

Global Enterprise Documentation Catalog





Revision history

November 2004

Standard 6.00. This document is up-issued for Communication Server 1000 Release 4.0, OTM 2.2, IP Line 4.0 and edits.

October 2004

Preliminary 5.02. This document is up-issued for Communication Server 1000 Release 4.0, OTM 2.2, IP Line 4.0 and edits.

October 2004

Draft 5.01. This document is up-issued for Communication Server 1000 Release 4.0, OTM 2.2, and IP Line 4.0.

November 2003

Standard 5.00. This document is up-issued to incorporate information for Business Communications Manager 3.5, Succession 3.0, CallPilot Release 2.0 703t server support, and CallPilot 100/150 Release 2.0. Chapters containing information about Symposium TAPI 2.1 and Succession Communication Server for Enterprise 1000 Release 2 have been removed.

June 2003

Standard 4.00. This document is up-issued to incorporate Localized documentation, MSL 100 documents, and CallPilot 100/150 documents. The Norstar Voice Mail information has been moved to a separate chapter, and indexing and editing changes have been incorporated.

January 2003

Standard 3.00. This document is up-issued to incorporate the Business Communications Manager 3.0, Norstar, LinkPlexer 1.1 and 1.2, and 802.11 documentation. Comments from reviewers have also been incorporated.

November 2002

Standard 2.00. This document is up-issued to incorporate OTM 2.0, CallPilot 2.0, Succession Communication Server for Enterprise 1000 Release 2.0, SCCS 3.0, SCCS 4.0, SCCS 4.2, Symposium Agent, Symposium Agent Greeting, MPS 100, MPS 1000, VPS/is, Symposium TAPI, Symposium Express Call Center Release 3.0, and Symposium Web Center Portal. The title of the document has been changed.

September 2002

Standard 1.00. First issue of this document.



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About this document

The *Global Enterprise Documentation Catalog* contains publication information for the technical documentation available to support Nortel Networks' portfolio of voice products for business customers.

This catalog describes:

- the contents of the various documents in each product's suite
- how the documents are packaged
- the order codes associated with the packages and/or individual documents

This document is not an ordering tool and does not contain pricing for the documents. Customers must follow their standard ordering procedures to obtain documentation and prices through their local Nortel Networks distributor.

Subject

Note on legacy products and releases

This NTP contains information about systems, components, and features that are compatible with Nortel Networks Communication Server 1000 Release 4.0 software. For more information on legacy products and releases, click the **Technical Documentation** link under **Support** on the Nortel Networks home page:

<http://www.nortelnetworks.com/>

This document applies to the following systems:

- Communication Server 1000S (CS 1000S)
- Communication Server 1000M Chassis (CS 1000M Chassis)
- Communication Server 1000M Cabinet (CS 1000M Cabinet)
- Communication Server 1000M Half Group (CS 1000M HG)
- Communication Server 1000M Single Group (CS 1000M SG)
- Communication Server 1000M Multi Group (CS 1000M MG)
- Communication Server 1000E (CS 1000E)
- Meridian 1 PBX 11C Chassis (Meridian 1 PBX 11C Chassis)
- Meridian 1 PBX 11C Cabinet (Meridian 1 PBX 11C Cabinet)

- Meridian 1 PBX 51C
- Meridian 1 PBX 61C
- Meridian 1 PBX 61C CP PII
- Meridian 1 PBX 81
- Meridian 1 PBX 81C
- Meridian 1 PBX 81C CP PII

Memory upgrades may be required to run CS 1000 Release 4.0 software on CP3 or CP4 systems (Options 51C, 61C, 81, 81C).

System migration

When particular Meridian 1 systems are upgraded to run CS 1000 Release 4.0 software and configured to include a Signaling Server, they become CS 1000M systems. Table 1 lists each Meridian 1 system that supports an upgrade path to a CS 1000M system.

Table 1
Meridian 1 systems to CS 1000M systems

This Meridian 1 system...	Maps to this CS 1000M system
Meridian 1 PBX 11C Chassis	CS 1000M Chassis
Meridian 1 PBX 11C Cabinet	CS 1000M Cabinet
Meridian 1 PBX 51C	CS 1000M Half Group
Meridian 1 PBX 61C	CS 1000M Single Group
Meridian 1 PBX 61C CP PII	CS 1000M Single Group
Meridian 1 PBX 81	CS 1000M Multi Group
Meridian 1 PBX 81C	CS 1000M Multi Group
Meridian 1 PBX 81C CP PII	CS 1000M Multi Group

For more information, see one or more of the following NTPs:

- *Communication Server 1000M and Meridian 1: Small System Upgrade Procedures* (553-3011-258)
- *Communication Server 1000M and Meridian 1: Large System Upgrade Procedures* (553-3021-258)
- *Communication Server 1000S: Upgrade Procedures* (553-3031-258)

Note: The CS 1000 Release 4.0 library does not contain obsolete Meridian 1 hardware and software information. Nortel Networks continues to sustain the ordering of Release 24.00 and Release 25.40 documentation in CD-ROM and Helmsman website format.

Intended audience

This catalog is intended for individuals requiring document descriptions and ordering information for the documentation supporting Nortel Networks' portfolio of voice products for business.

Related information

This section lists information sources that relate to this document.

NTPs

The following NTPs are referenced in this document:

- *Features and Services* (553-3001-306)
- *Software Input/Output: Administration* (553-3001-311)
- *Software Input/Output: Maintenance* (553-3001-511)

Online

To access Nortel Networks documentation online, click the **Technical Documentation** link under **Support** on the Nortel Networks home page:

<http://www.nortelnetworks.com/>

CD-ROM

To obtain Nortel Networks documentation on CD-ROM, contact your Nortel Networks customer representative.



Documentation CD-ROMs

Documentation CD-ROMs fall into two categories: library and product-specific.

The files on each CD-ROM are in Portable Document Format (PDF). To view PDF files, you must have Adobe Acrobat Reader installed. Nortel Networks recommends that you use a minimum of Adobe Acrobat Reader Release 4.0.

Documentation library CD-ROMs

Nortel Networks Enterprise Multimedia Documentation CD-ROM

CPC code: A0539891

PEC code: NTLH91AB

The Nortel Networks Enterprise Multimedia Documentation CD-ROM contains the entire CS 1000 Release 4.0 library. This is an English language CD-ROM.

The Nortel Networks Enterprise Multimedia Documentation CD-ROM contains documentation for the following products:

- Communication Server 1000 Release 4.0
- Survivable Remote Gateway 1.0
- IP Line Release 4.0
- Optivity Telephony Manager Release 2.2
- Nortel Networks WLAN IP Telephony
- User Guides (M2000, M3000, M3900)
- Remote Office Release 1.5
- Network Administration Center Release 2.5
- Meridian MAX Release 10
- Meridian IVR Release 2.0
- Meridian Home Office II Release 2.1
- Digital Enhanced Cordless Telecommunications
- Desktop Tapi Service Provider Release 1.5 – 2.0
- Customer Controlled Routing 3C Meridian Link 5C
- CallPilot Release 2.02TR
- CallPilot Mini Release 1.5B
- Nortel Networks Integrated Conference Bridge Release 4

- Nortel Networks Integrated Call Director
- Multimedia Converged Desktop
- Symposium Web Center Portal Release 4.0
- Symposium TAPI Service Provider 3.0
- Symposium LinkPlexer 1.2
- Symposium Express Call Center Release 4.2
- Symposium Call Center Web Client Rel. 4.5
- Symposium Call Center Server Release 4.2 CPI
- Symposium Call Center Server 5.0 M1
- Symposium Agent Release 2.3
- Symposium Agent Greeting Release 2.0
- Nortel Networks Remote Agent Observe
- Call Center Management Information System (CC MIS) Release 5.2

Product-specific documentation CD-ROMs

Meridian ITG Trunk 2.1 CD-ROM

CPC code: A0854137 PEC code: NTVQ61AB

The Meridian ITG Trunk 2.1 CD-ROM contains the library of documents supporting the ITG trunk product offering. This is a multilingual CD-ROM, including documents that have been translated into several different languages.

Meridian IP Trunk 3.0 CD-ROM

CPC code: A0505028 PEC code: NTVQ61BA

The Meridian IP Trunk 3.0 CD-ROM contains the library of documents supporting the IP Trunk product offering.

IP Line 4.0 CD-ROM

CPC code: A0538821 PEC code: NTDW81AF

The IP Line 4.0 CD-ROM contains the library of documents supporting the Nortel Networks Communication Server (CS) 1000 Release 4.0 and Meridian 1 systems. This is an English language CD-ROM providing technical documents, User Guides, and Quick Reference Cards for the IP Phones.

Succession 3.0 IP Line 3.1 CD-ROM

CPC code: A0894597

PEC code: NTDW81AE

The Meridian IP Line 3.1 CD-ROM contains the library of documents supporting the IP Line product offering.

Digital Enhanced Cordless Telecommunications (DECT) CD-ROM

CPC code: A0858498

PEC code: NTTQ05AA

The Digital Enhanced Cordless Telecommunications (DECT) CD-ROM contains the library of documents supporting the cordless telecommunications products. This is a multilingual CD-ROM, including documents that have been translated into several different languages.

IP Line 3.0 Documentation CD-ROM

CPC code: A0894596

PEC code: NTDW81AD

The IP Line 3.0 Documentation CD-ROM contains the library of documents supporting the IP Line product. This is an English language-only CD-ROM.

M3900 Series Meridian Digital Telephones Documentation CD-ROM

CPC code: A0887753

PEC code: NT2F85BA

The M3900 Series Meridian Digital Telephones Documentation CD-ROM contains the library of documents supporting the M3900 Series Meridian Digital Telephones. This is a multilingual CD-ROM, including documents that have been translated into several different languages.

Succession Communication Server for Enterprise 1000**802.11 Wireless IP Gateway for Meridian NTP CD-ROM**

CPC code: A0843846

PEC code: NTLH21AA

The Succession Communication Server for Enterprise 1000 802.11 Wireless IP Gateway for Meridian NTP CD-ROM contains the library of documents supporting the 802.11 Wireless IP Gateway for Meridian product offering.

CallPilot 1.07 CD-ROM Documentation CD-ROM

CPC code: A0820762

PEC code: NTRG19AE

The CallPilot 1.07 Documentation CD-ROM contains the library of documents supporting the CallPilot 1.07 product offering.

CallPilot 2.02 Documentation CD-ROM

CPC code: A0506541

PEC code: NTRG19AH

The CallPilot 2.02 Documentation CD-ROM contains the library of documents supporting the CallPilot 2.02 product offering.

CallPilot Release 2.0 Non-English Documentation on CD-ROM

CPC code: A0887625

PEC code: NTRG19BF

This CD-ROM contains a library of unified and Desktop Messaging user guides in multiple languages supporting the CallPilot 2.0 product offering.

CallPilot Mini Documentation CD-ROM

CPC code: A0891918

PEC code: NTHY10AA

The CallPilot Mini Documentation CD-ROM contains the library of documents supporting the CallPilot Mini product offering.

CallPilot 100/150 Documentation CD-ROM

CPC code: A0994337

PEC code: NTAB9867

The CallPilot 100/150 Documentation CD-ROM contains the library of documents supporting the CallPilot 100/150 product offering.

Meridian Mail Release 13 Documentation CD-ROM

CPC code: A0779152

PEC code: NT2F25AA

The Meridian Mail Release 13 Documentation CD-ROM contains the library of documents supporting the Meridian Mail Release 13 product offering.

Optivity Telephony Manager 2.2 CD-ROM

CPC code: A0544547

PEC code: NT8R76BA

The Optivity Telephony Manager CD-ROM contains the library of documents supporting the Optivity Telephony Manager 2.2 product offering.

Optivity Telephony Manager Release 2.01 Multilingual Documentation CD-ROM

CPC code: A0506838

PEC code: NT8R58BF

The Optivity Telephony Manager (OTM) Release 2.01 Documentation CD-ROM contains the library of documents supporting the OTM Release 2.01 product offering.

The CD-ROM also contains a set-up program that copies the documents to your hard drive and adds a link to documents in the OTM directory of the Windows navigation tree (**Start > Programs > Optivity Telephony Manager > OTM Documentation**). The documents can also be viewed directly from the CD-ROM.

Optivity Telephony Manager Release 1.2 Documentation CD-ROM
CPC code: A0877856 PEC code: NT8R58BD

The Optivity Telephony Manager (OTM) Release 1.2 Documentation CD-ROM contains the library of documents supporting the OTM Release 1.2 product offering.

Symposium Agent Greeting 2.0 Documentation CD-ROM
CPC code: A0824343 PEC code: NTPH13AA

The Symposium Agent Greeting 2.0 Documentation CD-ROM contains the library of documents supporting the Symposium Agent Greeting 2.0 product offering.

Symposium Call Center Server Release 3.0 Documentation CD-ROM
CPC code: A0797908 PEC code: NTUF25AA

The Symposium Agent Greeting 3.0 Documentation CD-ROM contains the library of documents supporting the Symposium Agent Greeting 3.0 product offering.

Symposium Call Center Server 4.2 Documentation CD-ROM
CPC code: A0874718 PEC code: NTUF25AC

The Symposium Call Center Server 4.2 Documentation CD-ROM contains the library of documents supporting the Symposium Call Center Server 4.2 product offering.

Symposium Call Center Server Release 4.0 Documentation CD-ROM
CPC code: A0827206 PEC code: NTUF25AB

The Symposium Call Center Server Release 4.0 Documentation CD-ROM contains the library of documents supporting the Symposium Call Center Server Release 4.0 product offering.

Symposium Web Center Portal 3.0 Documentation CD-ROM

CPC code: A0829409

PEC code: NTCT17AA

The Symposium Web Center Portal 3.0 Documentation CD-ROM contains the library of documents supporting the Symposium Web Center Portal 3.0 product offering.

Symposium Express Call Center Documentation CD-ROM

CPC code: A0503511

PEC code: NTHF06AE

The Symposium Express Call Center Documentation CD-ROM contains the library of documents supporting the Symposium Express Call Center product offering.

Business Communications Manager Multilingual Documentation CD-ROM

CPC code: A0518258

PEC code: NTAB9909

The Business Communications Manager 3.0.1 Documentation CD-ROM contains the library of documents supporting the Business Communications Manager (BCM) 3.0 product offering.

Business Communications Manager 3.5 Multilingual Documentation CD-ROM

CPC code: A0510885

PEC code: NTAB9884

The Business Communications Manager 3.5 Documentation CD-ROM contains the library of documents supporting the Business Communications Manager (BCM) 3.5 product offering.

Norstar Voice Mail 4.1 Documentation CD-ROM

CPC code: A091035

PEC code: NTAB3387

The Norstar Voice Mail 4.1 Documentation CD-ROM contains the library of documents supporting the Norstar Voice Mail 4.1 product offering.

MICS/CICS 6.0 Documentation CD-ROM

CPC code: A0897168

PEC code: NTAB9835

The MICS/CICS 6.0 Documentation CD-ROM contains the library of documents supporting the MICS/CICS 6.0 product offering.

MICS/CICS 6.1 Documentation CD-ROM

CPC code: A0500026

PEC code: NTAB3435

The MICS/CICS 6.1 Documentation CD-ROM contains the library of documents supporting the MICS/CICS 6.1 product offering.

MSL17 Documentation CD-ROM

Order Code: HLM-4031-ENDCRPDF 13.03 - MSL17

The MSL 17 Documentation CD-ROM contains the library of documents supporting the Meridian SL-100 product offering.





CS 1000 Release 4.0

CS 1000 Release 4.0 is the next generation communications system that provides a single solution for telephony and data capabilities. CS 1000 Release 4.0 software provides Large and Small system solutions, as well as a CS 1000 system solution. CS 1000 Release 4.0 software enables Meridian 1 customers to move to Voice over IP (VoIP) while still protecting their investment in Meridian 1 products.

CS 1000 Release 4.0 software is supported on the following systems:

- Communication Server 1000S (CS 1000S)
- Communication Server 1000M Chassis (CS 1000M Chassis)
- Communication Server 1000M Cabinet (CS 1000M Cabinet)
- Communication Server 1000M Half Group (CS 1000M HG)
- Communication Server 1000M Single Group (CS 1000M SG)
- Communication Server 1000M Multi Group (CS 1000M MG)
- Communication Server 1000E (CS 1000E)

Online

To access Nortel Networks documentation online, click the **Technical Documentation** link under **Support** on the Nortel Networks home page: 303-467-5500 www.hcwt.com

<http://www.nortelnetworks.com/>

CD-ROM

To obtain Nortel Networks documentation on CD-ROM, contact your Nortel Networks customer representative.

Document descriptions

**Nortel Networks Communication Server 1000 Release 4.0
What's New for Communication
Server 1000 Release 4.0
NTP number: 553-3001-015**

This document describes features and enhancements implemented for CS 1000 Release 4.0.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Large System Overview
NTP number: 553-3021-010**

This document provides an overview of the general design and features of CS 1000M and Meridian 1 Large Systems.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000S
Overview
NTP number: 553-3031-010**

This document provides an overview of the general design and features of the CS 1000S system.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000E
Overview
NTP number: 553-3041-010**

This document describes CS 1000E system architecture, software and hardware requirements, components, and network connections.

**Nortel Networks Communication Server 1000 Release 4.0
Small System: Overview
NTP number: 553-3011-010**

This document provides an overview of the general design and features of Small Systems.

**Nortel Networks Communication Server 1000 Release 4.0
Library Navigator: Communication Server 1000 Release 4.0**
NTP number: 553-3001-000

The CS 1000 Release 4.0 Library Navigator provides an overview of the CS 1000 Release 4.0 library, lists the library's contents, and explains how the library is organized.

**Nortel Networks Communication Server 1000 Release 4.0
Feature Listing**
NTP number: 553-3001-011

The purpose of this document is to provide a complete list of software features available on CS 1000 and Meridian 1 systems and to indicate the source document where descriptive information can be found.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Small System Planning and Engineering**
NTP number: 553-3011-120

This document is a reference tool for activities surrounding the planning and engineering of a Small System.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000S
Planning and Engineering**
NTP number: 553-3031-120

This document provides the information necessary to properly engineer a Communication Server 1000S (CS 1000S) system. There are two major purposes for using this document: to engineer an entirely new system and to evaluate a system upgrade. The Nortel Networks Enterprise Configurator (NNEC) provides an alternative to the manual processes described in this document. However, a description of the NNEC process is beyond the scope of this document.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Large System Planning and Engineering**
NTP number: 553-3021-120

This document provides guidelines for selecting a site, planning a site, and planning the system. It includes information on setting up the equipment area, establishing grounding and power, and meeting cabling requirements. If there is

a conflict between information in this document and a local or national code, follow the code.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000E
Planning and Engineering
NTP number: 553-3041-120**

This document provides the information necessary to properly engineer a Communication Server 1000E (CS 1000E) system. There are two major purposes for using this document: to engineer an entirely new system, and to evaluate a system upgrade.

**Nortel Networks Communication Server 1000 Release 4.0
Transmission Parameters
NTP number: 553-3001-182**

This document assists in the system installations for North American and non-North American locations. It also contains information about transmission parameters for all systems.

**Nortel Networks Communication Server 1000 Release 4.0
Dialing Plans: Description
NTP number: 553-3001-183**

This document includes description, operation, implementation, administration and maintenance information about Coordinated Dialing Plan, Flexible Numbering Plan and Feature Group D.

**Nortel Networks Communication Server 1000 Release 4.0
Spares Planning
NTP number: 553-3001-153**

This document provides the information needed to calculate and plan for spare (replaceable) equipment. The document also contains failure rate information for the equipment.

**Nortel Networks Communication Server 1000 Release 4.0
Equipment Identification
NTP number: 553-3001-154**

This document identifies equipment that can be used with Communication Server 1000 and Meridian 1 systems.

**Nortel Networks Communication Server 1000 Release 4.0
Product Compatibility**
NTP number: 553-3001-156

The information in this document summarizes compatibility for software releases and individual hardware products for Nortel Networks Communication Server 1000 and Meridian 1 systems.

**Nortel Networks Communication Server 1000 Release 4.0
Data Networking for Voice over IP**
NTP number: 553-3001-160

The purpose of this document is to ensure that the data network has been properly provisioned to support IP Telephony services.

**Nortel Networks Communication Server 1000 Release 4.0
Electronic Switched Network: Signaling and Transmission
Guidelines**
NTP number: 553-3001-180

This document describes the signaling guidelines and considerations applicable to Electronic Switched Networks (ESNs). Readers can reference information in this document to determine the compatibility of their switches with an ESN. An ESN is a private communications network intended for use by large corporate end users with distributed operation locations. This document also describes the major transmission considerations that must be considered when planning an ESN.

**Nortel Networks Communication Server 1000 Release 4.0
Multifrequency Compelled Signaling: Description, Hardware, and
Engineering**
NTP number: 553-3001-184

This document provides descriptions, hardware information, and engineering guidelines for signaling protocols, based on Multifrequency Compelled Signaling (MFC). This document includes the MFC-dependent signaling systems, R2MFC and Multifrequency Signaling for Socotel. This document includes information on the features supported by MFC and R2MFC.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Small System: Installation and Configuration**
NTP number: 553-3011-210

This document is a reference tool for first-time installations of Small Systems. In addition to complete installation instructions, it includes information about Survivability and the Central Answering Position (CAP) feature.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Large System Installation and Configuration**
NTP number: 553-3021-210

This document provides installation and acceptance testing procedures for Meridian 1 Large Systems and Communication Server 1000M Large Systems.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000S
Installation and Configuration**
NTP number: 553-3031-210

This document provides the information necessary to install and configure a CS 1000S system.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000E
Installation and Configuration**
NTP number: 553-3041-210

This document provides the information necessary to install and configure a Nortel Networks Communication Server 1000E system.

**Nortel Networks Communication Server 1000 Release 4.0
ISDN Primary Rate Interface: Installation and Configuration**
NTP number: 553-3001-201

This document describes the basic hardware and the associated installation procedures needed to equip ISDN Primary Rate Interface (PRI) on CS 1000M, CS 1000S, and Meridian 1 systems.

**Nortel Networks Communication Server 1000 Release 4.0
Circuit Card: Description and Installation**
NTP number: 553-3001-211

This document outlines the functions, specifications, applications, and operation of the various circuit cards.

**Nortel Networks Communication Server 1000 Release 4.0
ISDN Basic Rate Interface: Installation and Configuration**
NTP number: 553-3001-218

This document contains instructions for installing ISDN BRI hardware (applicable to all system types). It also describes acceptance testing of ISDN BRI services for Large Systems, Small Systems, and CS 1000S systems.

**Nortel Networks Communication Server 1000 Release 4.0
Branch Office: Installation and Configuration**
NTP number: 553-3001-214

This document describes the Branch Office feature and contains information on planning, installing, configuring and maintaining branch offices. Information in this document complements information found in documents in the Communication Server 1000 documentation suite.

**Nortel Networks Communication Server 1000 Release 4.0
IP Peer Networking**
NTP number: 553-3001-213

This document describes the IP Peer Networking feature, as well as how to implement IP Peer Networking as part of your system.

**Nortel Networks Communication Server 1000 Release 4.0
Signaling Server: Installation and Configuration**
NTP number: 553-3001-212

This document describes the Signaling Server and provides the information necessary to install and configure it in a Communication Server 1000S, Communication Server 1000E, or Communication Server 1000M system.

**Nortel Networks Communication Server 1000 Release 4.0
System Management**
NTP number: 553-3001-300

This document provides a description of the overall management solution for CS 1000 and Meridian 1 systems.

**Nortel Networks Communication Server 1000 Release 4.0
System Security Management
NTP number: 553-3001-302**

The subject of this document is the detection of possible unauthorized access to the system and Meridian Mail, and the implementation of system-wide security features. This document describes how to:

- plan and implement security options for a new system
- audit an existing system's security
- upgrade an existing system's security features where necessary

This document also describes how to verify that security features are in place and how to use built-in system monitoring and reporting facilities to discover fraudulent and unauthorized use of telecommunications facilities.

**Nortel Networks Communication Server 1000 Release 4.0
Set-Based Administration
NTP number: 553-3001-303**

This document describes how to configure and use the Set-Based Administration (SBA) feature. Set-Based Administration enables administrative and maintenance procedures using a telephone set, including:

- changing set feature data
- adding or changing Calling Party Name Display data
- changing system data and time
- changing toll restrictions
- determining DN-TN correspondence

**Nortel Networks Communication Server 1000 Release 4.0
Element Manager: System Administration
NTP number: 553-3001-332**

This Nortel Networks Technical Publication (NTP) is a reference tool for Element Manager, a web-based interface that enables configuration, maintenance, upgrade, and patching functions. This document describes the interface and its related functionality.

**Nortel Networks Communication Server 1000 Release 4.0
Software Input/Output Administration
NTP number: 553-3001-311**

This Data Administration NTP documents input and output in CS 1000 systems.

