callback Callback&CallerNum
      Pager ID Number:      619055551211
      Pager Callback Number: 914165551214
   Target 2 DN:
      Device Type:          Phone Tone Voice Numeric Service
      Voice Page Content:   Notification Notification&Msg
   Target 3 DN:
                                                          MORE BELOW
The Outcalling Fields data will be saved only if the user is saved.

   Return to
  Basic Fields
```

8 In the field Service Page Content, select either Callback or Callback&CallerNum.

9 Use the down arrow key to scroll to the fields Pager ID Number and Pager Callback Number and enter the appropriate numbers.

10 Select the Return to Basic Fields softkey to return to the previous menu.

11 Select the Save softkey to save your changes.

12 Exit from the screen back to the Main Menu.

To set up a user's RN Callback Number

Starting point: The User Administration Menu

1 Select Local Voice User.

2 Select the Add softkey to add a new user or the View/Modify softkey to create or modify a schedule for an existing user.

3 Type the user's mailbox number and press Enter.

4   Move the cursor to the Remote Notification Schedules field.

Note: If the Remote Notification Schedules field is not displayed, then you need to enable Remote Notification for the user. See the procedure "To enable Remote Notification for a user" on page 43.

```
                    User Administration              MORE ABOVE
View/Modify Local Voice User

Remote Notification Schedules:          No  Yes
(Use More Detail Key)

Monitor Mailbox during Monitoring Period: No  Yes

Disable Message Reception:              No  Yes  Yes_if_TAG_Recorded

Revert if Message Reception Disabled:   No  Yes

Name Dialable by External Callers:      No  Yes

Logon Status:                           Disabled  Enabled

Session Default Playback Speed:         Normal  Level1  Level2  Level3

Speed changed via Telset applies to:    CurrentMsg  AllMsgs  WholeSession
                                                            MORE BELOW


      Save          Cancel        More Detail        Change         Voice
                                                    Password
```

5   Select the More Detail softkey.

Result: The user's remote notification schedules are displayed.

6   Use the down arrow key to scroll to the schedule you want to modify.

7 Select Numeric as the Target DN device type and press Enter.

```
                         User Administration
View/Modify Local Voice User - Outcalling Fields

Current State of Remote Notification:   Off

Business Days Schedule:

Period 1 from (hh:mm): 08:00 to (hh:mm): 17:00 Disabled Enabled
   For successful notification, mailbox login: Required NotRequired
   Message Type for Remote Notification:      Any Urgent
   Target 1 DN:                    619055551212
      Device Type:                 Phone Tone Voice Numeric Service
      Numeric Page Content:        Callback Callback&CallerNum
      Pager Callback Number: 619055551213
   Target 2 DN:
      Device Type:                 Phone Tone Voice Numeric Service
      Voice Page Content:          Notification Notification&Msg
   Target 3 DN:
      Device Type:                 Phone Tone Voice Numeric Service
                                                            MORE BELOW
The Outcalling Fields data will be saved only if the user is saved.


    Return to
  Basic Fields
```

8 In the field Numeric Page Content, select either Callback or Callback&CallerNum.

9 Use the down arrow key to scroll to the field Pager Callback Number and enter a CallBack Number of up to 30 digits.

10 Select the Return to Basic Fields softkey to return to the previous menu.

11 Select the Save softkey to save your changes.

12 Exit from the screen back to the Main Menu.

To enable Remote Notification for a user

Starting point: From the User Administration Menu

1 Select Local Voice User.

2 Select the Add softkey to add a new user or the View/Modify softkey to modify an existing user.

3 Type the user's mailbox number and press Enter.

4 If the mailbox uses the personal class of service, move the cursor to the Class of Service field.

Note: If the mailbox uses a system-defined Class of Service, you must first set the Remote Notification Capability field to Yes in that Class of Service. For more information on Classes of Service, see the *Administration Guide*.

5 Select the More Detail softkey.

Result: The following screen is displayed.

```
                          User Administration                    MORE ABOVE
View Class of Service

Remote Notification Capability:            No Yes

Remote Notification
Restriction/Permission List:                2_  List Name:  Local

Remote Notification Keypad Interface:      No Yes

Remote Notification Retry Limits and Frequency:
   Busy       Retry Limit:  3_           Retry Interval (hh:mm):   00:05
   No Answer Retry Limit:  10            Retry Interval (hh:mm):   00:15
   Answered  Retry Limit:  1_            Retry Interval (hh:mm):   00:05

RN Business Days:    Sunday              No Yes
                     Monday              No Yes
                     Tuesday             No Yes
                     Wednesday           No Yes
                                                                 MORE BELOW
The Class of Service data will be saved only if the user is saved.

   Return to
  Basic Fields
```

6 Set Remote Notification Capability to Yes and enter the required information for remote notification.

7 Select the Return to Basic Fields softkey to return to the previous screen

8 Select the Save softkey to save your changes.

Setting up the RN Default Callback Number

Introduction

Use this section to set up the Default Callback Numbers for numeric pagers in the Remote Notification Class of Service. (For information on Remote Notification Class of Service, see Chapter 2, "Remote Notification Class of Service.")

Field descriptions

Field	Field Description
Numeric	This heading separates the fields that apply to a numeric pager device.
Default Callback Number	The default pager data that is used if the user's remote notification schedule does not define the callback number. This field accepts up to 30 digits. The default is blank. This field was referred to as Default Numeric Pager Data in previous releases of Meridian Mail.
Service	This heading separates fields that apply to a paging service.
Default Callback Number	The default pager data that is used if the user's remote notification schedule does not define the callback number. This field accepts up to 30 digits. The default is blank. **Note:** This field was referred to as Default Numeric Pager Data in previous releases of Meridian Mail.

To set up the RN Default Callback Number

Starting point: The Main Menu

1   Navigate to Voice Administration from the Main Menu.

For a single-customer system

a.   Select Voice Administration and press Enter.

For a multi-customer system

a.   Select Customer Administration and press Enter.

b.   Specify the customer number and press Enter.

c.   Select Voice Administration and press Enter.

2   Select Remote Notification Class of Service Administration and press Enter.

3   Select a class of service by using the space bar and select the View/Modify softkey as shown below.

```
                Remote Notification Class of Service Administration
List of RN Classes of Service

ID    Name
1     System Operations
2     Executive
3     Administration
4
5
6
7
8
9
10
11
12
13
14
15

Select a softkey

    Exit                      View/Modify
```
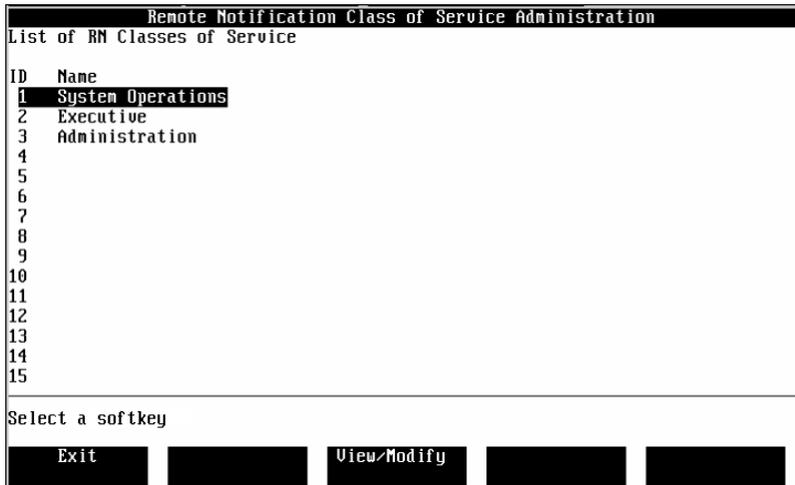
4   Scroll down to the Default Callback Number field under the Numeric heading and enter its value.

```
          Remote Notification Class of Service Administration    MORE ABOVE
View/Modify RN Class of Service


Numeric:
Play Prompts to the Paging System:              No  Yes
Delay before Playing Prompts or Disconnecting:  3
Silence Detection Time-out:                     20
Callback Number Prefix:                         _____
Callback Number Terminator:                     #
Callback Number Separator:                      *
Delay before Sending the Callback Number Prefix: 2
Delay before Sending the Callback Number:       0
Default Callback Number:                        619055551212

Service:
Play Prompts to the Paging System:              No  Yes
Delay before Playing Prompts or Disconnecting:  3
PIN Prompt Silence Detection Time-out:          20
                                                         MORE BELOW
Select a softkey >

    Save          Cancel                       Print       Reset to
                                                            Defaults
```

5   Scroll down to the Default Callback Number field under the Service heading and enter its value.

```
          Remote Notification Class of Service Administration    MORE ABOVE
View/Modify RN Class of Service


Service:
Play Prompts to the Paging System:              No  Yes
Delay before Playing Prompts or Disconnecting:  3
PIN Prompt Silence Detection Time-out:          20
PIN Prefix:                                     _____
PIN Terminator:                                 #
Delay before Sending the PIN Prefix:            2
Delay before Sending the PIN:                   0
Callback No. Prompt Silence Detection Time-out: 20
Callback Number Prefix:                         _____
Callback Number Terminator:                     #
Callback Number Separator:                      *
Delay before Sending the Callback Number Prefix: 2
Delay before Sending the Callback Number:       0
Default Callback Number:        |               619055551213█

Select a softkey >

    Save          Cancel                       Print       Reset to
                                                            Defaults
```

6   Select the Save softkey to save your input.

C h a p t e r 4

Delete Unread Messages

In this chapter

Overview

About Delete Unread Messages

The Delete Unread Messages feature in Meridian Mail 13 allows the administrator to configure the system to automatically delete new unread messages after a specified number of days. The Delete Unread Messages feature provides the following functionality:

- The system can be configured differently for broadcast messages and all other unread messages, including unread system messages.

- The system can be configured to retain both unread broadcast messages and unread messages from one–99 days.

- Unread messages can remain on the system indefinitely by setting the appropriate retention period to 0 (zero).

- Unread messages that exceed the specified retention period are deleted once per day via the nightly VS (Volume Server) Audit.

  Note: Changes to the retention period do not take effect until the next VS Audit.

- This feature is configured via the Mailbox Class of Service, through the MMI.

- The Session Trace Tool captures the deletion of any unread messages.

Section A: Setting up on the MMI

In this section

Enabling the Delete Unread Messages feature for existing users

Overview

The Delete Unread Messages feature can be enabled for existing users by modifying the new fields in the Class of Service (COS). The following sections explain how to access a COS to modify it, and then how to access the new fields.

Note: On multi-customer systems, the Mailbox COS can only be modified from the main menu at the system level. The Class of Service Administration option at the customer level only allows the defined COS to be viewed.

Configuring the Unread Message Retention field

Introduction

The Unread Message Retention field is used to control when the system deletes unread messages from a user's mailbox. This field applies to all unread messages except broadcast messages. The process of configuring your system to delete unread broadcast messages is described in "To configure the Unread Broadcast Message retention field" on page 55.

Note: Users may occasionally be away from their offices for extended periods (for example, on business or vacation). Therefore, care should be taken when setting this field that users' unread messages are not deleted prematurely while they are away. It is recommended that the Unread Message Retention field be set no lower than 21 days to accommodate these absences.

To configure the Unread Message Retention field

1   From the Main Menu, select Class of Service Administration.

2   Select the View/Modify softkey.

3   At the prompt, type the COS number and press Enter.

Result: The View/Modify Class of Service screen is displayed.

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


For the following 3 fields, "0" implies
that messages are retained until the
user deletes them manually.

Read Message Retention (days):             0
Unread Message Retention (days):           99
Unread Broadcast Message Retention (days): 0

Send Messages to External Users:        NO Yes

Retain Copy of Sent Messages:           NO Yes

Delivery to Non-User Capability:        NO Yes

Remote Notification Capability:         NO Yes
                                              MORE BELOW
Select a softkey >

    Save          Cancel
```

4 Use the arrow keys to scroll to the Unread Message Retention field.

5 Set a value between 1 and 99 (days) to activate this feature.

Note: A setting of 0 (zero) disables this feature, meaning that no messages will be deleted. The default value for this field is 0 (zero).

