
Meridian 1

Meridian 1 Attendant PC

Software Installation Guide

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Contents

Installing the Meridian 1 Attendant PC Software	1
Overview	1
System requirements	1
Installing the software	2
Registering the Meridian 1 Attendant PC software	19
Configuring voice mail	20
Programming a Call Park Virtual Feature	21
Accessing the CPLUS Directory	23
Change Database Location	25
Exporting Directory numbers	27
Importing Directory dialing numbers	28
Installing the Meridian 1 Attendant PC interface unit	29
Required Hardware:	29
Installing the Attendant PC Interface unit	29
Configuring the Attendant PC unit	34
Self Test and Diagnostics	35
Troubleshooting	36
Stand-alone test Procedure	37
Audio In/Out	37

Installing the Meridian 1 Attendant PC Software

Overview

This guide provides you with instructions for installing the Meridian 1 Attendant PC software application.

Note: After you have completed the software installation that follows, refer to page 29, “Installing the Meridian 1 Attendant PC Interface Unit” and follow the procedures that describe how to install the Attendant PC unit.

System requirements

To use the Meridian 1 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 or Windows NT operating systems
- RS232 serial port

Installing the software

Note: Before you set up the Meridian 1 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 1 Attendant PC software.

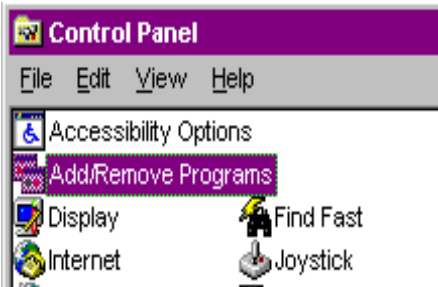
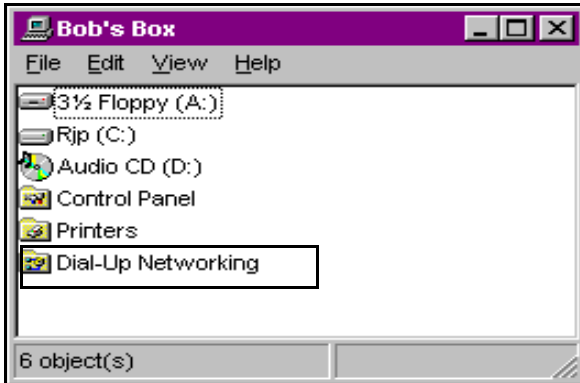
To install the software:

- 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 95 desktop.



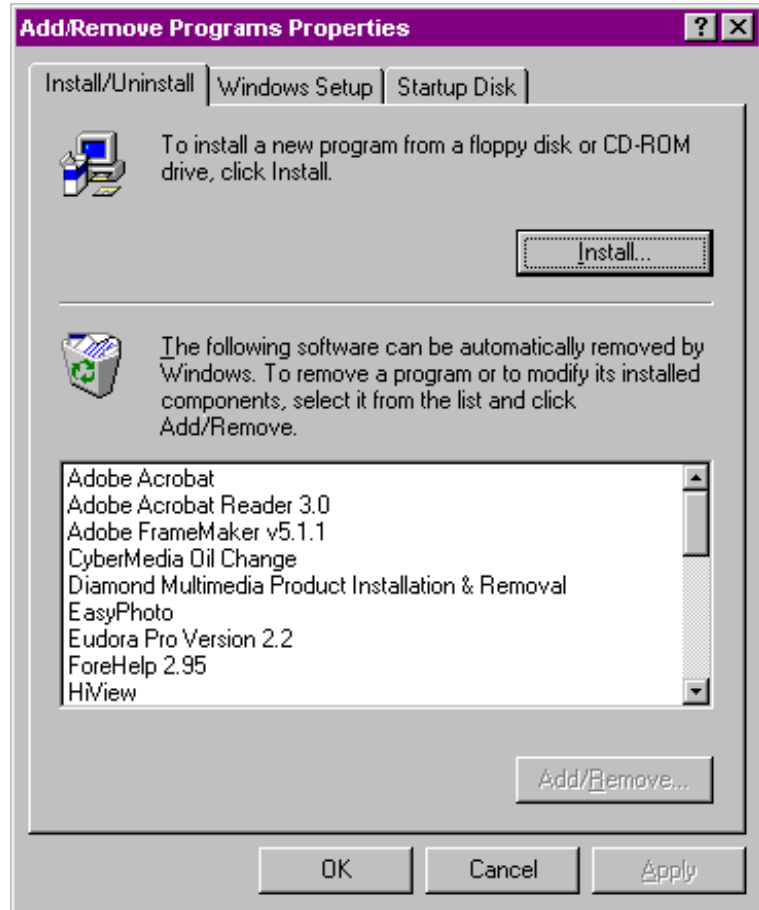
- 5 Double-click the **Control Panel** icon shown in Figure 1.
The “Control Panel” dialog window displays.
- 6 Double-click on **Add/Remove Programs** icon shown in Figure 1.

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).