**Nortel Networks Communication Server 1000 Release 4.0
Call Detail Recording: Description and Formats**
NTP number: 553-3001-350

This document provides the following information on Call Detail Recording (CDR):

- an overview of CDR features
- administration options
- record type descriptions
- record field descriptions
- record output formats
- record output examples

**Nortel Networks Communication Server 1000 Release 4.0
Automatic Call Distribution: Description**
NTP number: 553-3001-351

This document describes Automatic Call Distribution (ACD), the ACD Load Management System, and Network Automatic Call Distribution (NACD). It includes feature descriptions, management commands and options, and feature interaction information.

**Nortel Networks Communication Server 1000 Release 4.0
Office Data Administration System: Description and Engineering**
NTP number: 553-3001-352

This document describes the features, programs, and engineering requirements of Office Data Administration System (ODAS). ODAS enables record keeping for telephones and attendant consoles.

**Nortel Networks Communication Server 1000 Release 4.0
Hospitality Features: Description and Operation**
NTP number: 553-3001-353

This document provides:

- guidelines for hospitality and health care personnel who use Background Terminal (BGD) to enter, retrieve, and modify data
- description and operation information for the Message Center (MC)
- description and configuration information for Message Registration (MR)
- feature, message control, and installation and configuration information for the Property Management System Interface (PMSI)

**Nortel Networks Communication Server 1000 Release 4.0
Mini Carrier Remote: Service Implementation Guide
NTP number: 553-3001-357**

This document provides information about implementing the Mini-Carrier Remote feature on CS 1000 and Meridian 1 systems. It describes the operation of the mini-carrier equipment and provides specific information on how to install and maintain this equipment as an integral part of the PBX systems. Mini-Carrier Remote equipment configuration is identical to the equivalent standard system equipment. However, there are some additional mini-carrier specific commands that can be executed using the Man-Machine Interface (MMI) terminal to specifically control mini-carrier equipment.

**Nortel Networks Communication Server 1000/
Nortel Networks Communication Server 2100/Meridian SL-100
Nortel Networks Integrated
Conference Bridge
Service Implementation Guide
NTP number: 553-3001-358**

This document explains how to install, configure, administer, and maintain the Nortel Networks Integrated Conference Bridge. It also describes the reports that the ICB can generate.

**Nortel Networks Communication Server 1000 Release 4.0
Hospitality Integrated Voice Services
Service Implementation Guide
NTP number: 553-3001-359**

This document explains how to install, configure, administer, and maintain the Nortel Networks Hospitality Integrated Voice Services card. The Hospitality Integrated Voice Services card is an Intelligent Peripheral Equipment (IPE) card that provides the hospitality services of Automatic Wake Up (AWU) and Do Not Disturb (DND). Hospitality Integrated Voice Services allows a guest to order their own wake up call and set a DND order through a user-friendly series of voice prompts.

**Nortel Networks Communication Server 1000 Release 4.0
Integrated Recorded Announcer
Service Implementation Guide
NTP number: 553-3001-360**

This document provides information about the implementation of the Nortel Networks Integrated Recorded Announcer in CS 1000 and Meridian 1 systems.

It describes Integrated Recorded Announcer operation and applications, as well as how to install, configure, administer, and maintain Integrated Recorded Announcer.

**Integrated Call Assistant
Service Implementation Guide**
NTP number: 553-3001-362

This document explains how to engineer, install, configure, administer, and maintain the NT5G01 and NT5G03 Nortel Networks Integrated Call Assistant. Integrated Call Assistant is an Intelligent Peripheral Equipment (IPE) card that provides automated call attendant functionality.

**Nortel Networks Communication Server 1000 Release 4.0
IP Trunk: Description, Installation, and Operation**
NTP number: 553-3001-363

This document describes how to engineer, install, configure, administer, and maintain an IP Trunk 3.01 system. IP Trunk 3.01 is an up-issue to the IP Trunk 3.0 and ITG Trunk 2.1 applications. It enhances Voice over Internet Protocol (VoIP) networking capability to and from other Meridian 1, Business Communications Manager (BCM), and Communication Server 1000 systems.

**Meridian 1, Succession 1000, Succession 1000M
Meridian BRAnch VOice 1.0: Description, Installation, and
Operation**
NTP number: 553-3001-364

This document provides information about the implementation of the Meridian BRAnch VOice 1.0 application. This document describes the BRAnch VOice engineering, installation, configuration, administration, and maintenance.

**Nortel Networks Communication Server 1000 Release 4.0
Telephones and Consoles
Description, Installation, and Operation**
NTP number: 553-3001-367

This document provides technical information about analog (500/2500-type), digital and modular telephones, and attendant consoles. This information includes descriptions, features, and specifications; installation and configuration procedures; operation; administration; software, wiring and power requirements; environmental and safety considerations; and installing and using add-on modules, data options, and software. A section is also provided on engineering and configuring digital telephone lines.

**Nortel Networks Communication Server 1000 Release 4.0
Features and Services**
NTP number: 553-3001-306

This document describes the software features available with CS 1000 and Meridian 1 systems. The document is divided into three volumes.

**Nortel Networks Communication Server 1000 Release 4.0
Emergency Services Access: Description and Administration**
NTP number: 553-3001-313

This document describes the Emergency Services Access feature.

**Nortel Networks Communication Server 1000 Release 4.0
ISDN Primary Rate Interface: Features**
NTP number: 553-3001-369

This document provides an introduction to Integrated Services Digital network (ISDN) and a description of the ISDN features available on CS 1000 and Meridian 1 systems with ISDN Primary Rate Interface (PRI).

**Nortel Networks Communication Server 1000 Release 4.0
DECT: Description, Planning, Installation, and Operation**
NTP number: 553-3001-370

This document describes the Nortel Networks Integrated DECT (DECT) system and explains how to plan, install, and operate DECT.

**Nortel Networks Communication Server 1000 Release 4.0
DASS2**
NTP number: 553-3001-371

This document provides:

- information on DASS2 components and functionality, including features, application protocols, hardware components and schematics, and hardware and software requirements
- procedures for installing and administering features through overlay programs and to maintaining DASS2 links
- lists of applicable system error messages

Nortel Networks Communication Server 1000 Release 4.0 DPNSS1

NTP number: 553-3001-372

This document describes DPNSS1. It includes the following information:

- application protocols and principles
- hardware and software requirements
- hardware descriptions and schematics required to install DPNSS1 and APNSS links
- overlay program administration procedures for DPNSS1 features
- DPNSS1 links maintenance procedures and lists of system error messages

Nortel Networks Communication Server 1000 Release 4.0 Attendant PC: Description, Installation, and Operation

NTP number: 553-3001-320

This document contains information about Attendant PC software. It describes software features, installation and configuration, administration, and use of the Attendant PC LAN Interface.

Nortel Networks Communication Server 1000 Release 4.0 Basic Network Features

NTP number: 553-3001-379

This document describes networking features and packages that can be configured to meet users' specific requirements.

Nortel Networks Communication Server 1000 Release 4.0 ISDN Basic Rate Interface: Features

NTP number: 553-3001-380

This document describes the following for Integrated Services Digital Network Basic Rate Interface (ISDN BRI):

- features
- concepts
- functional and physical characteristics
- general engineering guidelines on configuring ISDN BRI functions and features

**Nortel Networks Communication Server 1000 Release 4.0
Software Input/Output System Messages
NTP number: 553-3001-411**

This document provides information on interpreting and responding to an error message.

**Nortel Networks Communication Server 1000 Release 4.0
Traffic Measurement: Formats and Output
NTP number: 553-3001-450**

This NTP provides information on how traffic data is accumulated, processed, and output, and how to interpret the traffic reports. The available traffic reports are system reports, customer reports, customer network reports, threshold reports, and traffic reports on selected terminals.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Small System Maintenance
NTP number: 553-3011-500**

This document contains information required to maintain equipment and customer data, clear faults, and replace defective components in the Small System. It includes information on:

- database management:
 - backing up customer data
 - restoring customer data
 - using the Customer Configuration Backup and Restore feature
- maintenance features for Small Systems:
 - Precautions: guidelines for avoiding personal injury and equipment damage
 - Communicating with the system: methods for exchanging information with the system
 - Hardware maintenance tools: descriptions of circuit card hardware, CPU controls, system alarms, and system monitor indicators
 - Software maintenance tools: descriptions of diagnostic programs, the History File, and interactive diagnostics
 - Customer Technical Assistance Service: Nortel Networks Technical Assistance Centers and services

locating and clearing faults in the Small System based on the assumption that the system is properly installed (for example, all circuit card locations, option

switch settings, and cable connections are correct) and was fully operational before the fault

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Large System Maintenance**
NTP number: 553-3021-500

This document describes maintenance for Meridian 1 and CS 1000M systems.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000S
Maintenance**
NTP number: 553-3031-500

This document describes Communication Server 1000S system maintenance, with sections on hardware and software maintenance tools; technical assistance; clearing faults on CS 1000S Call Server, Signaling Server, CS-MG Link, Media Gateway 1000S (MG 1000S), Trunk, and Telephone; replacing equipment; Element Manager and Media Card maintenance; and establishing a PPP connection.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000E
Maintenance**
NTP number: 553-3041-500

This document describes system maintenance for the CS 1000E system. This document is intended for individuals responsible for configuring, maintaining, and troubleshooting CS 1000E systems.

**Nortel Networks Communication Server 1000 Release 4.0
ISDN Primary Rate Interface: Maintenance**
NTP number: 553-3001-517

This document provides maintenance procedures for ISDN Primary Rate Interface (PRI) capability on Meridian 1, CS 1000S, and CS 1000M systems.

**Nortel Networks Communication Server 1000 Release 4.0
ISDN Basic Rate Interface: Maintenance**
NTP number: 553-3001-518

This document describes ISDN Basic Rate Interface (BRI) maintenance tools and procedures to assist in identifying faults, locating defective units, correcting problems by fixing or replacing defective units, and verifying operation after the corrections or replacements have been made.

**Nortel Networks Communication Server 1000 Release 4.0
Software Input/Output: Maintenance**
NTP number: 553-3001-511

This document contains system commands which are input to:

- view and print status of switch information
- perform background tests
- disable, enable, and test system hardware (for example a particular phone)

**Communication Server 1000M and Meridian 1
Small System Upgrade Procedures**
NTP number: 553-3011-258

This document contains information required to:

- expand existing Small Systems using fiber-optic or IP expansion
- upgrade the software on existing Meridian 1 PBX or Communication Server 1000M (CS 1000M) Small Systems
- upgrade Internet-enabled Option 11C or Option 11C Mini systems to become Meridian 1 or CS 1000M Small Systems running Nortel Networks Communication Server 1000 Release 4.0 software
- convert an existing stand-alone Meridian 1 or CS 1000M Small System to a Media Gateway 1000B (MG 1000B)

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000M and Meridian 1
Large System Upgrade Procedures**
NTP number: 553-3021-258

Use this document to perform upgrades on Meridian 1 Large Systems. This document also contains information on database transfers, Call Processor card upgrades, and network group upgrades.

This document also contains information on converting Release 19.0x or later software to CS 1000 Release 4.0 or later on Meridian 1 Options 51C, 61C, 81, 81C, and 81C Call Processor Pentium II (CP PII). This book is divided into three volumes.

**Nortel Networks Communication Server 1000 Release 4.0
Fiber Remote IPE
Description, Installation, and Maintenance
NTP number: 553-3021-354**

This Nortel Networks technical publication (NTP) provides information specific to the implementation of the Fiber Remote Intelligent Peripheral Equipment (IPE) service. It describes the operation of the fiber-optic equipment and provides specific information on how to install and maintain this equipment as an integral part of a system.

**Nortel Networks Communication Server 1000 Release 4.0
Carrier Remote IPE
Description, Installation, and Maintenance
NTP number: 553-3021-355**

This document describes the operation of the carrier equipment and provides specific information on how to install and maintain this equipment as an integral part of the PBX systems and system options. Carrier Remote IPE equipment configuration is identical to the equivalent standard equipment. However, there are some additional carrier specific commands that can be executed using the man machine interface (MMI) terminal to specifically control carrier equipment.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000S: Upgrade Procedures
NTP number: 553-3031-258**

This document explains how to upgrade a Communication Server 1000S (CS 1000S) system from Succession 3.0 software to Nortel Networks Communication Server Release 4.0 software.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000E
Upgrade Procedures**
NTP number: 553-3041-258

This document explains how to upgrade a Communication Server 1000E(CS 1000E) system from Nortel Networks Communication Server Release 4.x software. This document provides information on software upgrades.

**Nortel Networks Communication Server 1000 Release 4.0
Communication Server 1000
System Redundancy**
NTP number: 553-3001-307

This document provides the information necessary to plan, install, and configure system redundancy for CS 1000E systems and CS 1000M Large Systems.

**Nortel Networks Communication Server 1000 Release 4.0
Simple Network Management Protocol
Description and Maintenance**
NTP number: 553-3001-519

This document describes the Simple Network Management Protocol (SNMP) capabilities in terms of the Call Server, Signaling Server, Voice Gateway Media Cards, and other ITG devices. It describes how SNMP is configured, and how it operates to allow the management system to receive management information on the system components.

User guide descriptions

Nortel Networks Communication Server 1000 Release 4.0 M2016S Secure Set User Guide

This User Guide provides a guide to the M2016S Secure Set features.

Nortel Networks Communication Server 1000 Release 4.0 M2016S Secure Set Quick Reference Guide

This Quick Reference Card provides a reference to the M2016S Secure Set features.

Packaging details

This section contains details on how the CS 1000 Release 4.0 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Nortel Networks Enterprise Multimedia Documentation CD-ROM Package

CPC code: A0539891

PEC code: NTLH91AB

This package contains two CD-ROMS containing the entire library of documents for CS 1000 Release 4.0. The package contains the following items:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Nortel Networks Enterprise Multimedia Documentation CD-ROM	N/A	NTLH91AB	A0539891	Yes	1



Meridian 1 Release 25.40 — Large Systems

The following sections describe the documents available to support Meridian 1 Release 25.40 software.

General document descriptions

Meridian 1 What's New for Meridian 1

This document is an update with references to the features introduced with Meridian 1 Release 25.40 software. These features include a corporate directory, the CP PII software upgrade, BRI Trunk with Night Service Enhancement, Scheduled Electronic Lock, and Survivable IP Expansion. It also includes administration, maintenance, and system message updates for Meridian 1 Release 25.40.

Library Navigator

The Library Navigator provides an overview of the library, lists the library's contents, and explains how the library is organized.

Automatic Call Distribution

A Meridian 1 system with the Automatic Call Distribution (ACD) feature is divided into two parts: the ACD system and the switch. Incoming calls to the ACD portion of the system are compiled in a queue by the switch and answered by a group of assigned ACD telephones. Each ACD telephone, called an agent position, is dedicated to a particular ACD Directory Number (DN) queue. Each queue is defined by its ACD DN. The ACD DN is a unique number of up to seven digits taken from the customer's numbering plan. Incoming calls are assigned queue positions based on priority and then first-in order.

Document descriptions

Meridian 1 and Succession Communication Server for Enterprise 1000 Automatic Call Distribution Feature Description

This document is a comprehensive list of all the Automatic Call Distribution (ACD) basic and advanced features for agents and supervisors. It also describes the ACD hardware types and options and testing procedures for both the basic and advanced ACD features.

Meridian 1 and Succession Communication Server for Enterprise 1000 Automatic Call Distribution Management Commands and Reports

This document sets out the Automatic Call Distribution (ACD) load management commands that a supervisor can use to have the system respond to the customer's individual needs. It also describes the optional Management Reports package, listing available reports and providing the inputs for requesting various reports. The ACD Management Reports feature enables the customer to monitor the ACD traffic loads and make changes when necessary.

Meridian 1 and Succession Communication Server for Enterprise 1000 Network Automatic Call Distribution Description and Operation

This document describes how Enhanced Overflow (EOVF) vastly expands the operations for overflow queues and target queues within an existing Automatic Call Distribution (ACD) switch. The EOVF package can operate in any existing ACD application. Network ACD supports ACD functions over Integrated Services Digital Network (ISDN). This document also lists the software and hardware requirements for this feature.

Hospitality

The Hospitality documents provide:

- guidelines for hospitality and health care personnel who use Background Terminal (BGD) to enter, retrieve, and modify data
- description and operation information for the Message Center (MC)
- description and configuration information for Message Registration (MR)
- description, installation and operating procedures, as well as ordering information, and specifications for the Buffer Interface/Protocol Converter (BIPC)
- feature, message control, and installation and configuration information for the Property Management System Interface (PMSI)

Document descriptions

Meridian 1 and Succession Communication Server for Enterprise 1000 Background Terminal Facility Description

This document provides guidelines for personnel working in the health care and hospitality industries to use the Background Terminal (BGD) to enter, retrieve, and modify data and to produce effective and informational reports.

Meridian 1 and Succession Communication Server for Enterprise 1000 Message Center Description and Operation

This document describes Message Center functionality, which enables you to receive and take messages for calls forwarded to the Message Center; to convey messages to called telephones or consoles on request; and to activate and deactivate Message Waiting Indication at users' telephones. It also describes the automatic and manual diagnostics provided to clear all active Message Waiting Indications when required.

Meridian 1 and Succession Communication Server for Enterprise 1000 Message Registration Description and Operation

This document provides an in-depth description of Message Registration (MR) functionality. It also describes the diverse configurations available and adaptable to different situations and how to set them up.

Meridian 1 Buffer Interface/Protocol Converter

This document contains descriptions, installation and operating procedures, ordering information, and specifications for the Buffer Interface/Protocol Converter (BIPC).

Meridian 1 Property Management System Interface Description

This document provides feature, message control, and installation and configuration information for the Property Management System Interface (PMSI).



Integrated Applications

These documents contain information for the installation, engineering, maintenance, and administration of the Conference Bridge, Voice Services, Personal Call Director, and Call Assistant applications.

Document descriptions

Meridian and Succession Communication Server for Enterprise 1000 Meridian Integrated Conference Bridge: Description, Installation, Administration and Maintenance

This document provides information about the implementation of the Meridian Integrated Conference Bridge (MICB). It describes operations, installation, configuration, administration, applications, and maintenance for MICB as part of an overall system. It focuses on the application and administration of the MICB for scheduling and configuring multiple simultaneous conferences over a single MICB card.

Meridian 1 Meridian Integrated Voice Services: Description, Installation, Administration, and Maintenance

Meridian Integrated Voice Services (MIVS) are provided through an Intelligent Peripheral Equipment (IPE) card that enables the hospitality services of Automatic Wake-Up (AWU) and Do Not Disturb (DND). Through MIVS, hotel and other users can order and set their own wake-up calls or DND orders, guided by a voice prompting sequence. This document explains how to install, configure, administer, and maintain the Meridian Integrated Voice Services card.

Meridian and Succession Communication Server for Enterprise 1000 Meridian Integrated RAN: Description, Installation, and Operation

This document provides all the required information for the installation, configuration, administration, applications and maintenance of Meridian Integrated RAN (MIRAN) in the Meridian 1 system. This document focuses specifically on the application and administration of MIRAN for the Recorded Announcement (RAN) and Music-On-Hold (MOH) features.

Meridian 1 Meridian Integrated Personal Call Director: Description, Installation, Administration, and Maintenance

Meridian Integrated Personal Call Director (MIPCD) enables users to automatically forward incoming telephone calls to another number, such as a cellular or home telephone. MIPCD tries to reach the forwarding numbers until it reaches the user or exhausts all options. Users can define different call forwarding rules for different callers at different times of the day. MIPCD can also detect and route FAX messages to the appropriate FAX machines. This manual offers step-by-step directions for installing, configuring, and maintaining the Meridian Integrated Personal Call Director (MIPCD).

Meridian 1 Meridian Integrated Call Assistant (MICA) Engineering, Installation, Administration, and Maintenance

The Meridian Integrated Call Assistant (MICA) is an Intelligent Peripheral Equipment (IPE) card that automatically answers incoming calls and provides automated call attendant functionality to Meridian 1 Options 11 through 81C. Based on caller input and other information, MICA routes callers to their desired destination. This document explains how to engineer, install, configure, administer, and maintain the NT5G01 and NT5G03 MICA cards.

Meridian 1 Meridian BRAnch VOIce 1.0 Description, Installation, and Operation

This document provides information about the implementation of the Meridian BRAnch VOIce 1.0 application in the Meridian 1 system. This document describes the BRAnch VOIce engineering, installation, configuration, administration, and maintenance.

Internet Applications and Terminals description guides

The Meridian Internet Telephony Gateway products described in the documents listed below, either support Internet Telephones by providing a Communication gateway between the IP data network and the Meridian 1, or describe the telephones themselves and how to install and operate them most effectively based on their various features.

Document descriptions

Meridian 1

Meridian Internet Telephony Gateway (ITG) Trunk 1.0/Basic Per-Trunk Signaling: Description, Installation, and Operation

This document provides information on the NTCW80 Meridian ITG Trunk 1.0 card. This includes a description of the ITG functional and physical characteristics; the requirements for the successful integration of ITG with a customer's existing intranet; the steps involved in installing and configuring the ITG card; the ITG administration procedures and parameter configuration; maintenance and report generating; ITG cabling; ITG card product integrity; and, how to convert subnet masks from Classless Inter-Domain Routing (CIDR) to dotted-decimal format.

Meridian 1

Meridian Internet Telephony Gateway (ITG) Trunk 2.0/ISDN Signaling link (ISL): Description, Installation, and Operation

This guide explains how to engineer, install, configure, administer, and maintain a Meridian Internet Telephony Gateway (ITG) Trunk 2.0 system. The ITG Trunk 2.0 compresses PCM voice, demodulates Group 3 fax, routes data packets over a private intranet or the Internet and provides virtual analog ISDN Signaling Link (ISL) TIE trunks between Meridian 1 ESN nodes. ITG Trunk 2.0 routes voice traffic over existing private IP network facilities with available under-used bandwidth on the private Wide Area Network (WAN) backbone.

Meridian 1 Meridian Internet Telephony Gateway (ITG) Trunk 1.0/IP Telecommuter Description, Installation, and Operation

This document provides information on the Meridian Internet IP Telecommuter and IP Line card products. It includes a description of the functional and physical characteristics; the features and operation of the H.323 desktop terminal, or client, used by IP Telecommuter; the requirements for the successful integration of IP Telecommuter with the customer's existing intranet; the steps involved in installing and configuring the IP Line card; ITG Line card administration procedures, and parameter configuration, maintenance and report generating and more.

Meridian 1 Meridian Internet Telephony Gateway (ITG) Line 2.0/i2004 Internet Telephone Description, Installation, and Operation

This document provides an in-depth description of the physical and functional characteristics of the Meridian Internet Telephony Gateway Line 2.0 (NTZC80) card and the i2004 Internet Telephone (NTEX00). This document also explains how to engineer, install, configure, administer, and maintain a network node that contains the Meridian ITG Line 2.0 card and the i2004 Internet Telephone in Meridian 1 large and small systems.

Meridian 1 and Succession Communication Server for Enterprise 1000 i2004 Internet Telephone User Guide

The Meridian1 and Succession Communication Server for Enterprise (CSE) 1000 i2004 Internet Telephone connects directly to the LAN through the Ethernet connection. This document offers you a complete description of the i2004 features and how to use the i2004 telephone.

Meridian 1 and Succession Communication Server for Enterprise 1000 i2004 Internet Telephone Quick Reference Card

The Meridian 1 and Succession Communication Server for Enterprise (CSE) 1000 i2004 Internet Telephone connects directly to the LAN through the Ethernet connection. The i2004 Internet Telephone Quick Reference Card includes an explanatory diagram of the telephone, as well as brief descriptions of the features and how to use them.

Meridian 1 standalone guides

The Meridian 1 is a Private Branch Exchange (PBX) type of telephone system that is manufactured by Nortel Networks. PBXs are designed to provide telephone service to large numbers of users, usually between 30 and 10,000. The PBX receives the digits dialed, interprets them and connects a call to the destination whether it is an internal telephone connected to the same PBX or an external telephone connected to the PBX by a trunk.

The Meridian 1 is a digital PBX system that can be connected to both analog and digital trunks. Of the three distinct families or generations of PBX systems manufactured by Nortel Networks, the most recent generation is the Meridian 1.

Document descriptions

Meridian 1 Options 21 through 81C Basic Telecom Management

This document is intended for the novice Meridian 1 administrator or programmer. It is useful whether you are installing telephones or performing programming changes on existing telephones. You can find detailed instructions for programming new telephones, moving and removing telephones and making programming changes related to features that can be assigned to telephones.

Meridian 1 and Succession Communication Server for Enterprise 1000-5500 Meridian 1 Guide for the UK Options 21 through 81C

This document is intended for personnel responsible for installing and maintaining Meridian 1 systems in the United Kingdom (UK). This guide is to be used in conjunction with the Meridian 1 suite of documents. Some of the information and procedures in the Meridian 1 documentation suite do not apply directly to the United Kingdom market. This document provides the additional information required to install and maintain a Meridian 1 system in the United Kingdom.