6 Select the Save softkey to save your changes.

Configuring the Unread Broadcast Message Retention field

Introduction

The Unread Broadcast Message Retention field is used to control when the system deletes unread broadcast messages from a user's mailbox.

Note: Broadcast messages are typically time-sensitive; for example, announcements of server maintenance hours or other general notices of events scheduled for a particular time. Therefore, unread broadcast messages can be deleted from users' mailboxes after only a few days with a minimum of inconvenience to most users.

To configure the Unread Broadcast Message retention field

1   From the Main Menu, select Class of Service Administration.

2   Select the View/Modify softkey.

3   At the prompt, type the COS number and press Enter.

Result: The View/Modify Class of Service screen is displayed.

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


For the following 3 fields, "0" implies
that messages are retained until the
user deletes them manually.

Read Message Retention (days):           0
Unread Message Retention (days):         0
Unread Broadcast Message Retention (days): 99

Send Messages to External Users:      No  Yes

Retain Copy of Sent Messages:         No  Yes

Delivery to Non-User Capability:      No  Yes

Remote Notification Capability:       No  Yes
                                                         MORE BELOW
Select a softkey >
        Save            Cancel
```

4   Using the arrow keys, move the cursor to the Unread Broadcast Message Retention field.

5   Set a value between 0 and 99 (days).

        Note: A setting of zero (0) disables this feature, meaning that no messages
        will be deleted. The default value for this field is 0 (zero).

6   Select the Save softkey to save your changes.

Setting up Delete Unread Messages in a new COS

Introduction

Configuration of this feature via a mailbox Class of Service affects all users whose mailboxes are associated with that COS. In some cases, it may be desirable to enable or disable the feature for only one or a few users. In this case, a new COS can be created for those users. An alternative method is to configure the feature in each user's Personal COS.

To use personal COS

1   From the User Administration screen, select Local Voice User.

2   Press the View/Modify softkey.

3   Enter the mailbox number to be modified and press Enter.

     Result: The View/Modify Class of Service screen is displayed.

4   Use the arrow keys to scroll to the Class of Service field.

5   Select Personal.

6   Press the More Detail softkey.

Result: The View Class of Service screen is displayed.

```
                     User Administration              MORE ABOVE
View Class of Service


For the following 3 fields, "0" implies
that messages are retained until the
user deletes them manually.

Read Message Retention (days):              0
Unread Message Retention (days):            0
Unread Broadcast Message Retention (days): 0

Send Messages to External Users:          No Yes

Retain Copy of Sent Messages:             No Yes

Delivery to Non-User Capability:          No Yes

Remote Notification Capability:           No Yes
                                                     MORE BELOW
The Class of Service data will be saved only if the user is saved.

 Return to
Basic Fields
```

7   Modify the new fields as required.

8   When finished, press the Return to Basic Fields softkey.

9   Press the Save softkey to save the changes to the Class of Service.

Section B: Using the Delete Unread Messages feature

In this section

Timetable for deleting messages

Introduction

The Delete Unread Messages feature aids the administrator to maintain control over the message storage on the Meridian Mail system. This section describes how and when you might use this feature.

ATTENTION
To avoid possible misunderstanding and the unwanted deletion of unread messages, notify users if the delete unread messages feature is enabled and the length of time that a message is kept before it is deleted.

When to enable delete unread broadcast messages

Broadcast messages are usually time-sensitive in nature, in that they contain information that is of interest either immediately or in the very near future. Broadcast messages generally belong to one of the following four categories:

- temporary work environment situations
  Examples include announcements concerning temporary situations regarding office e-mail, telephone system announcements, network problems, and announcements regarding the subsequent resolution of these situations.

- maintenance information
  Examples include scheduled network maintenance and office cleaning or painting.

- company announcements
  Examples include company milestones and upcoming seminars.

- reminders
  Examples include reminders that expense reports are due by the end of the week, timesheets must be filed, and that a particular individual will be on vacation soon.

All of these types of messages lose their value if they are not played within a few days or hours of the broadcast. The messages themselves, however, remain in a mailbox and on disk until the user plays and manually deletes the message. If the user is out of the office for an extended period, these messages continue to use system resources after their usefulness has passed. To have these broadcast messages deleted automatically, you may want to enable the Delete Unread Broadcast Messages feature.

When to enable delete unread messages

Caution should be exercised when configuring the system to delete unread messages, since, unlike broadcast messages, many of these messages may not be time-sensitive.

In some instances, it may be desirable to not delete unread messages at all, such as when users are away from the office for extended periods.

However, you may want to consider enabling this feature if any of the following conditions match your situation:

- Your system contains stale mailboxes (mailboxes no longer in use).
- Your system has limited storage space available (helps keep storage resources free).
- Users are given a small amount of storage in their mailboxes, for example, less than five minutes (helps prevent mailboxes from becoming full).

To avoid deleting messages to users who are away on vacation or extended business trips, it is recommended that you set the message retention field to a value greater than 14 or 21 days, depending on the average vacation period in your organization.

To maintain mailboxes that have small storage limits, it is recommended that you set the message retention field to a smaller value, such as seven days.

Messages deleted by the VS audit

Meridian Mail deletes unread messages that have exceeded the time set in the unread message and unread broadcast message retention fields as part of the Volume Server (VS) audit, which runs nightly on all Meridian Mail systems.

When the audit deletes the last unread message in a mailbox, it turns off the Message Waiting Indicator (MWI) DN(s) associated with that mailbox, if one exists.

Chapter 5

Disable Message Reception

In this chapter

Section A: Overview

In this section

Message handling

How messages are handled

In Meridian Mail, a Meridian Mail User Interface (MMUI) user can record a Temporary Absence Greeting (TAG) when away temporarily. The TAG is played during an Express Messaging or Call Answering session to inform the caller that the user is absent. (The caller is still able to deposit a message into the user's mailbox.) Compose-Send or Broadcast messages are still deposited into the user's mailbox. No notification of the user's absence is sent to the message sender. Also, you can configure the mailbox to be disabled automatically when a TAG is recorded.

In Meridian Mail Release 13, the Disable Message Reception feature provides the ability to temporarily disable reception of messages to a mailbox. When reception of messages for a mailbox is disabled, the mailbox does not accept any user voice messages. Messages addressed to the mailbox are handled as follows:

- Call Answering or Express Messaging message. If a TAG is not recorded, the caller hears a system prompt and is not able to record a message; if a TAG is recorded, the caller hears the TAG and is not able to record a message

- For a Compose-Send or Broadcast message, the system rejects the message and returns a Non-Deliverable Notification (NDN) to the sender. This applies to messages from both local and remote users.

- For a system message, such as an NDN, an acknowledgment, or a SEER Trigger message, the system always deposits the message into the recipient's mailbox.

Manual message reception control

Manual message reception control is available for both Meridian Mail User Interface (MMUI) and Voice Messaging User Interface Forum (VMUIF) mailboxes.

When a new mailbox is created, reception of messages is enabled by default. When a system is upgraded to Meridian Mail 13, message reception for all existing users is enabled.

There is a personal profile field that indicates whether reception of messages is enabled or disabled. This field can be modified through the MMI Add User and View/Modify User screens.

The administrator has the ability, via the MMI, to enable or disable the reception of messages for any mailbox. Users also have the ability, through the PMA, to enable or disable reception of messages for their own mailboxes. (The administrator must set the Message Reception Capability Available to User field to Yes to allow users to enable or disable message reception for their own mailboxes.)

Automatic message reception control

Automatic message reception control is only available for Meridian Mail User Interface (MMUI) mailboxes.

The administrator has the ability, via the MMI, to allow or prevent messages from being deposited into a mailbox.

There is a Class of Service field that indicates whether the message reception capability for any full mailbox associated with that Class of Service should be disabled. This field can be modified through the MMI Add Class of Service and View/Modify Class of Service screens.

When a Class of Service is created, the Receive Message if Mailbox is Full capability is, by default, enabled. When a system is upgraded to Meridian Mail 13, the Receive Message if Mailbox is Full field for all existing Classes of Service is enabled.

Note: When a Temporary Absence Greeting (TAG) is recorded, message reception can be disabled automatically.

System requirements

Introduction

The Disable Message Reception feature is available on all Meridian Mail platforms supported for Meridian Mail 13 and does not require any additional hardware.

The Disable Message Reception feature can be administered using the MMI and with

■   Personal Mailbox Administration. Allows users to administer their mailboxes through a web browser to change their passwords, record greetings, set up for remote notification, create personal distribution lists, sort messages, and so on.

For more details, refer to the *Meridian Mail PC Applications Guide*.

Installation and conversion

The Disable Message Reception feature is automatically installed on all Meridian Mail installed with, or converted to, Release 13. This feature is not keycoded.

This feature requires conversion of the system and personal profiles for systems running earlier releases of Meridian Mail. This conversion is done via the Install Tape Comprehensive Upgrade procedure. See the *System Installation and Maintenance Guide* (NTP 555-7001-215) for more information.

Section B: Administering Disable Message Reception

In this section

Setting up Disable Message Reception

To navigate through user administration

This section describes general procedures on how to navigate through the various user administration screens.

To navigate to the Local Voice User screen
For a single-customer system:

1 Log in as the system administrator.

2 Select the User Administration menu.

```
XYZ Industries Ltd.          User Administration
        1  Local Voice User
        2  Directory Entry User
        3  Distribution Lists




Select an item > 1
      Exit
```
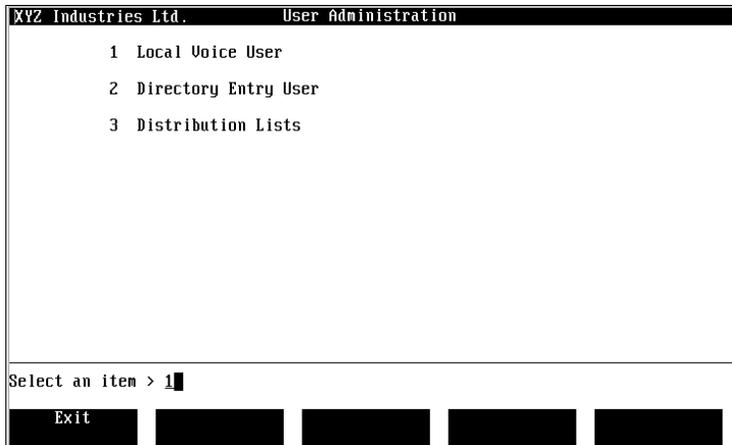
3 Select the Local Voice User menu.

For a multi-customer system:

1 Select the Customer Administration screen. There are two ways to access this screen:

    a. Log in as the customer administrator.

    b. Log in as the system administrator and select the Customer Administrator menu.

2 Select the View/Modify softkey.

3 Enter the customer group number to which the mailbox belongs.

4   Select the User Administration menu.