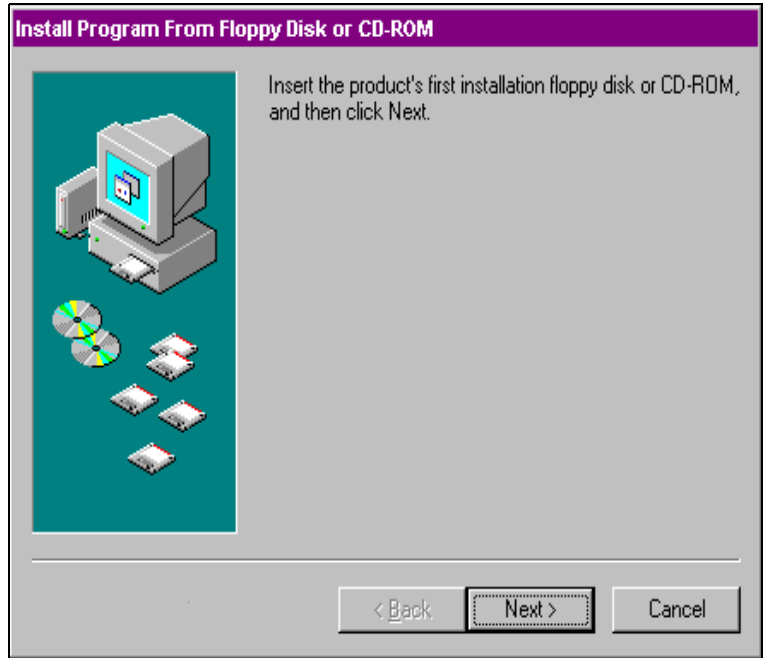
Figure 2
Install/Uninstall property page



7 Click **Install**.

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

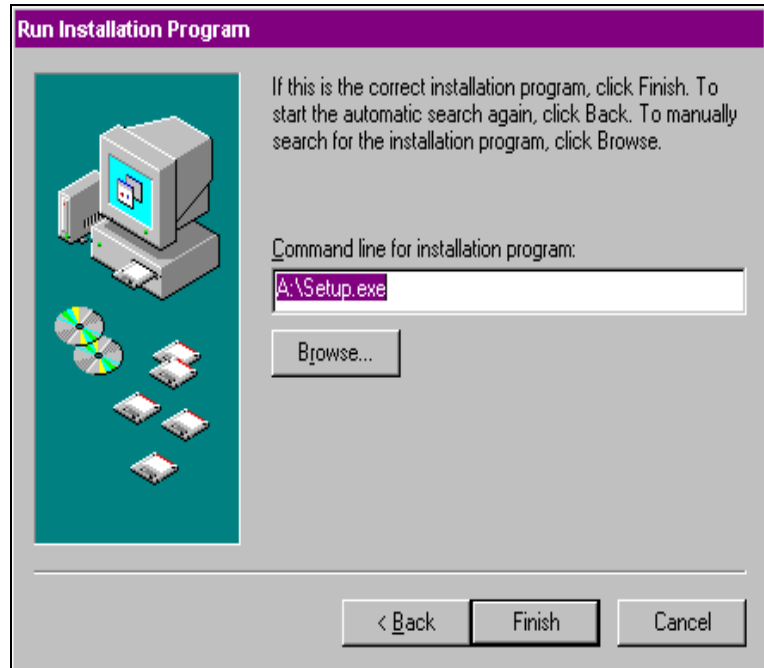
Figure 3
Install Program from Floppy Disk window



8 Click **Next**.

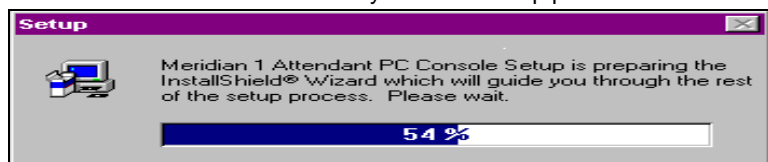
The **Run Installation Program** window appears (Figure 4).

Figure 4
Run Installation Program window



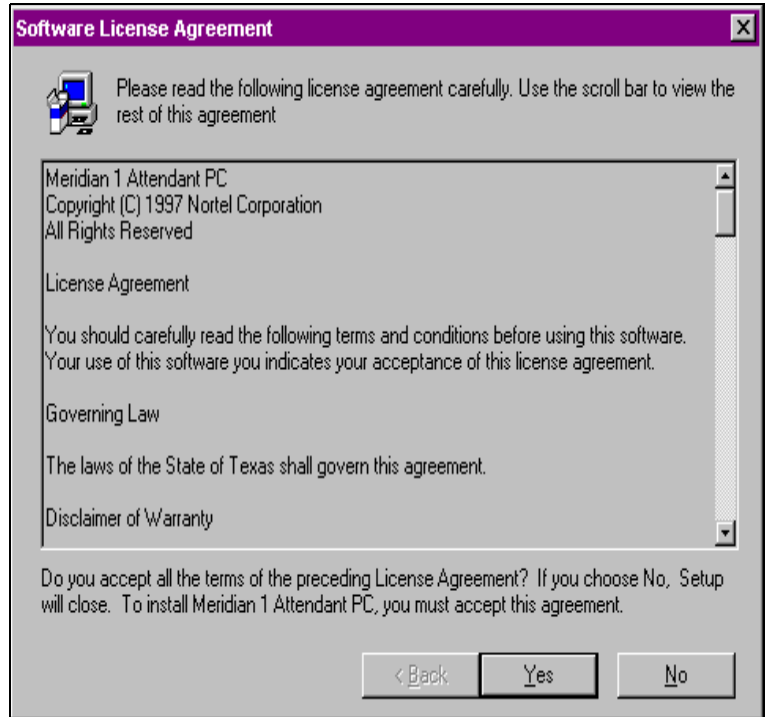
9 Click **Finish**.

