
Meridian/Succession Attendant PC

Software Installation Guide

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Installing the Meridian/Succession Attendant PC Software

Overview

This guide provides you with instructions for installing the Meridian/Succession Attendant PC software application.

Note: After you have completed the software installation that follows, refer to “Installing the Attendant PC interface unit” on page 34 and follow the procedures that describe how to install the Attendant PC unit.

System requirements

To use the Meridian/Succession Attendant PC Software Application, you need the following equipment:

- PC compatible system containing:
 - Pentium processor, 100 MHz or higher
 - 16 MB RAM available memory
 - Hard disk with at least 10 MB of free disk space
 - 17" SVGA color monitor (1024 by 768 resolution, 256 colors)
 - 16-bit sound board (recommended)
 - Printer (optional)
 - Network interface adapter (for LAN applications)
 - Windows 95®, Windows 98®, Windows 2000® or Windows NT® operating systems
 - RS232 serial port

Installing the software

Note: Before you set up the Meridian/Succession Attendant PC software turn off any virus protection programs you may have running. Virus protection programs can interfere with the set up process.

The disk set in your package includes an InstallShield Wizard to help you quickly install your copy of the Meridian/Succession Attendant PC software.

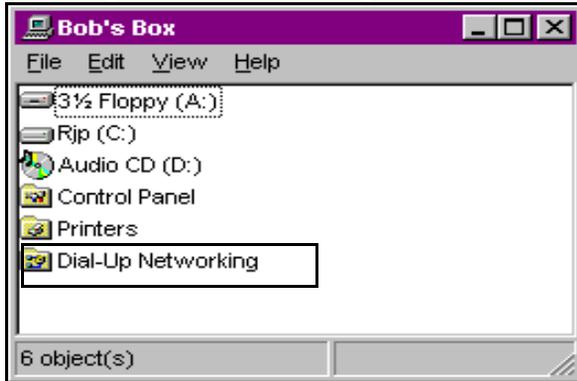
To install the software:

- 1 Make sure that no applications are running.
- 2 Make a written note of the serial number printed on the disks. This number will be requested later during the installation.
- 3 Insert disk 1 into the drive from which you want to install.
- 4 Double-click the **My Computer** icon on your Windows desktop.



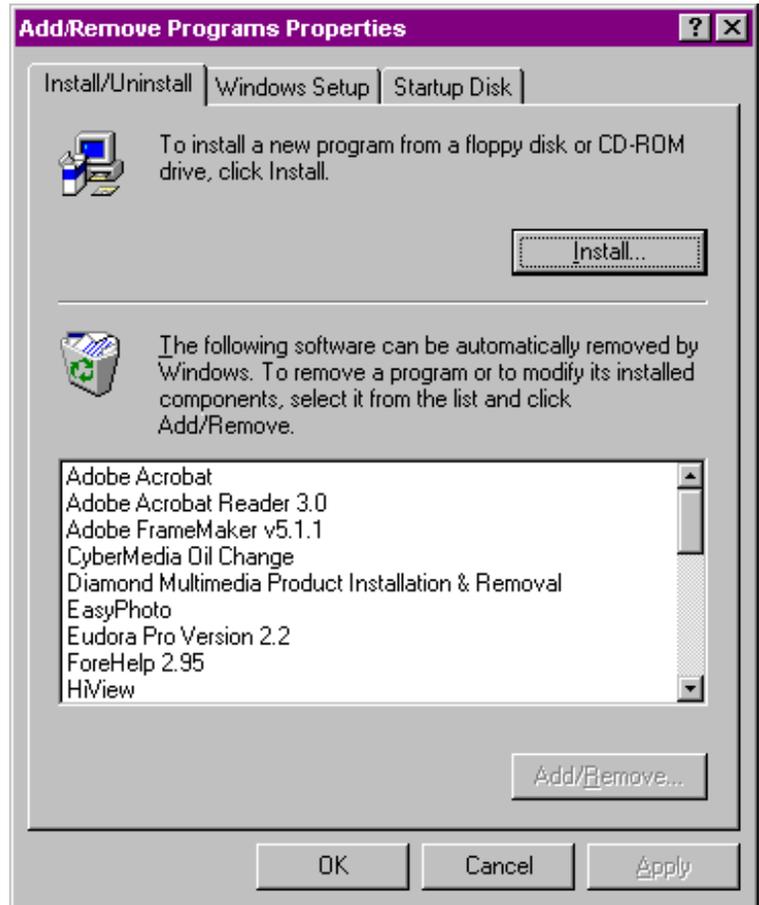
- 5 Double-click the **Control Panel** icon shown in Figure 1.
The “Control Panel” dialog window displays.
- 6 Double-click on **Add/Remove Programs** icon shown in Figure 1.

Figure 1
Accessing the Add/Remove Programs Control Panel



The Install/Uninstall property page from the Add/Remove Program Properties sheet is displayed (Figure 2).

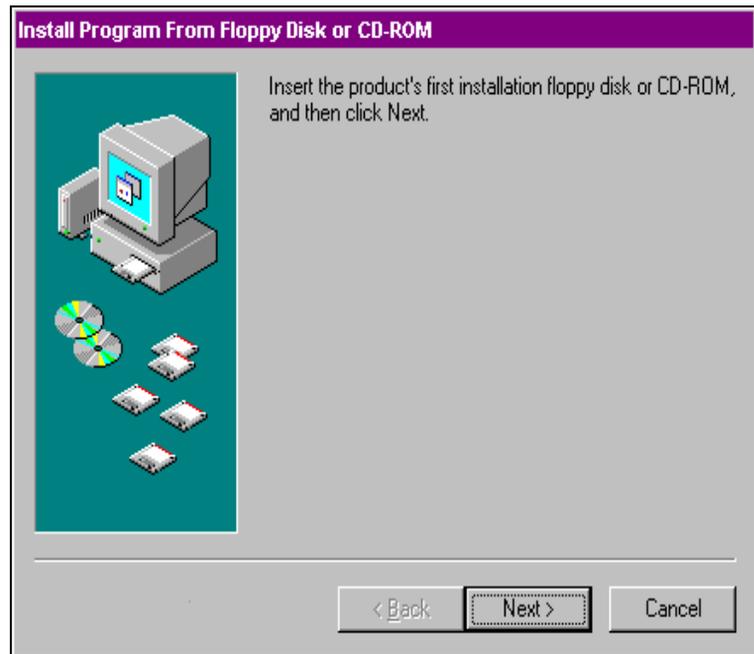
Figure 2
Install/Uninstall property page



7 Click **Install**.

The **Install Program from Floppy Disk** window appears (Figure 3).