```
┌─────────────────────────────────────────────────────┐
│XYZ Industries Ltd.          User Administration      │
│                                                      │
│          1  Local Voice User                         │
│                                                      │
│          2  Directory Entry User                     │
│                                                      │
│          3  Distribution Lists                       │
│                                                      │
│                                                      │
│                                                      │
│                                                      │
│                                                      │
│                                                      │
│                                                      │
│ Select an item > 1█                                  │
│      Exit                                            │
└─────────────────────────────────────────────────────┘
```

5   Select the Local Voice User menu.

To add a mailbox

Starting point: Local Voice User screen

1   Select the Add softkey.

Result: The Add Local Voice User screen is displayed.

```
┌─────────────────────────────────────────────────────┐
│                   User Administration                │
│Add Local Voice User                                  │
│                                                      │
│Mailbox Number:     7777            Volume ID:  2     │
│                                                      │
│Storage Used:       0                                 │
│                                                      │
│Last Name:          _____      │
│                                                      │
│First Name:         _____  Initials: _____ │
│                                                      │
│Department:         _____              │
│                                                      │
│Class of Service:   Personal      001_pttload         │
│(Use More Detail Key)                                 │
│                                                      │
│Primary DN:                       7777_____ │
│                                                      │
│Extension DNs:      _____         │
│                                            MORE BELOW │
│                                                      │
│    Save         Cancel      More Detail    Change    Voice  │
│                                            Password         │
└─────────────────────────────────────────────────────┘
```

2   Enter the number of the mailbox to be created.

3   Fill in the Last name field.

4   Fill in or change other fields as needed.

5   Select the Save softkey to save the mailbox you created.

To modify a mailbox

Starting point: Local Voice User screen

1   Select the View/Modify softkey.

   Result: The View/Modify Local Voice User screen is displayed.

```
                         User Administration
View/Modify Local Voice User

Mailbox Number:       7777                Volume ID:  2

Storage Used:         0

Last Name:            █_____

First Name:           _____  Initials: _____

Department:           _____

Class of Service:     Personal      001_pttload
(Use More Detail Key)

Primary DN:                           7777_____

Extension DNs:                        _____
                                                        MORE BELOW


      Save         Cancel      More Detail      Change       Voice
                                               Password
```

2   Enter the number of the mailbox to be modified.

3   Change the field values as needed.

4   Select the Save softkey to save the mailbox with your changes.

To add a system Class of Service

Starting point: Main Menu

1 Log in as the system administrator.

2 Select the Class of Service Administration menu.

3 Select the Add softkey.

Result: The Add Class of Service screen is displayed.

```
┌─────────────────────Class of Service Administration──────────────────┐
│Add Class of Service                                                   │
│                                                                       │
│Class of Service Number:               15                             │
│                                                                       │
│Class of Service Name:                 XYZ█_____  │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│Select a softkey >                                                     │
│  ┌────────┐    ┌────────┐    ┌────────┐    ┌────────┐    ┌────────┐   │
│  │  Save  │    │ Cancel │    │ Change │    │        │    │        │   │
│  │        │    │        │    │Defaults│    │        │    │        │   │
│  └────────┘    └────────┘    └────────┘    └────────┘    └────────┘   │
└───────────────────────────────────────────────────────────────────────┘
```
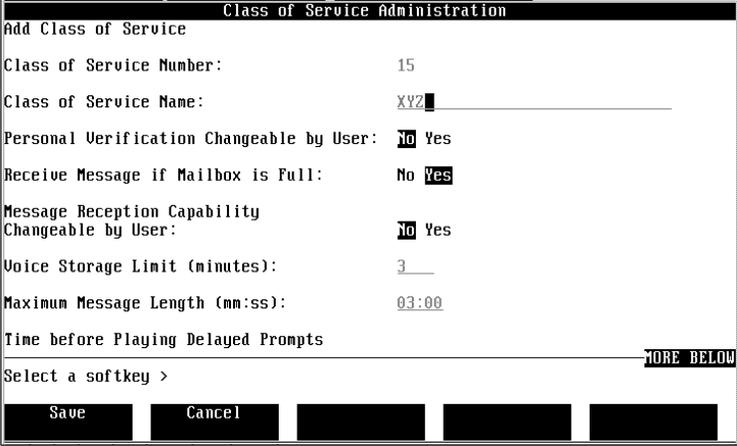
4 Enter the number of the Class of Service to be created.

Note: The number of the Class of Service to be created must be between 1 and 15.

5 Fill in the Class of Service Name field.

6   Select the Change Defaults softkey.

      Result: The Add Class of Service Change Defaults screen is displayed.

```
┌──────────────────────────────────────────────────────────┐
│                Class of Service Administration            │
│Add Class of Service                                       │
│                                                           │
│Class of Service Number:              15                   │
│                                                           │
│Class of Service Name:                XYZ▉_____  │
│                                                           │
│Personal Verification Changeable by User:  No Yes          │
│                                                           │
│Receive Message if Mailbox is Full:   No Yes               │
│                                                           │
│Message Reception Capability                               │
│Changeable by User:                   No Yes               │
│                                                           │
│Voice Storage Limit (minutes):        3_                   │
│                                                           │
│Maximum Message Length (mm:ss):       03:00                │
│                                                           │
│Time before Playing Delayed Prompts                        │
│                                               MORE BELOW   │
│Select a softkey >                                         │
│    ┌──────────┐  ┌──────────┐  ┌─────────┐  ┌────────┐    │
│    │  Save    │  │  Cancel  │  │         │  │        │    │
└──────────────────────────────────────────────────────────┘
```

7   Change any field values as needed.

8   Select the Save softkey to save the changes to the Class of Service.

To modify a system Class of Service

Starting point: Main Menu

1   Log in as the system administrator.

2   Select the Class of Service Administration menu.

3   Select the View/Modify softkey.

4   Enter the number of the Class of Service to be modified.

5   Change any field values as needed.

6   Select the Save softkey to save the Class of Service with your changes.

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

Class of Service Number:              15

Class of Service Name:                XYZ█_____

Personal Verification Changeable by User:  No  Yes

Receive Message if Mailbox is Full:   No  Yes

Message Reception Capability
Changeable by User:                   No  Yes

Voice Storage Limit (minutes):        3___

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

Time before Playing Delayed Prompts
_____MORE BELOW
Select a softkey >

   Save          Cancel
```

To modify a personal Class of Service

Starting point: View/Modify Local Voice User screen

1   Use the arrow keys to tab to the Class of Service field.

2   Select Personal for the Class of Service field value.

3   Select the More Detail softkey.

4   Change any field values as needed.

5   Select the Return to Basic Fields softkey.

6 Select the Save softkey to save the mailbox with your personal Class of Service changes.
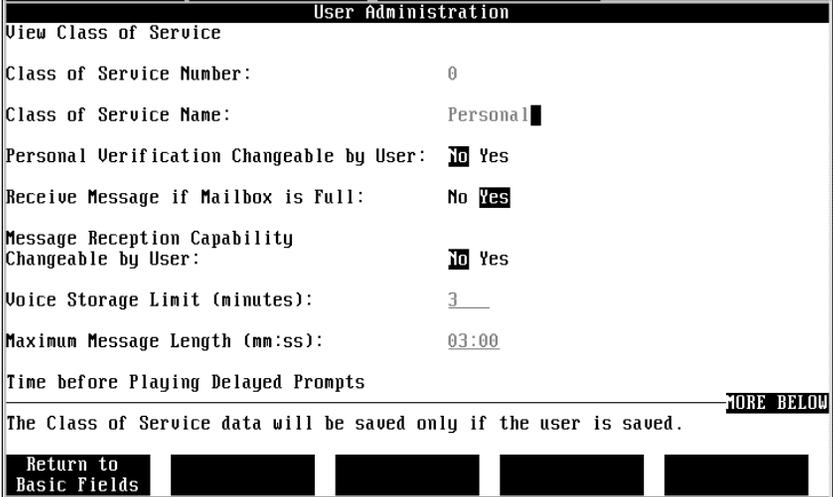
```
                      User Administration
View Class of Service

Class of Service Number:              0

Class of Service Name:                Personal█

Personal Verification Changeable by User:  No Yes

Receive Message if Mailbox is Full:   No Yes

Message Reception Capability
Changeable by User:                   No Yes

Voice Storage Limit (minutes):        3

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

Time before Playing Delayed Prompts
                                                        MORE BELOW
The Class of Service data will be saved only if the user is saved.


  Return to
 Basic Fields
```

To change the Class of Service of a mailbox

Starting point: View/Modify Local Voice User screen

1 Use the arrow keys to tab to the Class of Service field.

2 Use the spacebar or arrow key to select the new Class of Service field value.

3   Select the Save softkey to save the mailbox with the your personal Class of
Service changes.

```
                        User Administration
View/Modify Local Voice User

Mailbox Number:      ????                Volume ID:  2

Storage Used:        0

Last Name:           XYZ

First Name:          _____    Initials: _____

Department:          _____

Class of Service:    Personal        001_pttload
(Use More Detail Key)

Primary DN:                          ????_____

Extension DNs:       _____
                                                     MORE BELOW


     Save          Cancel        More Detail      Change         Voice
                                                 Password
```

Manual message reception control

Disabling reception of messages when creating a mailbox

ATTENTION   There are several fields that can affect the reception of
messages; one in the Local Voice User screen, and three in
Class of Service (COS) screens. To enable or disable
reception of messages in only one of these fields does not
guarantee that the feature will behave as desired. Verify the
settings in all of the relevant fields to ensure the desired
effect for this feature.

To disable reception of messages for a new mailbox

Note: Reception of messages is enabled by default when a new mailbox is
created; however, the administrator can disable this feature when creating the
mailbox.