Meridian 1 Call Processor Field Memory Upgrade

This document was created to specifically address how to increase the DRAM or Flash memory on Meridian 1 Motorola-based Call Processor (CP) cards. If you intend to make this change during the course of a system or software upgrade, you should consult: *Hardware Upgrade Procedures* (553-3001-258), or software upgrades in *Software Conversion Procedures* (553-2001-320). Both documents include steps to upgrade CP memory.

Meridian 1 Meridian Branch Voice 1.0 Description, Installation, and Operation

This document provides information about the implementation of the Meridian Branch Voice 1.0 application in the Meridian 1 system. It covers everything from a comprehensive description, engineering guidelines, installation and configuration, administration and maintenance to a list of terms.

Meridian 1 Mini-Carrier Remote Description, Installation, and Maintenance

This document is intended as a supplement to Nortel Networks technical publications for Meridian 1. It provides information specific to system options 11, 11C, 11E, 21, 21A, 21E, 51, 51C, 61, 61C, 71, 81, and 81C implementations of the Mini-Carrier Remote feature. You can find a description of the operation of the mini-carrier equipment, as well as specific information on how to install and maintain this equipment as an integral part of the PBX systems and system options.

Meridian 1 Network Planning Guide

This guide contains the background information, advice on implementation, and detailed instructions required to establish a plan for the implementation of network solutions on Meridian 1 systems. It complements the technical and programming information presented in the previous technical publications. It does not cover the programming and installation of hardware already explained in other technical publications.

Meridian Data Services

The Meridian Data Services features support a wide range of dial-up data Communication activities. These applications fall into different basic categories based on equipment configuration. The categories are designated as follows:

- Local Terminal to Terminal activities involving in-house Communication among intelligent terminals, display terminals, and data entry devices.
- Terminal to Terminal Computer Port configurations supporting applications such as distributed data processing, time-shared computing, and inquiry/response.
- Terminal to Remote Device applications involving the use of a modem pool to access analog lines for external data communications.

Document descriptions

Meridian 1 Meridian Data Services Description

This document provides a description of Meridian 1 data features. Meridian 1 data features are optional packages that are compatible with X11 software. They provide integrated voice and data functions. This document offers a list and description of all the features available and directs you to a list of documents available for more in-depth details of each data service or feature.

303-467-5500 www.hcwt.com

Meridian 1 Meridian Communications Unit and Meridian Communications Adapter Description, Installation, Maintenance, Operation

The Meridian Communications Adapter (MCA) and Meridian Communications Unit (MCU) provide an interface between compatible asynchronous or synchronous Data Terminal Equipment (DTE) and the Meridian 1 switching network. This document describes their features and functionality and then addresses installation, maintenance and operation.

Meridian 1 Transparent Data Networking

Transparent Data Networking (TDN) enables end-to-end protocol exchange between two data modules that use end-to-end protocols such as T-Link and Public Switched Data Service (PSDS). This document offers an overview of the process and equipment, lists the operating parameters, and describes feature implementation and operation.

Meridian 1 Meridian Data Features: Traffic Engineering and Configuration

This document provides configuration guidelines for implementing Meridian data features in Meridian 1 systems. The Meridian data features integrate dial-up data switching capabilities with voice calling capabilities from telephone sets. This publication also gives recommendations for the distribution of service facilities allocated when engineering Meridian data features in various application types.

Meridian 1 Meridian Data Features: Operations and Tests

This document describes how to operate the Meridian data station and how to test its online transmission performance. Included in this book is a complete suite of tests and of performance testing operations to ensure that each ADM is functional and properly configured.

Meridian 1 NT7D16 Data Access Card: Operations and Tests

This document outlines the characteristics and operation of the NT7D16 Data Access Card (DAC). Beginning with a description of the data access card and its functions, this publication includes operation and modes of operation, keyboard and Hayes dialing, specifications, installation, and testing procedures.

Networking

These documents contain an overview of Integrated Services Digital Network (ISDN), Primary Rate Interface (PRI) and Basic Rate Interface (BRI), descriptions of Network system operations, administration, and maintenance applications, and descriptions of Networking features and services.

Document descriptions

Meridian 1 Electronic Switched Network Description, Installation, Administration, and Maintenance

This document describes the signaling guidelines and considerations applicable to Electronic Switched Networks (ESN). You can use the information presented here to determine the compatibility of a switch that is to be incorporated as part of an ESN network. To determine transmission requirements, use the *Electronic Switched Network Transmission Guidelines (309-3001-181)* in conjunction with this document.

Meridian 1 Electronic Switched Network Transmission Guidelines

This document describes the major transmission considerations that must be taken into account when planning an Electronic Switched Network (ESN) network. The ESN transmission objective is to provide transmission quality comparable to public network calling.

Meridian 1 Basic and Network Alternate Route Selection General Description

The Basic Alternate Route Selection (BARS) and Network Alternate Route Selection (NARS) features enable a customer with a number of Meridian 1 systems in different locations to create a private telecommunications network. The BARS or NARS features direct a call from a Meridian 1 in one geographical location to a Meridian 1 in any other geographical location in a cost-efficient and easy-to-use manner. This document describes BARS/NARS, including the following elements: network access codes, Uniform Dialing Plan (UDP), dialing transparency, automatic least-cost routing, digit manipulation, Time of Day (TOD) routing, routing control, and network controls.

Meridian 1 Network Queuing Description

This document describes the queuing features and options that are available to Meridian 1 systems operating in a private network environment. The queuing features include Off-Hook Queuing (OHQ), Call-Back Queuing (CBQ), Coordinated Call-Back Queuing (CCBQ), and Call-Back Queuing to Conventional Mains (CBQCM).

Meridian 1 Coordinated Dialing Plan Description

The Coordinated Dialing Plan (CDP) feature enables a customer with a number of local Meridian 1 systems to coordinate the dialing plan for stations at these switches. This document provides a description of the process and set up as well as illustrations of a Coordinated Dialing Plan, implemented at two customer locations.

Meridian 1 Basic and Network Authorization Code Description

The Basic and Network Authorization Code features enable selected users to temporarily override the access restrictions assigned to a station or trunk. This publication describes the authorization code features as offered on the Basic Authorization Code (BAUT) for general applications, and on the Network Authorization Code (NAUT) for network applications.

Meridian 1 Flexible Numbering Plan Description, Operation and Administration

Flexible Numbering Plan (FNP) package 160 was introduced to the international marketplace as part of X11 with Supplementary Features Group E (Phase 5) Release. FNP accommodates Global Numbering Plan requirements by modifying the Electronic Switched Network (ESN) dialing plan. This document describes on-net and off-net dialing and its implementation and operation. It also provides an overview of possible feature interactions.

Meridian 1 Multi-frequency Compelled Signaling Description, Hardware, and Engineering

The Multi-frequency Compelled Signaling (MFC) guide provides descriptions, hardware information and engineering guidelines for signaling protocols based on MFC. Information on the features supported by these signaling systems is

also provided in this book. Also included are the MFC dependent signaling systems R2MFC and Multi-frequency Signaling for Socotel and the features supported by MFC and R2MFC.

Meridian 1 Feature Group D Description and Operation

Feature Group D (FGD) provides access to corporate networks from off-network sources. Feature Group D defines interconnection rules between the Local Exchange Carrier (LEC) and an Inter-Exchange Carrier (IEC) such as AT&T or MCI. This document provides a description of all features, including hardware, implementation, diagnostics, and maintenance.

Meridian 1 ISDN Primary Rate Interface Installation

This document describes the basic hardware and the associated installation procedures needed to equip Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) on Meridian 1 Internet-Enabled system Options 51C, 61C, and 81C.

Meridian 1 and Succession Communication Server for Enterprise 1000 International ISDN Primary Rate Interface Feature Description and Administration

This document provides an introduction to the Integrated Services Digital Network (ISDN) and a description of the features available on the Meridian 1 Internet-Enabled and Succession Communication Server for Enterprise 1000 systems with ISDN Primary Rate Interface (PRI). It also contains a chapter describing ISDN Basic Rate Interface (BRI) feature support on the Meridian Internet-Enabled and Succession CSE 1000 systems.

Meridian 1 ISDN PRI Maintenance

This document applies to Meridian 1 Internet-Enabled systems. This document provides operation and maintenance procedures for Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) capability on Meridian 1 Options 51C, 61C, and 81C.

Meridian 1 and Succession Communication Server for Enterprise 1000 ISDN Basic Rate Interface Maintenance

This document describes Integrated Services Digital Network Basic Rate Interface (ISDN BRI) concepts, functional and physical characteristics of ISDN Basic Rate operation, and general engineering guidelines on configuring ISDN BRI functions and features.

Meridian 1 ISDN Basic Rate Interface Installation

This document applies to Meridian 1 Internet-Enabled systems. It includes pre-installation preparation instructions as well as detailed installation information.

Meridian 1 ISDN Basic Rate Interface Administration

This document applies to Meridian 1 Internet-Enabled systems. This document includes information about ISDN BRI implementation, sample configurations, and instructions for setting up ISDN BRI traffic reports.

Meridian 1 ISDN Basic Rate Interface Acceptance Testing

This document describes acceptance testing of Integrated Services Digital Network Basic Rate Interface (ISDN BRI) services for Meridian 1 system Options 11C, 51C, 61C, and 81C. The document describes how to visually inspect ISDN BRI equipment for possible improper installation, how to interpret visual indicators on ISDN BRI cards, and how to test basic ISDN BRI features and verify traffic reporting.

Meridian 1 ISDN Basic Rate Interface Maintenance

This document describes Integrated Services Digital Network Basic Rate Interface (ISDN BRI) maintenance tools and procedures to identify faults, locate defective units, correct problems by fixing or replacing defective units, and verify operation after the corrections or replacements have been made. This document focuses on the maintenance of ISDN BRI equipment installed in Meridian 1 systems, with the prerequisite that non-ISDN BRI functions operate correctly before starting to diagnose ISDN BRI problems.

Planning and Engineering guides

The following publications include all the implementation, operation, testing and maintenance specifications for administering Meridian 1, Meridian SL-1, and SL-1 systems. You can also find documents describing the functionality and characteristics of these systems as well as various features that align with them.

Document descriptions

Meridian 1 Digital Telephones Line Engineering Description, Installation, Administration, and Maintenance

This document is intended for individuals responsible for configuring digital telephone lines. The document applies to Meridian 1 Internet-Enabled systems and, as part of the engineering of digital telephone lines, it includes loop digit tests, procedures to measure input and background noise, and more.

Meridian 1 International Loss and Level Plan Planning and Engineering

This document is a guideline to assist in the installation of the Meridian 1 in countries outside of North America. The Nortel Networks technical publication entitled *Summary of Transmission Parameters (553-2201-182)* Release 6.0 or later describes and defines general transmission concepts. This document cross-references those transmission concepts and the appropriate Meridian 1 features. A summary of how to administer the feature is also included.

Meridian 1 Summary of Transmission Parameters

The transmission parameters in this document apply to Meridian 1 options systems and Meridian SL-1 systems with North American and International versions of X11 software. Meridian 1 Communication systems provide two methods of converting signals from analog to digital or from digital to analog and the characteristics of both ulaw and alaw are addressed in this document.

Meridian 1 System Overview

This document applies to the Meridian 1 Internet-Enabled System. It provides a Meridian 1 product description and an outline of the hardware and software

architecture. References to all documents required for a more in-depth look at this system are also listed in this publication.

Meridian 1 Line Cards Description

This document outlines the functions, specifications, applications, and operation of the various Meridian 1 line cards. This information is intended to be used as a guide when connecting the line cards to customer-provided station equipment.

Meridian 1 Trunk Cards Description

This document outlines the functions, specifications, applications, and operation of the various Meridian 1 trunk cards. This information is intended for use as a guide to connecting the trunk cards to customer-provided equipment and Central Office trunk facilities.

Meridian 1 Serial Data Interface Cards Description

This document describes the following Serial Data Interface (SDI) cards that are used in the Meridian 1 system:

- NT8D41AA Serial Data Interface (SDI) paddleboard
- NT8D41BA Quad Serial Data Interface (QSDI) paddleboard
- QPC841 Quad Serial Data Interface (QSDI) Card
- QPC513 Enhanced Serial Data Interface (ESDI) Card

This manual also provides a description of LAPB data link control protocol and a list of terms.

Meridian 1 Cabling Guide

This document provides detailed system engineering guidelines, cable routing, and connector assignments for the Meridian 1 system signal cabling including Meridian Max and Meridian Mail. It also includes cabling information for upgrade from current SL-1 systems to Meridian 1 Options. You can also find recommended configurations for the Meridian 1 Options 51C, 61C, and 81C systems, as well as migrations from system Options 51C and 61C to the next system size.

Meridian 1 Installation Planning

This document provides guidelines for planning the Meridian 1 environment, including setting up the equipment area, establishing grounding and power, and meeting cabling requirements. This information helps you select a site, plan a site, and plan the Meridian 1 installation. Most of the considerations for site planning and installation are common for AC-powered systems and DC-powered systems. Any differences have been noted.

Meridian 1 Capacity Engineering

This document is intended to provide the information necessary to properly engineer a Meridian 1 switch. It covers system architecture, system capacities, multipurpose data link and CLASS network engineering rules. Worksheets and design parameters have also been included.

Meridian 1 System Engineering

This document provides guidelines to determine the equipment requirements for a system installation, configure and assign equipment in the system, distribute traffic equally over the system components, and maintain traffic distribution and equipment utilization levels when adding or removing equipment, or when altering the system configuration.

Meridian 1 Power Engineering

This document describes Meridian 1 ac-powered systems and dc-powered systems, as well as reserve power options for both systems. It also offers operating power requirements, including guidelines for calculating system power consumption, and provides guidelines for determining wire size for power connections.

Meridian 1 Spares Planning

This document provides the information needed to calculate and plan for spare (replaceable) equipment. You can find definitions and assumptions related to spares. This guide also provides hardware failure rates. A table of NFT values is available, as well as a reference list of failure rates.

Meridian 1 Equipment Identification

This document provides the information required to identify equipment that can be ordered and used with Meridian 1 system Options 51C, 61C, and 81C. The equipment listed in this document is available in the United States as well as internationally. Where appropriate, the purpose, quantity required, and system compatibility have been included.

Meridian 1 Product Compatibility

This document is intended for individuals responsible for administering Meridian 1, Meridian SL-1, and SL-1 systems. The document summarizes system-level compatibility for software generics and releases and individual hardware products introduced on those specific systems.



Remote Office

Remote Office guides provide telecom and data managers with the information and instructions required to install, test, and maintain Remote Office series units and Peripheral Equipment.

Document descriptions

Remote Office and RLC 1.3.1 Release Notes

This document describes the features, known problems, and workarounds for the Remote Office 9150 unit, Remote Office 911x series units, Meridian Digital Telephone IP Adapter units, and the Reach Line Card (RLC). It also provides some information on issues arising from incorrect configurations.

Reach Line Card Installation and Administration Guide

This document is most useful to telecom and data network managers and administrators who plan, install, and manage corporate telecommunications and data networks. This guide contains a detailed description of the Reach Line Card (RLC), the procedures required to properly install, configure and manage the RLC in a host PBX, PBX configuration information, and troubleshooting procedures.

Remote Office 9150 Installation and Administration Guide

This guide provides a description of the step-by-step processes required to install, configure, and manage the Remote Office 9150 unit in a Branch Office. It includes all the information necessary to manage the unit system on a daily basis.

Remote Office 911x Series Installation and Administration Guide

This guide is intended for telecom and data network managers and administrators. It contains detailed descriptions of the Remote Office 911x Series units. The document also lists the procedures necessary to install, configure, and manage the series units in a remote or Branch Office as well as troubleshooting scenarios to address possible problems.

Remote Office Network Engineering Guidelines

This document describes the network engineering guidelines for the Remote Office 9150 unit, Remote Office 911x series unit (9110 and 9115), Meridian Digital Telephone IP Adapter unit (internal and external), and the Reach Line Card (RLC). This document is intended to provide a clear understanding of how to plan your network, an in-depth description of Nortel Networks' QoS Transitioning Technology, and background information on Differentiated Services (DiffServ).

Meridian Digital Telephone IP Adapter Installation and Administration Guide

This guide provides step-by-step procedures for installing, configuring, and managing the Meridian Digital Telephone IP Adapter unit as a part of your remote services network. You can find detailed descriptions of the Meridian Digital Telephone IP Adapter units, all the procedures necessary to install, configure, and manage Meridian Digital Telephone IP Adapter units in a remote or Branch Office, and suggested troubleshooting procedures for addressing possible problems.



Remote Services

These documents contain a description of Remote Peripheral Equipment (RPE) installation, testing, and maintenance. They also describe Intelligent Peripheral Equipment (IPE) that is remotely located from a Meridian 1 system and interconnected over a fiber-optic link.

Document descriptions

Meridian 1 Remote Peripheral Equipment Description, Installation, and Testing

This guide provides a definition of Remote Peripheral Equipment along with detailed information about configuration. You can find a complete description of the equipment as well as installation and testing procedures.

Meridian 1 Fiber Remote IPE: Description, Installation, and Maintenance

This document provides information specific to the Meridian 1 implementation of the Fiber Remote Intelligent Peripheral Equipment (IPE) service. It describes the operation of the fiber-optic equipment and provides specific information on how to install and maintain this equipment as an integral part of the Meridian 1 system.

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Meridian 1 Carrier Remote IPE: Description, Installation, and Maintenance

This document is a supplement to Meridian 1 NTPs. It provides information specific to system options 11C, 61, 61C, 71, 81, and 81 C, as well as NT and XT system implementations of the Carrier Remote IPE feature. It describes the operation of the carrier equipment and provides specific information on how to install and maintain this equipment as an integral part of the PBX systems and system options.

Meridian 1 Fiber Remote Multi-IPE Interface Description, Installation, and Maintenance

This document is a supplement to Meridian 1 NTPs. It provides information specific to the Meridian 1 implementation of fiber-optic links that connect the Meridian 1 system to multiple Remote IPE modules using a pair of Fiber Remote Multi-IPE Interface units. It describes the operation of the Fiber Remote Multi-IPE Interface equipment and provides specific information on how to install and maintain it.



Software features

The documents in this section describe the features available on the Meridian 1 and Succession Communication Server for Enterprise (CSE) 1000.

Document descriptions

Meridian 1 and Succession Communication Server for Enterprise 1000 Feature Listing

The purpose of this document is to provide a complete list of all software features available on Meridian 1 and Succession Communication Server for Enterprise 1000 systems, and to reference the appropriate source document where descriptive information can be found.

Meridian 1 and Succession Communication Server for Enterprise 1000 Features and Services

This document describes the software features available with the system. The features are described in feature modules arranged alphabetically. Each feature module includes feature descriptions, operating parameters, feature interactions, and feature packaging, implementation, and operation.

Software Input/Output guides

The Meridian 1 uses a prompt-response system for switch configuration and alteration. When the data administrator loads an Administration Overlay into memory on a Terminal, the switch outputs a prompt. The data administrator is then able to type a response to answer that prompt. If the response is valid, the program outputs the next prompt. If the response is invalid, a message is output.

Meridian 1 Software Input/Output guide Administration

This Data Administration document describes input and output in the Meridian prompt-response system required for switch configuration and modification. Feature Packages are listed in two separate sections in this NTP, both alphabetically and numerically.

**Meridian 1
Software Input/Output guide
System Messages**

This publication is intended as a comprehensive reference guide to interpreting and responding to error messages. This material is applicable to Meridian 1 and Meridian SL-1 switches equipped with generic software.

**Meridian 1
Software Input/Output guide
Maintenance**

This document describes and explains when to use the various Meridian 1 commands that can be input to view and print status of switch information; perform background tests; and disable, enable, and test system hardware (for example, a particular telephone).



Software system management

These documents contain descriptions and administration procedures for Traffic Measurement Formats, Call Detail Recording Description and Formats, Office Data Administration System, System Management, Applications, and Security, Set-Based Administration, and Emergency Services Access.

Document descriptions

Meridian 1 and Succession Communication Server for Enterprise 1000 System Security Management

The purpose of this document is to instruct system distributors and administrators on how to detect possible unauthorized access to the system and Meridian Mail, and how to implement system-wide security features. This document describes how to plan and implement security options for a new system, beginning with procedures for auditing existing system security, and how to upgrade existing system security features where necessary. This document also describes how to verify that security features are in place and how to use built-in system monitoring and reporting facilities to uncover fraudulent and unauthorized use of telecommunication facilities.

Meridian 1 Traffic Measurement Formats and Output

This guide includes a description of traffic control overlay, types of traffic reports and the factors affecting traffic, as well as the procedures for traffic collection.

Meridian 1 and Succession Communication Server for Enterprise 1000 CDR Descriptions and Formats

The Call Detail Recording (CDR) feature provides information on incoming and outgoing calls for accounting and administration purposes. This document provides you with an overview of CDR features, administration options, record type and record field descriptions, and record output formats and examples.

Meridian 1 Office Data Administration System Description and Engineering

The Office Data Administration System (ODAS) is an optional software package. This feature assists in keeping records of information regarding Meridian 1 telephones and attendant consoles. This document provides a

description of the programs and features included in ODAS as well as the engineering specifications.

Meridian 1 and Succession Communication Server for Enterprise 1000 System Management

This document consists of a comprehensive overview of System Management, including architecture and re-partitioning. You can also find sections describing Communication with the system, including diagnostics and maintenance programs and LAN access. Finally, the guide features descriptions and procedures for system reporting, security, and system management applications.

Meridian 1 and Succession Communication Server for Enterprise 1000 System Management Applications

This document describes system management applications. The applications are described in modules arranged alphabetically by application name. Each application module includes an Overview, Operating parameters, Feature interactions, Feature packaging, Feature implementation, and Feature operation.

Meridian 1 Set-Based Administration

Set-Based Administration is a feature that simplifies system installation and administration by enabling a set to be used to perform several administrative and maintenance procedures. This document consists of a complete Set-Based Administration manual of operation. It includes an in-depth description of the functions and features as well as all procedures for implementing Set-Based Administration.

Meridian 1 Emergency Services Access Product Description and Administration

This document explains how the Emergency Services Access (ESA) feature works, and how to successfully implement it on the Meridian 1 System. ESA ensures a customer's compliance with federal legislation that requires the Private 911 type of functionality provided by ESA.

System installation

These documents contain procedures for installing a system and tests to verify that the system operates properly. They also have information on installing and testing cards, settings for cards equipped with option switches or jumpers procedures for installing telephones, attendant consoles, and add-ons.

Document descriptions

Meridian 1 Multi-purpose Serial Data Link Description

This document describes the Multi-purpose Serial Data Link (MSDL) card. This card provides multiple interface types with four Full Duplex serial I/O ports that can be independently configured for various operations. Peripheral software downloaded to the MSDL controls functionality for each port. Synchronous operation is enabled on all MSDL ports. Beginning with Meridian 1 Release 19, port 0 can be configured as an asynchronous Serial Data Interface (SDI).

Meridian 1 System Installation Procedures

This document provides installation and acceptance testing procedures for Meridian 1 system options. The procedures in this document apply to

- Option 51C: enhanced common control complex with single CPU, half network group
- Option 61C: enhanced common control complex with dual CPU, full network group
- Option 81C: enhanced common control complex with dual CPU, multiple network groups

Meridian 1 Circuit Card Installation and Testing

This document provides a list of compatible slots for the circuit cards used in Options 51C, 61C, and 81C, the general procedure for installing a circuit card, acceptance tests for circuit cards that provide service functions, network control, and line and trunk connections, option settings for PBX circuit cards, and sample option settings for system configurations with NT8D22 System Monitors.

Meridian 1 Telephone and Attendant Console Installation

This document contains the installation procedures for attendant consoles, telephones, and add-on modules. It also features: apparatus designations, information about the wiring for current Nortel Networks telephones and the M2250 Attendant Console, a description of the installation and removal process for QCW-type and M1250/M2250 attendant consoles, procedures for installing and removing the M1109, M2000, M2006/M2008, M2016S, M2216, M2616, and M3000 telephones, and installation and removal information for all add-on modules and options for all telephones and attendant consoles.



System maintenance

The documents in this section all pertain to various maintenance aspects of Meridian 1 systems.

Document descriptions

Meridian 1 General Maintenance Information

This document provides a complete description of the maintenance features for all Meridian 1 systems. The document includes guidelines to avoid personal injury and equipment damage, methods for exchanging information with the system, routine maintenance procedures, and hardware maintenance tools. This document also includes descriptions of diagnostic programs, user reports, and customer technical assistance information. This document does not provide procedures for locating and clearing faults, or replacing equipment.

Meridian 1 Fault Clearing

This document provides instructions for locating and clearing faults. The procedures in this document are based on the assumption that the Meridian 1 system has been installed properly and was fully operational before the fault. This document does not provide procedures for replacing equipment.

Meridian 1 Hardware Replacement

This document tells you how to replace hardware in Meridian 1 systems, including accessing the system, a list of replacement guidelines, and methods for replacing equipment.

Telephone and attendant console description reference guides

The documents in this section provide general or in-depth information relating to various Meridian Series telephones.