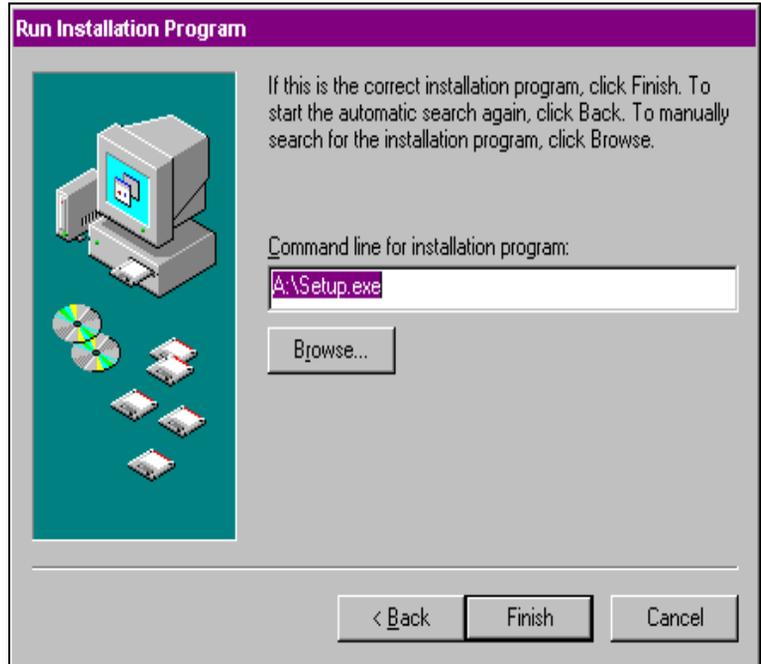
Figure 3
Install Program from Floppy Disk window



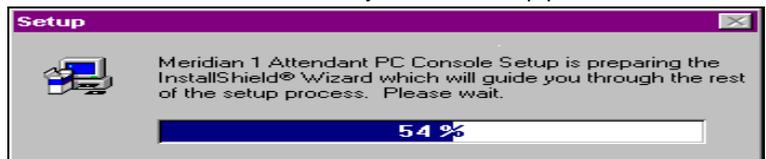
8 Click Next.

The **Run Installation Program** window appears (Figure 4).

Figure 4
Run Installation Program window

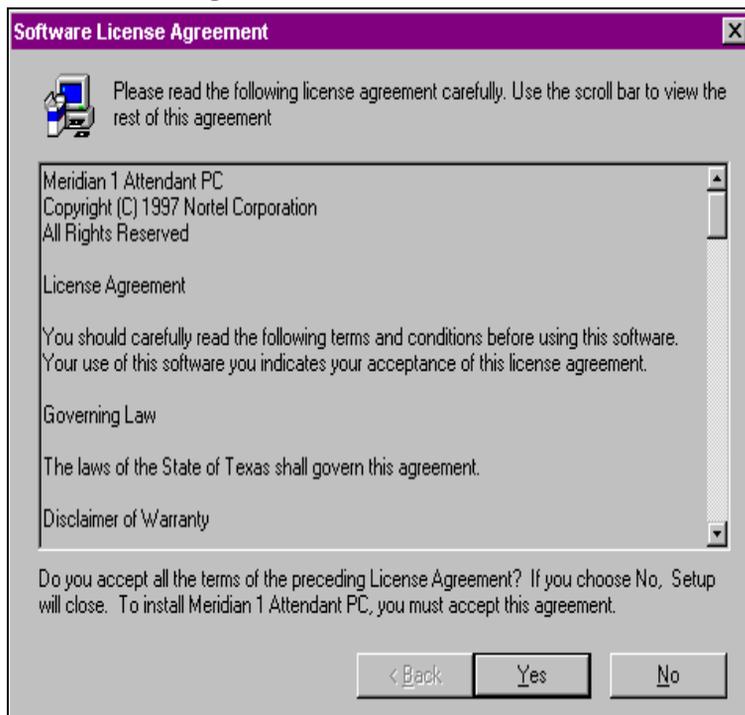
**9 Click Finish.**

The Meridian/Succession Attendant PC Console setup prepares the "InstallShield Wizard" to assist you in the set up process.



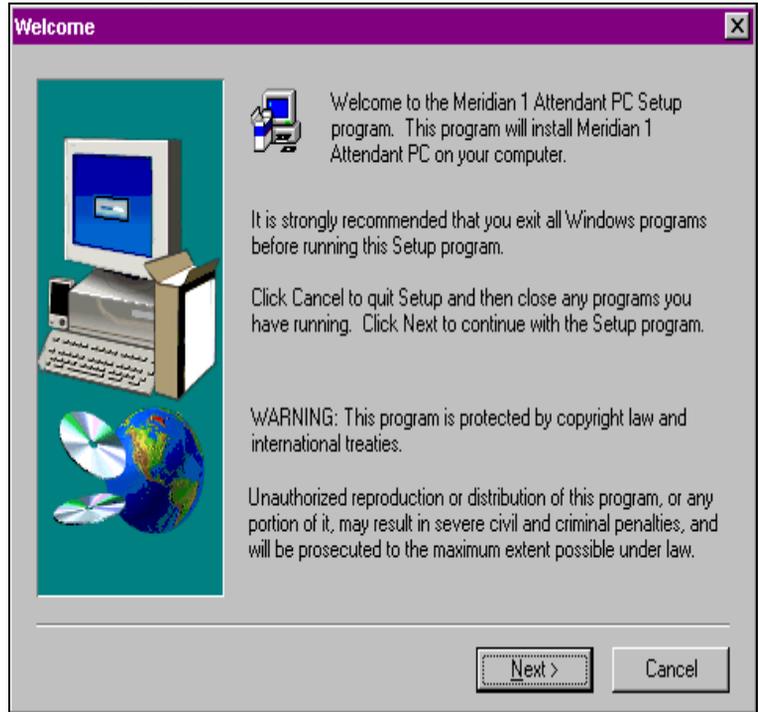
The next window (Figure 5) displays the software license agreement. Before you click **YES**, make sure you read carefully all of the terms of the license agreement.

Figure 5
Software license agreement



The installation process continues with the Welcome display (Figure 6).