Starting point: Add Local Voice User screen

1   Tab to the Disable Message Reception field.

2   Use the arrow keys to toggle the value of the field to Yes.

Add Local Voice User screen (MMUI)

```
                    User Administration              MORE ABOVE
Add Local Voice User

                              _____
                              _____
                              _____
                              _____

Personal Verification Recorded (Voice):   No

Monitor Mailbox during Monitoring Period: No Yes

Disable Message Reception:        No Yes Yes_if_TAG_Recorded

Revert if Message Reception Disabled:   No Yes

Name Dialable by External Callers:    No Yes

Logon Status:               Disabled Enabled
                                            MORE BELOW

    Save        Cancel     More Detail    Change      Voice
                                         Password
```

Add Local Voice User screen (VMUIF)

```
                    User Administration              MORE ABOVE
Add Local Voice User

                              _____
                              _____
                              _____
                              _____
                              _____
                              _____

Personal Verification Recorded (Voice):   No

Monitor Mailbox during Monitoring Period: No Yes

Disable Message Reception:        No Yes

Revert if Message Reception Disabled:   No Yes

Logon Status:               Disabled Enabled
                                            MORE BELOW

    Save        Cancel     More Detail    Change      Voice
                                         Password
```

3   Select the Save softkey to save your changes to the mailbox values.

To disable reception of messages for an existing mailbox

Starting point: View/Modify Local Voice User screen

1   Tab to the Disable Message Reception field.

2   Use the arrow keys to toggle the value of the field to Yes.

View/Modify Local Voice User screen (MMUI)

```
                        User Administration                  MORE ABOVE
View/Modify Local Voice User


Disable Message Reception:              No Yes Yes_if_TAG_Recorded

Revert if Message Reception Disabled:   No Yes

Name Dialable by External Callers:      No Yes

Logon Status:                           Disabled Enabled

Session Default Playback Speed:         Normal Level1 Level2 Level3

Speed changed via Telset applies to:    CurrentMsg AllMsgs WholeSession

Session Default Volume Level:           Normal Level1 Level2 Level3

Volume changed via Telset applies to:   CurrentMsg AllMsgs WholeSession
                                                                MORE BELOW

   Save         Cancel      More Detail     Change        Voice
                                            Password
```

View/Modify Local Voice User screen (VMUIF)

```
                        User Administration                  MORE ABOVE
View/Modify Local Voice User


Disable Message Reception:              No Yes

Revert if Message Reception Disabled:   No Yes

Logon Status:                           Disabled Enabled

Session Default Volume Level:           Normal Level1 Level2 Level3

Invalid Logon Attempts:                 0

Time of Last Logon:                     7/15/99 15:04

Time of Last Mailbox Lockout:           **/**/** **:**

Calls were Rejected after Mailbox Full:  No
                                                                MORE BELOW

   Save         Cancel      More Detail     Change        Voice
                                            Password
```

3 Select the Save softkey to save your changes to the mailbox values.

Disable reception of messages in Class of Service fields

To disable reception of composed messages

Starting point: View/Modify Class of Service screen

1   Tab to the Receive Composed Messages field.

   Note: For a new Class of Service, select the Change Defaults softkey.

2   Use the arrow keys to toggle the field value to No.

3   Select the Save softkey to save the Class of Service with the values you have entered.

View/Modify Class of Service screen (MMUI)

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

Receive Composed Messages:              No Yes

Message Waiting Indication Options:     None Any Urgent

External Call-Sender
Restriction/Permission List:            2_  List Name:  Local

For the following 3 fields, "0" implies
that messages are retained until the
user deletes them manually.

Read Message Retention (days):          0
Unread Message Retention (days):        0_
Unread Broadcast Message Retention (days): 0_

Send Messages to External Users:        No Yes
                                                            MORE BELOW
Select a softkey >

        Save           Cancel
```

View/Modify Class of Service screen (VMUIF)

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

Receive Composed Messages:           No  Yes

Message Waiting Indication Options:  None  Any  Urgent

Skip to First New Message:           No  Yes

Announce Caller:                     No  Yes

Replay Header with Message:          No  Yes

Call Sender:                         No  Yes

External Call-Sender
Restriction/Permission List:          2_  List Name:  Local

For the following 3 fields, "0" implies
                                                      MORE BELOW

Select a softkey >

     Save           Cancel
```

To receive call answering messages (VMUIF)

Starting point: View/Modify Class of Service screen (VMUIF)

1   Tab to the Receive Messages from Call Answering field.

Note: For a new Class of Service, select the Change Defaults softkey.

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

Receive Messages for Call Answering:     No  Yes

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

Receive Composed Messages:               No  Yes

Message Waiting Indication Options:      None Any Urgent

Skip to First New Message:               No  Yes

Announce Caller:                         No  Yes

Replay Header with Message:              No  Yes

Call Sender:                             No  Yes
                                                    MORE BELOW
Select a softkey >

      Save          Cancel
```

2   Use the arrow keys to toggle the field value to Yes.

3   Select the Save softkey to save the Class of Service with the field values you have entered.

Automatic message reception control (MMUI only)

The administrator can prevent messages from being deposited into a mailbox if that mailbox is full at the beginning of a session. Message reception capability when the mailbox is full is set in either the personal or system Class of Service. By default, the system allows messages to be deposited into mailboxes which are full.

Also, messages may be blocked automatically when a Temporary Absence Greeting (TAG) is recorded and the Disable Message Reception field is set to Yes_If_Tag_Recorded.

ATTENTION
Automatic message reception control is only available for Meridian Mail User Interface (MMUI) mailboxes. By default, message reception is disabled for full VMUIF mailboxes.

Setting up users associated with a system Class of Service

To disable message reception when the mailbox is full

Starting point: View/Modify Class of Service screen

1   Tab to the Receive Message if Mailbox is Full field.
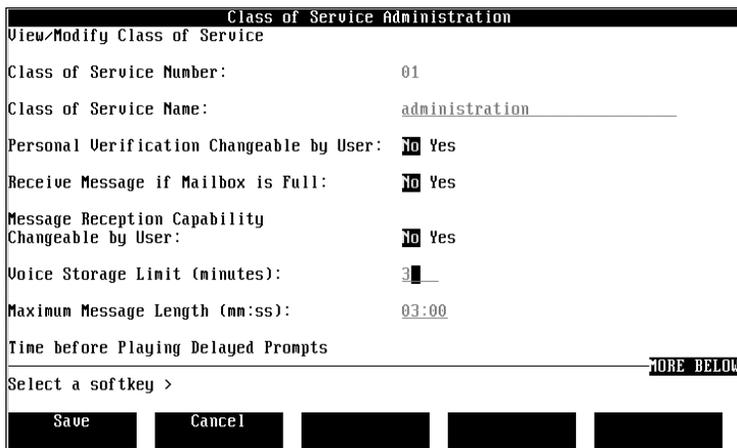
```
                  Class of Service Administration
View/Modify Class of Service

Class of Service Number:                  01

Class of Service Name:                    administration_____

Personal Verification Changeable by User:  No  Yes

Receive Message if Mailbox is Full:         No  Yes

Message Reception Capability
Changeable by User:                         No  Yes

Voice Storage Limit (minutes):             3█

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

Time before Playing Delayed Prompts                           MORE BELOW

Select a softkey >

     Save           Cancel
```

2   Toggle the field value to No.

3   Select the Save softkey to save the changes to the Class of Service values.

To receive messages even when the mailbox is full

Starting point: View/Modify Class of Service screen

1   Tab to the Receive Message if Mailbox is Full field.

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

Class of Service Number:              15

Class of Service Name:                XYZ_____

Personal Verification Changeable by User:  No Yes

Receive Message if Mailbox is Full:   No Yes

Message Reception Capability
Changeable by User:                   No Yes

Voice Storage Limit (minutes):        3___

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

Time before Playing Delayed Prompts
_____MORE BELOW
Select a softkey >

     Save          Cancel
```

2   Toggle the field value to Yes.

3   Select the Save softkey to save the changes to the Class of Service.

Setting up users associated with a personal Class of Service

To disable message reception when the mailbox is full

Starting point: View/Modify Local Voice User screen

1   Tab to the Personal Class of Service field.

2   At the Class of Service field, press the More Detail softkey.

Result: The View Class of Service screen displays.

```
                        User Administration
View Class of Service

Class of Service Number:                 0

Class of Service Name:                   Personal

Personal Verification Changeable by User:   No  Yes

Receive Message if Mailbox is Full:      No  Yes

Message Reception Capability
Changeable by User:                      No  Yes

Voice Storage Limit (minutes):           3

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

Time before Playing Delayed Prompts                    MORE BELOW
The Class of Service data will be saved only if the user is saved.

  Return to
 Basic Fields
```

3   Tab to the Receive Message if Mailbox is Full field.

4   Toggle the field value to No.

5   Press the Return to Basic Fields softkey to return to the View/Modify Local Voice User screen.

6   Press the Save softkey to save the changes to the Class of Service.

To receive messages even when the mailbox is full

Starting point: View/Modify Local Voice User screen

1 Tab to the Personal Class of Service field.

2 At the Class of Service field, press the More Detail softkey.

Result: The View Class of Service screen displays.

```
                       User Administration
View Class of Service

Class of Service Number:              0

Class of Service Name:                Personal

Personal Verification Changeable by User:  No Yes

Receive Message if Mailbox is Full:   No Yes

Message Reception Capability
Changeable by User:                   No Yes

Voice Storage Limit (minutes):        3

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

Time before Playing Delayed Prompts
                                                  MORE BELOW
The Class of Service data will be saved only if the user is saved.

  Return to
Basic Fields
```

3 Toggle the field value to Yes.

4 Press the Return to Basic Fields softkey to return to the View/Modify Local Voice User screen.

5 Press the Save softkey to save the changes to the Class of Service.

Disabling message reception when a TAG is recorded

Introduction

Meridian Mail can be set to automatically block message reception when a Temporary Absence Greeting (TAG) is recorded. Messages are not received again until the TAG is deleted or the setting of the Disable Message Reception field is changed.

To block message reception automatically when a TAG is recorded

Starting point: Add or View/Modify Local Voice User screen

1   Tab to the Disable Message Reception field.

```
                        User Administration              MORE ABOVE
View/Modify Local Voice User

Personal Verification Recorded (Voice):   No

Monitor Mailbox during Monitoring Period: No  Yes

Disable Message Reception:                No  Yes  Yes_if_TAG_Recorded

Revert if Message Reception Disabled:     No  Yes

Name Dialable by External Callers:        No  Yes

Personal Mailbox Admin Capability:        No  Yes

Logon Status:                             Disabled  Enabled

Session Default Playback Speed:           Normal  Level1  Level2  Level3
                                                                MORE BELOW


      Save          Cancel        More Detail       Change        Voice
                                                   Password
```

2   Use the arrow keys to toggle the field value to Yes_if_TAG_Recorded.

3   Select the Save softkey to save your changes.

Message reception handling

Reception handling for MMUI and VMUIF

The following table summarizes how the various Class of Service fields affect reception of messages for MMUI and VMUIF mailboxes.

Note: A cell with the contents of "Any" indicates that any value is valid for the corresponding field.

Reception of Messages Handling for MMUI mailboxes

	Disable Msg Reception field	Receive Messages if Mailbox is Full field	Mailbox is full at the beginning of a session	Receive Composed Messages field	Voice messaging behavior
	Yes	Any	Any	Any	See note (a)
	No	No	Yes	Any	See note (b)
	No	Yes	Any	Yes	See note (c)
	No	Yes	Yes	No	See note (d)
	No	No	No	Yes	See note (e)
	No	No	No	No	See note (d)
TAG	If_TAG	Any	Any	Any	See note (a)
no TAG	If_TAG	Yes	Any	Yes	See note (c)
no TAG	If_TAG	No	Yes	Yes	See note (b)
no TAG	If_TAG	No	No	Yes	See note (e)

Reception of Messages Handling for VMUIF mailboxes

Disable Msg Reception field	Receive Messages if Mailbox is Full field	Mailbox is full at the beginning of a session	Receive Composed Messages field	Voice messaging behavior
Yes	Any	Any	Any	See note (a)
No	Yes	Yes	Yes	See note (b)
No	No	Any	Yes	See note (c)
No	No	Yes	No	See note (d)
No	No	No	Yes	See note (c)
No	No	No	No	See note (d)

a. Reception of messages for the mailbox is disabled.

b. Reception of messages for the mailbox is disabled automatically by the system because the mailbox is full.

c. Reception of messages for the mailbox is enabled. The mailbox accepts any messages.

d. Reception of messages for the mailbox is enabled but the mailbox cannot accept Composed messages.

e. Mailbox is not full; messages are accepted.