The Meridian 1 Attendant PC Console setup prepares the "InstallShield Wizard" to assist you in the set up process.



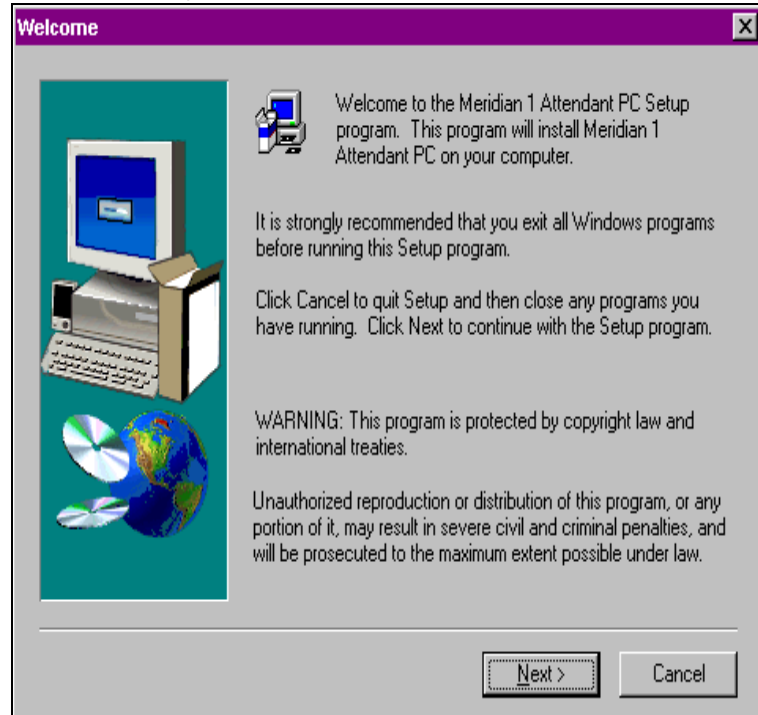
The next window (Figure 5) displays the software license agreement. Before you click **YES**, make sure you read carefully all of the terms of the license agreement.

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

User Information

Type your name below. You must also type the name of the company you work for.

Name:

Company:

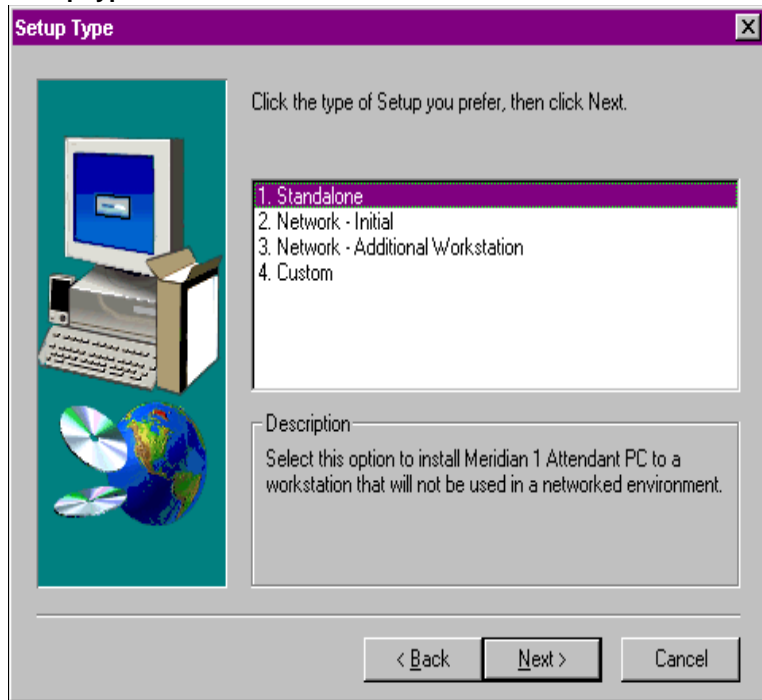
< Back Next > Cancel

The "Setup Type" window prompts you to indicate the setup you prefer for the Meridian 1 Attendant PC console (Figure 8).

12 Choose "Standalone", or, if you will connecting more than one attendant together via a LAN, choose "Network - Initial" or "Network - Additional Workstation" as appropriate. See the *Meridian 1 Attendant PC LAN Interface Installation Guide* (P0874391) for more information.