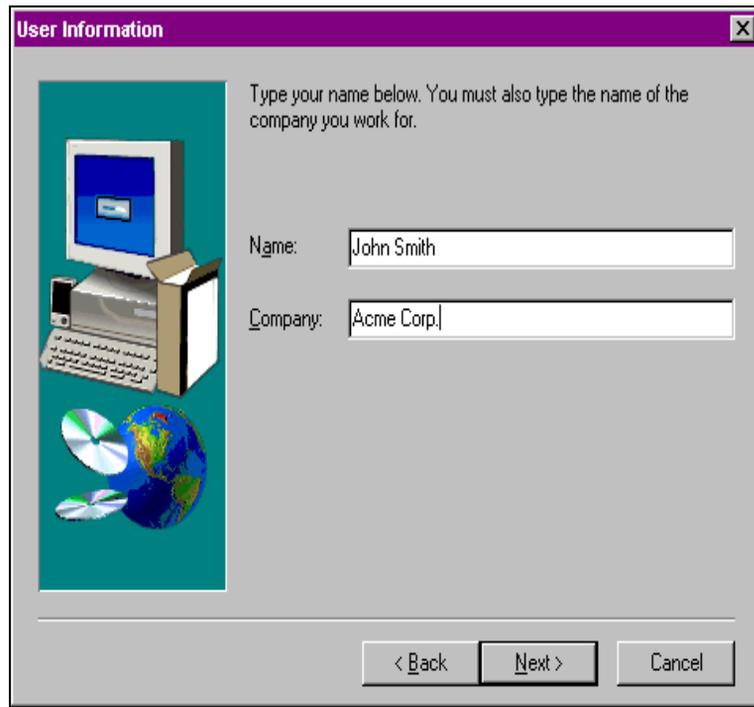
Figure 6
Welcome display



10 Click Next to display the User Information window (Figure 7).

11 Enter your name and company and click **Next**.

Figure 7
User information display

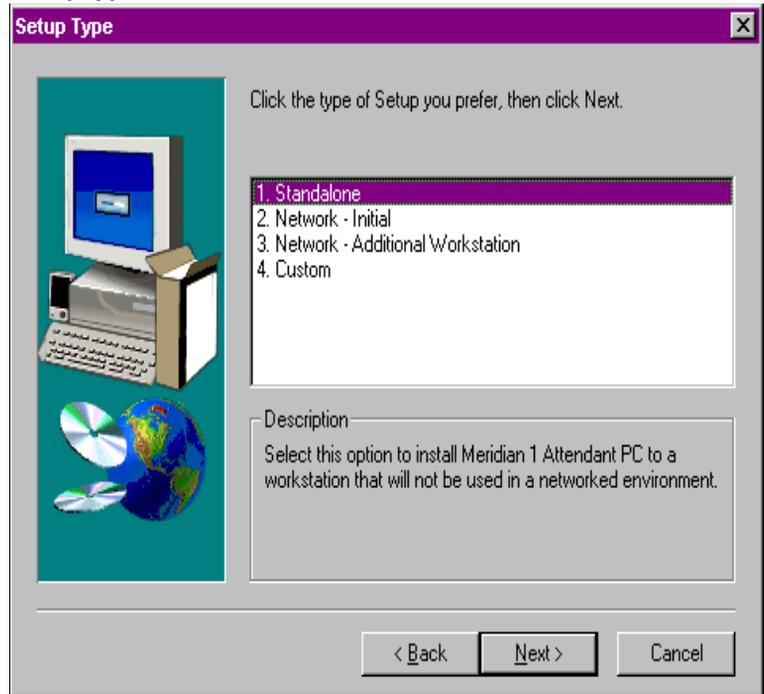


The image shows a Windows-style dialog box titled "User Information" with a purple header bar and a close button (X) in the top right corner. The dialog has a light gray background. On the left side, there is a vertical teal-colored panel containing a 3D illustration of a computer monitor, keyboard, mouse, and CD-ROMs. To the right of this panel, the text reads: "Type your name below. You must also type the name of the company you work for." Below this text are two text input fields. The first field is labeled "Name:" and contains the text "John Smith". The second field is labeled "Company:" and contains the text "Acme Corp.". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

The “Setup Type” window prompts you to indicate the setup you prefer for the Meridian/Succession Attendant PC console (Figure 8).

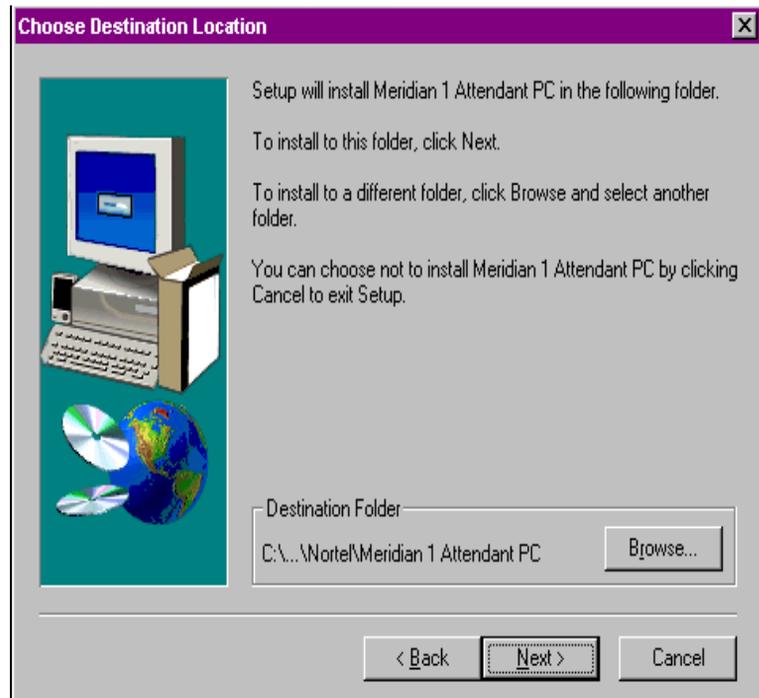
- 12 Choose “Standalone”, or, if you will be connecting more than one attendant together via a LAN, choose “Network - Initial” or “Network - Additional Workstation” as appropriate. See the *Meridian/Succession Attendant PC LAN Interface Installation Guide* (P0944094) for more information.
- 13 Click **Next** to continue.

Figure 8
Set up type



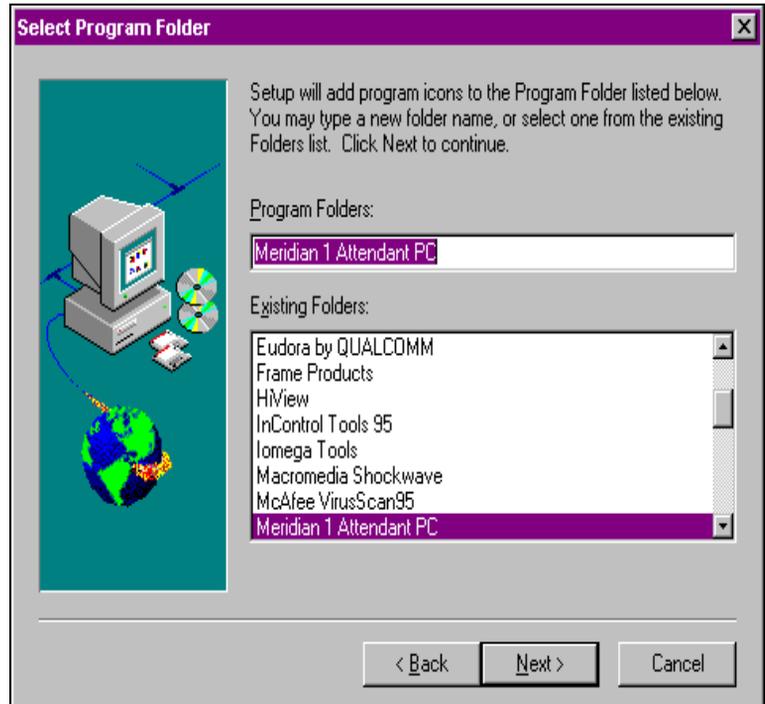
- 14 Click **Next** to choose the **Destination Folder** of the Meridian/Succession Attendant PC, or browse to select another folder (Figure 9).