C h a p t e r   6

Message Sort Order

In this chapter

Overview

Introduction

The Message Sort Order feature allows users to configure both the Message Sort Order and the Mailbox Entry Point via the Personal Mailbox Administration (PMA) web interface only. For a description of using this interface and how to access it, see the Mailbox options section in the *Meridian Mail PC Applications Guide* (P0907072).

About Message Sort Order

The Message Sort Order feature allows Meridian Mail mailbox users to specify the order in which messages are presented when they log in to their mailbox. Users can control the order of messages in the mailbox based on a configurable sorting scheme that incorporates four message attributes.

This feature provides users with flexible control over the organization and behavior of their mailbox. Currently, Meridian Mail presents the messages to users in chronological order based solely on message delivery time.

After login, the first message referenced is the first message in the mailbox:

IF	THEN the first message in the mailbox is
there is no new message	the first unsent message.
there is no unsent message	the first message in the mailbox.

Mailbox organization attributes

With this feature, users can configure the following four mailbox organization attributes. These attributes affect the playback and sort order of all messages stored in a user's mailbox.

1.   Delivery time. The time a message is deposited in a mailbox.

2.   Message priority. The associated priority set by the sender of the message. The various priorities are Urgent, Standard, and Economy.

3.   Message Status. The messages stored in a user's mailbox that are categorized as played back to the user (Read), or deposited but not played back (New).

4.   Mailbox Entry Point. The first message playable by users upon successful login to their account. Users can select from a variety of mailbox entry points.

Chapter 7

MMUI Speed Control Enhancement and Volume Control

In this chapter

Overview

Introduction

This chapter describes how to set up, use, and maintain the Meridian Mail User Interface speed and volume control feature of Meridian Mail 13.

About MMUI Speed Control Enhancement and Volume Control

The MMUI Speed Control Enhancement in Meridian Mail 13 allows users to control the playback speed level of messages that reside in their mailboxes and prompts during a voice messaging session. It lets users change speed for single or multiple messages, or for the whole session. Release 13 also adds an enhancement that enables the administrator to set a user profile field that defines the initial default speed level (which will apply to both messages and prompts). Users can set the initial default speed level using the Personal Mailbox Administration feature (refer to the *PC Applications Guide* for details).

The MMUI Volume Control feature in Meridian Mail 13 allows users to control the volume level of messages that reside in their mailboxes or their voice mail prompts during a voice messaging session. The initial volume level is considered the default volume and is set using the User Profile field. (Administrators can set the initial volume level using the MMI; users can set the initial default volume using the Persoanl Mailbox Administration feature; refer to the *PC Applications Guide* for details.) The MMUI Volume Control also lets users change volume for single or multiple messages, or for the whole session. Users can change the volume level only via the phoneset during a playback of a voice message. Users can access a total of four volume levels during a message playback session.

You may want to increase the volume for the following reasons:

1. You are a hearing-impaired user or a user who generally logs in to your mailbox from a noisy environment such as a factory, or both. You want your voice messages, prompts, and other voice recordings played at a higher volume level than normal.

2. You are a user who, at times, logs in to your mailbox from a noisy environment such as an airport. You want the voice messages, but not the

prompts or other voice recordings, to play at a higher volume level than normal.

3.　You are a user who wants messages that are recorded at a low voice level to play at a higher volume level than normal.

You may want to increase the speed for the following reasons:

1.　You want to listen to messages quickly rather than just bypassing them.

2.　If you have already listened to a message, you may want to listen to it again to make sure that you captured all of the information when you first listened to it.

Section A: Setting up the speed and volume control

In this section

Setting up user profile fields

Introduction

The local administrator must log on to the main administration terminal and access the View/Modify Local Voice Users screen to set up the following new user profile fields:

■ Session Default Playback Speed

■ Speed changed via Telset applies to

■ Session Default Volume Level

■ Volume changed via Telset applies to

For more information on the use of the Meridian Mail MMI, see the following books:

■ for single-customer systems: *System Administration Guide*

■ for multi-customer systems: *Multi-Customer System Administration Guide*

Field descriptions

Field	Description
Session Default Playback Speed	This field determines the initial speed level of the playback session. It is an enumerated field for MMUI users only.
	The possible values are normal, level 1, level 2, and level 3.
	The default is normal.
	Note: To be consistent with the new user profile field, the Voice Messaging Options Voice Message Playback Speed field values have changed from normal, increment 1, increment 2, and increment 3, to normal, level 1, level 2, and level 3, respectively.

Field	Description
Speed changed via Telset applies to	This field determines where a speed change is applied during a playback session. This is an enumerated field specific to MMUI users. The possible values are CurrentMsg, AllMsgs, and WholeSessions. ■ CurrentMsg: Volume level selected via the phoneset applies only to the current message being played. ■ AllMsgs: Volume level selected via the phoneset applies to all of the messages (prompts are not affected by this selection). ■ WholeSession: Volume level selected via the phoneset applies to all of the messages and prompts. The default is CurrentMsg.
Session Default Volume Level	This field determines the initial volume level of the playback session. It is an enumerated field. The possible values are normal, level 1, level 2, and level 3. ■ Normal: Volume is at the normal level. ■ Level 1: Volume is 5 decibels higher than the normal level. ■ Level 2: Volume is 10 decibels higher than the normal level. ■ Level 3: Volume is 15 decibels higher than the normal level. The default is normal.

Field	Description
Volume changed via Telset applies to	This field determines where a volume change is applied during a playback session. This is an enumerated field specific to MMUI users. The possible values are CurrentMsg, AllMsgs, and WholeSession. ■ CurrentMsg: Volume level selected via the phoneset applies only to the current message being played. ■ AllMsgs: Volume level selected via the phoneset applies to all of the messages (prompts are not affected by this selection). ■ WholeSession: Volume level selected via the phoneset applies to all of the messages and prompts. The default is CurrentMsg.

Note: The volume and speed levels changed in a session are not retained for the next session. The volume and speed settings return to the default setting specified in the Session Default Volume Level and Session Default Playback Speed fields once the user logs out of his or her mailbox.

To set the session default playback speed

Starting point: The User Administration menu

1   Select Local Voice User.

IF	THEN
you know the user's mailbox number	go to step 8.
you do not know the user's mailbox number	go to step 2.

2   Press Find.

     Result: The Find Local Voice Users screen displays.

3   Enter the information you know about the user.

     Note: To view all users on the system,go to step 4 without entering any restrictions.

4   Press List.

     Result: The List of Local Voice Users screen displays.

5   Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

6   Press View/Modify.

     Result: The View/Modify Local Voice User screen displays.

7   Go to step 10.

8   Press the View/Modify softkey.

     Result: You are prompted for a mailbox number

9   Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen displays.

```
┌─────────────────────────────────────────────────────────────────────┐
│                    User Administration                    MORE ABOVE │
│View/Modify Local Voice User                                          │
│                                                                      │
│Session Default Playback Speed:        Normal Level1 Level2 Level3    │
│                                                                      │
│Speed changed via Telset applies to:   CurrentMsg AllMsgs WholeSession│
│                                                                      │
│Session Default Volume Level:          Normal Level1 Level2 Level3    │
│                                                                      │
│Volume changed via Telset applies to:  CurrentMsg AllMsgs WholeSession│
│                                                                      │
│Invalid Logon Attempts:                0                              │
│                                                                      │
│Time of Last Logon:                    4/28/99 10:09                  │
│                                                                      │
│Internal Personal Greeting Recorded:   No                            │
│                                                                      │
│External Personal Greeting Recorded:   No                            │
│                                                              MORE BELOW│
│─────────────────────────────────────────────────────────────────────│
│The key entered is not valid at this time.                            │
│    Save        Cancel     More Detail      Change         Voice       │
│                                           Password                    │
└─────────────────────────────────────────────────────────────────────┘
```

10 Place your cursor on the Session Default Playback Speed field.

11 Select the desired setting.

12 Press the Save softkey.

Result: When you log in to your mailbox, the initial speed level of the playback of voice message, prompts, and other recordings corresponds to the value set in this field.

Note: The default setting is Normal.

To specify where the playback speed change is applied

Starting point: The User Administration menu

1   Select Local Voice User.

IF	THEN
you know the user's mailbox number	go to step 8.
you don not know the user's mailbox number	go to step 2.

2   Press Find.

     Result: The Find Local Voice Users screen displays.

3   Enter the information you know about the user.

     Note: To view all users on the system, go to step 4 without entering any restrictions.

4   Press List.

     Result: The List of Local Voice Users screen displays.

5   Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

6   Press View/Modify.

     Result: The View/Modify Local Voice User screen displays.

7   Go to step 10.

8   Press the View/Modify softkey.

     Result: You are prompted for a mailbox number.

9   Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen displays.

```
┌──────────────────────────────────────────────────────────────────┐
│                        User Administration              MORE ABOVE │
│View/Modify Local Voice User                                        │
│                                                                    │
│Session Default Playback Speed:        Normal Level1 Level2 Level3  │
│                                                                    │
│┌─────────────────────────────────────────────────────────────────┐│
││Speed changed via Telset applies to:   CurrentMsg AllMsgs WholeSession││
│└─────────────────────────────────────────────────────────────────┘│
│Session Default Volume Level:          Normal Level1 Level2 Level3  │
│                                                                    │
│Volume changed via Telset applies to:  CurrentMsg AllMsgs WholeSession│
│                                                                    │
│Invalid Logon Attempts:                0                            │
│                                                                    │
│Time of Last Logon:                    4/28/99 10:09                │
│                                                                    │
│Internal Personal Greeting Recorded:   No                          │
│                                                                    │
│External Personal Greeting Recorded:   No                          │
│                                                          MORE BELOW │
│                                                                    │
│The key entered is not valid at this time.                         │
│   Save        Cancel      More Detail      Change       Voice     │
│                                            Password               │
└──────────────────────────────────────────────────────────────────┘
```

10 Put your cursor on the Speed changed via Telset applies to: field.

11 Select the desired setting.

12 Press the Save softkey.

Result: When the user changes the playback speed using the telephone set, the value set in this field determines where the speed change is applied.

Note: The default setting is Current Message.

To set the session default playback volume

Starting point: The User Administration menu

1   Select Local Voice User.

IF	THEN
you know the user's mailbox number	go to step 8.
you do not know the user's mailbox number	go to step 2.

2   Press Find.

Result: The Find Local Voice Users screen displays.

3   Enter the information you know about the user.

Note: To view all users on the system, go to step 4 without entering any restrictions.

4   Press List.

Result: The List of Local Voice Users screen displays.

5   Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

6   Press View/Modify.

Result: The View/Modify Local Voice User screen displays.

7   Go to step 10.

8   Press the View/Modify softkey.

Result: You are prompted for a mailbox number.

9   Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen displays.

```
                        User Administration              MORE ABOVE
View/Modify Local Voice User

Session Default Playback Speed:         Normal Level1 Level2 Level3

Speed changed via Telset applies to:    CurrentMsg AllMsgs WholeSession

Session Default Volume Level:           Normal Level1 Level2 Level3

Volume changed via Telset applies to:   CurrentMsg AllMsgs WholeSession

Invalid Logon Attempts:                 0

Time of Last Logon:                     4/28/99 10:09

Internal Personal Greeting Recorded:    No

External Personal Greeting Recorded:    No
                                                           MORE BELOW

The key entered is not valid at this time.
     Save          Cancel       More Detail      Change        Voice
                                                Password
```

10 Put your cursor on the Session Default Volume Level field.

11 Select the desired setting.

12 Press the Save softkey.

Result: When you log in to your mailbox, the initial volume level of the playback of voice message, prompts, and other recordings corresponds to the value set in this field.