Document descriptions

Meridian 1 Meridian 1 Telephones Description and Specifications

This document provides feature, add-on module, and specification information for the M2000 Series Meridian Digital Telephones, the M2317 Telephone, the M3900 Series Meridian Digital Telephones and MCA, MCU and ATA. For each model, you can find descriptions of the functionality, physical characteristics, software requirements, modular options, and more.

Meridian 1 Meridian 1 European Digital Telephones

This guide provides a functional description, an overview of terminal options, installation procedures and specifications for European digital telephones.

Meridian 1 Attendant Consoles

Attendant consoles are used to place and extend calls in and out of telephone switching systems. This document provides a comprehensive description of the M1250 and M2250 attendant consoles, as well as the Meridian 1 Attendant PC software application.

Meridian 1 M3900 Series Meridian Digital Telephones

This document introduces the M3900 Series Meridian Digital Telephones. It provides the user with a complete functional description, a section describing enhancements for Meridian 1 Release 25 and Release 25.40, hardware options, configuration procedures, installation information, and environmental and safety considerations.

Upgrades and conversion procedures

The documents in this section are resources for individuals charged with software conversion or memory upgrades on Meridian 1 systems.

Document descriptions

Meridian 1 Software Conversion Procedures

This document can be used to convert Release 19.0x or later software to Release 25.xx on Options 51C, 61C, 81, 81C, and 81C Call Processor Pentium II® (CP PII). This document is for software conversion and memory upgrades only. It contains the procedures required for pre-conversion, conversion, and post-conversion as well as descriptions and instructions for the software tools.

Meridian 1 Upgraded System Installation Upgrade to Options 51C, 61C, 81C

This document sets out the preparatory steps required for the upgrades. It also describes the upgrade strategy and the software installation kit along with other tools involved in the process.

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Meridian/Succession Attendant PC

The Attendant PC software enables you to perform attendant console and call processing functions, on a computer workstation using a pointing device or keyboard. This software operates within a Windows 95[®], Windows 98[®], Windows 2000[®], or Windows NT[®] operating system environment.

Document descriptions

Meridian/Succession Attendant PC Software Installation Guide

This guide provides you with all the instructions necessary for installing the Meridian/Succession Attendant PC software application. After you have completed the software installation, you can also refer to “Installing the Attendant PC interface unit” and follow the procedures that describe how to install the Attendant PC unit.

Meridian/Succession Attendant PC Software User Guide

This guide is a comprehensive description of how to set up the Tools menu, configure features, use the Attendant PC Help facility, and do common call processing tasks. It includes an overview of the new features that are included with the Attendant PC software.

Meridian/Succession Attendant PC Software Quick Start Guide

This document is a condensed version of the *Software User Guide*, making it easier for you to locate quick descriptions of the functions you require. The document covers all points from connecting the handset or headset to logging off, including using the help function.

Meridian/Succession Attendant PC Unit Installation Guide

This guide lists the steps required for installation, including configuration of the Attendant PC, self-test, and diagnostics. It also provides some basic troubleshooting information related to the installation process and some future problem-solving for the system administrator.

Meridian/Succession Attendant PC Unit Quick Reference Guide

This document provides the user with a description of the basic components of Meridian/Succession Attendant PC, as well as first-line instructions on what to do in the event of a power failure or PC failure, including how to continue answering calls.

Meridian/Succession Attendant PC LAN Interface Installation Guide

This brief booklet guides you through the step-by-step process required for installing the Meridian/Succession Attendant PC LAN Interface software. It also includes instructions for configuring access privileges.



DASS2

British Telecom Digital Access Signaling System No. 2 (DASS2) is the signaling protocol defined for PBX access to the Integrated Services Digital Network (ISDN). In the United Kingdom, DASS2 provides digital access for PBX to (U.K.) ISDN for voice and data calls; supplementary facilities (such as Call Charge Indication and Calling Line Identity); and, TIE line user-to-user signaling facility, enabling semi-permanent private connections to be established between PBXs, using ISDN.

Document descriptions

Meridian 1 and Succession Communication Server for Enterprise 1000 DASS2 Product Overview Guide

This document is a general information base relating to DASS2 functionality. It provides descriptive information on all relevant aspects of DASS2, including application protocols and principles, channels and channel configurations, dialing plans and concepts, and hardware and software requirements.

Meridian 1 and Succession Communication Server for Enterprise 1000 DASS2 Installation Guide

This guide contains descriptions and schematics of all the hardware components required to install a DASS2 link. It also delineates the procedures necessary for running the installation overlay programs.

Meridian 1 and Succession Communication Server for Enterprise 1000 DASS2 Features and Services Guide

This guide describes DASS2 features and the procedures to be followed for the administration of overlay programs required for these features and other basic DASS2 capabilities. The guide includes configuration information related to basic DASS2 features and functionality; implementation information for specific DASS2 features; and, traffic monitoring procedures.

**Meridian 1 and Succession Communication Server for
Enterprise 1000
DASS2 Maintenance Guide**

This guide describes all the procedures required to maintain DASS2 links and lists and defines all relevant system error messages, including Digital Trunk Maintenance (DTM), initialize (INI), link reset, channel reset, stop count, and Clock Controller error messages.



DPNSS1

British Telecom Digital Private Network Signaling System No. 1 (DPNSS1) is the open signaling protocol standard for intelligent private network digital connections. DPNSS1 provides the signaling capability to establish simple telephony and data calls, as well as supplementary services (features).

Document descriptions

Meridian 1 and Succession Communication Server for Enterprise 1000 DPNSS1 Product Overview Guide

This guide provides descriptive information on all relevant components of DPNSS1 functionality, such as application protocols and principles, as well as hardware and software requirements.

Meridian 1 and Succession Communication Server for Enterprise 1000 DPNSS1 Installation Guide

This guide is designed specifically for technical personnel charged with installing DPNSS1 networks. It provides them with descriptions and schematics of all hardware required to install DPNSS1 and APNSS links.

Meridian 1 and Succession Communication Server for Enterprise 1000 DPNSS1 Features and Services Guide

This guide provides an in-depth description of DPNSS1 features and defines the procedures required for administering the overlay programs necessary for these features and other DPNSS1 capabilities.

Meridian 1 and Succession Communication Server for Enterprise 1000 DPNSS1 Maintenance Guide

This guide defines the procedures required to maintain the DPNSS1 links, including IDA status check and start-up. It also lists and describes all relevant system error messages.

Packaging details

All Large System documentation for Meridian 1 Release 25.40 is available from Helmsman Express located at <http://www.nortelnetworks.com/documentation>. They can also be found on the Meridian Electronic Reference Library (MERL) CD-ROM.

The Large System documents for Meridian 1 Release 25.40 are not individually orderable from Nortel Networks in hardcopy.





Meridian 1 Release 25.40 — Small Systems

The Option 11C system is designed for stand-alone or networked sites of medium-sized companies. The Option 11C system delivers applications including e-Mobility, unified messaging, ISDN networking, and call center capabilities.

The Option 11C Mini is a small digital communications system. It offers full Meridian 1 feature functionality.

Document descriptions

The Small System document descriptions are divided into the following three categories:

- books that are common to both Option 11C and Option 11C Mini
- books that are specific to Option 11C
- books that are specific to Option 11C Mini

Option 11C and Option 11C Mini common documents

Meridian 1 and Succession Communication Server for Enterprise 1000 Features and Services

This document describes the software features available with the system. The features are described in feature modules arranged alphabetically. Each feature module includes feature descriptions, operating parameters, feature interactions, and feature packaging, implementation, and operation.

Meridian 1 and Succession Communication Server for Enterprise 1000 System Security Management

The purpose of this document is to instruct system distributors and administrators on how to detect possible unauthorized access to the system and Meridian Mail, and how to implement system-wide security features. This document describes how to plan and implement security options for a new system, beginning with procedures for auditing existing system security, and how to upgrade existing system security features where necessary. This document also describes how to verify that security features are in place and how to use built-in system monitoring and reporting facilities to uncover fraudulent and unauthorized use of telecommunication facilities.

Meridian 1 and Succession Communication Server for Enterprise 1000 Option 11C and 11C Mini Technical Reference Guide

This guide contains detailed technical information about the Option 11C and Option 11C Mini systems. It includes information on circuit cards, spares planning, SDI ports, tones, cadences, transmission parameters, Meridian modular telephone sets, and attendant consoles. The guide is designed to provide administrators with working functionality for the components.

Meridian 1 Option 11C and 11C Mini Fault Clearing Guide

This guide contains fault clearing information for Option 11C and Option 11C Mini. It contains information required to maintain, clear faults, and replace defective components in the Option 11C system. This includes maintenance features, communicating with the system, hardware maintenance tools, and software maintenance tools. It also provides guidelines to avoid personal injury and equipment damage with a listing for Nortel Networks assistance centers.

Meridian 1 Option 11C and 11C Mini Central Answering Position Guide

This guide describes the Central Answering Position (CAP) used with Option 11C systems. The information in this guide includes a description and procedures of CAP features and a list of the required equipment. The guide outlines procedures for configuring CAP, key expansion modules and logging into ACD queues.

Meridian 1 Option 11C and 11C Mini Customer Configuration Backup and Restore Guide

The CCBR feature provides you with the ability to store the configuration database of an Option 11C system on a floppy disk or hard drive using a personal computer (such as an IBM-type PC or a Macintosh computer). The stored information is used to restore the Option 11C system configuration database in the unlikely event of a system failure, or to update the configuration database on an existing Option 11C system. This guide contains information about computer equipment requirements. It includes instructions on how to operate and use the feature from a remote or on-site location.

Meridian 1 Option 11C and 11C Mini Upgrade Procedures Guide

This guide contains the information required to upgrade existing Option 11 and Option 11E systems to an Option 11C. This includes an upgrade to Option 11C compatible with dual port expansion daughterboards from an existing Option 11C that is not compatible. This guide also contains the procedures for updating software to a new release or a same release upgrade. The database procedures to revert, restore, and archive are also included.

Meridian 1 Software Input/Output Guide Administration

This document describes input and output in the Meridian prompt-response system required for switch configuration and modification. Feature Packages are listed in two separate sections in this manual, both alphabetically and numerically.

Meridian 1 Software Input/Output Guide System Messages

This publication is intended as a comprehensive reference guide to interpreting and responding to error messages. This material is applicable to Meridian 1 and Meridian SL-1 switches equipped with generic software.

Meridian 1 Software Input/Output Guide Maintenance

This document describes and explains when to use the various Meridian 1 commands that can be input to view and print status of switch information; perform background tests; and disable, enable and test system hardware, (for example, a particular telephone).

Meridian 1 Intelligent Peripheral Equipment Circuit Cards Option 11 - Description and Installation

This document is a Supplement to the *Option 11 Installation Guide* (553-3011-210). It describes the functions and applications of the circuit cards available for specific regions or countries.

Option 11C-specific documents

Meridian 1 and Succession Communication Server for Enterprise 1000 Option 11C 1.5 Mb DTI/PRI: Description, Installation, and Maintenance

The 1.5 Mb standard is specific to the North American market. This document contains specific information on how to install, configure, and maintain ISDN DTI/PRI on Meridian 1 Option 11C systems. It provides information on hardware and software installation with procedures to establish basic call service.

Meridian 1 Option 11C ISDN BRI Hardware Installation and Maintenance

This document contains ISDN BRI Option 11C specific hardware installation information. It outlines compatible circuit cards for line and packet data applications. It also provides the procedures for installation and removal of the circuit cards.

Meridian 1 Option 11C 2.0 Mb DTI/PRI: Description, Installation, and Maintenance

The 2.0 Mb standard is specific to the European market. This document contains specific information on how to install, configure and Maintain ISDN DTI/PRI on Meridian 1 Option 11C systems. It provides information on hardware installation and software programming utilizing IP expansion cabinets connected with a 100baseT or 100baseF cable.

Meridian 1 Option 11C Planning and Installation

This document provides information for the planning and installation of the Option 11C system. The planning chapters describe the general design, features, limits, and site requirements of the Option 11C system. The installation chapters give complete installation instructions and outline the process of installing a new Option 11C main cabinet system and expansion cabinets, if required.

Meridian 1 Option 11C Survivability Operation and Configuration Guide

This document outlines the configuration of an Option 11C IP Expansion Cabinet for survivability, that is, the ability to perform call processing from local resources when it is no longer connected to the main cabinet. This includes procedures for configuring the system, trunks, and Internet Telephony Gateway (ITG) cards required.

Option 11C Mini-specific documents

Meridian 1 Option 11C Mini Expansion using Fiber Optic and IP Connectivity Guide

This guide provides an overview of the available fiber-optic and IP connectivity expansion options for an Option 11C Mini system. It describes the main components required for expanding an Option 11C Mini system using fiber-optic cables, IP Cables and chassis. The Mini System Controller (MSC) card installs, modifies, or upgrades system software to enable the system.

Meridian 1 Option 11C Mini Planning and Installation Guide

Use this guide as a reference tool for Option 11C Mini installations. The planning chapters describe the general design, features, limits, and site requirements of the Option 11C Mini system. The installation chapters provide complete installation instructions for installing a new Option 11C Mini system.

Packaging details

All Small System documentation for Meridian 1 Release 25.40 is available from Helmsman Express located at <http://www.nortelnetworks.com/documentation>. They can also be found on the Meridian Electronic Reference Library (MERL). The Small System documents for Meridian 1 Release 25.40 are not individually orderable from Nortel Networks in hardcopy.



M3900 Series Meridian Digital Telephones

Nortel Networks' M3900 Series Meridian Digital telephones redefine value in business digital telephones, providing you with more value than ever. Features such as the new display-based interface and Call Log help enhance your productivity, while self-labeling keys and simplified administration greatly reduce the total cost of ownership.

The new display-based user interface on the M3902, M3903, M3904, and M3905 helps increase your productivity by giving you access to more features with fewer keys. The displays are bordered by programmable line/feature keys and interactive soft keys, providing access to the features you need — when you need them. The navigation cluster guides you through the on-screen menus and prompts, giving you a new level of customization and personalization.

Document descriptions

Meridian External Alerter and Recording Interface Installation and Application Guide

CPC code: A0779721

PEC code: NT2F77AA

Note: This is a package of fifteen copies of the guide.

This document provides all the required installation procedures along with four separate, illustrated application examples, product specifications, and a troubleshooting guide.

M3900 Series Computer Telephony Integration Adapter Installation Sheet

Part number: P0903265

Note: This document is packaged with the product and is not separately orderable.

The M3900 Series Computer Telephony Integration Adapter (CTIA) provides an interface between M3900 Series telephones (M3902, M3903, and M3904) and your PC for first party call control applications. This quick reference document provides an illustrated guide to installation, pin requirements, the required physical environment and storage conditions.

**Meridian Communications Adapter M3902, M3903, M3904, M3905
User Guide**

CPC code: A0779717

PEC code: NT2F75AA

Note: This is a package of fifteen copies of the guide.

The Meridian Communications Adapter (MCA) is an interface that supports many desktop applications. This User Guide describes how to use the MCA to interface with these desktop applications and the Meridian 1. The product described in this document is no longer being manufactured by Nortel Networks.

Analog Terminal Adapter Installation and Reference Sheet

Part number: P0903785

Note: This document is packaged with the product and is not separately orderable.

This installation and reference card describes how to install and use the Analog Terminal Adapter (ATA) NTMN68 with your M3900 Series Meridian Digital Telephone. The ATA enables an off-the-shelf analog device (FAX, modem, or analog telephone (500/2500)) to work simultaneously with your M3902, M3903, M3904, or M3905 Meridian Digital Telephone.

M3901 Quick Reference Guide

Part number: P0903805

Note: This document is packaged with the product and is not separately orderable.

This document presents the M3901 entry telephone features in a brief, easily referenced format. You can find descriptions of the telephone features and their mode of use.

M3900 Series Display-based Expansion Module Installation Sheet

Part number: P0907186

Note: This document is packaged with the product and is not separately orderable.

This quick reference document provides a brief, illustrated description, the installation procedure, and the configuration method for both the Meridian 1 and the Meridian SL-100.

Meridian Digital Telephones M3901, M3902, M3903, M3904 User Guide

CPC code (English): A0858904
CPC code (French): A0858930

PEC code (English): NT2F79EB
PEC code (French): NT2F79FA

Note: The packages contain five copies of the guide.

Part number (German): P0942048
Part number (Spanish): P09420491
Part number (Portuguese): P0942100
Part number (Chinese): P09420110
Part number (Japanese): P0942117
Part number (Swedish): P0942130
Part number (Norwegian): P0942136
Part number (Danish): P0942124

This comprehensive document includes a description of the controls on the M3900 series telephones. It also lists and defines important terms and call features. You can find sections addressing separate functions, both basic and advanced, hospitality features, display options, and other optional characteristics.

Meridian Digital Telephones M3905 User Guide

CPC code (English): A0858929
CPC code (French): A0858934

PEC code (English): NT2F80EB
PEC code (French): NT2F80FB

Note: The packages contain five copies of the guide.

Part number (German): P0942085
Part number (Spanish): P09420492
Part number (Portuguese): P0942101
Part number (Chinese): P09420111
Part number (Japanese): P0942118
Part number (Swedish): P0942131
Part number (Norwegian): P0942137
Part number (Danish): P0942125

This document includes a description of the telephone and its controls, and a list of terms and display options. You can find sections addressing agent and supervisor features, viewing queue status, non-ACD call features and how to make the most effective use of the various functions.

Meridian Digital Telephones, Meridian SL-100, M905 Call Center User Guide

CPC code (English): A0863879

PEC code (English): NT2F80TA

Note: The packages contain five copies of the guide.

This document provides descriptions of all features available on the M3905 telephone, from the point of view of the Agent as well as the Supervisor. You can also find explanations of the various functions.

Meridian Digital Telephones M3901 Quick Reference Card

Part number (English): P0942072

Part number (French): P0942079

Part number (German): P0942086

Part number (Spanish): P09420493

Part number (Portuguese): P0942103

Part number (Japanese): P0942119

Part number (Swedish): P0942132

Part number (Norwegian): P0942138

Part number (Italian): P0942142

Part number (Danish): P0942126

Note: The documents are not separately orderable.

This Quick Reference Card includes an explanatory diagram of the M3901 model. You can also find a quick reference table of the telephone's functions, plus a section on feature operation and explanations.

Meridian Digital Telephones M3902 Quick Reference Card

Part number (English): P0942073

Part number (French): P0942080

Part number (German): P0942087

Part number (Spanish): P09420494

Part number (Swedish): P0942133

Part number (Norwegian): P0942139

Part number (Danish): P0942127

Note: The documents are not separately orderable.

This Quick Reference Card includes an explanatory diagram of the M3902 model. You can also find sections dealing with feature operation, explanations and programming the telephone.

Meridian Digital Telephones M3903, M3904 Quick Reference Card

Part number (English): P0942074
Part number (French): P0942081
Part number (German): P0942088
Part number (Spanish): P09420495
Part number (Swedish): P0942134
Part number (Norwegian): P0942140
Part number (Italian): P0942144
Part number (Danish): P0942128

Note: The documents are not separately orderable.

This Quick Reference Card includes an explanatory diagram of the M3903 and M3904 telephones. You can also find sections dealing with feature operation, explanations, an applications table, call log, directory and programming the telephone.

Meridian Digital Telephones M3905 Quick Reference Card

Part number (English): P0942075
Part number (French): P0942089
Part number (German): P0942089
Part number (Spanish): P0942096
Part number (Swedish): P0942135
Part number (Norwegian): P0942141
Part number (Italian): P0942145
Part number (Danish): P0942129

Note: The documents are not separately orderable.

303-467-5500 www.hcwt.com

This Quick Reference Card includes an explanatory diagram of the M3905 telephone. You can also find sections dealing with feature operation, explanations, an applications table, Call Center Supervisor information and programming the telephone.

Full Duplex Handsfree Cartridge Installation and Reference Sheet

Part number (English): P0602200
Part number (French): P0942083
Part number (German): P0942090
Part number (Spanish): P09420497
Part number (Portuguese): P0942109
Part number (Chinese): P0942116
Part number (Japanese): P0942123

Note: The documents are packaged with the product and are not separately orderable.

This reference card features explanatory diagrams of the cartridge as well as descriptions of its functionality. You can also find how to connect the cartridge and its operating parameters in this document.

Meridian Digital Telephones M3902, M3903, M3904 Quick Reference Guide

CPC code (English): A0859354
CPC code (French): A0859355

PEC code (English): NT2F81EA
PEC code (French): NT2F81FA

Note: The packages contain five copies of the guide.

Part number (Spanish): P0942104
Part number (Portuguese): P0942105
Part number (Chinese): P0942114
Part number (Japanese): P0942121

This document provides descriptions of all of the features available on these telephones, as well as explanations of the various functions. It also includes sections on the Call Log and Personal Directory features.

Meridian Digital Telephones M3905 Call Center Quick Reference Guide

CPC code (English): A0859356
CPC code (French): A0859357

PEC code (English): NT2F82EA
PEC code (French): NT2F82FA

Note: The packages contain five copies of the guide.

Part number (Spanish): P0942113
Part number (Portuguese): P0942107
Part number (Chinese): P0942015
Part number (Japanese): P0942122

This document provides descriptions of all features available on the M3905 telephone, from the point of view of the Agent as well as the Supervisor. You can also find explanations of the various functions.

Meridian 1 M3900 Series Meridian Digital Telephones Description, Installation and Administration NTP number: 553-3001-216

Order code (English): P0944026
Order code (French): P0942353
Order code (German): P0942356
Order code (Spanish): P0942357
Order code (Portuguese): P0942358
Order code (Chinese): P0942359
Order code (Japanese): P0942360

Note: The English version is included in the Telephone and Console Description Reference Guides package (A0860308 and NTLH02AG).

This document introduces the M3900 Series Meridian Digital Telephones and provides the user with description, installation, and administration information for the M3900 Series telephones. You can also find hardware options,

configuration information, and a section referring to environmental and safety considerations.

M3900 Series Key-based Expansion Module Installation Sheet

Part number: P0993820

Note: This document is packaged with the product and is not separately orderable.

This document features explanatory diagrams along with text describing the processes of installing the Expansion Module as well as a second module. You can also find sections dealing with installation of the KBA Footstand assembly.

Personal Directory PC Utility Reference Guide

Part number (English): P0986664

Part number (French): P0986665

Part number (German): P086671

Part number (Spanish): P0986670

Part number (Portuguese): P0986669

Part number (Chinese): P0986668

Part number (Japanese): P0986667

Note: The documents are packaged with the product and are not separately orderable.

This document provides instructions on how to install the Personal Directory PC utility cartridge and software. You can find descriptions and diagrams of the functionality as well as methods for creating a Personal Directory (PD) and PD features.

Accessory Connection Module Installation Sheet

Part number (English): P0987212

Part number (French): P0987335

Part number (German): P0867336

Part number (Spanish): P0987337

Part number (Portuguese): P0987338

Part number (Chinese): P0987340

Part number (Japanese): P0987339

Note: The documents are packaged with the product and are not separately orderable.

This document contains directions for the installation of the Accessory Connection Module (ACM) in this guide, as well as a section on ACM compatibility.

M3905 Handset Installation Sheet

Part number: P1002720

Note: This document is packaged with the product and is not separately orderable.

This document is designed to instruct the installer on how to add an optional handset to the M3905 Call Center telephone.

M3905 Alternate Key Set Instruction Sheet

Part number: P0987212

Note: This document is packaged with the product and is not separately orderable.

This document is designed to provide the installer with instruction on how to remove and replace the hard feature keys on the M3905 Call Center telephone.

Packaging details

This section contains details on how the M3900 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

303-467-5500 www.hcwt.com

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Note: Not all documents are available in hardcopy from Nortel Networks. If you cannot find the English document you require in this section (but it is listed in the document descriptions), check the SMERL CD-ROM Documentation Package (NTLH91AA-A0518482) or go to <http://www.nortelnetworks.com>.

M3900 Series Meridian Digital Telephones Documentation CD-ROM

CPC code: A0887753

PEC code: NT2F85BA

The M3900 Series Meridian Digital Telephones Documentation CD-ROM contains the library of documents supporting the M3900 Series Meridian Digital Telephones. This is a multilingual CD-ROM, including documents that have been translated into several different languages.