Figure 9
Choose destination folder window



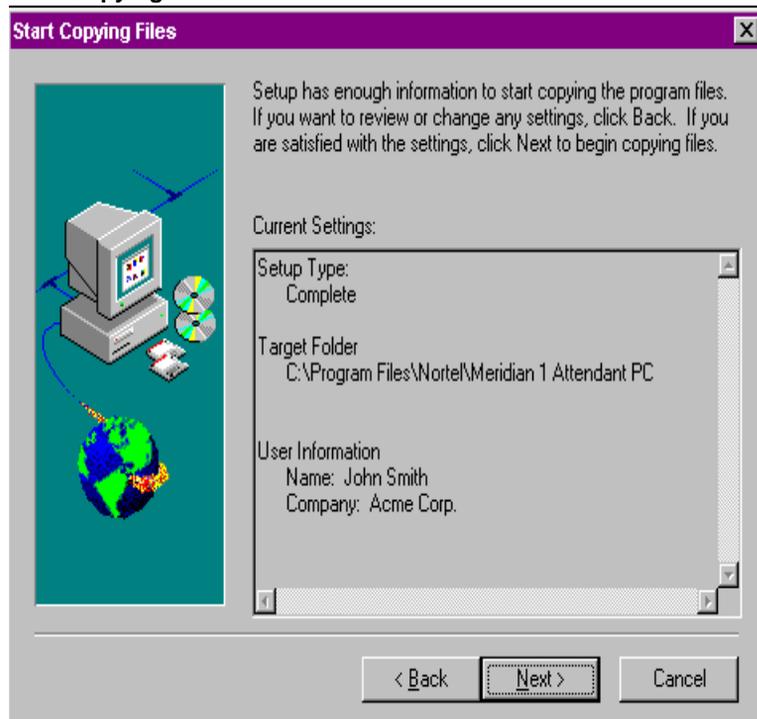
15 When the “Select Program Folder” window appears, click **Next** to continue.

Figure 10
Select Program Folder window



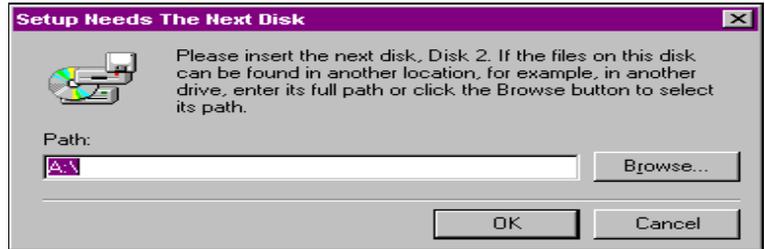
16 When the “Start Copying Files” window appears, click **Next** to continue.

Figure 11
Start Copying Files window



17 When prompted, insert the Meridian/Succession Attendant PC disk 2 or disk 3 into drive A:\ and click **OK** (Figure 12).

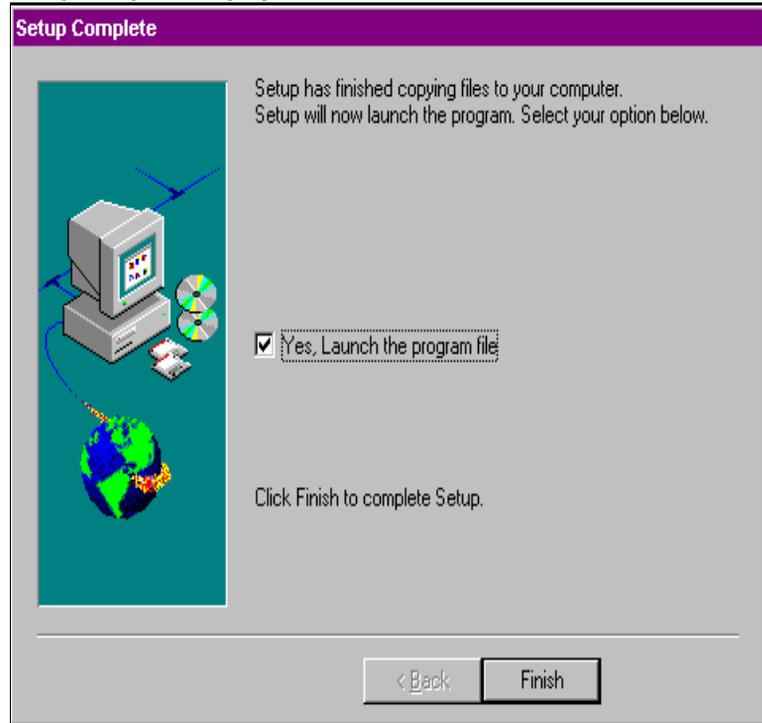
Figure 12
Next disk display

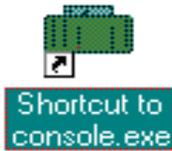


A status gauge reports the final copying progress of the set up program.

After a short time, the **Setup Complete** window displays (Figure 13) indicating that the Meridian/Succession Attendant PC software installation has succeeded.

Figure 13
Setup complete display





18 Click **Finish** to restart your computer.

Now that your Meridian/Succession Attendant PC software is installed, you may wish to create a shortcut “console icon” to display on your desktop, to allow you easy access to the application.

See your Windows User Guide or online Windows Help to assist you in creating a shortcut.

19 Once you’ve created your shortcut, double click on it to register your serial number and console name (Figure 14).

20 Enter the serial number that is printed on the diskette label into the “Serial Number” box.

21 In the “Console Identification” box, enter text which readily identifies the console to the users of the Attendant PC system.

For example:

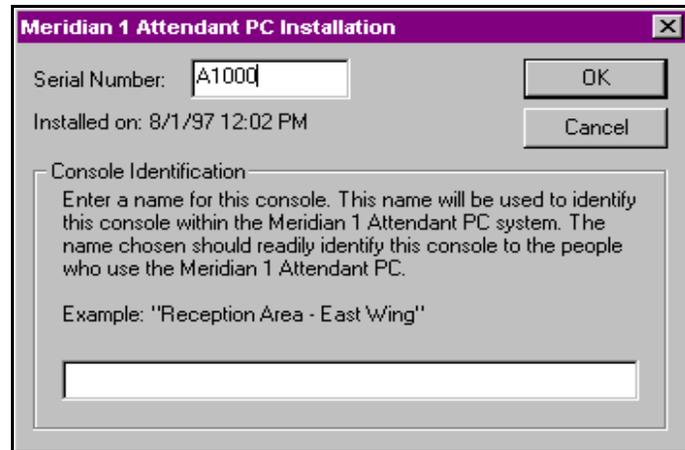
“Reception Area - East Wing” or “Reception Area - Main Lobby”

This information will be displayed on the top status bar after the word “Console.”

22 Enter the serial number found on the installation diskettes, then click **OK** to confirm your serial number is correct and launch the Meridian/Succession Attendant PC console.

Note: Entering the serial number is *not* the same as registering the software. Please refer to “Registering the Meridian/Succession Attendant PC software” on page 24.

Figure 14
Meridian/Succession Attendant PC Serial number



The Main Screen appears. This is the screen that the attendant will use to perform basic call processing functions and use features.

Figure 15
Meridian/Succession Attendant PC Main Screen



When the Main Screen appears, the Attendant PC will be in position busy or night and must be removed from that state before it can receive calls.