Note: The default setting is Normal.

To specify where the volume change is applied

Starting point: The User Administration menu

1   Select Local Voice User.

IF	THEN
you know the user's mailbox number	go to step 8.
you do not know the user's mailbox number	go to step 2.

2   Press Find.

   Result: The Find Local Voice Users screen displays.

3   Enter the information you know about the user.

   Note: To view all users on the system, go to step 4 without entering any restrictions.

4   Press List.

   Result: The List of Local Voice Users screen displays.

5   Select the user you want to view or modify by moving your cursor to the user's name and pressing the space bar.

6   Press View/Modify.

   Result: The View/Modify Local Voice User screen displays.

7   Go to step 10.

8   Press the View/Modify softkey.

   Result: You are prompted for a mailbox number.

9   Enter the user's mailbox number and press Enter.

Result: The View/Modify Local Voice User screen displays.

```
                        User Administration                    MORE ABOVE
View/Modify Local Voice User

Session Default Playback Speed:        Normal Level1 Level2 Level3

Speed changed via Telset applies to:   CurrentMsg AllMsgs WholeSession

Session Default Volume Level:          Normal Level1 Level2 Level3

Volume changed via Telset applies to:  CurrentMsg AllMsgs WholeSession

Invalid Logon Attempts:                0

Time of Last Logon:                    4/28/99 10:09

Internal Personal Greeting Recorded:   No

External Personal Greeting Recorded:   No
                                                              MORE BELOW

The key entered is not valid at this time.
     Save          Cancel       More Detail      Change        Voice
                                                Password
```

10 Put your cursor on the Volume changed via Telset applies to: field.

11 Select the desired setting.

12 Press the Save softkey.

Result: When the user changes the volume using the telephone set, the value set in this field determines where the volume change is applied.

Note: The default setting is Current Message.

Section B: Using the Meridian Mail User Interface

In this section

Using the speed control

Introduction

The speed control feature has changed for Meridian Mail 13. The speed control feature lets you control the playback speed of voice mail messages, prompts, and other recordings.

User perspective

During message playback, you can increase the playback speed by one level at a time, and decrease it by one level at a time (message playback does not stop when the speed is altered). You must press 2, then 1 immediately to decrease the speed or 3 immediately to increase the speed.

Note: 1.5 seconds after pressing 2 on the keypad, the 1 and 3 keys resume their usual message playback roles (skipping the message backward/forward by 5 seconds).

When you reach the highest speed level, the system ignores any further speed increase commands. Also, when you reach the lowest speed level, the system ignores any further request for a decrease in speed.

Note: Prompts and other voice recordings adjust to the new level only if the field Speed Changed via Telset applies to is set to WholeSession.

To adjust the speed during a voice mail session on your telephone set

1   During the playback of a message, press 2, then press 3.

     Result: The speed increases by one level (unless you are currently at level three).

2   Repeat step 1 to increase the speed by another level.

     Note: You can repeat this step only until the current speed reaches level three (level three is the highest level available).

3   During the playback of a message, press 2, then press 1.

Result: The speed decreases by one level (unless it is already at normal level).

4   Repeat step 3 to decrease the speed by another level.

Note: You can repeat this step only until the current speed is at normal (normal is the lowest speed level available).

Using the volume control

Introduction

The volume control feature lets you control the playback volume of voice mail prompts, voice mail messages, and other recordings.

User perspective

During message playback, you can increase the playback volume by one level at a time, and decrease it by one level at a time. The playback of the message does not stop when the volume level is altered.

You must press 2, then either 4 or 6 immediately afterwards, to use this feature.

Note: 1.5 seconds after pressing 2, the 4 and 6 keys resume their usual message playback roles (go to the previous/next message).

When you reach the lowest or highest volume level, the system ignores any further level increase or decrease commands.

The minimum volume level supported by the volume control feature is normal, and the maximum volume level supported by the volume control feature is level 3.

When you select a new volume level, the following items immediately adjust to the new level:

- message playback
- prompts and other voice recordings

Note: Prompts and other voice recordings adjust to the new level only if the field Volume Changed via Telset applies to is set to WholeSession.

To adjust the volume during a voice mail session on your telephone set

1   During the playback of a message, press 2, then press 6.

     Result: The volume increases by one level (if it is not already at level three).

2   Repeat step 1 to increase the volume by another level.

     Note: You can repeat this step only until the current level is three (level three is the highest volume level available).

3   During the playback of a message, press 2, then press 4.

     Result: The volume decreases by one level (unless it is already at the normal level).

4   Repeat step 3 to decrease the volume by another level.

     Note: You can repeat this step to decrease the volume level until it reaches the normal level (normal level is the lowest level available).

Chapter 8

Multiple MWI DNs

In this chapter

Overview

Introduction

This chapter describes the Multiple Message Waiting Indicator DN feature of Meridian Mail 13, and how to set up, use, and maintain it.

About Multiple MWI DNs

The Message Waiting Indicator (MWI) is a signal sent to a phoneset. This signal indicates that a message has been deposited in a mailbox, provided that the mailbox meets the criteria specified by the user's Class of Service. The user can specify when to receive the MWI: for any new messages, only for new messages that are urgent, or not at all. Most phonesets light an indicator or alter the dial tone to alert the user to a message.

In Meridian Mail 13, the administrator can now define seven more MWI DNs for a total of eight per mailbox. When a message arrives in a mailbox, the system sends an MWI request to the switch to turn on the MWI for all defined MWI DNs. When all new messages are played, the system sends an MWI request to the switch to turn off the MWI for all defined MWI DNs.

This feature

- is intended for both MMUI and VMUIF users
- is intended for HVS staff and guests
- now includes seven new local voice user fields (MWI DNs)
- has fields that hold up to 30 digits
- is updated via the MMI or Auto-Admin

Setting up the Message Waiting Indicator in Meridian Mail

Introduction

You can set up a mailbox to send multiple MWIs via the MMI or AutoAdmin.

To set up multiple phonesets to receive an MWI

Starting point: The User Administration menu

1 Select Local Voice User.

2 Press the Add or View/Modify softkey.

3 Enter a new or existing mailbox number and press Enter.

Result: The Add or View/Modify Local Voice User screen displays.

4 Tab down using the arrow key to the Message Waiting Indication DN field.

5 Enter the number of each phoneset that receives the MWI for this mailbox.

Result: Blank fields are ignored, and defined fields display first when this user is next View/Modified.

Note: A mailbox cannot have two identical MWI DNs.

6 Finish defining the Local Voice User, or make any further modifications.

7 Press the Save softkey.

Result: The system saves the additions or changes.

Add/Modify local voice user screen (MMUI)

The View/Modify Local Voice User screen follows. The Add and Delete Local
Voice User screens are identical, except that the Delete Local Voice User screen
is read-only.

```
XYZ Industries Ltd.            User Administration              MORE ABOVE
View/Modify Local Voice User
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____

Revert DN:                          _____

Message Waiting Indication DNs:     7755_____
                                    7756_____
                                    7757_____
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
                                                              MORE BELOW

      Save          Cancel      More Detail       Change         Voice
                                                 Password
```

Message Waiting Indication DNs

By default, the seven new fields are blank. The original MWI DN field defaults
to the DN defined in the mailbox when the Add screen initially displays. The
fields are each 30 digits long. Only numbers are accepted, and the same user
cannot have duplicate DNs.

Using Multiple MWI DNs

Introduction

The Multiple MWI DNs feature is useful when it is required for multiple phonesets to indicate a message in a mailbox.

One mailbox with multiple users

If more than one person has access to a mailbox, the multiple MWI DNs enhancement allows the administrator to make phonesets associated with these users display the MWI.

The administrator enters each individual's DN into the MWI fields. When a new message is added, all the devices associated with each of these DNs receive the MWI. When one person listens to this message, the MWI clears for each defined MWI DN.

ATTENTION	It is not recommended to have duplicate MWI DNs between mailboxes. This feature is not recommended if the phoneset receives the MWI from other sources, such as another personal mailbox. This can result in confused MWI signals.

Considerations

A maximum of eight DNs can receive the MWI from a particular mailbox.

The system cannot detect if a device is associated with more than one mailbox. This leads to the following situations:

- A user's MWI turns off when unread messages are still in the mailbox. This occurs when another mailbox turns off the MWI.
- A user's MWI turns on when there are no new messages in the mailbox. This occurs when another mailbox turns on the MWI.

One person with multiple DNs

If a person can be in one of several places when a message is received, you can use the Multiple MWI DNs feature to turn on the indicator at all of these locations.

The administrator enters each DN into the MWI fields. When a message is received, all of the extensions receive the MWI. When the individual listens to the message, all of the MWIs turn off.

Multiple NMS locations

If a person works in several locations connected by Network Message Service (NMS), the multiple MWI DNs can send the MWI to all of the locations on the network. When the individual listens to the message at one location, all of the MWIs at all of the locations turn off.

Maintenance and support

Introduction

This section describes maintenance and support tools for the Multiple MWI DNs.

MWI Audit

The MWI Audit runs at night to update all of the MWIs on the system. This audit runs twice on an MSM platform. The MWI Audit updates all defined MWI DNs for an appropriate mailbox. For more information on the MWI Audit, refer to the *System Administration Guide (*NTP 555-7001-301).

TOOLS Utility, Update MWI

The TOOLS level utility, Update MWI, performs the MWI Audit whenever the administrator requests it. This utility updates the MWI for all of the MWI DNs for a mailbox.

Find Local Voice User

Find Local Voice User is an MMI screen that allows the administrator to locate mailboxes based on specific criteria. The Find Local Voice User screen checks all of the MWI DNs for a mailbox when it looks for a match with the entered MWI DN. (For information on using the Find Local Voice Users screen, refer to the *System Administration Guide*.)

Troubleshooting

If a user finds the MWI turned off when new messages still exist, or turned on when no messages exist, then the DN is probably defined in two or more places.

To investigate this problem, go to the Find Local Voice Users screen. Enter the MWI DN of the user in the Message Waiting Indication DN field and press the List softkey to find all of the mailboxes that contain specified MWI DNs. If there is a conflict, then more than one entry displays in the list of users. Change the DNs for any mailbox that is set up incorrectly. (For information on using the Find Local Voice Users screen, refer to the *System Administration Guide*.)

Chapter 9

Nested System Distribution Lists

In this chapter

Overview

Introduction

This chapter describes the Nested System Distribution Lists feature of Meridian Mail 13. It also provides information about how to set up, use, and maintain system distribution lists.

About nested System Distribution lists

Distribution lists are mailing lists that allow you to send the same message to a number of people. After a distribution list has been defined and saved, it can be used whenever you need to send messages to the same group or groups of people.

SDLs allow groups of mailboxes to be addressed with one number. They are defined by the administrator via User Administration and are accessible to all users (for more information, refer to the *System Administration Guide*).