Meridian Digital Telephones M3901, M3902, M3903, M3904 User Guide Package

CPC code: A0858904

PEC code: NT2F79EB

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3901, M3902, M3903, M3904 User Guide	N/A	NT2F79EB	A0858904	No	5

Meridian Digital Telephones M3901, M3902, M3903, M3904 User Guide Package French

CPC code: A0858930

PEC code: NT2F79FB

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3901, M3902, M3903, M3904 User Guide French	N/A	NT2F79FB	A0858930	No	5

Meridian Digital Telephones M3905 User Guide Package

CPC code: A0858929

PEC code: NT2F80EB

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3905 User Guide	N/A	NT2F80EB	A0858929	No	5

Meridian Digital Telephones M3905 User Guide Package French
CPC code: A0858934 **PEC code: NT2F80FB**

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3905 User Guide French	N/A	NT2F80FB	A0858934	No	5

Meridian Digital Telephones M3902, M3903, M3904 Quick Reference Guide Package
CPC code: A0859354 **PEC code: NT2F81EA**

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3902, M3903, M3904 Quick Reference Guide	N/A	NT2F81EA	A0859354	No	5

Meridian Digital Telephones M3902, M3903, M3904 Quick Reference Guide Package French
CPC code: A0859355 **PEC code: NT2F81FA**

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3902, M3903, M3904 Quick Reference Guide	N/A	NT2F81FA	A0859355	No	5

Meridian Digital Telephones M3905 Call Center Quick Reference Guide Package

CPC code: A0859356

PEC code: NT2F82EA

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3905 Call Center Quick Reference Guide	N/A	NT2F82EA	A0859356	No	5

Meridian Digital Telephones M3905 Call Center Quick Reference Guide Package French

CPC code: A0859357

PEC code: NT2F82FA

This package contains five copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Digital Telephones M3905 Call Center Quick Reference Guide French	N/A	NT2F82FA	A0859357	No	5

Meridian External Alerter and Recording Interface Installation and Application Guide Package

CPC code: A0779721

PEC code: NT2F77AA

This package contains fifteen copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian External Alerter and Recording Interface Installation and Application Guide	N/A	NT2F77AA	A0779721	No	15

Meridian Communications Adapter User Guide Package
CPC code: A0779717 PEC code: NT2F75AA

This package contains fifteen copies of one document in the M3900 Series Meridian Digital Telephone documentation suite. The product documented in this user guide is no longer being manufactured by Nortel Networks. The package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Meridian Communications Adapter User Guide	N/A	NT2F75AA	A0779717	No	15



CallPilot Release 2.02

CallPilot is a unified messaging tool that brings together voicemail, e-mail, and faxes to create a personal Communications management system that can be easily used through voice commands from virtually anywhere. CallPilot builds on the customer-driven functionality of Nortel Networks' proven messaging products, and adds highly graphic user interfaces to make system management easy and effective.

CallPilot 2.0 delivers over forty new high-value features. Among many others, these new features include a new web-based interface to administer the system, new web-based message retrieval for end-users and the ability to end-users to listen to their e-mail over the telephone. The CallPilot 2.02 up issue adds to CallPilot 2.0's robustness in the area of upgrades. In addition, CallPilot 2.02 now supports the 703t platform. For more information, see *CallPilot 2.02 What's New Guide*, (555-7101-901).

Document descriptions

What's New Guides

CallPilot 2.02 What's New Guide

NTP number: 555-7101-901 Order code: none - PDF only

This document provides information about the CallPilot 2.02 documentation, and the new features contained in that documentation.

Planning Guides

CallPilot Planning and Engineering Guide

NTP number: 555-7101-101

This guide provides descriptive information and instructions for selecting and planning your CallPilot system. It also describes key components that need to be provisioned and how these components interact with one another.

CallPilot 2.02 Installation and Configuration Planner

NTP number: none

Order code: P0605129

This document provides high-level task flows to help distributors plan and execute installation and upgrades. It also contains specific references to more detailed information for each task.

Installation and configuration guides

CallPilot 2.02 Installation and Configuration

Part 1: Installation and Maintenance Overview

NTP number: 555-7101-210

Order code: P0603577

This document contains a description of the safety guidelines to be followed when installing and maintaining your CallPilot 2.0 system. It also contains a high-level overview of the installation procedures, checklists for determining that site and tool requirements are met, and worksheets for preparing the server and switch configuration.

CallPilot Installation and Configuration

Part 2: 703t Server Hardware Installation

NTP number: 555-7101-226

Order code: P0603578

This guide shows the steps to complete in Part 2 of the CallPilot installation for the 703t platform. It details the steps to unpack and inspect the server, install the server, cabling and peripheral devices, and boot up the system.

CallPilot Installation and Configuration

Part 2: 201i Server Hardware Installation

NTP number: 555-7101-220

Order code: P0949449

This guide shows the steps to complete in Part 2 of the CallPilot 201i installation. It details the steps to unpack and inspect the server, install the server, cabling and peripheral devices, and boot up the system.

CallPilot Installation and Configuration

Part 2: 702t Server Hardware Installation

NTP number: 555-7101-215

Order code: P0604536

This guide shows the steps to complete in Part 2 of the CallPilot 702t installation. It details the steps to unpack and inspect the server, install the server, cabling and peripheral devices, and bootup the system.

CallPilot 2.0 Installation and Configuration

Part 2: 1001rp Server Hardware Installation

NTP number: 555-7101-217

Order code: P0605618

This document describes how to install the CallPilot server hardware for the 1001rp server.

CallPilot 2.02 Installation and Configuration Part 2: 1002rp Server Hardware Installation

NTP number: 555-7101-205

Order code: P0604537

This document describes how to install the CallPilot server hardware for the 1002rp server.

CallPilot Installation and Configuration Part 3: Meridian 1 and CallPilot Server Configuration

NTP number: 555-7101-222

Order code: P0603579

This guide shows the steps to complete in Part 3 of the CallPilot 201i installation. It details the steps for CallPilot-specific switch programming, running the configuration wizard and connecting Call Pilot to the switch and to the CLAN.

CallPilot 2.02 Installation and Configuration Part 3: Succession Communication Server for Enterprise 1000 and Call Server Configuration

NTP number: 555-7101-510

Order code: P0604540

This guide describes the Succession CSE 1000 system setup and CallPilot server configuration steps of the CallPilot installation. This includes

- configuring the Succession CSE 1000 system for correct operation with CallPilot
- connecting the CallPilot system to the Succession CSE 1000 system and the CLAN
- configuring the CallPilot server

CallPilot 2.02 Installation and Configuration Part 4: Software Installation and Maintenance

NTP number: 555-7101-202

Order code: P0604539

This document contains procedures for upgrading from CallPilot 1.07 to CallPilot 2.02.

CallPilot 2.0 Installation and Configuration Part 5: 703t Server Maintenance and Diagnostics

NTP number: 555-7101-227

Order code: P0603582

This document contains instructions for troubleshooting, using diagnostic utilities, and performing server hardware maintenance.

**CallPilot 2.0 Installation and Configuration
Part 5: 201i Server Maintenance and Diagnostics**

NTP number: 555-7101-119

Order code: P0949451

This guide is for administrators, technicians, and engineers responsible for maintaining a CallPilot server. It is intended to act as a guide for using system tools to identify the cause of system problems, as well as installing, replacing, or upgrading hardware components.

**CallPilot Installation and Configuration
Part 5: 702t Server Maintenance and Diagnostics Guide**

NTP number: 555-7101-216

Order code: P0949453

This guide provides information and instructions for maintaining the current functions of a CallPilot 702t server, and for troubleshooting any problems.

**CallPilot Installation and Configuration
Part 5: 1001rp Server Maintenance and Diagnostics Guide**

NTP number: 555-7101-218

Order code: P0949455

This guide provides information and instructions for maintaining the current functions of a CallPilot 1001rp server, and for troubleshooting any problems.

**CallPilot 2.0 Installation and Configuration
Part 5: 1002rp Server Maintenance and Diagnostics**

NTP number: 555-7101-206

Order code: P0949457

This guide is for administrators, technicians, and engineers responsible for maintaining a CallPilot server. It is intended to act as a guide for using system tools to identify the cause of system problems, installing, replacing, or upgrading hardware components.

Administration guides

CallPilot 2.02 Administrator's Guide

NTP number: 555-7101-301

This guide contains information about CallPilot 2.02 administration, including security, mailbox administration and management, messaging configuration, system monitoring, and troubleshooting.

CallPilot Reporter Guide

NTP number: 555-7101-310

This guide provides information required to

- generate reports and alerts using the CallPilot Reporter
- analyze and interpret report and alert data using the CallPilot Reporter

CallPilot Application Builder Guide

NTP number: 555-7101-325

This guide contains information about the Application Builder, a tool that can be used to create Call Pilot applications that callers access as dialable services. The guide includes topics such as designing and creating applications, putting them into service and troubleshooting them once they are in service.

CallPilot Desktop Messaging and My CallPilot Installation Guide

NTP number (English): 555-7101-505

NTP number (European French): none — PDF only

This document includes information on how to install Desktop Messaging and My CallPilot. Desktop Messaging is a unified messaging application that works with an e-mail client to provide a single Graphical User Interface (GUI) for managing CallPilot voice, fax, and text messages, as well as e-mail messages. My CallPilot is a web-based portal that provides access to CallPilot messages and mailbox configuration over the Internet.

CallPilot Desktop Messaging and My CallPilot Administration Guide

NTP number (English): 555-7101-503

NTP number (European French): none — PDF only

This guide provides instructions for configuring Desktop Messaging e-mail clients, configuring servers for Desktop Messaging and My CallPilot after installation, and troubleshooting information. This guide is intended for the CallPilot system administrator.

CallPilot Networking Enhancement Guide

NTP number: 555-7101-507

This guide was written for administrators who are responsible for configuring and maintaining the CallPilot messaging network.

CallPilot Meridian Mail to CallPilot Migration Utility Guide
NTP number: 555-7101-801

This guide includes information and procedures about how to prepare and gather Meridian Mail data, move the gathered data to the CallPilot environment, and troubleshoot problems that can occur in either the data collection or the migration. This guide provides information on running Meridian Mail and CallPilot in parallel. It also compares call routing between Meridian Mail and CallPilot.

Networking guides

CallPilot AMIS Networking Implementation and Maintenance Guide
NTP number: 555-7101-303

The guide provides the information and procedures that are necessary to implement Audio Messaging Interchange Specification (AMIS) Networking. It outlines the steps to modify, configure, test, maintain, and troubleshoot AMIS networking.

CallPilot Enterprise Networking Implementation and Administration Guide
NTP number: 555-7101-304

The guide provides the information and procedures that are necessary to implement Enterprise networking. It outlines the steps to modify, configure, test, maintain, and troubleshoot Enterprise networking.

CallPilot Integrated AMIS Networking Implementation and Maintenance Guide
NTP number: 555-7101-305

The guide provides the information and procedures that are necessary to implement integrated Audio Messaging Interchange Specification (AMIS) networking. It outlines the steps to configure the switch and CallPilot for integrated AMIS networking. It also describes how to add sites, test, maintain, and troubleshoot.

CallPilot VPIM Networking Implementation and Maintenance Guide
NTP number: 555-7101-306

The guide provides the information and procedures that are necessary to implement integrated VPIM networking. It outlines the steps to configure the switch and CallPilot for VPIM networking. It also describes how to add sites, test, maintain, and troubleshoot.

CallPilot NMS Implementation and Administration Guide

NTP number: 555-7101-302

The guide provides the information and procedures that are necessary to implement integrated NMS networking. It outlines the steps to configure the switch and CallPilot for NMS networking. It also describes how to test, maintain, and troubleshoot NMS.

CallPilot Network Planning Guide

NTP number: 555-7101-100

This guide provides a brief overview of key concepts and terminology necessary to implement a messaging network. This guide introduces all the networking solutions offered with CallPilot and describes specific feature interactions. This guide also explains the process that you follow to implement one or more networking solutions.

Desktop Messaging Quick Reference Guide

Order code: none — PDF only

This guide describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

MultiMedia Messaging User Guide

Order code (English): none — PDF only
Order code (European French): none — PDF only
Order code (German): none — PDF only
Order code (Dutch): none — PDF only
Order code (Traditional Chinese): none — PDF only

CallPilot Multimedia Messaging stores all of your voice and fax messages in one personal mailbox. This guide shows how to perform mailbox operation such as setting up a mailbox, reviewing your messages, responding to your messages and sending messages.

Speech Activated Messaging User Guide

Order code (English): none — PDF only
Order code (European French): none — PDF only
Order code (German): none — PDF only

This guide explains how to use the Speech Activated Messaging features of CallPilot. It shows you how to play your messages, compose, edit, forward and reply to messages. Steps to receive, print, and send fax messages are also provided.

Quick Reference and User Guides

Unified Messaging Wallet Card

Order code (English): P0949466
Order code (European French): none — PDF only
Order code (German): none — PDF only
Order code (Dutch): none — PDF only
Order code (Traditional Chinese): none — PDF only

This document provides users with a wallet-sized reference to the Unified Messaging functions and commands.

Unified Messaging Quick Reference Card

Order code (English): P0949465
Order code (European French): none — PDF only
Order code (German): none — PDF only
Order code (Dutch): none — PDF only
Order code (Traditional Chinese): none — PDF only

This document provides a quick reference for the user to the Unified Messaging functions and commands.

CallPilot End-User Installation Instructions

Order code: none — PDF only

Administrators can provide these instructions to users who wish to install CallPilot Desktop Messaging.

CallPilot Telephone keypad commands: What's new in 2.0?

Order code (English): none — PDF only
Order code (European French): none — PDF only
Order code (German): none - PDF only
Order code (Dutch): none — PDF only
Order code (Traditional Chinese): none — PDF only

This document provides a quick reference to the changes to the telephone keypad commands in CallPilot 2.0.

CallPilot Command Comparison Card A

Order code: none — PDF only

This Quick Reference Card helps users to learn the new CallPilot A-style alternate user interface by showing them the key differences between CallPilot and their previous messaging system.

CallPilot Command Comparison Card S

Order code: none — PDF only

This Quick Reference Card helps users to learn the new CallPilot S-style alternate user interface by showing them the key differences between CallPilot and their previous messaging system.

CallPilot Menu Interface Quick Reference Card

Order code (English): none — PDF only

Order code (European French): none — PDF only

Order code (German): none — PDF only

Order code (Dutch): none — PDF only

Order code (Traditional Chinese): none — PDF only

This document provides users with a quick reference to the menu interfaces they encounter when using CallPilot.

CallPilot Alternative Command Interface Quick Reference Card

Order code: none — PDF only

This document provides users with a quick reference to the alternative command interfaces they encounter when using CallPilot.

CallPilot 2.0 Desktop Messaging User Guide for Microsoft Outlook

Order code (English): none — PDF only

Order code (European French): none — PDF only

Order code (German): none — PDF only

Order code (Dutch): none — PDF only

Order code (Traditional Chinese): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Microsoft Outlook e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Novell GroupWise

Order code (English): none — PDF only

Order code (European French): none — PDF only

Order code (German): none — PDF only

Order code (Dutch): none — PDF only

Order code (Traditional Chinese): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Novell GroupWise e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Lotus Notes

Order code (English): none — PDF only
Order code (European French): none — PDF only
Order code (German): none — PDF only
Order code (Dutch): none — PDF only
Order code (Traditional Chinese): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Lotus Notes e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Internet Clients

Order code (English): none — PDF only
Order code (European French): none — PDF only
Order code (German): none — PDF only
Order code (Dutch): none — PDF only
Order code (Traditional Chinese): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Internet Clients e-mail.

CallPilot 2.0 My CallPilot User Guide

Order code (English): none — PDF only
Order code (European French): none — PDF only
Order code (German): none — PDF only

This user guide describes how to use the new “My CallPilot” web-based interface that enables users to get their e-mail, voice, and fax mail from a web-based interface and change various settings on their CallPilot mailbox.

Packaging details

This section contains details on how the CallPilot 2.02 documentation is packaged. Each documentation package and its contents is described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Note: Not all CallPilot documents are available in hardcopy from Nortel Networks. If you cannot find the document you require in this section (but it is listed in the document descriptions), check the CallPilot CD-ROM Documentation Package (NTRG19AH / A0506541) or at <http://www.nortelnetworks.com/documentation>.

CallPilot 2.02 CD-ROM Documentation Package

CPC code: A0506541

PEC code: NTRG19AH

This package contains a CD-ROM with all the CallPilot Release 2.02 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

CallPilot Release 2.0 Non-English Documentation on CD-ROM

CPC code: A0887625

PEC code: NTRG19BF

This CD-ROM contains a library of unified and Desktop Messaging user guides in multiple languages supporting the CallPilot 2.0 product offering.

CallPilot 2.02 1002rp Base Documentation Package - English
CPC code: A0520416 **PEC code: NTRG05AG**

This package contains all the documentation required to support a CallPilot Release 2.02 system on the 1002rp platform on initial installation. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot 2.02 1002rp Installation and Configuration Guide	N/A	NTRG05AH	A0520422	Yes	1
CallPilot 2.02 Installation and Configuration Planner	N/A	P0605129	P0605129	Yes	1
End User Reference Card Package	N/A	NTRG10AC	A0783299	Yes	1

CallPilot 2.02 1002rp Installation and Configuration Guide Binder - English
CPC code: A0520422 **PEC code: NTRG05AH**

This package contains all the documentation required to support the installation and configuration of a CallPilot Release 2.02 system on the 1002rp platform. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot 2.02 Software Installation and Maintenance Overview	555-7101-210	P0603577	P0603577	No	1
CallPilot 2.02 1002rp Server Hardware Installation	555-7101-205	P0604537	P0604537	No	1
CallPilot 2.02 Meridian 1 and Call Pilot Server Configuration	555-7101-222	P0603579	P0603579	No	1
CallPilot 2.02 Server Installation and Maintenance	555-7101-202	P0603581	P0603581	No	1
CallPilot 2.0 1002rp Server Maintenance and Diagnostics	555-7101-206	P0949457	P0949457	No	1

CallPilot 2.0 End User Card Package

CPC code: A0783299

PEC code: NTRG10AC

This binder contains the end user card package. This binder contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot 2.0 Unified Messaging Quick Reference Card	N/A	P0949465	P0949465	No	10
CallPilot 2.0 Unified Messaging Wallet Card	N/A	P0949466	P0949466	No	10





CallPilot Release 1.07

CallPilot is a unified messaging tool that brings together voicemail, e-mail, and faxes to create a personal Communications management system that can be easily used through voice commands from virtually anywhere. CallPilot builds on the customer-driven functionality of Nortel Networks' proven messaging products, and adds highly graphic user interfaces to make system management easy and effective.

Document descriptions

Administrator guides

CallPilot Administrator's Guide

NTP number: 555-7101-300

Order code (English): P0905796

This guide provides the information you need to set up user and messaging administration of a CallPilot system, perform frequent or routine administrative tasks, and extend the functionality of a CallPilot system.

Getting Started Quick Reference Card

Order code (English): P0905790

Order code (French): P0913651

This Quick Reference Card provides a list of references to complete certain tasks for CallPilot. Each task is referenced to a particular guide or guide chapter of the Call Pilot documentation suite. It also provides an example of a CallPilot system window.

CallPilot Documentation Addendum

Order code: none — PDF only

The CallPilot Documentation Addendum is a supplement to the CallPilot 1.07 documentation suite. It includes updated procedures and documentation changes.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

Custom Commands

Order code: none — PDF only

The Custom Commands service enables users of Speech Activated Messaging to train the system to recognize any or all 39 words or phrases in the Custom

Commands vocabulary. This guide provides information on how to setup, train, and test the commands.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

Desktop guides

CallPilot End-User Installation Instructions

Order code: none — PDF only

This reference guide is designed to aid the administrator of a CallPilot system facilitate end-user installation. It details the steps to install the various end-user configuration options.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

CallPilot from Aria Command Comparison Card

Order code: none — PDF only

This card helps you to learn CallPilot by showing you the key differences between CallPilot and your previous messaging system.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

303-467-5500 www.hcwt.com

CallPilot from Audix Command Comparison Card

Order code: none — PDF only

This card helps you to learn CallPilot by showing you the key differences between CallPilot and your previous messaging system.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

CallPilot from PhoneMail Command Comparison Card

Order code: none — PDF only

This card helps you to learn CallPilot by showing you the key differences between CallPilot and your previous messaging system.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

CallPilot from Serenade Command Comparison Card

Order code: none — PDF only

This card helps you to learn CallPilot by showing you the key differences between CallPilot and your previous messaging system.

Note: This document is available from Helmsman Express at <http://www.nortelnetworks.com/documentation>.

Installation guides

CallPilot Installation and Configuration Part 2: 200i Server Hardware Installation

NTP number: 555-7101-213

Order code: P0905786

This guide shows the steps to complete in Part 2 of the CallPilot installation. It details the steps to unpack and inspect the server, install the server, cabling and peripheral devices, and boot up the system.

CallPilot Installation and Configuration Part 3: Switch Setup and CallPilot Server Configuration

NTP number: 555-7101-211

Order code (English): P0905783

Order code (French): P0935264

This guide shows the steps to complete in Part 3 of the CallPilot server installation. It details the steps to configure the switch and server, program or datafill the switch to work with CallPilot and connect the Call Pilot server to the switch. It also details the steps to run the Configuration Wizard, change passwords and configure Remote Access Service or pcANYWHERE. Steps are also included to verify, test, and diagnose call function.

CallPilot Installation and Configuration Part 5: 200i Server Maintenance and Diagnostics Guide

NTP number: 555-7101-214

Order code: P0912732

This guide provides information and instructions for maintaining the current functions of a CallPilot 200i server, and for troubleshooting problems that can arise.

**CallPilot Installation and Configuration
Part 2: 702t Server Hardware Installation**

NTP number: 555-7101-215

Order code (English): P0905787
Order code (French): P0913664

This guide shows the steps to complete in Part 2 of the CallPilot 702t installation. It details the steps to unpack and inspect the server, install the server, cabling and peripheral devices, and bootup the system.

**CallPilot Installation and Configuration
Part 5: 702t Server Maintenance and Diagnostics Guide**

NTP number: 555-7101-216

Order code (English): P0912733
Order code (French): P0913665

This guide provides information and instructions for maintaining the current functions of a CallPilot 702t server, and for troubleshooting any problems.

**CallPilot Installation and Configuration
Part 5: 1001rp Server Maintenance and Diagnostics Guide**

NTP number: 555-7101-218

Order code (English): P0912734
Order code (French): P0913668

This guide provides information and instructions for maintaining the current functions of a CallPilot 1001rp server, and for troubleshooting any problems.

CallPilot Troubleshooting Guide

Order code: P0913837

This reference provides step-by-step troubleshooting procedures for CallPilot release 2.0. There can be minor differences for these procedures between various CallPilot releases. Each troubleshooting area contains symptom tables outlining basic checks that include diagnostics and resolutions for each check. This guide is applicable to all CallPilot servers. Exceptions are noted for each server, where necessary, in the heading for each symptom or check. The appendix in the back of this document contains a listing of parts referred to in this reference.

Networking guides

CallPilot AMIS Networking Implementation and Maintenance Guide

NTP number: 555-7101-303

Order code: P0912734

This guide provides the information and procedures that are necessary to implement Audio Messaging Interchange Specification (AMIS) Networking. It

outlines the steps to modify, configure, test, maintain, and troubleshoot AMIS networking.

CallPilot Enterprise Networking Implementation and Administration Guide

NTP number: 555-7101-304

Order code: P0886147

This guide provides the information and procedures that are necessary to implement Enterprise networking. It outlines the steps to modify, configure, test, maintain, and troubleshoot Enterprise networking.

CallPilot Integrated AMIS Networking Implementation and Maintenance Guide

NTP number: 555-7101-305

Order code: P0886148

This guide provides the information and procedures that are necessary to implement integrated Audio Messaging Interchange Specification (AMIS) networking. It outlines the steps to configure the switch and CallPilot for integrated AMIS networking. It also describes how to add sites, test, maintain, and troubleshoot.

CallPilot VPIM Networking Implementation and Maintenance Guide

NTP number: 555-7101-306

Order code: P0886149

This guide provides the information and procedures that are necessary to implement integrated VPIM networking. It outlines the steps to configure the switch and CallPilot for VPIM networking. It also describes how to add sites, test, maintain, and troubleshoot.

CallPilot NMS Implementation and Administration Guide

NTP number: 555-7101-302

Order code: P0886145

This guide provides the information and procedures that are necessary to implement integrated NMS networking. It outlines the steps to configure the switch and CallPilot for NMS networking. It also describes how to test, maintain, and troubleshoot NMS.

CallPilot Network Planning Guide

NTP number: 555-7101-100

Order code: P0886144

This guide provides a brief overview of key concepts and terminology necessary to implement a messaging network. This guide introduces all the networking solutions offered with CallPilot and describes specific feature interactions. This guide also explains the process that you follow to implement one or more networking solutions.

CallPilot 1.07 Desktop Messaging Quick Reference Guide

Order code (English): P0907835
Order code (Brazilian Portuguese): P0913804
Order code (Danish): P0913749
Order code (Dutch): P0913753
Order code (European Spanish): P0913755
Order code (Finnish): P0913751
Order code (European French): P0912909
Order code (Canadian French): P0919400
Order code (German): P0913758
Order code (Italian): P0913761
Order code (Japanese): P0913764
Order code (Korean): P0913784
Order code (Latin American Spanish): P0913786
Order code (Norwegian): P0913788
Order code (Simplified Chinese): P0913791
Order code (Swedish): P0913793
Order code (Traditional Chinese): P0913796

This guide describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

Packaging details

This section contains details on how the documentation is packaged. CallPilot 1.07 documentation is available in CD-ROM format or on-line at <http://www.nortelnetworks.com/documentation>. CallPilot 1.07 documentation is no longer available in hardcopy format.