Registering the Meridian/Succession Attendant PC software

The Meridian/Succession Attendant PC software has now been installed, however this software will expire in 30 days unless it is made permanent by the following registration process.

Note: If the Attendant PC software has not been registered within 30 days after installation, you will be unable to access the application and you will be prompted to enter a registration number before you can use the software.

Note: Completing registration before the 30 day period ends is highly recommended, since some information, such as the “Installation code”, which is requested when you are obtaining the registration code through the registration process, is available only within the Attendant PC application.

To register your copy of Attendant PC software:

- 1 Choose **Console Configuration** from the **Configuration** menu, then click the **Consoles** tab.
- 2 Click the **Register** tab.
- 3 Call the number provided on the dialog box and provide the information requested by the technical staff.
- 4 Type the registration number provided by the technical staff into the text box and click **OK**.

Configuring voice mail

Before the attendant can extend calls to voice mail, the voice mail access number must be configured in the Attendant PC.

- 1 Choose **Console Configuration** from the **Configuration** menu, then click the **General** tab.
- 2 Enter the access number for voice mail in the appropriate text box.
- 3 Enter the voice mail number termination flag in the appropriate text box.
- 4 Click the **General** tab.
- 5 Select a default WAV file for audible signalling (optional).
- 6 Select the length of time delay (in milliseconds) when a comma is encountered during dialing.
- 7 Click the **Flex Keys** tab.
- 8 Assign **End to End Signalling (EES)** to a Flexible Feature key.
- 9 Click **OK** to return to the main screen.



The voice mail icon now appears on the Main Screen to the right of the Directory icon.

Programming a Call Park Virtual Feature

Before the attendant can activate the Call Park feature, it must be programmed as a Virtual Feature. Create a Virtual Feature for Call Park as follows:

- 1 Select **Console Configuration** from the **Configuration** menu.
- 2 Click the **Features** tab.
- 3 Click **New**.
- 4 Enter the "Feature Description" and "Key Label."

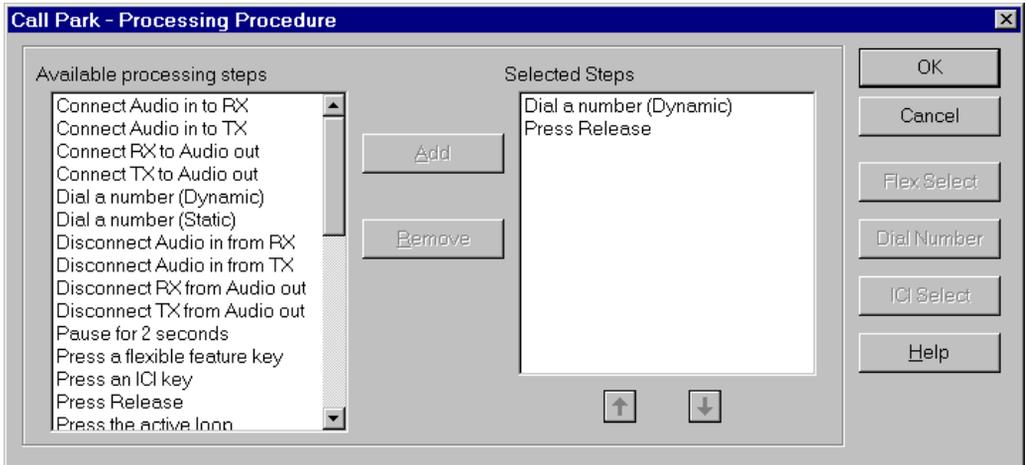
The screenshot shows a dialog box titled "Feature Specification". It has a blue title bar with a close button (X). The dialog contains the following elements:

- A text field labeled "Feature Description" containing the text "Call Park".
- A text field labeled "Key Label:" containing the text "Call Park".
- A "Type" section with two radio buttons: "Virtual" (which is selected) and "Flexible feature key".
- A checkbox labeled "Master feature (cannot be altered)" which is currently unchecked.
- On the right side of the dialog, there are five buttons: "OK", "Cancel", "Processing", "Remove", and "Help".

- 5 Make sure that the **Virtual** radio button is selected in the Type box.
- 6 Click **Processing**.

7 Select each of the following steps in the left column and click **Add**:

- Dial a number (Dynamic).
- Press Release.



8 Click **OK** until you return to the Main Screen.

The Call Park Virtual Feature will appear in the Feature List with the name you entered as the “Key Label.” Virtual Features are distinguished by light blue icons.

Now you can activate the Call Park Virtual Feature by clicking it from the Feature List and entering the extension where the call will be parked.

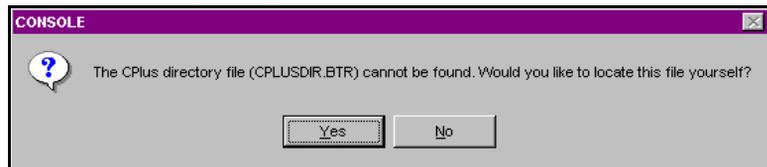
Accessing the CPLUS Directory

The following procedure shows you how to use the CPLUS Directory function to upload CPLUSDIR.BTR dialing numbers from a diskette to the Attendant PC Data folder. These dialing numbers can then be transferred to your personal Directory.

- 1 Select **CPLUS Directory** from the **Tools** menu.

A dialog displays prompting you that the CPLUS directory file CPLUSDIR.BTR cannot be found (Figure 16).

Figure 16
CPLUS Directory dialog

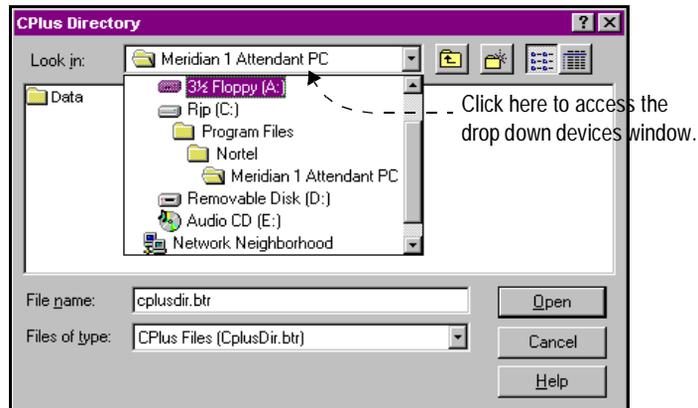


- 2 Click **Yes** to locate the CPLUS file.

The CPLUS Directory “Look in” window is displayed (Figure 17).

- 3 Click the  to display the 3 1/2 Floppy (A:) drive icon.