The Nested System Distribution Lists (Nested SDL) feature for Meridian Mail Release 13 allows each SDL to contain a combination of mailboxes and other SDLs. Benefits of this feature include

- Each SDL can contain up to 120 entries.
- Each entry in an SDL can be one of the following:
  - a Local Voice User number (LVU)
  - a Remote Voice User Number (RVU)
  - another SDL number
- A message composed to a single SDL sends the message to all of the mailboxes and SDLs included within that SDL.
- SDLs can be added, viewed, modified, and deleted using the MMI (Man-Machine Interface).
- Administrators can organize the SDLs so that they match the structure of the departments and divisions of their organization.
- Large SDLs can be organized into smaller, more manageable units.

- It is possible, using networking and remote SDLs, to address an entire organization with a single SDL, regardless of how large that organization is or how many Meridian Mail sites it has.

- When an SDL is deleted, all references to it in other SDLs are automatically removed.

Section A: Using nested System Distribution Lists

In this section

Nested SDLs on the MMI

Field descriptions

```
┌──────────────────────────────────────────────────────────────┐
│                     User Administration                      │
│Add Distribution List                                         │
│                                                              │
│List Number:        15                                        │
│List Title:                                                   │
│List Title Recorded (Voice):  No                              │
│Mailbox and Distribution List Numbers:                        │
│                                                              │
│   _____    _____    _____   │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
│                                                              │
├──────────────────────────────────────────────────────────────┤
│                                                              │
│                                                              │
│    Save         Cancel                  More Fields    Voice │
└──────────────────────────────────────────────────────────────┘
```

The following table lists and describes the fields in the Add Distribution List screen.

Field	Description
List number	This value uniquely identifies the distribution list. The list number cannot be the same as the following numbers: ■ personal distribution list numbers The single digits 1 to 9 are reserved for personal distribution lists ■ any mailbox number, including the broadcast mailbox number The default broadcast mailbox number is 5555 ■ a directory entry user's DN If a distribution list and a directory entry user share a number, the distribution list number takes precedence over the directory entry user number when a list is composed ■ the name dialing prefix The default name dialing prefix is 11. Do not use 11 to number a list unless you have changed the name dialing prefix in the Voice Messaging Options screen. ■ the delivery to Non-User prefix ■ OPEN-AMIS prefix ■ another distribution list number ■ any dialing plan access code prefixes ■ the Network-Wide Broadcast prefix
Default value	There is no default. You can use any valid number.
Valid range	From 10 to 999999999999999999 (up to 18 digits).

Field	Description
List title	This optional field is the title of the distribution list. It can be up to 41 characters in length. Do not use '?', '+', or '_' (underscore) as these are wildcard characters. The title can be used to address the distribution list by name when you are composing and sending a message to mailboxes on the distribution list.
Default value	There is no default value.
Default range	There is no default range.
List title recorded (voice)	This read-only field indicates whether a voice recording of the list has been made. It is recommended that you make a voice recording of each list title to help identify the list after you have entered its number when composing a message.
	This field changes only when you use the Voice softkey to record or delete a list title.
Default value	There is no default value.
Default range	There is no default range.
Mailbox numbers	These are the fields into which you enter the mailbox and SDL numbers of the users you want to include on the distribution list. Mailbox numbers can be up to 18 characters in length.
	If Meridian Networking is installed and enabled, you can enter up to 28 characters in each of the fields.You can include up to 120 mailbox numbers in a system distribution list.
	To add more mailbox fields, press the More Fields softkey.
Default value	There is no default value for these fields.

Field	Description
Valid range	From 10 to 999999999999999999 (up to 18 digits). **Note:** These must be valid local and remote voice users.
Location Prefix	This number identifies the location where the mailboxes or SDLs reside. **Note:** This field is displayed only if Network Messaging Service (NMS) is installed. If you do not specify a location prefix, the system defaults to your current administration context.
Default value	There is no default value.
Default range	There is no default range.
Location name	This field indicates the name of the location that corresponds to the location prefix.
Default value	There is no default value.
Default range	There is no default range.

To add a new SDL

Starting point: User Administration menu

1 Select Distribution Lists from the menu.

2 Press the Add softkey.

3 Enter the number for the new SDL.

   Note: This is the number you want to assign to this new SDL, much like the mailbox number assigned to each voice mail user. It is used when including this SDL in other SDLs and when mailbox users are sending messages to this SDL. It can be up to 18 digits long and cannot conflict with any existing mailbox or SDL numbers. For example, type 2301 for the distribution list number and press Enter. The new SDL is displayed on the screen.

For more information about List numbers and other fields, see "Field descriptions," on page 132

Add Distribution List screen — before input.

```
╔══════════════════════════════════════════════════════════════╗
║                     User Administration                        ║
║Add Distribution List                                           ║
║                                                                ║
║List Number:        15_____                          ║
║List Title:             _____    ║
║List Title Recorded (Voice):  No                                ║
║Mailbox and Distribution List Numbers:                          ║
║                                                                ║
║    _____     _____    _____ ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║                                                                ║
║   Save          Cancel                    More Fields      Voice  ║
╚══════════════════════════════════════════════════════════════╝
```

4   Enter up to 41 characters for the Lists Title (optional).

5   Create the audio recording of the list title using the Voice softkey (optional).

Note: The recorded list title is a personal verification for the whole list. When users address a message to the distribution list, they hear the list title (if one has been recorded). See *Making Voice Recordings* in the *System Administration Guide* (NTP 555-7001-301) for more information on this feature.

6 To add items to this new SDL, enter the name of each mailbox or SDL in the Mailbox and Distribution List Numbers section of the screen.

```
╔══════════════════════════════════════════════════════════════════╗
║                        User Administration                         ║
║Add Distribution List                                               ║
║                                                                    ║
║List Number:        14_____                              ║
║List Title:         SDL14_____  ║
║List Title Recorded (Voice):  No                                    ║
║Mailbox and Distribution List Numbers:                              ║
║SDL 10_____     SDL 12_____     SDL 13_____║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║                                                                    ║
║    Save          Cancel                     More Fields      Voice  ║
╚══════════════════════════════════════════════════════════════════╝
```

7 Mailbox and SDL numbers can be up to 18 digits long. Each mailbox and SDL number entered is verified, so it must already be defined on the system.

If the system has networking, remote mailboxes can also be entered, provided they are defined on the system as RVUs (Remote Voice Users). RVU mailbox numbers can be up to 28 digits long, with up to 10 digits for the network prefix.

If the system has neither networking nor Network Messaging Service (NMS), then the fields accept a maximum of 18 digits.

8 Press Enter or Tab after typing each entry.

Note: The system searches for that item and displays a read-only indicator beside it. The Working indicator flashes in the top right corner of the screen while the validation process takes place.

The screen displays the following codes for each mailbox entry:

- SDL for a system distribution list
- LVU for a local mailbox and
- RVU for a remote mailbox or remote system distribution list

In the event that there is an error processing a particular entry, an error message appear at the bottom of the screen and the cursor remain at that entry.

If you require more spaces for additional entries, press the More Fields softkey.

When all entries have been made, press the Save softkey to save the list or press the Cancel softkey to cancel the list and start over.

To modify an existing SDL

It may be necessary to modify the SDLs from time to time to reflect the movement of personnel within your organization. The process of modifying an SDL is similar to that of creating one.

```
                         User Administration
View/Modify Distribution List

List Number:          10
List Title:           SDL10
List Title Recorded (Voice):  No
Mailbox and Distribution List Numbers:
LVU 7775                LVU 7776



















     Save           Cancel                       More Fields       Voice
```

1   From the Distribution Lists screen, press the View/Modify softkey.

2   Enter the number of the existing SDL you wish to modify and press Enter.

3   In the desired SDL screen that appears, make the required changes.

Note: Use the More Fields softkey if you reach the last available mailbox number and wish to add more mailboxes, SDLs, or both, to the list. You can include up to 120 mailbox numbers, SDLs, or both, in a System Distribution List.

4   After making all of the required changes, press the Save softkey to save the changes or the Cancel softkey to cancel the changes.

Note: You cannot add an SDL that contains the SDL into which it is nested. For example, SDL 'A' cannot contain SDL 'B,' that contains SDL 'A,' and so on. This creates an infinite loop when the system tries to deliver messages to SDL 'A' or SDL 'B,' and therefore is not allowed.

An error message is displayed and the cursor remains at the SDL entry that caused the error. If the validation process takes a significant amount of time, a progress indicator appears, stating the number of nested SDLs currently validated.

To delete an SDL

```
┌─────────────────────────────────────────────────────────────────────┐
│                          User Administration                          │
│Delete Distribution List                                               │
│                                                                       │
│List Number:        10                                                 │
│List Title:         SDL10                                              │
│List Title Recorded (Voice):   No                                      │
│Mailbox and Distribution List Numbers:                                 │
│LVV 7775                    LVV 7776                                    │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│ OK to Delete      Cancel                                              │
│ Entire List                                                           │
└─────────────────────────────────────────────────────────────────────┘
```

Note: To delete only selected mailbox numbers or SDLs from a Nested System Distribution List, see "To modify an existing SDL," on page 138.

1   From the Distribution Lists screen, press the Delete softkey.

2   Enter the number of the existing SDL you wish to delete.

3   A message appears asking you to confirm that this is the number of the SDL you want to delete. Press the OK to Delete softkey to delete the SDL or press the Cancel softkey to cancel.

4   At the prompts, repeat steps 2 and 3 to delete another SDL or press the Cancel softkey if you do not wish to delete any more SDLs.

Note: If there is an entity A that refers to an SDL B, and B is deleted, then the reference of SDL B in entity A is automatically deleted.

To find and list SDLs

```
                        User Administration
Find Distribution Lists

List Number:       _____

List Name:         _____




















Select a softkey >

    Exit                       List        Print         Print
                                           Titles        Entries
```

1   From the Distribution Lists screen, press the Find softkey and enter the name of the SDL, the number of the SDL, or both the name and number of the SDL you want to find.

If you do not know, or are unsure of, the name or number of the list you want, you can use "wild cards" to narrow the search. There are three wild cards that can be used:

- The underscore (_) replaces a single character.

- The plus sign (+) replaces a string of characters.

- The question mark (?) produces a sound match, locating distribution lists with names that sound similar to the one entered.

Note: Leaving both the List Name and List Number fields blank will produce a list of all SDLs in the system.

The following examples illustrate how wild cards can be used to execute a search.

Wildcard	Result
"2_" in the List Number field	All lists in the range 20 to 29 are displayed.
"3+" in the List Number Field	All SDLs beginning with "3" are displayed.
"+Engineering" in the List Name field	All SDLs that end in "Engineering" are found (for example, Software Engineering, Hardware Engineering)
Smith?	All SDLs with similar sounding names are displayed (for example, Smyth, Smythe.)

2   Press the List softkey. The appropriate SDLs are located and displayed.

Note: To view all SDLs on the system, press the List softkey without entering any restrictions.

From the SDL list screen, you can perform the Add, View/Modify, and Delete procedures.

Simplifying SDL administration using nesting

Match SDL structure to organization structure

The following example illustrates how nesting allows the structure of the SDLs to reflect the structure of the organization.

Company XYZ has two divisions: Production and Accounting. The Production division has three departments: Hardware, Software, and Manufacturing. The Accounting division has two departments: Payable and Receivable.