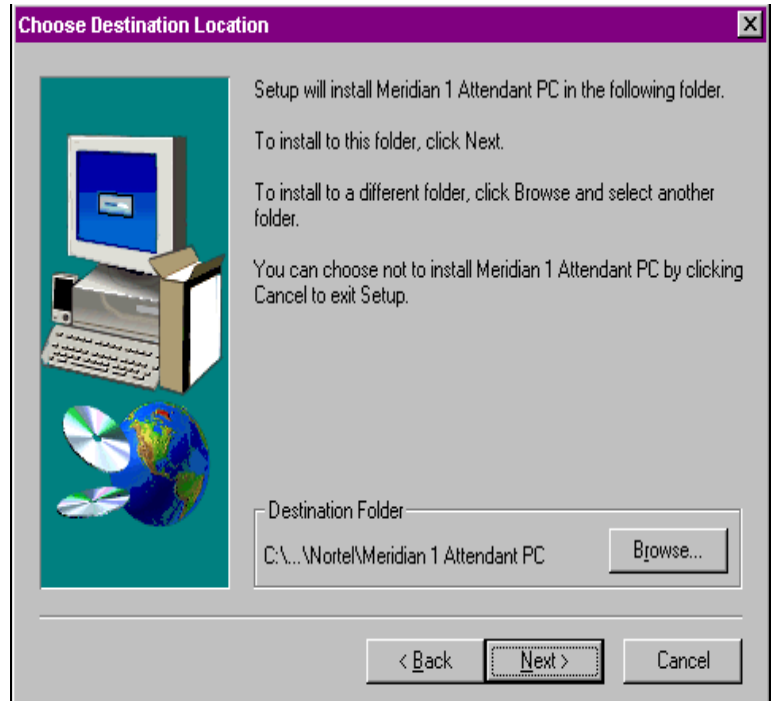
13 Click **Next** to continue.

Figure 8
Set up type



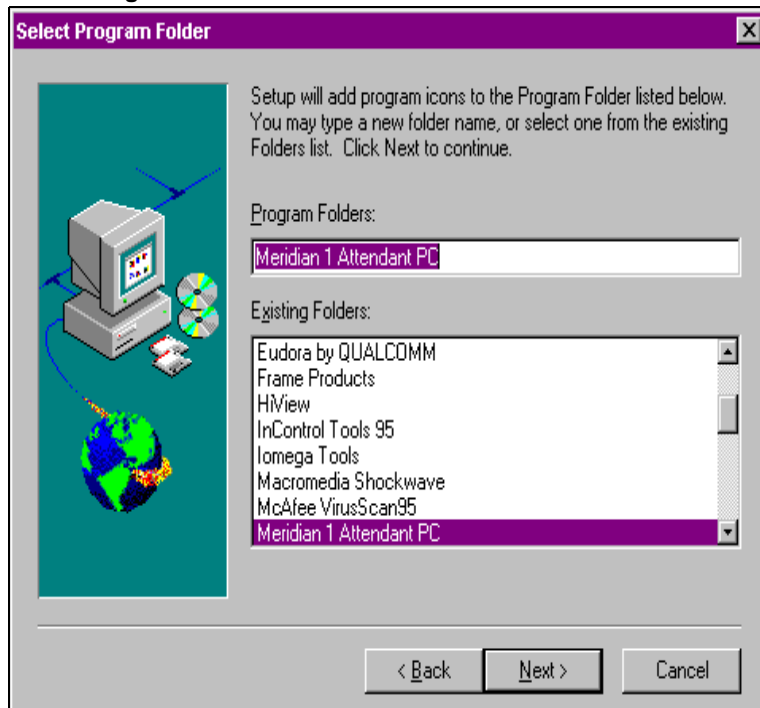
- 14 Click **Next** to choose the **Destination Folder** of the Meridian 1 Attendant PC, or browse to select another folder (Figure 9).

Figure 9
Choose destination folder window



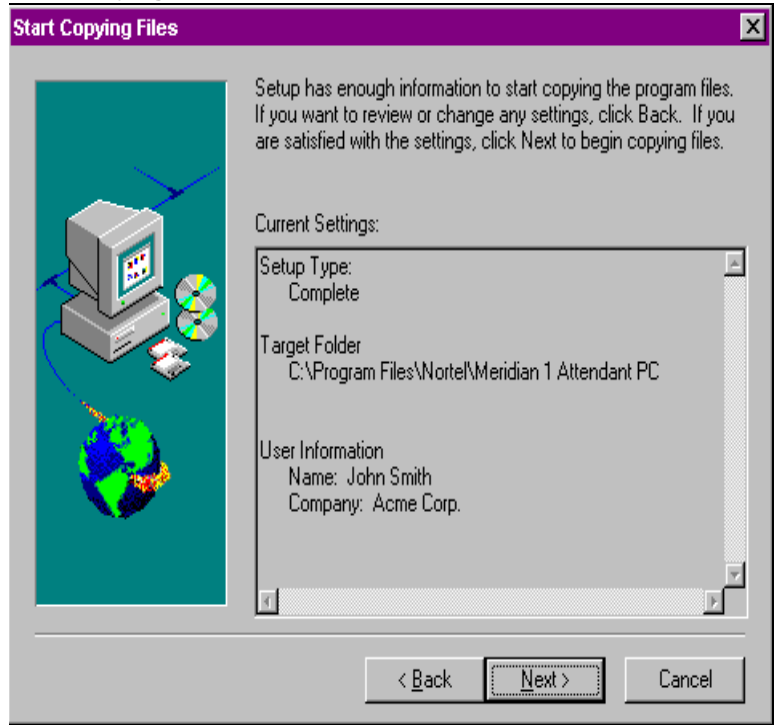
15 When the “Select Program Folder” window appears, click **Next** to continue.