Figure 17
CPLUS Directory Look in display

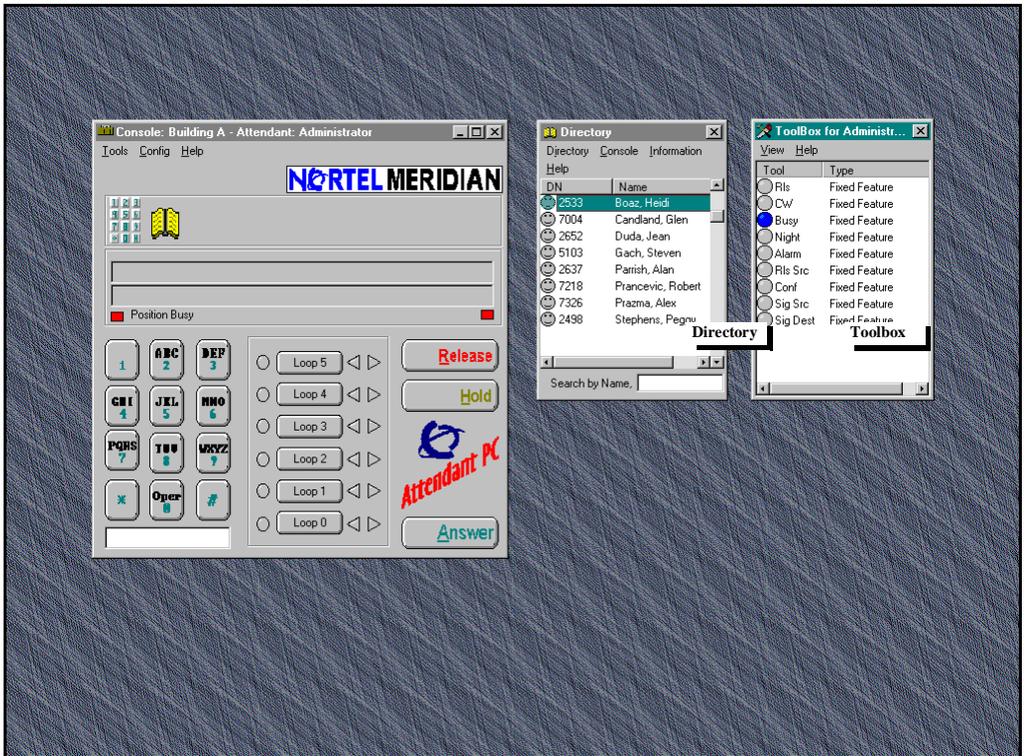


- 4 Select the CPLUSDIR.BTR file and click Open.

The CPLUSDIR.BTR file is uploaded to the Meridian/Succession Attendant PC Data folder.

Figure 18 shows a view of a console desktop with populated Toolbox and Directory windows. All features, ICIs, and TGBs are now easily accessible in one central location.

Figure 18
Customized Toolbox display



Change Database Location

The default database and configuration files reside in the Data folder within the Attendant PC folder.

In the event of a network failure, the directory information on the network will be unavailable to the attendant. For this reason, attendants should periodically copy the network database files to the Data folder in the Attendant PC folder on their hard drive as follows:

- 1 Locate the Data folder located on the network.
- 2 Double-click the folder.

Three files are displayed: Config.dat, Directory.dat, and Information.dat.

- 3 Press Ctrl-A to select all three files.
- 4 Press Ctrl-C to copy the three files.
- 5 Locate and double-click the Data folder within the Attendant PC folder on your hard drive (C: drive).
- 6 Press Ctrl-V to paste the three files into the Data folder on your hard drive.

Frequent copying of these files from the network to the local hard drive will ensure that the local directory files contains accurate directory information.

When the network has failed, do the following to have the Attendant PC use the directory information on your hard drive rather than the network directory information:

- 1 Click on the **Configuration** menu and select **Change Database Location**.
- 2 Select the Config.dat file located in the Data folder in the Attendant PC folder on the hard drive (C: drive).
- 3 Click **Open**.

The Attendant PC software restarts and accesses the directory information on your hard drive.

When the network becomes operational, you should perform the Change Database Location command again to access the network directory information:

- 1 Click on the **Configuration** menu and select **Change Database Location**.
- 2 Select the Config.dat file located in the Data folder on the network.
- 3 Click **Open**.

The Attendant PC software restarts and accesses the network directory information.

Exporting Directory numbers

The following procedure shows you how to export Directory sources.



- 1 Click Directory to select Export (Figure 19).
- 2 Click **New** to enter a name for the new export job.

Figure 19
Export display window



Tip
Click the Help button to see information on Exporting jobs using the Contents, Index, and Find tabs.



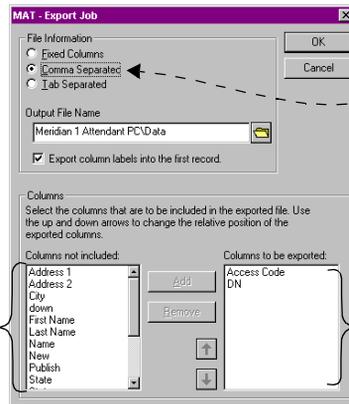
Click **Edit** (Figure 24) to modify file information and columns for the exported directory job.



Click **Delete** to remove an export directory job.

The Export Job window displays (Figure 20).

Figure 20
Export Job display window



Indicate File Information (default is Comma Separated) and Output File Name or location of the export job.

Select the columns you want included in the export file.



Tip
Double click on a column item to move it quickly between “not displayed” to “displayed” areas.

- 3 Click **OK**.

Importing Directory dialing numbers

The following procedure shows you how to import Directory sources.

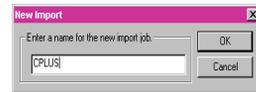
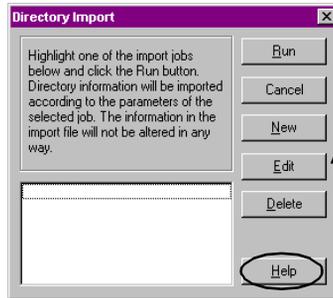


- 1 Click **Directory** to select **Import** (Figure 21).
- 2 Click **New** to enter a name for the new import job.

Figure 21
Import display window



Click the Help button to see information on Importing jobs using the Contents, Index, and Find tabs.



Click **Edit** (Figure 24) to modify file information and columns for the imported directory job.



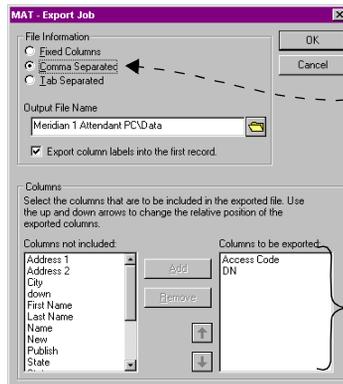
Click **Delete** to remove an import directory job.

The Import Job window displays (Figure 22).

Figure 22
Import Job display window.



Double click on a column item to move it quickly between "not displayed" to "displayed" areas.



Indicate File Information (default is Comma Separated) and Output File Name or location of the import job.

Select the columns you want included in the import file.

- 3 Click **OK**.

Installing the Attendant PC interface unit

Note: The Attendant PC software must be installed before the Attendant PC interface unit is installed.