CallPilot 1.07 CD-ROM Documentation Package

CPC code: A0820762

PEC code: NTRG19AE

This package contains a CD-ROM with all the CallPilot Release 1.07 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

CallPilot Mini Release 1.5

CallPilot Mini Release 1.5 is a voicemail/unified messaging solution for small businesses using Meridian 1 Option 11C and Meridian 1 Option 11C Mini PBX telephone systems, offering a choice between voice messaging only, or unified messaging with on-screen access to both voicemail and e-mail. CallPilot Mini supports up to 200 voice mailboxes and up to 100 unified messaging desktops.

Document descriptions

Installation guides

CallPilot Manager Set Up and Operation Guide

Order code (English): P0919415

Order code (French): P0990671

This guide leads a System Administrator through setting up and operating CallPilot on a Business Communications Manager 2.5, CallPilot Mini or CallPilot 150 system. CallPilot works with your Business Communications Manager, Meridian, or Norstar system. This guide also explains how to record Broadcast and Information messages.

CallPilot Mini/150 Desktop Messaging Installation and Maintenance Guide

Order code (English): P0991509

Order code (French): P0990734

This guide tells a System Administrator how to install, configure, and troubleshoot CallPilot Desktop Messaging on subscribers' computers. Subscribers can perform some configuration and troubleshooting tasks with guidance.

Software Keycode Installation Guide

Order code (English): P0919412

Order code (French): P0990670

This document provides instructions for enabling software keycodes. Predefined bundles of keycodes can be ordered as a single part although individual keycodes must be entered to enable specific features.

CallPilot Mini/CallPilot 150 Installation and Maintenance Guide

Order code (English): P0990474

Order code (French): P0990669

The CallPilot Mini/CallPilot 150 is a voice messaging product suited for small-to medium-sized businesses. It combines the voicemail and call processing features of a large business system into a compact, easy to use system. This guide explains how to install CallPilot Mini/CallPilot 150, how to initialize CallPilot Mini/CallPilot 150, and how to troubleshoot CallPilot Mini/CallPilot 150.

Administrator guides

CallPilot Mini Reference Guide

Order code (English): P0989496

Order code (French): P0990466

Order code (Spanish): P0990467

Order code (Chinese): P0990676

CallPilot works with the telephone system to provide an automated receptionist service. CallPilot answers incoming calls, routes them to extensions and mailboxes in the system, and provides message-taking capability. This guide gives you detailed information about using CallPilot features on a Meridian system.

CallPilot Message Networking Set Up and Operation Guide

Order code (English): P0919429

Order code (French): P0990678

Message Networking links your voicemail system with voicemail systems at different locations. This guide leads a System Administrator through setting up Message Networking and is an ongoing reference aid. Use this guide if you have a Business Communications Manager, CallPilot Mini, or CallPilot 150 system.

CallPilot Programming Record

Order code (English): P0941757

Order code (French): P0990672

Use this guide to record how you program your CallPilot Mini, CallPilot 150, or Business Communications Manager 2.5 system. This guide includes a list of programming tasks for setting up your CallPilot system, tables you can use to record CallPilot programming, tables you can use to record CallPilot Fax and Messages, and system defaults for CallPilot Mini, CallPilot 150, and Business Communications Manager 2.5.

User guides

CallPilot Mini Quick Reference Card

Order code (English): P0989497

Order code (French): P0990468

Order code (Spanish): P0990469

Order code (Chinese): P0990677

This card diagrams the keypad strokes to initialize your mailbox and use the various features of your mailbox.

CallPilot Mini/150 Desktop Messaging Quick Reference Guide

Order code (English): P0990116

Order code (French): P0990681

Order code (Spanish): P0990473

Order code (Chinese): P0990682

This guide describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

CallPilot Mini Message Networking User Guide

Order code (English): P0989498

Order code (French): P0990470

Order code (Spanish): P0990471

Order code (Chinese): P0990680

Message Networking links CallPilot or other voicemail systems at different locations. This guide explains how to use Message Networking with your personal mailbox. It describes how to send messages using a network-delivered mailbox, site-based addressing and direct addressing.

Packaging details

This section contains details on how the CallPilot Mini documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

CallPilot Mini CD-ROM Documentation Package

CPC code: A0891918

PEC code: NTHY10AA

This package contains a CD-ROM with all the CallPilot Mini documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

CallPilot Mini Documentation Package (English)

CPC code: A0884371

PEC code: NTRG25AA

This package contains the basic documentation required to get a CallPilot Mini system up and running as well as a single package of end-user guides. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Technical Guide (Eng)	N/A	NTRG26AA	A0891923	Yes	1
CallPilot Mini Quick Reference Card (Eng)	N/A	NTHY34AA	A0884318	Yes	1

CallPilot Mini Documentation Package (French)

CPC code: A0884372

PEC code: NTRG25AB

This package contains the basic documentation required to get a CallPilot Mini system up and running as well as a single package of end-user guides. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Technical Guide (Fr)	N/A	NTRG26AB	A0891925	Yes	1
CallPilot Mini Quick Reference Card (Fr)	N/A	NTHY34AB	A0884319	Yes	1

CallPilot Mini Documentation Package (Spanish)

CPC code: A0884373

PEC code: NTRG25AC

This package contains the basic documentation required to get a CallPilot Mini system up and running as well as a single package of end-user guides. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Technical Guide (Eng)	N/A	NTRG26AA	A0891923	Yes	1
CallPilot Mini Quick Reference Card (Eng)	N/A	NTHY34AA	A0884318	Yes	1
CallPilot Mini Quick Reference Card (Sp)	N/A	NTHY34AC	A0884320	Yes	1

CallPilot Mini Documentation Package (Chinese)

CPC code: A0891605

PEC code: NTRG25AD

This package contains the basic documentation required to get a CallPilot Mini system up and running as well as a single package of end-user guides. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Technical Guide (Eng)	N/A	NTRG26AA	A0891923	Yes	1
CallPilot Mini Quick Reference Card (Eng)	N/A	NTHY34AA	A0884318	Yes	1
CallPilot Mini Quick Reference Card (Ch)	N/A	NTHY34AD	A0891404	Yes	1

CallPilot Mini Technical Guide (English)

CPC code: A0891923

PEC code: NTRG26AA

This binder contains all the information necessary to install, administer, and maintain your CallPilot Mini system. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Install & Maintenance Guide (Eng)	N/A	P0990474	P0990474	No	1
Keycode Install Guide (Eng)	N/A	P0919412	P0919412	No	1
CallPilot Manager Setup & Operations Guide (Eng)	N/A	P0919415	P0919415	No	1
Programming Records (Eng)	N/A	P0941757	P0941757	No	1

CallPilot Mini Technical Guide (French)

CPC code: A0891925

PEC code: NTRG26AB

This binder contains all the information necessary to install, administer, and maintain your CallPilot Mini system. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Install & Maintenance Guide (Fr)	N/A	P0990669	P0990669	No	1
Keycode Install Guide (Fr)	N/A	P0990670	P0990670	No	1
CallPilot Manager Setup & Operations Guide (Fr)	N/A	P0990671	P0990671	No	1
Programming Records (Fr)	N/A	P0990672	P0990672	No	1

CallPilot Mini User Guide Package (English)

CPC code: A0891929

PEC code: NTRG27AA

This package contains documents describing the usage of CallPilot Mini features for end-users. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Reference Guide (Eng)	N/A	P0989496	P0989496	No	1
CallPilot Mini Networking Guide (Eng)	N/A	P0919429	P0919429	No	1
CallPilot Mini Desktop Messaging User Guide (Eng)	N/A	P0990116	P0990116	No	1

CallPilot Mini User Guide Package (French)

CPC code: A0891930

PEC code: NTRG27AB

This package contains documents describing the usage of CallPilot Mini features for end-users. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Reference Guide (Fr)	N/A	P0990466	P0990466	No	1
CallPilot Mini Networking Guide (Fr)	N/A	P0990470	P0990470	No	1
CallPilot Mini Desktop Messaging User Guide (Fr)	N/A	P0990681	P0990681	No	1

CallPilot Mini User Guide Package (Spanish)

CPC code: A0891931

PEC code: NTRG27AC

This package contains documents describing the usage of CallPilot Mini features for end-users. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Reference Guide (Chinese)	N/A	P0990467	P0990467	No	1
CallPilot Mini Networking Guide (Chinese)	N/A	P0990471	P0990471	No	1
CallPilot Mini Desktop Messaging User Guide (Chinese)	N/A	P0990473	P0990473	No	1

CallPilot Mini User Guide Package (Chinese)

CPC code: A0891932

PEC code: NTRG27AD

This package contains documents describing the usage of CallPilot Mini features for end-users. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Reference Guide (Sp)	N/A	P0990676	P0990676	No	1
CallPilot Mini Networking Guide (Sp)	N/A	P0990680	P0990680	No	1
CallPilot Mini Desktop Messaging User Guide (Sp)	N/A	P0990682	P0990682	No	1

CallPilot Mini Quick Start Guide (English and French)

CPC code: A0891933

PEC code: NTRG28AA

This package contains documents describing the usage of CallPilot Mini features for end-users. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Mini Quick Start Guide (Eng)	N/A	P0919414	P0919414	No	1
CallPilot Mini Quick Start Guide (Fr)	N/A	P0919444	P0919444	No	1

CallPilot 100/150 Release 2.0

CallPilot 100/150 Release 2.0 is a voicemail/unified messaging solution for small businesses using the Norstar business communication systems, offering a choice between voice messaging only, or unified messaging with on-screen access to both voicemail and e-mail. CallPilot 100/150 supports up to 300 voice mailboxes and up to 100 unified messaging desktops.

Document descriptions

Installation guides

CallPilot Manager Set Up and Operation Guide

Order code (English): P0605664

This guide leads a System Administrator through setting up and operating CallPilot on a Business Communications Manager 2.5, CallPilot Mini or CallPilot 100/150 system. CallPilot works with your Business Communications Manager, Meridian, or Norstar system. This guide also explains how to record Broadcast and Information messages.

CallPilot 100/150 Desktop Messaging Installation and Maintenance Guide

Order code (English): P0607187

Order code (French): P0607192

www.hcwt.com

This guide tells a System Administrator how to install, configure, and troubleshoot CallPilot Desktop Messaging on subscribers' computers. Subscribers can perform some configuration and troubleshooting tasks with guidance.

Software Keycode Installation Guide

Order code (English): P0607323

Order code (French): P0949357

This document provides instructions for enabling software keycodes. Predefined bundles of keycodes can be ordered as a single part although individual keycodes must be entered to enable specific features.

CallPilot 100/150 Installation and Maintenance Guide

Order code (English): P0604218

Order code (French): P0607192

The CallPilot 150 is a voice messaging product suited for small to medium sized businesses. It combines the voicemail and call processing features of a large business system into a compact, easy to use system. This guide explains how to install CallPilot 150, how to initialize CallPilot 150, and how to troubleshoot CallPilot 150.

Nortel Networks Call Center Set Up and Operation Guide

Order code (English): P0605665

This guide leads a Call Center Administrator or a System Administrator through setting up and operating Call Center, and is an ongoing reference. Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. You set up and operate Call Center through CallPilot Manager, the web-based interface, and from a telephone. If you use the CallPilot 150 system you can set up and administer some Call Center functionality from a two line display telephone.

Nortel Networks Call Center Reporting Set Up and Operation Guide

Order code (English): P0995910

This guide is designed to assist a System Manager in the installation, set up and operation of Nortel Networks Call Center Reporting. Nortel Networks Call Center Reporting is common to both the Business Communications Manager 2.5 and the CallPilot 100/150 Call Center systems. Use this guide as an ongoing reference.

Nortel Networks ipView Software Wallboard Set Up and Operation Guide

Order code (English): P0995911

Order code (French): P0988908

Nortel Networks ipView Software Wallboard is a Windows® software application that provides a software based IP-enabled wallboard on the PC desktop of Call Center Agents. Nortel Networks ipView Software Wallboard is often referred to as the ipView SoftBoard. Call Center Statistics and Messages from the Nortel Networks Call Center Reporting application are displayed in Real Time on the ipView SoftBoard.

Administrator guides

CallPilot 100/150 Telephone Administration Guide

Order code (English): P0607189

This guide leads a System Administrator through setting up and operating CallPilot on a CallPilot 100/150 system. You can program CallPilot using any two-line display telephone on your Norstar system. You can also use the web-based CallPilot Manager to set up and operate CallPilot.

CallPilot Reference Guide

Order code (English): P0606014

Order code (French): P0607755

Order code (Spanish): P0607759

This guide gives you detailed information about using CallPilot features on CallPilot 100/150 and Business Communications Manager 2.5 systems.

CallPilot Message Networking Set Up and Operation Guide

Order code (English): P0606015

Order code (French): P0607754

Message Networking links your voicemail system with voicemail systems at different locations. This guide leads a System Administrator through setting up Message Networking and is an ongoing reference aid. Use this guide if you have a Business Communications Manager, CallPilot Mini, or CallPilot 100/150 system.

CallPilot Programming Record

Order code (English): P0606019

Order code (French): P0607753

Use this guide to record how you program your CallPilot Mini, CallPilot 100/150, or Business Communications Manager 2.5 system. This guide includes a list of programming tasks for setting up your CallPilot system, tables you can use to record CallPilot programming, tables you can use to record CallPilot Fax and Messages, and system defaults for CallPilot Mini, CallPilot 100/150, and Business Communications Manager 2.5.

CallPilot 100/150 Basic Call Center Telephone Administration Guide

Order code (English): P0607190

This guide leads a Call Center Administrator through setting up and operating Basic Call Center on a CallPilot 100/150 system. You can program Basic Call Center using any two-line display telephone on your telephone system. You can

also use the web-based CallPilot Manager to set up and operate Basic Call Center.

User guides

CallPilot 1.07 Desktop Messaging Quick Reference Guide

Order code (English): P0607188
Order code (French): P0607194
Order code (Spanish): P0607198

This guide describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

CallPilot Message Networking User Guide

Order code (English): P0606016
Order code (French): P0606021
Order code (Spanish): P0606022

Message Networking links CallPilot or other voicemail systems at different locations. This guide explains how to use Message Networking with your personal mailbox. It describes how to send messages using a network-delivered mailbox, site-based addressing and direct addressing.

CallPilot Quick Reference Card Norstar Voice Mail Interface

Order code (English): P0919418
Order code (French): P0919448
Order code (Spanish): P0919486
Order code (Chinese): P0990674

This card is for subscribers with display phones that use the Norstar Voice Mail interface.

CallPilot Quick Reference Card CallPilot Interface

Order code (English): P0919419
Order code (French): P0919449
Order code (Spanish): P0919487
Order code (Chinese): P0990675

This card is for subscribers with display phones that use the CallPilot interface.

CallPilot Quick Reference Card Remote Users (CallPilot interface)

Order code (English): P0605667
Order code (French): P0605683
Order code (Spanish): P0605682

This card is for remote subscribers with display phones that use the CallPilot interface.

CallPilot Quick Reference Card Remote Users (NVM interface)

Order code (English): P0605666
Order code (French): P0605671
Order code (Spanish): P0605670

This card is for remote subscribers with display phones that use the Norstar Voice Mail interface.

CallPilot 2.0 Desktop Messaging User Guide for Microsoft Outlook

Order code (English): none — PDF only
Order code (French): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Microsoft Outlook e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Novell GroupWise

Order code (English): none — PDF only
Order code (French): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Novell GroupWise e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Lotus Notes

Order code (English): none — PDF only
Order code (French): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Lotus Notes e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Internet Clients

Order code (English): none — PDF only
Order code (French): none — PDF only

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Internet Clients e-mail.

Call Center Supervisor Guide

Order code (English): P0606200

Order code (French): P0606213

Order code (Spanish): P0606214

Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages. This guide describes how you can use Call Center features as a supervisor or an agent.

Call Center Agent Guide

Order code (English): P0606199

Order code (French): P0606201

Order code (Spanish): P0606202

Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely meets the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages. This guide explains how agents use Call Center.

Packaging details

This section contains details on how the CallPilot 100/150 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

CallPilot 100/150 CD-ROM Documentation Package

CPC code: A0994337

PEC code: NTAB9867

This package contains a CD-ROM with all the CallPilot 100/150 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

CallPilot 100/150 User Card Package (English/French)

CPC code: A0893264

PEC code: NTAB9822

This package contains two sets of CallPilot Quick Reference Cards: one set of 20 English language cards and one set of twenty French language cards.

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Quick Reference Card (Eng)	N/A	N/A	P0919418	No	20
CallPilot Quick Reference Card (Fr)	N/A	N/A	P0919448	No	20

CallPilot 100/150 User Card Package (English/Spanish)

CPC code: A0893263

PEC code: NTAB9821

This package contains two sets of CallPilot Quick Reference Cards: one set of 20 English language cards and one set of twenty Spanish language cards:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Quick Reference Card (Eng)	N/A	N/A	P0919418	No	20
CallPilot Quick Reference Card (Spa)	N/A	N/A	P0919486	No	20

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CallPilot 100/150 Release 1.5

CallPilot 100/150 Release 1.5 is a voicemail/unified messaging solution for small businesses using the Norstar business communication systems, offering a choice between voice messaging only, or unified messaging with on-screen access to both voicemail and e-mail. CallPilot 100/150 supports up to 200 voice mailboxes and up to 100 unified messaging desktops.

Document descriptions

Installation guides

CallPilot Manager Set Up and Operation Guide

Order code (English): P0919415

Order code (French): P0919445

This guide leads a System Administrator through setting up and operating CallPilot on a Business Communications Manager 2.5, CallPilot Mini or CallPilot 150 system. CallPilot works with your Business Communications Manager, Meridian, or Norstar system. This guide also explains how to record Broadcast and Information messages.

CallPilot Mini/150 Desktop Messaging Installation and Maintenance Guide

Order code (English): P0991509

Order code (French): P0991615

This guide tells a System Administrator how to install, configure, and troubleshoot CallPilot Desktop Messaging on subscribers' computers. Subscribers can perform some configuration and troubleshooting tasks with guidance.

Software Keycode Installation Guide

Order code (English): P0909884

Order code (French): P0949357

This document provides instructions for enabling software keycodes. Predefined bundles of keycodes can be ordered as a single part although individual keycodes must be entered to enable specific features.

CallPilot Mini/CallPilot 150 Installation and Maintenance Guide

Order code (English): P0990474

Order code (French): P0990475

The CallPilot 150 is a voice messaging product suited for small to medium sized businesses. It combines the voicemail and call processing features of a large business system into a compact, easy to use system. This guide explains how to install CallPilot 150, how to initialize CallPilot 150, and how to troubleshoot CallPilot 150.

Nortel Networks Call Center Set Up and Operation Guide

Order code (English): P0919436

Order code (French): P0919458

This guide leads a Call Center Administrator or a System Administrator through setting up and operating Call Center, and is an ongoing reference. Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. You set up and operate Call Center through CallPilot Manager, the web-based interface, and from a telephone. If you use the CallPilot 150 system you can set up and administer some Call Center functionality from a two line display telephone.

Nortel Networks Call Center Reporting Set Up and Operation Guide

Order code (English): P0919439

Order code (French): P0937686

This guide is designed to assist a System Manager in the installation, set up and operation of Nortel Networks Call Center Reporting. Nortel Networks Call Center Reporting is common to both the Business Communications Manager 2.5 and the CallPilot 100/150 Call Center systems. Use this guide as an ongoing reference.

Nortel Networks ipView Software Wallboard Set Up and Operation Guide

Order code (English): P0988907

Order code (French): P0988908

Nortel Networks ipView Software Wallboard is a Windows® software application that provides a software based IP-enabled wallboard on the PC desktop of Call Center Agents. Nortel Networks ipView Software Wallboard is often referred to as the ipView SoftBoard. Call Center Statistics and Messages from the Nortel Networks Call Center Reporting application are displayed in Real Time on the ipView SoftBoard.

Administrator guides

CallPilot 150 Telephone Administration Guide

Order code (English): P0919416

Order code (French): P0919446

This guide leads a System Administrator through setting up and operating CallPilot on a CallPilot 150 system. You can program CallPilot using any two-line display telephone on your Norstar system. You can also use the web-based CallPilot Manager to set up and operate CallPilot.

CallPilot Reference Guide

Order code (English): P0919417

Order code (French): P0919447

Order code (Spanish): P0919485

Order code (Chinese): P0990673

This guide gives you detailed information about using CallPilot features on CallPilot 150 and Business Communications Manager 2.5 systems.

CallPilot Message Networking Set Up and Operation Guide

Order code (English): P0919429

Order code (French): P0919455

Message Networking links your voicemail system with voicemail systems at different locations. This guide leads a System Administrator through setting up Message Networking and is an ongoing reference aid. Use this guide if you have a Business Communications Manager, CallPilot Mini, or CallPilot 150 system.

CallPilot Programming Record

Order code (English): P0941757

Order code (French): P0936073

Use this guide to record how you program your CallPilot Mini, CallPilot 150, or Business Communications Manager 2.5 system. This guide includes a list of programming tasks for setting up your CallPilot system, tables you can use to record CallPilot programming, tables you can use to record CallPilot Fax and Messages, and system defaults for CallPilot Mini, CallPilot 150, and Business Communications Manager 2.5.

CallPilot 150 Basic Call Center Telephone Administration Guide

Order code (English): P0945709

Order code (French): P0945711

This guide leads a Call Center Administrator through setting up and operating Basic Call Center on a CallPilot 150 system. You can program Basic Call Center

using any two-line display telephone on your telephone system. You can also use the web-based CallPilot Manager to set up and operate Basic Call Center.

User guides

CallPilot Mini/150 Desktop Messaging Quick Reference Guide

Order code (English): P0990116
Order code (French): P0990472
Order code (Spanish): P0990473
Order code (Chinese): P0990682

This guide describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

CallPilot Message Networking User Guide

Order code (English): P0919430
Order code (French): P0919456
Order code (Spanish): P0919493
Order code (Chinese): P0990679

Message Networking links CallPilot or other voicemail systems at different locations. This guide explains how to use Message Networking with your personal mailbox. It describes how to send messages using a network-delivered mailbox, site-based addressing and direct addressing.

CallPilot Quick Reference Guide Norstar Voice Mail Interface

Order code (English): P0919418
Order code (French): P0919448
Order code (Spanish): P0919486
Order code (Chinese): P0990674

This card is for subscribers with display phones that use the Norstar Voice Mail interface.

CallPilot Quick Reference Guide CallPilot Interface

Order code (English): P0919419
Order code (French): P0919449
Order code (Spanish): P0919487
Order code (Chinese): P0990675

This card is for subscribers with display phones that use the CallPilot interface.

Call Center Supervisor Guide

Order code (English): P0919438
Order code (French): P0919460
Order code (Spanish): P0941638
Order code (Chinese): P0990683

Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages. This guide describes how you can use Call Center features as a supervisor or an agent.

Call Center Agent Guide

Order code (English): P0919437
Order code (French): P0919459
Order code (Spanish): P0919496
Order code (Chinese): P0990684

Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely meets the needs of the caller. If there are no agents available, the calls are placed in a skillset to wait for an appropriate agent. Waiting callers receive periodic announcements and informative messages. This guide explains how agents use Call Center.

CallPilot 100/150 Quick Start Guide

Order code (English): P0994765
Order code (French): P0994766

This document provides instructions for installing, initializing, and configuring your CallPilot 100/150.

Packaging details

This section contains details on how the CallPilot 100/150 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

CallPilot 100/150 CD-ROM Documentation Package

CPC code: A0994337 **PEC code: NTAB9867**

This package contains a CD-ROM with all the CallPilot 100/150 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

CallPilot 100/150 User Card Package (English/French)

CPC code: A0893264

PEC code: NTAB9822

This package contains two sets of CallPilot Quick Reference Cards: one set of 20 English language cards and one set of twenty French language cards.

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Quick Reference Card (Eng)	N/A	N/A	P0919418	No	20
CallPilot Quick Reference Card (Fr)	N/A	N/A	P0919448	No	20

CallPilot 100/150 User Card Package (English/Spanish)

CPC code: A0893263

PEC code: NTAB9821

This package contains two sets of CallPilot Quick Reference Cards: one set of 20 English language cards and one set of twenty Spanish language cards.

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CallPilot Quick Reference Card (Eng)	N/A	N/A	P0919418	No	20
CallPilot Quick Reference Card (Spa)	N/A	N/A	P0919486	No	20

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Digital Enhanced Cordless Telecommunications

With Digital Enhanced Cordless Telecommunications (DECT), users can travel around their work sites while answering, initiating, continuing, and transferring telephone calls on portable telephones.