Figure 10
Select Program Folder window



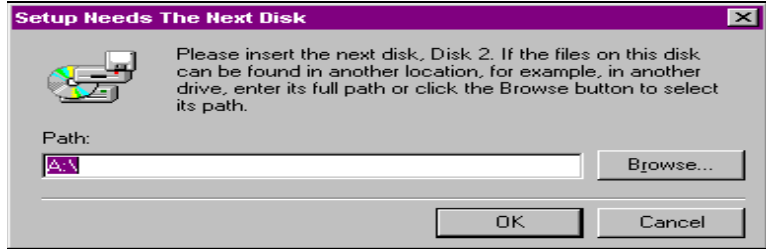
16 When the “Start Copying Files” window appears, click **Next** to continue.

Figure 11
Start Copying Files window



17 When prompted, insert the Meridian 1 Attendant PC disk 2 into drive A:\ and click **OK** (Figure 12).

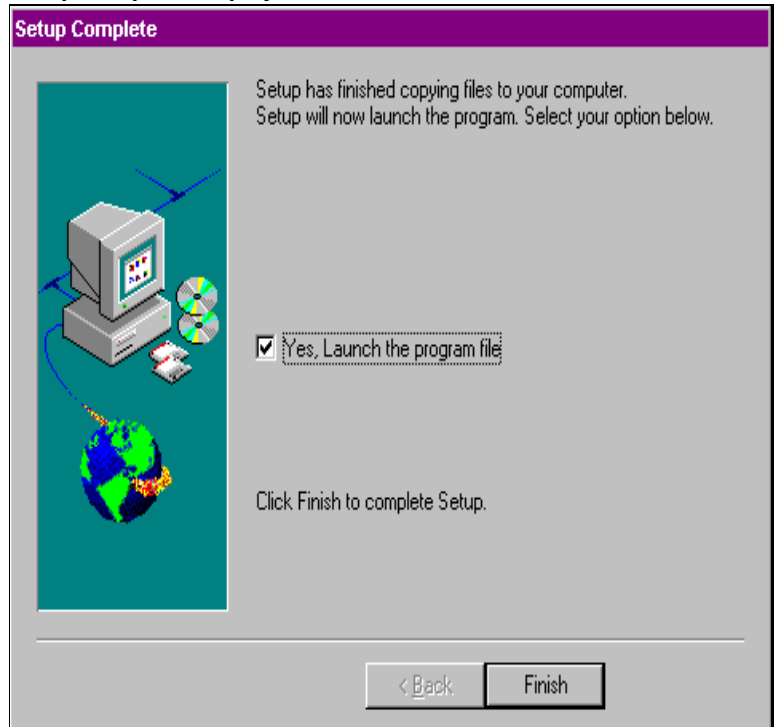
Figure 12
Next disk 2 display

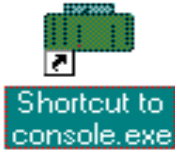


A status gauge reports the final copying progress of the set up program.

After a short time, the **Setup Complete** window displays (Figure 13) indicating that the Meridian 1 Attendant PC software installation has succeeded.

Figure 13
Setup complete display





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

Now that your Meridian 1 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 95 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 Meridian 1 Attendant PC system.

For example:

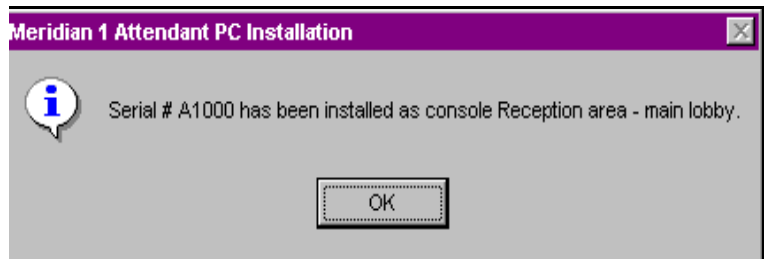
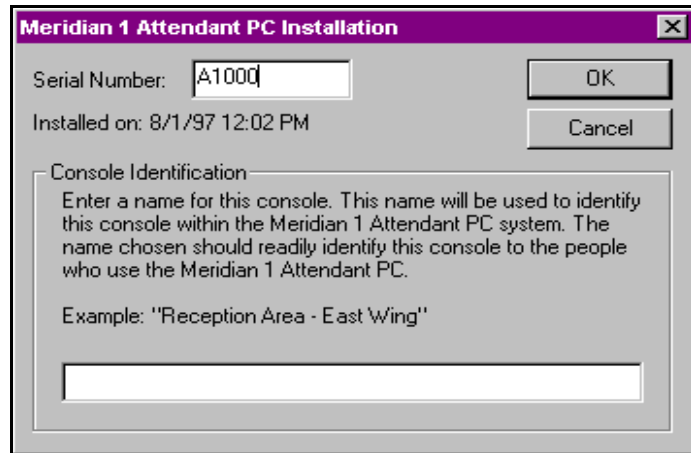
“Reception Area - East Wing” or “Reception Area - Main Lobby”

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 1 Attendant PC console.

Note: Entering the serial number is *not* the same as registering the software. Please refer to “Registering the Meridian 1 Attendant PC software” on page 19.

Figure 14
Meridian 1 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 1 Attendant PC Main Screen



When the Main Screen appears, the Meridian 1 Attendant PC will be in position busy or night and must be removed from that state before it can receive calls.

Registering the Meridian 1 Attendant PC software

The Meridian 1 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 Meridian 1 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 Meridian 1 Attendant PC application.