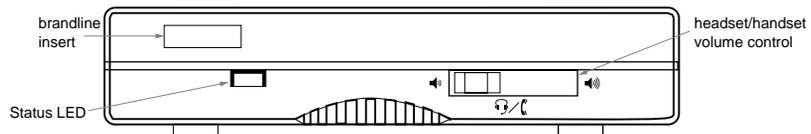
Required Hardware:

- Attendant PC unit
- one DB25 system cable
- one DB9 RS-232 serial cable that connects the Attendant PC unit to the PC
- Adapter (may be required to connect the Attendant PC unit to the PC with the DB9 RS-232 serial cable)
- Handset
- Headset (optional)

Installing the Attendant PC Interface unit

- 1 It is recommended that you place the Attendant PC flat under the PC monitor with the front panel facing forward.

Figure 23
Attendant PC Interface unit front panel

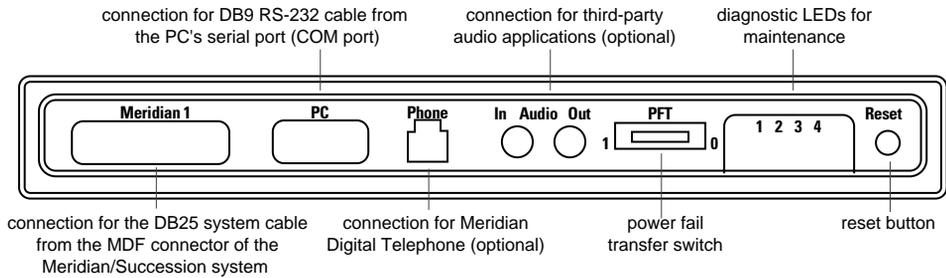


Front Panel

- 2 Connect one end of the DB25 system cable to the Meridian 1 connector on the rear of the Attendant PC.
- 3 Connect the other end of the DB25 system cable to the MDF connector.
- 4 Attach the DB9 connector from the DB9 RS-232 serial cable to the PC port on the Attendant PC
- 5 Connect the other end of the DB9 RS-232 serial cable to the serial port (COM port) on the PC.

Note: An adapter may be required to connect the DB9 RS-232 serial cable from the Attendant PC unit to the PC.

Figure 24
Attendant PC Interface unit rear panel



- 6 Attach a headset to the RJ32 jack or a handset to the PJ327 2-prong connector jack on either side of the Attendant PC unit. (Ensure that the brandline plate on the handset connector jack faces forward.) Figure 25 shows how to install the PJ327 2-prong connector.

Note: The Attendant PC unit supports both amplified and non-amplified headsets.

Note: The Attendant PC unit does not support carbon type headsets or handsets.

Contact your authorized distributor for further information on headsets and handsets.

Figure 25
Connecting the PJ327

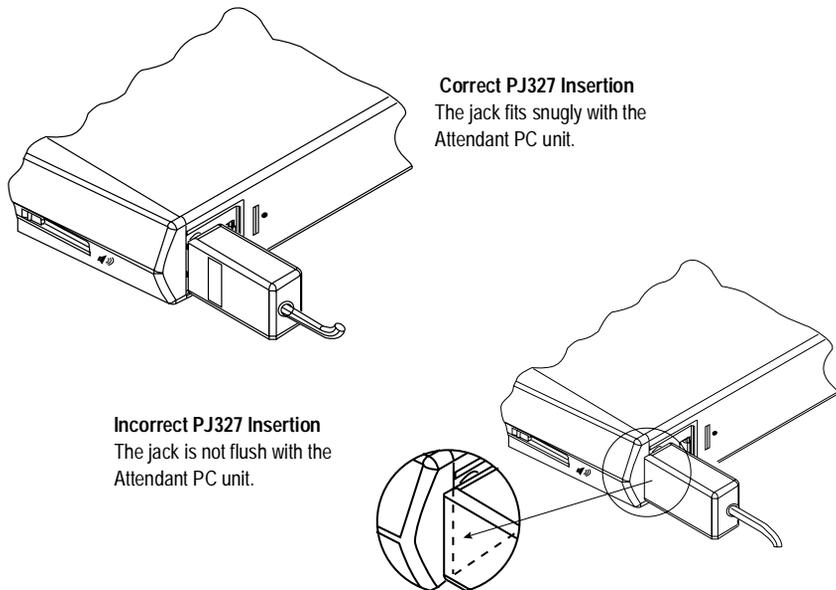
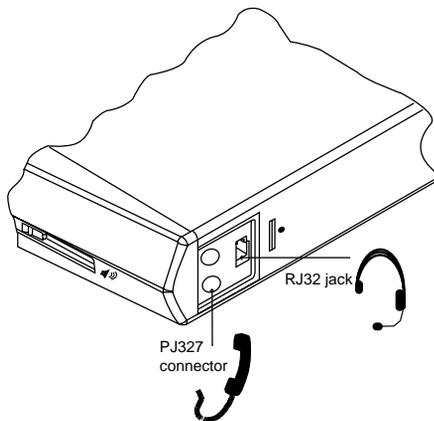