Document descriptions

User guides

C4010/C4020 Cordless Handset User Guide

CPC code (English): A0802999

CPC code (French): A0860017

CPC code (German): A0860019

CPC code (Italian): A0860020

This guide describes how to use and operate the C4010 EX handset, the C4010 handset, and the C4020 handsets. It describes the various function keys of the handsets and the steps to initiate the functions.

C4012 Trilingual User Guide

Order code: A0997039

PEC code: NTTQ18AA

This user guide describes how to use and operate the C4012 handset. It includes information about registering and programming the handset, as well as ensuring it is properly subscribed to features. This user guide is offered in three languages — English, French, and German.

C4050 Trilingual User Guide

Order code: P0941724

This user guide describes how to use and operate the C4050 handset. It includes information about registering and programming the handset, as well as ensuring it is properly subscribed to features. This user guide is offered in three languages — English, French, and German.

C4050 User Guide

Order code (Swedish): P0992434

This user guide describes how to use and operate the C4050 handset. It includes information about registering and programming the handset, as well as ensuring it is properly subscribed to features.

C4012 Quick Reference Card

Order code: P0603156

This document provides a quick reference to features of the C4012 handset.

C4030 Trilingual User Guide

Order code: A0997057

PEC code: NTTQ26AA

This user guide describes how to use and operate the C4030 handset. It also provides guidelines on administering and troubleshooting the handset. This user guide is offered in three languages — English, French, and German.

DECT Installation Guide

NTP number (English): 553-3601-203

NTP number (French): 553-3601-203F

NTP number (German): 553-3601-203DE

This guide describes how to install and configure the DECT system. It includes information on IPE shelves, base station power and muting, multi-site mobility networking, and handset subscription.

DECT Operation, Administration, and Maintenance Guide

NTP number (English): 553-3601-301

NTP number (French): 553-3601-301F

NTP number (German): 553-3601-301DE

The DECT operation, administration, and maintenance guide provides information for planners, installers, site maintenance personnel, and administrators. It contains administration programs and maintenance information about the Companion system.

DECT Overview

NTP number (English): 553-3601-103

NTP number (French): 553-3601-103F

NTP number (German): 553-3601-103DE

This guide provides an overview of the DECT system. It includes information on site planning, system installation, OTM DECT systems, concentration traffic, alarms response system and DECT provisioning records.

DECT Provisioning Records**NTP number (English): 553-3601-102****NTP number (French): 553-3601-102F****NTP number (German): 553-3601-102DE**

This document provides information for sales representatives, planners, installers, site maintenance personnel and administrators about provisioning Digital Enhanced Cordless Telecommunications products.

DECT Messaging Installation Guide**Order code: P0989045**

The DECT Messaging Installation Guide provides information for sales representatives, planners, installers, site maintenance personnel and administrators. DECT Messaging is a data system that enables users to send and receive text messages on C4040 and C4050 handsets.

DECT Site Planning Guide**NTP number (English): 553-3601-101****NTP number (French): 553-3601-101F****NTP number (German): 553-3601-101DE**

This guide provides a site survey and ends with deployment. The site survey process is an information-gathering process. The information received in the site survey determines customer requirements and the number of cells required to support traffic. The deployment section describes what to know and do before deploying equipment for the system.

DECT Handset 4050 Quick Reference Card**CPC code (English): P1014050****CPC code (French): P1014052****CPC code (German): P1014053**

This document provides a quick reference to features of the C4050 handset.

DECT Handset 4060 Quick Reference Card

This document provides a quick reference to features of the C4060 handset.

DECT Handset 4060 Trilingual User Guide

CPC code (English): P1014046

CPC code (French): P1014047

CPC code (German): P1014048

Order Number: A0541132

PEC code: NTTQ33PA

This document describes the features of an DECT Handset 4060 and how to use them. This user guide is offered in three languages — English, French, and German.

Packaging details

The documents for Digital Enhanced Cordless Telecommunications are available on the DECT Multilingual documentation CD-ROM (NTTQ05AA - A0858498) or from Helmsman Express located at

<http://www.nortelnetworks.com/documentation>.



Meridian Mail

Meridian Mail is a comprehensive voice processing system designed for use with Nortel Networks Meridian 1 Communication Systems. Each Meridian Mail user is assigned a private voice mailbox number that is set up by the administrator. Users log on to their mailboxes using a password that they create themselves. Using simple commands at the keypads on their touchtone telephones, users can compose and listen to voice messages, and perform general messaging functions such as replying to, forwarding, and deleting messages.

Meridian Mail 13 document descriptions

User guides

Meridian Mail 13 What's New in Meridian Mail 13 Order code: P0912915

This document provides all 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.

Meridian Voice Forms Transcriber User Guide Order code: P0843625

This user guide provides you with the basic information you need to know in order to work with the transcription service. It familiarizes you with the commands and prompts for the system as you read the guide.

Meridian Mail PC Applications Guide Order code: P0907072

This guide provides information to help you install and configure Meridian Mail PC Applications software. As well, it shows you how to administer your web-based personal mailbox and text messaging applications, that are installed and configured through the Systems Operations software.

Voice Messaging At a Glance Card

Order code (English): P0904496
Order code (French): P0911021
Order code (German): P0911022
Order code (Danish): P0911018
Order code (Turkish): P0911028
Order code (Swedish): P0911027
Order code (Italian): P0911023
Order code (Finnish): P0911020
Order code (Spanish): P0911026
Order code (Portuguese): P0911025
Order code (Dutch): P0911019
Order code (Norwegian): P0911024
Order code (Arabic): P0911017

This card provides a quick-reference reminder of the basic Meridian Mail keypad commands.

Voice Messaging Keypad Template

Order code (English): P0874544
Order code (French): P0875603
Order code (German): P0875602
Order code (Danish): P0875607
Order code (Turkish): P0875612
Order code (Swedish): P0875610
Order code (Italian): P0875604
Order code (Finnish): P0875609
Order code (Spanish): P0875605
Order code (Portuguese): P0875611
Order code (Dutch): P0875606
Order code (Norwegian): P0875608
Order code (Arabic): P0875601



This template fits over the telephone keypad and identifies the keypad functions in Meridian Mail's Voice Messaging.

Voice Messaging User Guide

Order code (English): P0904495
Order code (French): P0911009
Order code (German): P0911010
Order code (Danish): P0911006
Order code (Turkish): P0911016
Order code (Swedish): P0911015
Order code (Italian): P0911011
Order code (Finnish): P0911008
Order code (Spanish): P0911014
Order code (Portuguese): P0911013
Order code (Dutch): P0911007
Order code (Norwegian): P0911012
Order code (Arabic): P0911004

This guide explains how to use Voice Messaging. It familiarizes yourself with the frequently used procedures such as logging in, playing your messages, and

recording your greetings. Then it explores the many convenient features available with Voice Messaging.

Applications

Meridian ACCESS Configuration Guide

NTP number: 555-7001-315

Order codes: P0904494

This guide describes the Meridian ACCESS Enable option configuration on Meridian Mail. The guide is intended for the technical administrator responsible for Meridian ACCESS-based applications. This guide assumes that the technical administrator is familiar with Meridian Mail and private branch exchange (PBX) administration.

Meridian Mail Guest Administration Console User Guide

Order code: P0904927

This guide is designed to be read by front-desk or switchboard staff in a hotel environment. This guide describes the functions that can be carried out at the Guest Administration Console (GAC), usually by the switchboard staff.

Installation and maintenance

Meridian Mail Modular Site and Installation Planning Guide

NTP number: 555-7041-200

Order codes: P0904484

This document helps you prepare for Meridian Mail installation. By following the guidelines described here, you can determine the best size and location for your system. Worksheets and checklists are provided to aid you in planning your Meridian Mail installation. Information about and specifications for the installation of a Meridian 1 switch are included in this document where they pertain to Meridian Mail installation.

Meridian Mail Modular Option Installation and Maintenance Guide

NTP number: 555-7041-250

Order codes: P0904485

This document describes installation and maintenance procedures to be followed by the technician or technical support engineer who installs and/or maintains Meridian Mail, or by the Meridian Mail system administrator. It explains how to install and configure a Meridian Mail system and how to connect cables between the switch and Meridian Mail. This guide also shows you how to expand a Meridian Mail system.

Meridian Mail Modular Option GP Site and Installation Planning Guide

NTP number: 555-7051-200

Order codes: P0904488

This document helps you prepare for Meridian Mail Modular Option GP installation. By following the guidelines described here, you can determine the best size and location for your system. Worksheets and checklists are provided to aid you in planning your Meridian Mail installation. Information about and specifications for the installation of a Meridian 1 switch are included in this document where they pertain to Meridian Mail installation.

Meridian Mail Modular Option GP Installation and Maintenance Guide

NTP number: 555-7051-250

Order codes: P0904487

This document describes installation and maintenance procedures to be followed by the technician or technical support engineer who installs and/or maintains Meridian Mail, or by the Meridian Mail system administrator. It explains how to install and configure a Meridian Mail Modular Option GP system and how to connect cables between the switch and Meridian Mail. This guide also shows you how to expand a Meridian Mail system.

Meridian Mail Modular Option EC Site and Installation Planning Guide

NTP number: 555-7061-200

Order codes: P0904488

This document helps you prepare for Meridian Mail Modular Option EC installation. By following the guidelines described here, you can determine the best size and location for your system. Worksheets and checklists are provided to aid you in planning your Meridian Mail installation. Information about and specifications for the installation of a Meridian 1 switch are included in this document where they pertain to Meridian Mail installation.

Meridian Mail Modular Option EC Installation and Maintenance Guide

NTP number: 555-7061-250

Order codes: P0904489

This document describes installation and maintenance procedures to be followed by the technician or technical support engineer who installs and/or maintains Meridian Mail, or by the Meridian Mail system administrator. It explains how to install and configure a Meridian Mail Modular Option EC system and how to connect cables between the switch and Meridian Mail. This guide also shows you how to expand a Meridian Mail system.

Meridian Mail Mini and Enhanced Card Option Installation and Maintenance Guide

NTP number: 555-7071-210

Order codes: P0904492

The Meridian Mail Enhanced Card Option adds voice messaging capabilities to a Meridian 1 Option 11 system. This guide provides hardware and software installation and maintenance procedures for the Meridian Mail Mini and the Meridian Mail Enhanced Card Option.

Meridian Mail Option 11 EC (EC11) Site and Installation Planning Guide

NTP number: 555-7081-200

Order codes: P0904490

This document helps you prepare for Meridian Mail Option 11 EC (EC11) installation. By following the guidelines described here, you can determine the best location for your system. It also outlines how to estimate the number of ports, nodes, and hours of storage your system requires, based on the estimated system usage. The methods for determining port and storage hours requirements are broken down by feature.

Meridian Mail Option 11 EC (EC11) Site and Installation Planning Guide

NTP number: 555-7081-250

Order codes: P0904491

This document helps you prepare for Meridian Mail Option 11 EC (EC11) installation. By following the guidelines described here, you can determine the best location for your system. It also outlines how to estimate the number of ports, nodes, and hours of storage your system requires, based on the estimated system usage. The methods for determining port and storage hours requirements are broken down by feature.

Meridian Mail Modular Option EC Installation Quick Reference Guide

Order code: P0907859

This document outlines installation procedures for Meridian Mail. It shows you how to install and configure a Meridian Mail system, connect cables between the switch and Meridian Mail, program the switch to communicate with Meridian Mail and verify that your Meridian Mail system is working properly.

Troubleshooting

Meridian Mail Maintenance Messages (SEERs) Reference Guide

NTP number: 555-7001-510

Order codes: P0904493

This document introduces you to SEERs. SEER categories are described and the steps for filtering and throttling are discussed. It also lists in numeric order reports belonging to a specific class. Return codes and error codes are listed by SEER class along with a brief description of each code.

Meridian Mail 12 document descriptions

Administration

Meridian Mail Maintenance System Administration Guide

NTP number: 555-7001-301

Order codes: P0875914

This guide provides the procedures and related information necessary to administer a Meridian Mail Release 12 system operating on a Meridian 1 platform. This guide includes the initial setup of your system, its daily operation, and its routine maintenance.

Meridian Mail System Administration Guide for Multi-Customer Systems

NTP number: 555-7001-302

Order codes: P0875923

This guide provides the procedures and related information necessary to administer multi-customer systems on a Meridian Mail Release 12 system. This guide includes the initial setup of your system, its daily operation, and its routine maintenance.

Meridian Mail System Administration Tools Guide

NTP number: 555-7001-305

Order codes: P0875922

This guide describes the system utility tools available on the system. It outlines the procedures to administer and maintain the Meridian Mail system using the tools interface menu.

Meridian Mail System Administration Guide

NTP number: 555-7051-307

Order codes: P0875925

This guide provides the procedures and related information necessary to administer a Meridian Mail Release 12 system operating on either a Modular Option GP (Mod Op GP) platform or a Message Services Module (MSM) platform. This guide includes information on the initial setup of your system, its daily operation, and its routine maintenance.

Meridian Mail System Administration Guide for Multi-Customer Systems

NTP number: 555-7051-308

Order codes: P0875929

This guide provides the procedures and related information necessary to administer a Meridian Mail Release 12 Multi-Customer system operating on either a Modular Option GP (Mod Op GP) platform or a Message Services Module (MSM) platform. This guide includes information on the initial setup of your system, its daily operation, and its routine maintenance.

303-467-5500

www.hcwt.com

Applications**Meridian Mail Hospitality Voice Services Implementation Guide**

NTP number: 555-7001-221

Order codes: P0875899

This document is designed to familiarize you with the Hospitality Voice Services system and features. It also provides you with instructions for the installation and maintenance of the system.

Meridian Access Application Programming Interface (API) Reference Manual

NTP number: 555-7001-317

Order codes: P0815539

Meridian ACCESS enables computers to connect to and interact with a Meridian Mail voice messaging system. This guide describes the use of Meridian ACCESS Release 2.0 and its API library functions.

Meridian Access Voice Prompt Editor User Guide

NTP number: 555-7001-318

Order codes: P0875933

The guide explains how to use the voice prompt editor to create and maintain voice segment files and individual voice segments. Included is an overview of the editor and its functions, tips on designing and creating prompts, and specific information about using the editor. A reference section describes each command.

Meridian Mail Outcalling Application Guide

NTP number: 555-7001-320

Order codes: P0875898

The guide describes the planning activity required for class of service parameters, outcalling administration parameters, user administering parameters, and outcalling configuration. It also provides a summary of administration tasks and worksheets.

Meridian Mail Voice Services Application Guide

NTP number: 555-7001-325

Order codes: P0875903

This guide provides an overview of how the various voice services work. It also describes in more detail how to plan these applications and set them up on the system.

Meridian Mail Fax on Demand Application Guide

NTP number: 555-7001-327

Order codes: P0839934

This guide is intended as a step-by-step guide to the successful implementation of Fax on Demand. It includes planning information and administration procedures to guide you through the configuration of a Fax on Demand application. Worksheets and forms are provided to help you plan your applications. Following each worksheet are descriptions of the fields on the worksheet. Illustrations of the Meridian Mail administration screens are provided in the sections of this guide that document how to configure an application in Meridian Mail.

Installation

Meridian Mail System Installation and Modification Guide

NTP number: 555-7001-215

Order codes: P0875888

This guide is divided into chapters, each of which describes a single utility and the procedures necessary to perform the Meridian Mail system operation that the utility facilitates.

Networking

Meridian Mail Networking Planning Guide

NTP number: 555-7001-241

Order codes: P0875906

This document provides descriptive information and instructions for deciding which networking service a customer should implement. It also provides planning information for the networking services available for Meridian Mail.

Meridian Mail AMIS Networking Installation and Administration Guide

NTP number: 555-7001-242

Order codes: P0875908

This document provides descriptive information and instructions for implementing networking for Meridian Mail. It includes instructions for switch configuration, Meridian Mail configuration, testing, backing up the system, maintaining the network and troubleshooting network errors.

Meridian Mail Network Message Service Administration Guide

NTP number: 555-7001-243

Order codes: P0839922

This document details the administration procedures to be performed by the Meridian Mail system administrator in order to implement, configure and maintain Network Message Service (NMS) in Meridian Mail Release 12. This guide applies to all Meridian Mail hardware platforms that use NMS.

Meridian Mail Meridian Networking Installation and Administration Guide

NTP number: 555-7001-244

Order codes: P0875911

This document provides descriptive information and instructions for implementing networking for Meridian Mail. This manual explains how to get your Meridian Mail network to work. It includes instructions for hardware installation, switch configuration, Meridian Mail configuration, testing, backing up the system, maintaining the network, and troubleshooting network errors.

Meridian Mail Virtual Node AMIS Networking Installation and Administration Guide

NTP number: 555-7001-245

Order codes: P0875912

This document provides descriptive information and instructions for implementing networking for Virtual Node on Meridian Mail system. This manual explains how to get your Meridian Mail network to work. It includes instructions for switch configuration, Meridian Mail configuration, testing, backing up the system, maintaining the network, and troubleshooting network errors.

Meridian Mail Enterprise Networking Installation and Administration Guide

NTP number: 555-7001-246

Order codes: P0875913

This document provides descriptive information and instructions for implementing Enterprise Networking for Meridian Mail. This manual explains how to get your Meridian Mail network to work. It includes instructions for switch configuration, Meridian Mail configuration, testing, backing up the system, maintaining the network, and troubleshooting network errors.

Overview

Meridian Mail NTP Contents Overview

NTP number: 555-7001-000

Order codes: P0875913

This document describes each of the Meridian Mail installation, maintenance, and administration NTPs and feature manuals. This guide is intended for those individuals responsible for, or who assist in, ordering Meridian Mail documentation.

Meridian Mail Messaging Overview

NTP number: 555-7001-100

Order codes: P0875913

This document describes the features and capabilities of the Meridian Mail Release 12 system and provides an overview of the supported hardware platforms and peripherals. This guide is intended for anyone who wants a general understanding of the Meridian Mail hardware and system, and their capabilities and limitations.

Meridian Mail Release 13 Modular Option Manual Package
CPC code: A0779147 **PEC code: NT2F20AA**

This package contains documentation required to install and maintain a Meridian Mail Release 13 Modular Option platform. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Modular Option Site and Installation and Planning Guide	555-7041-200	P0904484	P0904484	Yes	1
Modular Option Installation and Maintenance Guide	555-7041-250	P0904485	P0904485	Yes	1

Meridian Mail Release 13 Modular Option GP Manual Package
CPC code: A0779148 **PEC code: NT2F21AA**

This package contains documentation required to install and maintain a Meridian Mail Release 13 Modular Option GP platform. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Modular Option GP Site and Installation and Planning Guide	555-7051-200	P0904486	P0904486	Yes	1
Modular Option GP Installation and Maintenance Guide	555-7051-250	P0904487	P0904487	Yes	1

Meridian Mail Release 13 Option 11 EC (EC11) Manual Package
CPC code: A0779148 **PEC code: NT2F23AA**

This package contains documentation required to install and maintain a Meridian Mail Release 13 Modular Option GP platform. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Option 11 EC (EC11) Site and Installation Planning Guide	555-7081-200	P0904490	P0904490	Yes	1
Option 11 EC (EC11) Installation and Maintenance Guide	555-7081-250	P0904491	P0904491	Yes	1

Meridian Mail Release 13 Voice Messaging User Guide Package English

CPC code: A0779151

PEC code: NT2F24AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide	N/A	P0904495	P0904495	Yes	15
Voice Messaging Quick Reference Card	N/A	P0904496	P0904496	Yes	15

Meridian Mail Release 13 Voice Messaging User Guide Package French

CPC code: A0799632

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide French	N/A	P0911009	P0911009	Yes	15
Voice Messaging Quick Reference Card French	N/A	P0911021	P0911021	Yes	15
Voice Messaging Keypad Template French	N/A	NTMD55AA	A0725256	No	15

Meridian Mail Release 13 Voice Messaging User Guide Package German

CPC code: A0832126

PEC code: NTRM27AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide German	N/A	P0911010	P0911010	Yes	15
Voice Messaging Quick Reference Card German	N/A	P0911022	P0911022	Yes	15
Voice Messaging Keypad Template German	N/A	P0875602	P0875602	No	15

Meridian Mail Release 13 Voice Messaging User Guide Package Danish

CPC code: A0799630

PEC code: NTKR50AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Danish	N/A	P0911006	P0911006	Yes	15
Voice Messaging Quick Reference Card Danish	N/A	P0911018	P0911018	Yes	15
Voice Messaging Keypad Template Danish	N/A	NTMD59AA	A0725261	No	15

Meridian Mail Release 13 Voice Messaging User Guide Package Turkish

CPC code: A0799638

PEC code: NTKR56AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Turkish	N/A	P0911016	P0911016	Yes	15
Voice Messaging Quick Reference Card Turkish	N/A	P0911028	P0911028	Yes	15
Voice Messaging Keypad Template Turkish	N/A	NTMD60AA	A0725262	No	15

Meridian Mail Release 13 Voice Messaging User Guide Package Swedish

CPC code: A0799636

PEC code: NTKR55AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Swedish	N/A	P0911015	P0911015	Yes	15
Voice Messaging Quick Reference Card Swedish	N/A	P0911027	P0911027	Yes	15
Voice Messaging Keypad Template Swedish	N/A	NTMD62AA	A0725265	No	15

Meridian Mail Release 13 Voice Messaging User Guide Package Italian

CPC code: A0799634

PEC code: NTKR53AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Italian	N/A	P0911011	P0911011	Yes	15
Voice Messaging Quick Reference Card Italian	N/A	P0911023	P0911023	Yes	15
Voice Messaging Keypad Template Italian	N/A	NTMD56AA	A0725257	No	15

Meridian Mail Release 13 Voice Messaging User Guide Package Finnish

CPC code: A0799631

PEC code: NTKR51AA

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Finnish	N/A	P0911008	P0911008	Yes	15
Voice Messaging Quick Reference Card Finnish	N/A	P0911020	P0911020	Yes	15
Voice Messaging Keypad Template Finnish	N/A	NTMD63AA	A0725266	No	15

**Meridian Mail Release 13 Voice Messaging User Guide Package
Spanish**
CPC code: A0799635

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Spanish	N/A	P0911014	P0911014	Yes	15
Voice Messaging Quick Reference Card Spanish	N/A	P0911026	P0911026	Yes	15
Voice Messaging Keypad Template Spanish	N/A	NTMD57AA	A0725258	No	15

**Meridian Mail Release 13 Voice Messaging User Guide Package
Arabic**
CPC code: A0799626

This package contains fifteen copies of the end-user guides for the regular Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide Spanish	N/A	P0911004	P0911004	Yes	15
Voice Messaging Quick Reference Card Spanish	N/A	P0911017	P0911017	Yes	15
Voice Messaging Keypad Template Spanish	N/A	NTMD53AA	A0725253	No	15

Meridian Mail Release 13 Call Answering (VMUIF) User Guide Package

CPC code: A0780896

PEC code: NT2F26AA

This package contains fifteen copies of the end-user guides for the Call Answering Voice Messaging User Interface (VMUIF) variant of the Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Call Answering User Guide (VMUIF)	N/A	P0904923	P0904923	Yes	15
Call Answering Quick Reference Card (VMUIF)	N/A	P0904924	P0904924	Yes	15

Meridian Mail Release 13 Voice Messaging (VMUIF) User Guide Package

CPC code: A0780897

PEC code: NT2F27AA

This package contains fifteen copies of the end-user guides for the Voice Messaging User Interface (VMUIF) variant of the Meridian Mail user interface. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Voice Messaging User Guide (VMUIF)	N/A	P0904925	P0904925	Yes	15
Voice Messaging Quick Reference Card (VMUIF)	N/A	P0904926	P0904926	Yes	15

Individually-orderable documents for Meridian Mail

The following documents are available as individual merchandise items from Nortel Networks:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
What's New on Meridian Mail Release 13	N/A	P0904567	P0904567	Yes
PC Application Guide	N/A	P0907072	P0907072	Yes
System Installation and Modification Guide	555-7001-215	P0875888	P0875888	Yes
Meridian Mail Release 13 Card Option Installation and Maintenance Guide	555-7071-210	P0904492	P0904492	Yes
System Administration Guide	555-7001-301	P0875921	P0875921	Yes
System Administration Tools Guide	555-7001-305	P0875922	P0875922	Yes
Meridian Mail Release 12 Administration Manual for Multi-Customer Systems (Book1/2)	555-7001-302	P0875923	P0875923	Yes
Meridian Mail Release 12 Administration Manual for Multi-Customer Systems (Book 2/2)	555-7001-302	P0875924	P0875924	Yes
Meridian Mail Release 12 Modular Option GP System Administration Guide Book 1/2	555-7051-307	P0875925	P0875925	Yes
Meridian Mail Release 12 Modular Option GP System Administration Guide Book 2/2	555-7051-307	P0875927	P0875927	Yes
Meridian Mail Release 12 Modular Option GP Administration Manual for Multi-Customer Systems, Book 1/2	555-7051-308	P0875929	P0875929	Yes
Meridian Mail Release 12 Meridian Mail Modular Option GP Administration Manual for Multi-Customer Systems, Book 2/2	555-7051-308	P0875930	P0875930	Yes
Meridian Mail HVS Implementation Guide	555-7001-221	P0875899	P0875899	Yes
Meridian Mail HVS GAC/Guest Voice Messaging Reference Guide	555-7001-222	P0904927	P0904927	Yes
Meridian Mail Voice Forms Transcribers User Guide	N/A	P0875902	P0875902	Yes
Meridian Mail Voice Service Application Guide	555-7001-325	P0875903	P0875903	Yes
Meridian Mail Fax On Demand Application Guide	555-7001-327	P0875904	P0875904	Yes
Maintenance Messages (SEERs)	555-7001-510	P0904493	P0904493	Yes
Meridian Mail Networking Planning Guide	555-7001-241	P0875906	P0875906	Yes
Meridian Mail AMIS Networking Installation and Administration Guide	555-7001-242	P0875908	P0875908	Yes

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Meridian Mail Network Message Service Installation and Administration Guide	555-7001-243	P0875910	P0875910	Yes
Meridian Mail Meridian Networking Installation and Administration Guide	555-7001-244	P0875911	P0875911	Yes
Meridian Mail Virtual Networking Installation and Administration Guide	555-7001-245	P0875912	P0875912	Yes
Meridian Mail Enterprise Networking Installation and Administration Guide	555-7001-246	P0875913	P0875913	Yes
ACCESS Configuration Guide	N/A	P0904494	P0904494	Yes
Meridian Mail Reporter User Guide	N/A	P0847870	P0847870	Yes



Meridian SL-100

This chapter includes information about

- Meridian SL-100-specific NTPs for the MSL17 release
- the following Meridian SL-100 off-stream product documentation:
 - 802.11 Wireless IP Gateway for the Meridian SL-100 documents
 - Internet Gateway Access for Meridian SL-100 documents

The Meridian SL-100 is a carrier-grade PBX based on DMS switching technology. The Meridian SL-100 has a capacity of up to 80,000 lines making it ideal for universities, hospitals, and other institutions demanding superior capacity, reliability, and performance.