To register your copy of Meridian 1 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."

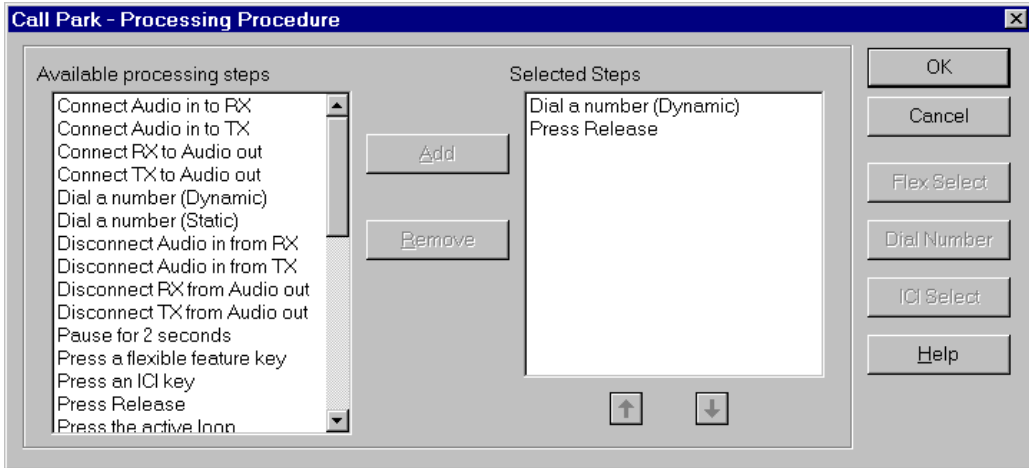
The screenshot shows a dialog box titled "Feature Specification". It has a blue title bar with a close button (X) in the top right corner. The dialog contains the following elements:

- A text input field labeled "Feature Description" containing the text "Call Park".
- A text input 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.

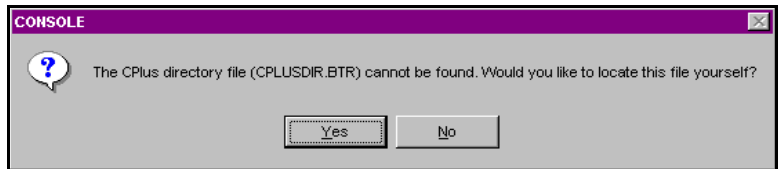
Accessing the CPLUS Directory

The following procedure shows you how to use the CPLUS Directory function to upload CPLUSDIR.BTR dialing numbers from a diskette to the Meridian 1 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).


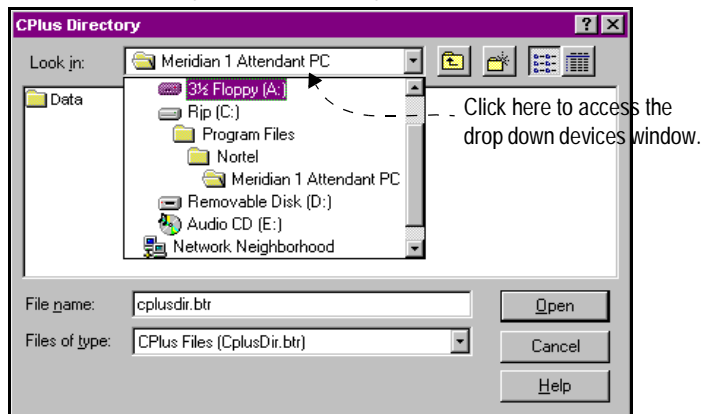
- 3 Click the  to display the 3 1/2 Floppy (A:) drive icon.