Each department can have an SDL containing the mailbox numbers for each employee in the department, such as SDLs 11, 22, 33, 44, and 55 in the example on the next page. These can be used to send messages to everyone in that department. For example, SDL 11 might contain mailbox numbers 8050, 8051, ... , 8059 so that the ten people in the Hardware department can be addressed using SDL 11.

Another SDL can be added for each division, such as SDLs 66 and 77 in the example below. These SDLs contain the SDL numbers of the departments that make up the division, with perhaps the addition of the mailbox numbers of the support staff and senior managers who work for the division. Thus, SDL 66 contains 11, 22, and 33 (the department SDL numbers), 7050 (the divisional secretary's mailbox number), and 9050 (the division manager's mailbox number). This SDL can then be used to send messages to everyone in that division.

One more SDL can be added containing the SDL numbers of the two divisions, plus the mailbox numbers of the company president and vice president (who don't belong to a particular division). Thus, SDL 667 contains 66 and 77 (the division SDL numbers) and 9900 and 9901 (the president's and vice president's mailbox numbers).

With this setup, users can address messages to a department, to a division, or to the whole company by entering the appropriate SDL number.

Example

The following example shows a parallel company structure and an SDL structure.

Company XYZ	Company-wide SDL (#667)
Production Division	Division SDL (#66)
Hardware Department	Dept. SDL (#11)
Software Department	Dept. SDL (#22)
Manufacturing Department	Dept. SDL (#33)
Accounting Division	Division SDL (#77)
Payable Department	Dept. SDL (#44)
Receivable Department	Dept. SDL (#55)

Tips for nesting SDLs

Administrators should avoid overly complex or deeply nested SDLs since they are harder to maintain and can slow SDL administration with the added effort required to locate the correct user or SDL for each operation.

Large organizations with multiple sites

The previous example assumes that all of the mailboxes and SDLs are on the same Meridian Mail system. It is also possible, if you have SDLs at remote sites, to add them to the local system as RVUs (Remote Voice Users). Then these RVUs, which are actually remote SDLs, can be included in local SDLs. This way, a single SDL can be used to send messages to *all* users on *all* of the organization's Meridian Mail systems, or any subset thereof.

This can be done using either temporary or permanent RVUs for the remote SDLs. Permanent RVUs are recommended, since they will not be deleted from the system even after a period of inactivity. For more information about permanent and temporary Remote Voice Users, see "Remote voice users" in the *System Administration Guide* (NTP 555-7001-301).

Note: In the event that a message cannot be delivered to some recipients at remote sites, the sender receives Non-Delivery Notifications (NDNs). Each remote site generates one NDN, listing all of the mailboxes at that site that did not receive the message.

Rules for SDL usage

Parameters for the Nested SDL features include the following:

■ Each SDL can contain a maximum of 120 entries.

■ No more than 1400 SDLs (nested or not) can be specified in one message delivery.

■ SDLs cannot include themselves either directly or indirectly by nesting.

■ If an SDL includes remote SDLs (by defining the remote SDLs as RVUs), those SDLs at the remote site cannot include remote SDLs at other remote sites. Network messages are limited to one trip across the network to prevent infinite loops during message delivery. For example, you cannot have a situation whereby SDL A on site 1 references SDL B on site 2, which references SDL A on site 1.

■ There is no restriction on the depth to which SDLs can be nested, however, it is recommended that a maximum of five levels of nesting is used to simplify administration.

■ If a mailbox appears in multiple SDLs, and a message is sent to more than one of these SDLs, the user will receive the message only once, for the first SDL. For each subsequent SDL that the user is listed in, the system checks if the user has already been sent that message and, if so, will not deposit another copy.

Note: It is possible for users to receive more than one copy of a message if they log onto their mailboxes and listen to and delete the message before the system has completed all of its deliveries.

■ The Bulk Provisioning feature cannot be used for remote SDLs as it can for remote mailboxes. Remote SDLs defined as RVUs on the local system must be handled manually. For more information about Bulk Provisioning, refer to the *System Administration Guide*.

Chapter 10

Meridian Mail problem resolution

In this chapter

Overview

introduction

Since the issuing of Meridian Mail13 documentation does not require the addition of information to all NTPs, only what is new information to the release will be issued in two new guides. As a consequence, solutions to Problem Resolutions (PRs) for certain guides are presented in this chapter.

Corrections to the following NTPs can be found in this chapter:

- *System Administration Guide* (NTP 555-7001-301)
- *Multi-Customer System Administration Guide* (NTP 555-7001-302)
- *Modular Option GP System Administration Guide* (NTP 555-7051-307)
- *Modular Option GP System Administration Guide* (NTP 555-7051-308)
- *Outcalling Applications Guide* (NTP 555-7001-320)
- *MSM System Administration Guide* (NTP 557-7001-301)
- *MSM Multi-Customer System Administration Guide* (NTP 557-7001-302)

PR fixes for Meridian Mail

Introduction

Solutions for the PRs listed in the following table are found in this chapter.

PR number	PR title	Documents affected
TM09901	Dialing trans. screens should have different values	NTP 555-7001-301 NTP 555-7001-302
TM09902	AA password not documented	NTP 555-7001-301 NTP 555-7001-302
TM09252	DN length incorrect for MWI DN	NTP 555-7051-307 NTP 555-7051-308 NTP 557-7001-301 NTP 557-7001-302
TM09884	Block display of external CLIDs is missing in NTP	NTP 555-7001-301
TM 13673	Password suppression	NTP 555-7051-307
TM14759	Default DTMF confirmation overrides user preference should be "No"	NTP 555-7001-320
TM17832	NTP 555-7061-250 does not explain alarm setup correctly	NTP 555-7061-250

PR number
TM09901

Title
Dialing trans. screens should have different values.

Problem text
The problem is with the Meridian Mail 11 *System Administration Guide* (NTP 555-7001-301) in the "Dialing Translations" chapter on pages 17-59 to 17-61. The customer noticed that two example screens in dialing translation scenarios contained identical values for long distance dialing. This is incorrect. The correct value for the "long distance dialing - area/city NOT required" screen should be 91 and not 91416 as entered in the screen. This screen must be changed so that it reflects the proper value.

Problem solution
The screen displayed requires the correct number to be 91 for long-distance dialing, and not 91416.

The following screen shows the dialing translation where long distance dialing does not require the area/city code.

```
                          Dialing Translation
Delete Translation Table
                           Prefix for exchange      Prefixes for exchange
Table ID   Area/City Code  codes in the table       codes NOT in the table
    5         416█               91                         9

The following exchange codes are defined:
592










_____

Select a softkey >

 OK to Delete        Cancel
```

PR number
TM09902

Title
AA password not documented

Problem text
After enabling auto admin pwd. administrator needs to use default password (cust pwd) to change logon password for auto admin, but this is not documented anywhere.

Problem solution
The following AutoAdmin Advisement is added to the Meridian Mail 13 System Administration NTPs:

To log in to Meridian Mail via AutoAdmin, you must supply a password. This password is the Customer Administrator Password; in multi-customer MM12 systems it also controls access to the Customer Administration areas of Meridian Mail.

The default Customer Administrator Password is custpwd. To change the password, go to the General Administration area of the Meridian Mail interface, select "Change Customer Password," and follow the directions given by the interface. If your system is multi-customer, be aware that custpwd must be changed to a new password the first time you use it to access the Customer Administration areas of Meridian Mail.

PR number
TM09252

Title
DN length incorrect for MWI DN

Problem text
The following NTPs for the MSM and Mod GP in MM11 need to have the following statement added under "The message waiting indication DN":

555-7051-307

555-7051-308

557-7001-301

557-7001-302

The previous releases of these NTPs have the statement, "This DN must be the user's 7- or 10-digit directory number as it is configured on the switch." Also, all screen pictures should reflect the number as a 7- or 10-digit number instead of 4 digits.

Problem solution
The following statement, "This DN must be the user's 7- or 10-digit directory number as it is configured on the switch," is required in the following guides:

557-7051-307, Page 8-25

555-7051-308, Page 9-25

557-7001-301, Page 8-27

557-7001-302, Page 9-27

PR number
TM09884

Title
Block display of external CLIDs is missing in NTP.

Problem text
"Block display of external CLIDs" is missing from the NTP. It should be found on page 6-126 and 6-129 of NTP 555-7001-301.

Problem solution:
The following two screens replace the screen that appears on page 6-126 of the *System Administration Guide* (NTP 555-7001-301).

Note: The field Block Display of External CLIDs is boxed for clarity. The screen appears on the terminal without the box around Block Display of External CLID.

```
                        Voice Administration              MORE ABOVE
Voice Security Options

External Logon:                                   Enabled

Call Answering/Express Messaging Thru_dial
Restriction/Permission List Number:               2  Name: Local

Force Password Change on Initial Logon:           No Yes

Block Display of External CLIDs:                   No Yes

Suppress Display of Telset Password:              No Yes

System Access Monitoring Period from (hh:mm):     23:00 to (hh:mm): 05:00

Monitor All Thru-Dials during Monitoring Period:  No Yes Always_Monitor

Monitor CLIDs during Monitoring Period:           No Yes Always_Monitor
                                                              MORE BELOW
Select a softkey >

    Save          Cancel
```

```
                        Voice Administration              MORE ABOVE
Voice Security Options

Suppress Display of Telset Password:                No Yes

System Access Monitoring Period from (hh:mm):       23:00 to (hh:mm): 05:00

Monitor All Thru-Dials during Monitoring Period:    No Yes Always_Monitor

Monitor CLIDs during Monitoring Period:             No Yes Always_Monitor

CLID Format    CLIDs to Monitor
Internal:      _____  _____  _____  _____
               _____  _____  _____  _____
External:      _____  _____  _____  _____
               _____  _____  _____  _____

Select a softkey >

     Save           Cancel
```

The following field description for Block Display of External CLIDs is to be placed on page 6-129 between the descriptions of the fields: Force Password Change on Initial Logon and Suppress Display of Telset Password.

Block Display of External CLIDs

Description: This field blocks the display of external calling IDs on telephones equipped with a display window.

Default: No

Dependencies: None

PR number
TM13673

Title
Password suppression

Problem text
NTP 555-7051-307, page 6-53 shows Password display suppression and it how works. It was discovered that Modular Option GP uses the SMDI link which does not allow Password display suppression. The switch type is the DMS 100.

Problem solution
In NTP 555-7051-307, Release Meridian Mail 12, page 6-53 has a description and procedure about Password display suppression. This must be disregarded. The procedure and description are not required in this Modular Option GP document because the SMDI link does not support this feature.

PR number
TM14759

Title
Default DTMF confirmation overrides user preference should be "No"

Problem text
On page 3-26 of the Outcalling Application Guide (Meridian Mail 12), the default setting of "DTMF Confirmation overrides user preferences" is Yes. Meridian Mail Design confirms that the default setting should be No. This has been implemented in the Meridian Mail software in an earlier release.

Problem solution
For page 3-26, the line:

Default:The default is Yes.

should read:

Default:The default is No.

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Reader Response Form

Meridian Mail Product Release 13
What's New in Meridian Mail 13
P0912915

NORTEL NETWORKS™

How the world shares ideas.

Tell us about yourself:

Name: _____

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   ☐ Reference   ☐ Problem solving

3. Did this book meet 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?

   _____
   _____
   _____

Please return your comments by fax to (416) 597-7104, or mail your comments to
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