Figure 26
Connector usage

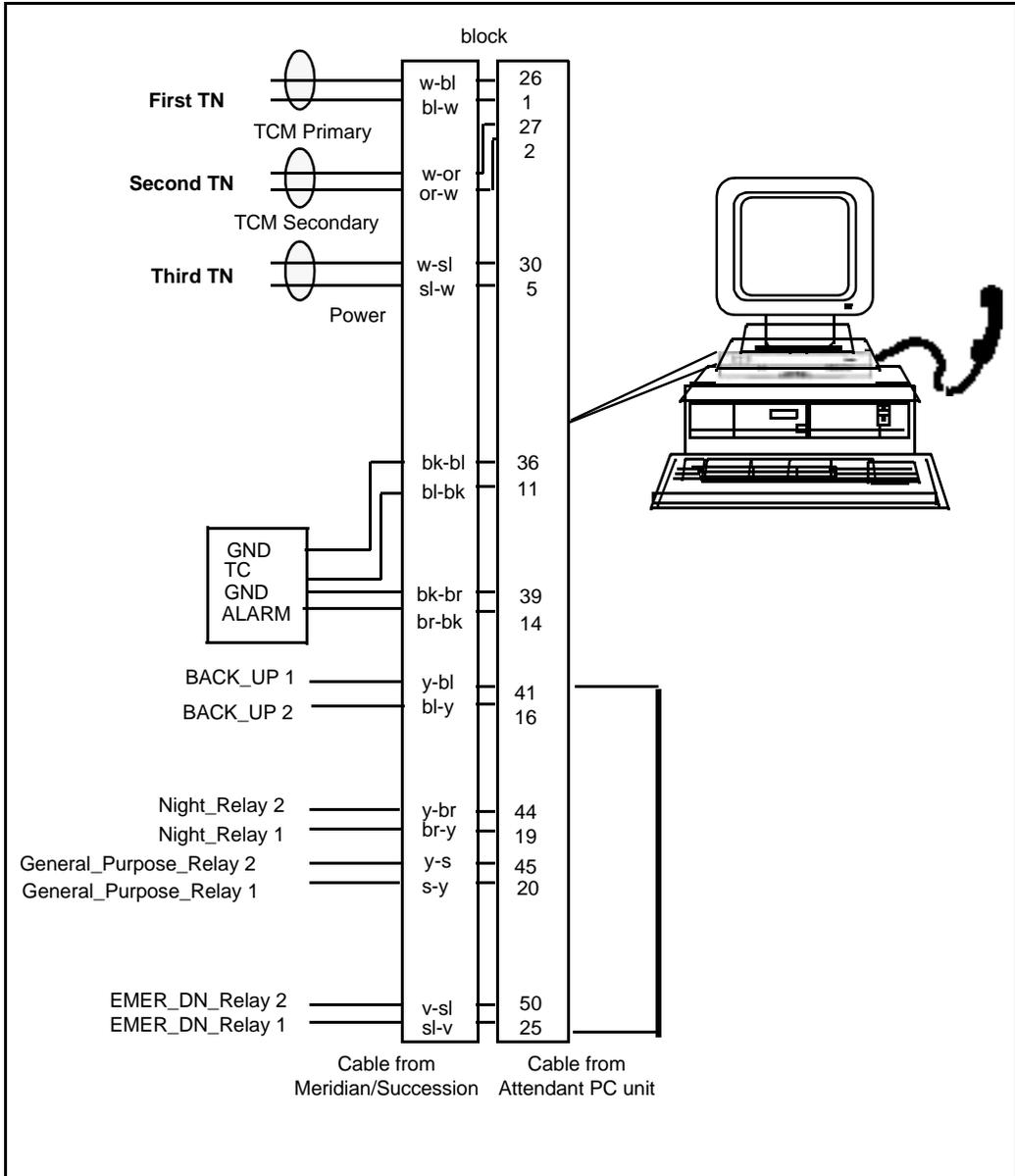


Connector Usage

Attach a headset to the RJ32 jack or a headset to the PJ327 2-prong connector jack on either side of the Attendant PC unit.

- 7 If a Power Fail Transfer Unit (PFTU) is available, connect the Power Fail Transfer pair (11 and 36 in Figure 27 on page 38) from the MDF block to the PFTU.
 - 8 If desired, install a Meridian Digital Telephone through the teledapt PHONE connector at the rear of the Attendant PC unit using a 2-wire pair on the MDF block (BACK_UP 1 and BACK_UP 2 in Figure 27 on page 38).
- Note 1:** The Meridian Digital Telephone can be used as a Night DN, or if the PC fails.
- 9 Connect the General_Purpose relay to the MDF block as shown in Figure 27.
- Note 2:** LDN0 must be configured with EMER_DN for this relay to work properly.
- 10 Use the Audio Input/Output jacks to connect third-party audio applications (for example, a sound card). (See the application's user manual for instructions).

Figure 27
Attendant PC unit and Meridian/Succession system wiring to the MDF



Configuring the Attendant PC unit

- 1 Make sure that there are three available ports on the digital line card (or four free units if you installed a desktop digital set in step 8 of the previous procedure).
- 2 In Overlay 12, configure the first two ports as the primary and secondary TNs using the same setup as the M2250 (refer to the *X11 Input/Output Guide* or *Succession CSE 1000 Input/Output Guide*, and enter **2250** at the TYPE prompt to configure the Attendant PC unit). Then configure the third unit as a power unit.
- 3 In Overlay 11, configure the fourth unit as a NIGHT_DN (if you installed a Meridian Digital Telephone in Step 8 on page 37).
- 4 If you are using a PFTU, configure a TN in Overlay 10 using the same setup as the 500/2500 telephone (refer to the *X11 Input/Output Guide* or *Succession CSE 1000 Input/Output Guide*).
- 5 Place the PFT in the OFF position (I=On, 0=Off).
- 6 Ensure all Meridian/Succession cross-connects to the Attendant PC unit are wired at the MDF block (see the previous figure).
- 7 Connect the DB25 system cable to the MDF block.
- 8 Connect the DB9 RS-232 serial cable to the PC serial port (COM port).
- 9 Launch the Attendant PC software application.

Note: If you experience a one way speech path, check all cross-connections, and make sure all connections are secure.

Self Test and Diagnostics

When the Attendant PC unit powers up, it performs a self-test diagnostic routine. The Status LED on the front of the Attendant PC unit should turn red for 2 seconds and then turn solid green, and the Diagnostics LEDs on the rear of the Attendant PC unit should flash once and then turn off.

If a failure occurs during the Attendant PC unit's self-test diagnostic routine, the Status LED will change to yellow and the error will be indicated by which Diagnostics LEDs are illuminated. Contact your authorized distributor to report the problem.

Note: Only one error can be indicated at a time, in priority-order from highest (1) to lowest (7).

LED#				Description	Priority
1	2	3	4		
Off	Off	Off	Off	Self-test passed	
On	Off	Off	Off	EEPROM failure	7
Off	On	Off	Off	Alerter micro failure	6
On	On	Off	Off	Port expander failure	5
Off	Off	On	Off	Loopback test failure	4
On	On	On	Off	RAM failure	1

Troubleshooting

The Status LED indicates the current status of the Attendant PC unit as follows:

- **Off** indicates that there is no power going to the Attendant PC unit. Contact your system administrator.
- **Solid green** indicates that the Attendant PC unit is operating normally.
- **Flashing green** indicates that the Attendant PC unit is in Night Service or Position Busy, the Power Fail Transfer Switch is in the incorrect position (it should be off), or the handset or headset is not connected properly.
- **Solid yellow** indicates that a failure occurred during the Attendant PC unit's self-test diagnostic routine. Contact your Meridian/Succession authorized distributor to report the problem.
- **Solid red** indicates that the Attendant PC unit is not communicating properly with the PC. Contact your Meridian/Succession system administrator to report the problem.
- **Flashing red** is a major alarm indicating that a system-related error has occurred at the Meridian 1 or Succession CSE 1000. Contact your Meridian/Succession system administrator to report the problem.

Stand-alone test Procedure

- 1 Disconnect the DB25 system cable to power down the Attendant PC unit and then disconnect the DB9 RS-232 serial cable.
- 2 Make a connection between pins 2 and 3 on the PC port at the rear of the Attendant PC unit. Recommend method is to use a DB9 connector with pins 2 and 3 jumpered (shorted).
- 3 Power up the Attendant PC unit by reconnecting the system cable and pressing the reset button at the rear of the unit.
IMPORTANT: The reset button should only be used when performing this stand-alone test procedure with pins 2 and 3 on the PC port connected (as described in step 2). The Attendant PC unit runs its self-test diagnostics and goes into run mode. (If the Attendant PC unit fails the self-test, the Status LED will turn yellow and the Diagnostics LEDs will indicate what is wrong, as previously described in “Self-Test and Diagnostics.”)
- 4 Disconnect the DB25 system cable to power down the Attendant PC unit, reconnect the DB9 RS-232 serial cable, and then reconnect the system cable.
- 5 If the Attendant PC unit still fails to communicate with the PC, check the DB9 RS-232 serial cable and the PC communication port settings.

Audio In/Out

The audio input/output jacks (3.5mm) are located on the rear panel. The input and output impedances are 600 Ω . These ports can be used to connect the Attendant PC unit audio paths to external audio applications, under control of the PC application.

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Meridian/Succession Attendant PC

Software Installation Guide

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