Figure 17
CPLUS Directory Look in display

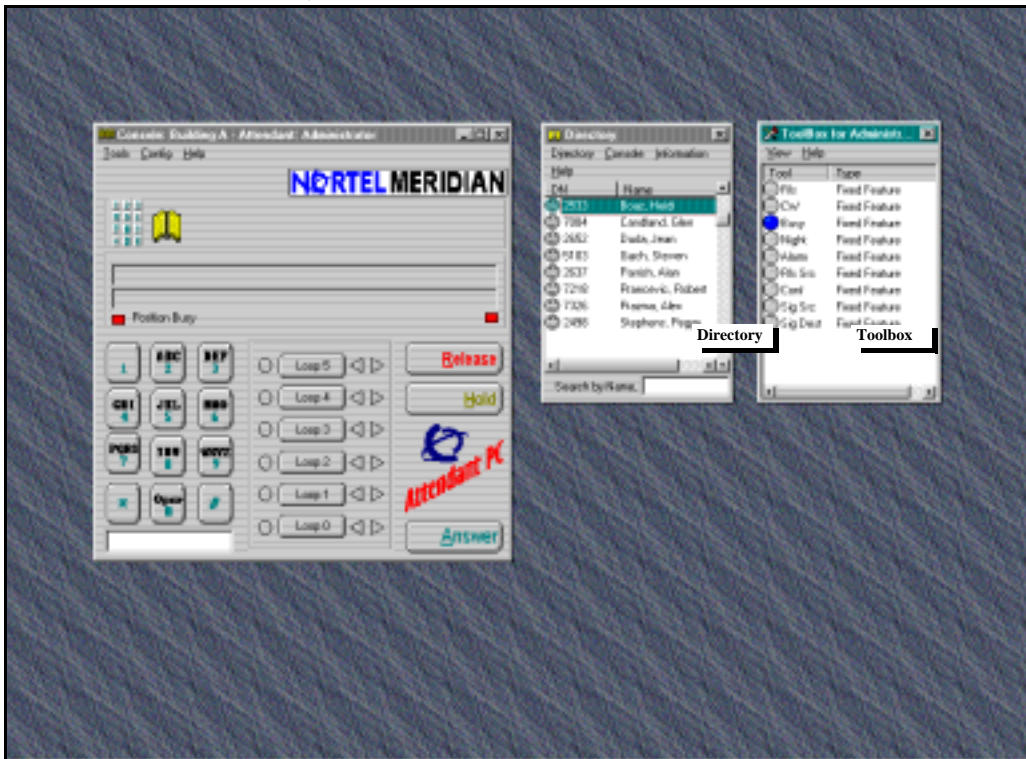


- 4 Select the CPLUSDIR.BTR file and click Open.

The CPLUSDIR.BTR file is uploaded to the Meridian 1 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 Meridian 1 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 Meridian 1 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 Meridian 1 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 Meridian 1 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 Meridian 1 Attendant PC folder on the hard drive (C: drive).
- 3 Click **Open**.

The Meridian 1 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 Meridian 1 Attendant PC software restarts and accesses the network directory information.

Exporting Directory numbers

The following procedure shows you how to export Directory sources.

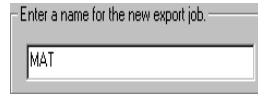
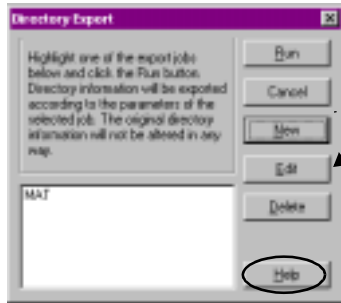
- 1 Click Directory to select Export (Figure 19).
- 2 Click **New** to enter a name for the new export job.



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.

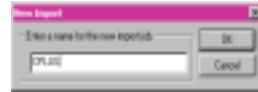
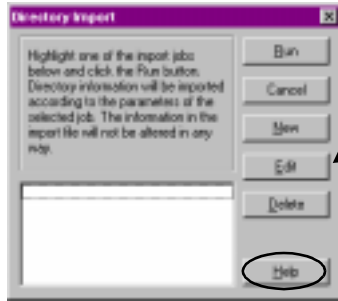
- 1 Click **Directory** to select **Import** (Figure 21).
- 2 Click **New** to enter a name for the new import job.



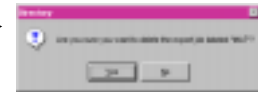
Figure 21
Import display window



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.



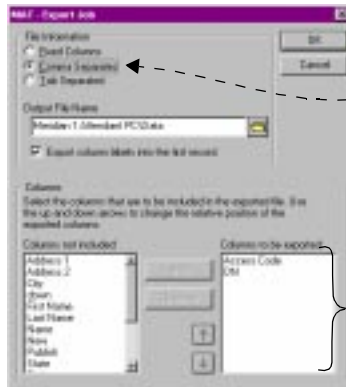
Click **Delete** to remove an import directory job.

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**.

Front Panel

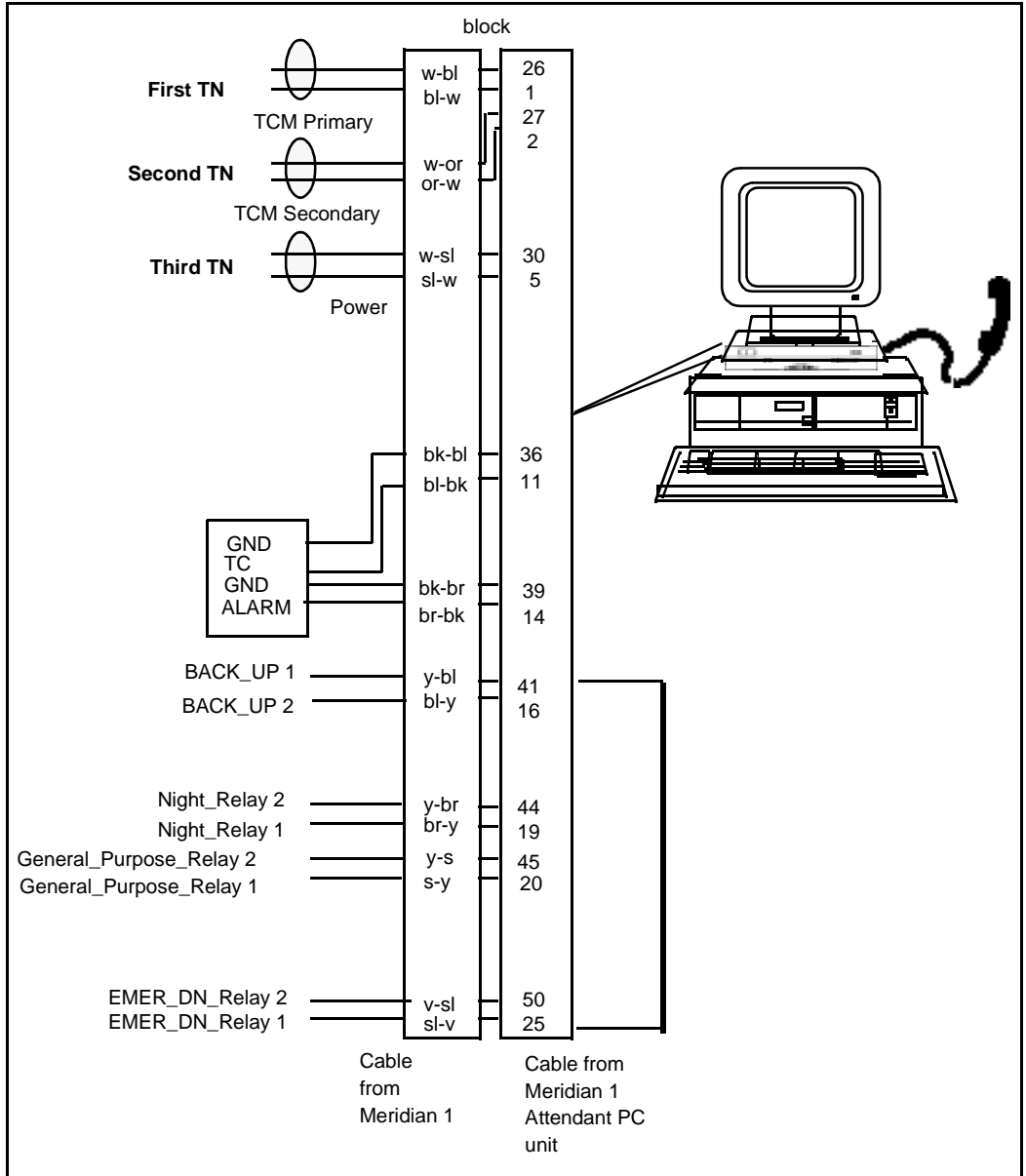
Correct PJ327 Insertion
The jack fits snugly with the
Meridian 1 Attendant PC unit.

Incorrect PJ327 Insertion
The jack is not flush with the
Meridian 1 Attendant PC unit.

Connector Usage

Attach a headset to the RJ32 jack or a handset to the PJ327 2-prong connector jack on either side of the Meridian 1 Attendant PC unit.

Figure 27
Meridian 1 Attendant PC unit and Meridian 1 wiring to the MDF



Configuring the Attendant PC unit

- 1 Make sure that there are three available ports on the digital line card.
- 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*, and enter **2250** at the TYPE prompt to configure the Meridian 1 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 7 on page 32).
- 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*).
- 5 Place the PFT in the OFF position (I=On, 0=Off).
- 6 Ensure all Meridian 1 cross-connects to the Meridian 1 Attendant PC unit are wired at the MDF block (see the previous figure).
- 7 Connect the system cable to the MDF block.
- 8 Connect the RS232 cable to the PC communications 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 Meridian 1 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 1 authorized distributor to report the problem.
- **Solid red** indicates that the Attendant PC unit is not communicating properly with the PC. Contact your system administrator.
- **Flashing red** is a major alarm indicating that a system-related error has occurred at the Meridian 1. Contact your system administrator.

Stand-alone test Procedure

- 1 Disconnect the system cable to power down the Attendant PC unit and then disconnect the RS232 cable.
- 2 Connect pins 2 and 3 on the PC port at the rear of the Attendant PC unit.
- 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 Meridian 1 Attendant PC unit runs its self-test diagnostics and goes into run mode. (If the Meridian 1 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 system cable to power down the Attendant PC unit, reconnect the RS232 cable, and then reconnect the system cable.
- 5 If the Attendant PC unit still fails to communicate with the PC, check the RS232 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 ohms. These ports can be used to connect the Attendant PC unit audio paths to external audio applications, under control of the PC application.

Index

A

adapter, 29
Attendant PC interface unit
 installation, 29
Attendant PC unit, 29
Audio Input/Output jacks, 32, 37

C

Call Park, 21
call park, 21
change database location, 25
CPLUS
 accessing a CPLUS directory, 23

D

database, 25
diagnostics, 35, 37
Diagnostics LEDs, 35
digital line card, 34
directory, 25

E

exporting Directory numbers, 27

G

General Purpose relay, 32

H

handset, 29
hardware, 29

I

importing Directory dialing numbers, 28
installation
 Attendant PC interface unit, 29
 Attendant PC software, 2
interface unit
 installation, 29

L

license agreement, 7

M

Main Distribution Frame (MDF), 30
main screen, 18
major alarm, 36
Meridian 1 Attendant PC interface unit
 installation, 29
Meridian 1 Attendant PC unit, 29
Meridian Digital Telephone, 32

P

PJ327 2-prong connector jack, 31
ports, 34
power
 no power going to the Attendant PC unit,
 36
Power Fail Transfer Unit (PFTU), 32, 34

R

registration, 19
RJ32 jack, 31
RS232 cable, 29

S

self test, 35, 37
serial number, 17
setup type, 10
shortcut
 creating a shortcut, 16
software installation, 2
Status LED, 35
system cable, 29
system requirements, 1

T

telephone, 32
Toolbox, 24
troubleshooting, 36

V

voice mail, 20

W

wiring, 33

Meridian 1
Meridian 1 Attendant PC
Software Installation Guide

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