The NTP numbering is aligned to mirror the software structure and to enable identification of NTPs to their corresponding Product Computing-module Load (PCL). To make NTP numbering easier to follow from one software release to the next, Meridian SL-100-specific NTPs map into one of the following NTP layer numbers:

- 555-4001-XXX and 555-8001-XXX for information common to all Meridian SL-100 PCLs
- 555-4021-XXX for information specific to Defense Switched Network (DSN) functionality
- 555-4031-XXX for information specific to Commercial Systems offices

Document descriptions

Meridian SL-100 NTPs

The Meridian SL-100 NTPs are included on the MSL17 customer documentation CD-ROM (order code HLM-4031-ENDCRPDF 13.03 MSL17).

Service Operation Support

NTP number: 555-4001-011

This document provides guidelines for performing and receiving service for the Meridian SL-100 office. The commitments described in this document are in support of the terms and conditions of sale of the systems and the System Support Agreement covering the system.

Enhanced MAP Workstation Product Guide

NTP number: 555-4001-012

This guide provides an overview of the Enhanced MAP Workstation (EMAP), installation procedures, MAP functions, CD-ROM electronic documentation functions, and a description of how MAP and CD-ROM functions can be performed simultaneously.

Line Side T-1 Interface for IPE (LTI) Services Guide

NTP number: 555-4001-022

This guide provides general information about the line side T-1 line interface card, including hardware information, card replacement procedures, and data schema.

Dialable Wideband Services (DWS) Services Guide

NTP number: 555-4001-023

This guide contains Dialable Wideband Services (DWS) descriptions for the Meridian SL-100 system. These descriptions include translations, log messages, operational measurements, and card replacement procedures.

Ethernet Interface Unit on LPP Services Guide

NTP number: 555-4001-024

This guide describes TCP/IP architecture and explains how to use TCP/IP protocols to connect a computer to the EIU located in the Meridian SL-100. The guide shows how to use Telnet to access the switch for maintenance and describes how to use FTP to retrieve data from the switch.

Meridian 1 Interworking Services Guide

NTP number: 555-4001-026

This guide describes how the Meridian 1 and Meridian SL-100 PBXs can exist in the same network, the interworking features used across a hybrid network, and known feature compatibilities and incompatibilities.

Network Management for SPECTRUM Services Guide

NTP number: 555-4001-027

This guide provides information on setting up and using the Meridian SL-100 network management system for SPECTRUM.

Digital Line Module (DLM) Reference Manual

NTP number: 555-4001-101

This manual describes the DLM, associated hardware, and maintenance and diagnostics. User interface, data schema, service orders, logs, and operational measurements are also described.

Meridian SL-100 Product Guide

NTP number: 555-4001-103

This guide provides an overview of the cabinet concept, cabinet module descriptions, system configuration, system performance, Meridian SL-100 general functions, Meridian SL-100 software overview, and maintenance and administration information.

Remote Peripherals General Description

NTP number: 555-4001-104

This publication describes cabinets, remote cabinet components, remote cabinet configurations, remote features, and maintenance and administration information. This publication also describes the Remote Line Concentrating Module (RLCM) and Remote Switching Center (RSC).

ISDN Primary Rate Interface Reference Manual

NTP number: 555-4001-106

This manual describes the applications that can be provided and engineered for Primary Rate Interface (PRI) connection between two Meridian SL-100 offices. Specifically, this publication discusses how to apply PRI to a network.

M2000 Digital Telephones Reference Manual

NTP number: 555-4001-110

This manual describes the following M2000 Digital Telephones and associated data communications: M2009, M2118, M2112, M2317, and Meridian Asynchronous Data Option (MADO). This manual provides engineering, installation, operation, and maintenance information.

M3000 Touchphone Reference Manual

NTP number: 555-4001-112

This manual describes the M3000 Touchphone and the Touch Asynchronous Data Option (TADO), which provides data communication. This manual provides installation, operation, and maintenance information for the M3000 Touchphone and TADO.

Meridian Modular Telephones Reference Manual

NTP number: 555-4001-114

This manual describes the Meridian Modular Telephones, features, installation procedures, specifications, hardware options, testing and maintenance, and ordering information. It covers the following telephones: M2006, M2008, M2008HF, M2016S, M2216, and M2616.

Meridian SL-100 NTPs: ASCII SMDR Data Access Description and Implementation

NTP number: 555-4001-119

This publication describes the ASCII Station Message Detail Recording (SMDR) Data Access feature. It includes the following: hardware requirements, feature packaging, datalink and X.409/410 protocols, remote operations, call formats, datalink characteristics, and user interface.

Meridian Programmable Data Adapter (MPDA) User Guide

NTP number: 555-4001-122

This guide describes the MPDA circuit card that mounts in a Meridian Modular Telephone. The MPDA provides integrated voice and data. Users can access all MPDA call processing functions, and feature activations or deactivations through keypad or keyboard dialing.

Meridian Communications Adapter (MCA) Reference Manual

NTP number: 555-4001-123

This manual provides the following information about the MCA and its operation: introduction to MCA specifications and functions; a description of keypad dialing, NT keyboard dialing, and Hayes keyboard dialing; and descriptions of Hayes AT commands and script file menus.

Voice Message Exchange (VMX) Interface General Description

NTP number: 555-4001-124

This publication describes the VMX interface that enables users to send and receive digitized voice messages. It includes: configuration; implementation; and OA&M.

Computer-to-PBX Interface General Description

NTP number: 555-4001-125

This publication describes the Meridian SL-100 Computer-to-PBX Interface (CPI) elements, protocol, and operation.

Asynchronous Interface Line Unit Reference Manual

NTP number: 555-4001-123

This publication describes the Asynchronous Interface Line Unit including the following: use of the AILU, hardware, compatible DTE devices, ordering, installation and operating procedures, and keyboard dialing.

Simplified Message Desk Interface Description and Implementation

NTP number: 555-4001-127

This publication describes the Simplified Message Desk Interface (SMDI), which provides an interface between the Meridian SL-100 and a message desk from which calls can be forwarded. It describes the maintenance system and the fundamentals of the MAP terminal as it relates to SMDI.

Intelligent Peripheral Equipment (IPE) Reference Manual

NTP number: 555-4001-129

This manual describes the IPE that contains a controller card and slots for 16 additional cards. It includes the following: hardware configuration, environmental specifications, feature implementation, service orders, logs, software maintenance, and operational measurements.

Corporate Directory Applications User Guide

NTP number: 555-4001-131

This guide describes the Meridian SL-100 Corporate Application for use in M3900 telephones. It includes graphic user interface screen descriptions, installation, and application functions.

Meridian Integrated Conference Bridge Service Implementation Guide

NTP number: 555-4001-135

This guide describes the Meridian Integrated Conference Bridge 3 (MICB 3). MICB enables multiple simultaneous conferences. This guide shows how to install, configure, operate, and maintain the MICB as a part of the overall Meridian SL-100 system.

M3900 Series Meridian Digital Telephones Reference Manual
NTP number: 555-4001-136

This manual describes the M3900 Series Meridian Digital Telephones and available accessories. It provides specification information, feature key usage, and procedures for downloading firmware and upgrading software.

Getting Started with Optivity Telephony Manager User Guide
NTP number: 555-4001-316

This document introduces the Optivity Telephony Manager (OTM) for Meridian SL-100, 2.0. This document's audience is service provisioning, administrative, and network management personnel.

Peripheral Module Release Document (PM RELD0C)
NTP number: 555-4001-599

Use this document to update the software in Meridian SL-100 Peripheral Modules (PMs) and hardware types. This document provides load names, update procedures, and other release-specific information.

Translations Guide
NTP number: 555-4031-350

This guide describes specific datafill requirements applicable to Commercial Systems offices.

Alarm Clearing Procedures
NTP number: 555-4031-543

This publication provides alarm clearing procedures for each MAP subsystem. This publication also contains common alarm clearing procedures not associated with a specific MAP subsystem.

Trouble Locating and Clearing Procedures
NTP number: 555-4031-544

This publication contains procedures for locating and clearing a fault in Commercial Systems offices. These procedures are used by switch maintenance personnel to troubleshoot and clear faults.

Recovery Procedures

NTP number: 555-4031-545

This publication contains procedures for restoring Commercial Systems offices to service. These procedures are used by switch maintenance personnel.

Routine Maintenance Procedures

NTP number: 555-4031-546

This publication provides information about routine maintenance procedures on Nortel Networks equipment. It is intended for personnel involved in the maintenance of the Meridian SL-100 switch.

Card Replacement Procedures

NTP number: 555-4031-547

This publication provides information about replacing cards in Nortel Networks equipment. It is intended for personnel involved in the maintenance of a Commercial Systems office.

Feature Description Manual

NTP number: 555-4031-801

This publication describes Commercial Systems features and services. Each feature description provides the following: feature name, release applicability, hardware requirements, operating parameters, interactions, datafill, service orders, OMs, logs, user interface, and billing.

Feature Change Reference Guide

NTP number: 555-4031-802

This document provides advance planning information to be used in determining hardware and software requirements associated with a new software release. Each new release introduces new hardware and software, both of which are described in this document.

Service Order Reference Manual

NTP number: 555-4031-808

This manual describes the service order system, which provides the following: adding or removing subscriber services or features from lines, adding or deleting line service options, and changing Line Equipment Numbers (LENs) or Directory Numbers (DNs) of existing lines.

Operational Measurements Reference Manual

NTP number: 555-4031-814

This manual contains operational measurement (OM) descriptions for OM groups and registers applicable to Commercial Systems offices. In addition, information is provided on how to use OMs to evaluate product performance.

Log Report Reference Manual

NTP number: 555-4031-840

This manual provides information necessary to understand log reports generated by a Commercial Systems office. This manual includes an overview of the log system and detailed log report descriptions.

Customer Data Schema

NTP number: 555-4031-851

This publication contains all data schema information applicable to Commercial Systems offices.

Office Parameters Reference Manual

NTP number: 555-4031-855

This manual contains all office parameter (OPARM) information applicable to Commercial Systems offices.

Network Services System Reference Manual

NTP number: 555-8001-115

This manual describes the features and capabilities available through the Meridian SL-100 Network Services System (NSS) product. This manual also describes the datafill required by the various features and the impact and restrictions or limitations of the features.

Internet Gateway Access for Meridian SL-100

The following Internet Gateway Access documents are delivered on the Integrated Gateway Access software CD at the time of purchase.

Integrated Gateway Access Service Implementation Guide

NTP number: 555-4031-301

This document describes the technical requirements, functionality, and implementation guidelines for Release 2.3 of the Integrated Gateway (IGW)

Access product. Also included is an overview of the Meridian SL-100 IGW product and its components. This document covers the IGW load CIPL0003.

Integrated Gateway Access i2002/i2004 Operations and Maintenance Manual

NTP number: 555-4031-101

This document provides operations, maintenance, and configuration information about the i2002 and i2004 Internet Telephones in a Integrated Gateway (IGW) Access network. This document supports Meridian SL-100 offices that use IGW Release 2.3.

Integrated Gateway Access Upgrade Guide

NTP number: 555-4031-201

This document describes how to upgrade Integrated Gateway (IGW) Access software in an office. This document includes flowcharts and step-action procedures for each IGW component.

802.11 Wireless IP Gateway for the Meridian SL-100

The following documentation is released on CD along with the product software on purchase of the 802.11 Wireless IP Gateway for the Meridian SL-100.

Using Meridian SL-100 Features on Symbol Wireless Handsets

NTP number: 555-3001-851

This feature guide introduces the Symbol wireless handsets and provides instructions for accessing and using the Meridian SL-100 features from the handsets.

802.11 Wireless IP Gateway for the Meridian SL-100

NTP number: 555-3001-206

This manual provides a product overview, installation instructions, maintenance operations, engineering guidelines, and support information for the 802.11 Wireless IP Gateway for the Meridian SL-100.

Meridian SL-100 ITG Configuration Tool online Help system

NTP number: N/A

This HTML online help system describes how to use the Meridian SL-100 ITG Configuration Tool that you use to configure and maintain the line card for the 802.11 Wireless IP Gateway for the Meridian SL-100. (Bundled with the

Meridian SL-100 ITG Configuration Tool for the 802.11 Wireless Gateway for Meridian SL-100).

Read Me First for the 802.11 Wireless IP Gateway for the Meridian SL-100

Order Code: N/A

This document provides information you need to know before you install, configure and use the Nortel Networks 802.11 Wireless IP Gateway for Meridian SL-100.

Packaging details

This section contains details on how the documentation is packaged. Each documentation package and its contents is described in detail along with ordering codes.

Meridian SL-100 NTPs are available on Helmsman CD-ROMs and on-line through Helmsman Express (<http://www.nortelnetworks.com/documentation>). With the exception of a select few end-user guides, Meridian SL-100 NTPs are available in electronic format only.

MSL17 Documentation CD-ROM

Order Code: HLM-4031-ENDCRPDF 13.03 - MSL17

Because of the diverse product structure of the Meridian SL-100 switch, a large number of related NTPs and documents that are not Meridian SL-100-specific, but do provide useful product information, are also included in the MSL17 suite.

This index describes Meridian SL-100-specific NTPs only. To help you find available related NTPs, a cover letter is included with the CD-ROMs for each MSL Release (usually the first document on the CD).

The Helmsman letter provides the following:

- a description of the structure of the documentation suite
- lists of
 - any new documents introduced with the release
 - any modified documents for the release
 - any documents discontinued in the release
 - related documentation (for example, XPM remote products documentation)

- a description of Helmsman configuration information, technical requirements, and installation instructions





IP Line 4.0

The IP Line 4.0 application provides an interface that connects an IP Phone to a Meridian 1 PBX and a CS 1000 Call Server.

Document descriptions

Nortel Networks Communication Server 1000 Release 4.0 IP Line: Description, Installation, and Operation

NTP number: 553-3001-365

This document:

- describes the physical and functional characteristics of the IP Line 4.0 application for Nortel Networks Communication Server (CS) 1000 Release 4.0 and Meridian 1 systems and describes its use on the Voice Gateway Media Cards
- explains how to engineer, install, configure, administer, and maintain an IP Telephony node that contains Voice Gateway Media Cards

Nortel Networks Communication Server 1000 Release 4.0 IP Phones

Description, Installation, and Operation

NTP number: 553-3001-368

This document contains description, installation, and administration information for the following:

- Nortel Networks IP Phone 2001, IP Phone 2002, and IP Phone 2004
- Nortel Networks IP Phone Key Expansion Module (KEM)
- Nortel Networks IP Softphone 2050
- Nortel Networks Mobile Voice Client (MVC) 2050 for Personal Digital Assistants (PDAs)
- Nortel Networks WLAN Handset 2210 and WLAN Handset 2211

Nortel Networks IP Phone 2001 For Nortel Networks Communication Server 1000 Quick Reference Card

This Quick Reference Card provides a reference to the IP Phone 2001 features.

Nortel Networks Communication Server 1000 Release 4.0 IP Phone 2001 User Guide

This User Guide provides a reference to the IP Phone 2001 features.

**Nortel Networks Communication Server 1000 Release 4.0
IP Phone 2002 Call Center User Guide**

This User Guide describes the IP Phone 2002 features and how they can be used in a call center environment.

**IP Phone 2002
For Nortel Networks Communication Server 1000
Quick Reference Card**

This Quick Reference Card provides a reference to the IP 2002 features.

**Nortel Networks Communication Server 1000 Release 4.0
Nortel Networks IP Phone 2002
User Guide**

This User Guide describes the IP Phone 2002 features and how to use them.

**Nortel Networks Communication Server 1000 Release 4.0
IP Phone 2004 Call Center User Guide**

This User Guide describes the IP Phone 2004 features and how they can be used in a call center environment.

**IP Phone 2004
For Nortel Networks Communication Server 1000
Quick Reference Card**

This Quick Reference Card provides a reference to the IP Phone 2004 features.

**Nortel Networks Communication Server 1000 Release 4.0
IP Phone 2004 User Guide**

This User Guide describes the IP Phone 2004 features and how to use them.

**Nortel Networks Communication Server 1000 Release 4.0
IP Softphone 2050 Call Center User Guide**

This User Guide describes the IP Softphone 2050 features and how they can be used in a call center environment.

Nortel Networks Communication Server 1000 Release 4.0 IP Phone Key Expansion Module User Guide

This User Guide describes the IP Phone Key Expansion Module features and how to use them.

Nortel Networks Communication Server 1000 Release 4.0 IP Softphone 2050 and Mobile Voice Client 2050 User Guide

This User Guide provides information about the Nortel Networks IP Softphone 2050 and the Nortel Networks Mobile Voice Client (MVC) 2050. The IP Softphone 2050 is designed to work on a desktop PC. The Mobile Voice Client (MVC) 2050 is designed to add wireless voice communication to the Personal Digital Assistant (PDA).

Packaging details

This section contains details on how the IP Line 4.0 documentation is packaged. Each documentation package and its contents are described in detail, as well as ordering information.



IP Line 4.0 CD-ROM Documentation Package

CPC code: A0538821

PEC code: NTDW81AF

This package is a documentation CD-ROM containing the following documents:

Document Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
IP Line: Description, Installation and Operation	553-3001-365	N/A	N/A	No	1
IP Phones: Description, Installation and Operation	553-3001-368	N/A	N/A	No	1
IP Phone 2001 Quick Reference Card	N/A	N/A	N/A	No	1
IP Phone 2001 User Guide	N/A	N/A	N/A	No	1
IP Phone 2002 Call Center User Guide	N/A	N/A	N/A	No	1
IP Phone 2002 User Guide	N/A	N/A	N/A	No	1
IP Phone 2002 For Nortel Networks Communication Server 1000 Quick Reference Card	N/A	N/A	N/A	No	1
IP Phone 2004 User Guide	N/A	N/A	N/A	No	1
IP Phone 2004 For Nortel Networks Communication Quick Reference Card	N/A	N/A	N/A	No	1
IP Phone 2004 Call Center User Guide	N/A	N/A	N/A	No	1
IP Softphone 2050 Call Center User Guide	N/A	N/A	N/A	No	1
IP Phone Key Expansion Module User Guide	N/A	N/A	N/A	N/A	1
IP Softphone 2050 and Mobile Voice Client 2050	N/A	N/A	N/A	No	1

Online

To access Nortel Networks documentation online, click the **Technical Documentation** link under **Support** on the Nortel Networks home page:

<http://www.nortelnetworks.com/>

CD-ROM

To obtain Nortel Networks documentation on CD-ROM, contact your Nortel Networks customer representative.

Optivity Telephony Manager Release 2.2

Optivity Telephony Manager (OTM) is designed for managers of telecommunications equipment and authorized Nortel Networks distributors. OTM provides a single point of access for management of Nortel Networks systems. OTM uses internet protocol (IP) technology to target:

- single point of connectivity to systems and related devices
- data collection for traffic and billing records
- collection, processing, distribution, and notification for alarms and events
- data entry and propagation (employee names and telephone numbers shared in multiple databases)
- Windows® and web-based management applications

Document descriptions

Optivity Telephony Manager Installation and Configuration

NTP 553-3001-230

This document is intended for CS 1000 and Meridian 1 system administrators using a Microsoft Windows®-based PC for management activities. This document provides information on the Installation and Configuration of the Optivity Telephony Manager 2.2.

Optivity Telephony Manager System Administration

NTP 553-3001-330

This document is intended for CS 1000 and Meridian 1 system administrators using a Microsoft Windows®-based PC for management activities. This document provides information for System Administration for Optivity Telephony Manager 2.2.

Optivity Telephony Manager Release 2.2 Telemangement Applications

NTP 553-3001-331

This guide is intended for Communication Server 1000 and Meridian 1 system administrators using a Microsoft Windows-based PC for management activities.

This guide provides information for Optivity Telephony Manager 2.2 Telemangement Applications.

**Optivity Telephony Manager
Desktop User Guide**

CPC code (English): P0609276

CPC code (French): P0609277

CPC code: (German): P0609278

This document applies to OTM 2.2 for Nortel Networks Communication Server 1000 Release 4.0 software. Optivity Telephony Manager (OTM) Desktop User Guide enables you to view and modify the configuration of your telephone through a web browser. This document provides instructions for user login, viewing the profile, changing telephone pages, and web reporting.

Packaging details

**Optivity Telephony Manager Release 2.2
User Documentation CD-ROM**

Order code: NT8R76BA/A0544547

All OTM documentation is found on this CD-ROM.



Optivity Telephony Manager Release 2.2 Documentation Package

CPC code: NT8R76BA

PEC code: A0544547

This package is a documentation CD-ROM containing the following documents:

Document Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Optivity Telephony Manager Installation and Configuration	553-3001-230	N/A	N/A	No	1
Optivity Telephony Manager: System Administration	553-3001-330	N/A	N/A	No	1
Optivity Telephony Manager Telemangement Applications	553-3001-331	N/A	N/A	No	1
Optivity Telephony Manager Desktop User Guide (English)	N/A	N/A	P0609276	Yes	1
Optivity Telephony Manager Desktop User Guide (French)	N/A	N/A	P0609277	Yes	1
Optivity Telephony Manager Desktop User Guide (German)	N/A	N/A	P0609278	Yes	1



Optivity Telephony Manager Release 2.1

Optivity Telephony Manager (OTM) is designed for managers of telecommunications equipment and authorized Nortel Networks distributors. OTM provides a single point of access and control for Nortel Networks Succession 3.0 system management. OTM uses IP technology to target the following key customer values:

- single point of connectivity to Succession 3.0 systems, and related devices
- data collection of traffic and billing records
- collection, processing, distribution, and notification for alarms and events
- data entry and propagation (employee names and telephone numbers shared in multiple databases)
- Windows and web-based management applications

Document descriptions

Optivity Telephony Manager Installation and Configuration NTP 553-3001-230

This document provides a step-by-step outline of the installation process using the Installation Wizard. Procedures are included for configuring OTM to manage Succession 3.0 systems. Information is included on hardware and software requirements. An appendix provides detailed engineering guidelines.

Optivity Telephony Manager System Administration

This document contains an overview of OTM and a chapter detailing the Common Services provided by OTM. This document also includes chapters on the following OTM applications:

- System Navigator
- Web Navigator
- Script and control files

Optivity Telephony Manager Release 2.1 Telemangement Applications

NTP 553-3001-331

CPC code (English): P0604680

This document contains an overview of the telemangement applications that are available for use with OTM. This document includes chapters on the following OTM telemangement applications:

- Telecom Billing System (TBS)
- Consolidated Call Cost Reports (CCCR)
- Telecom Billing Systems Web Reports
- Call Tracking
- General Cost Allocation System (GCAS)
- Consolidated Reporting System (CRS)

Optivity Telephony Manager Desktop User Guide

CPC code (English): P0604681

CPC code (French): P0604682

CPC code: (German): P0604683

This document is a guide for the users of the desktop services and Telecom Billing System (TBS) available with Optivity Telephony Manager 2.1.

Succession 1000, Succession 1000M Succession 1000 Element Manager: Installation and Configuration **NTP number: 553-3001-232**

This document is a reference tool for Element Manager, a web-based interface that enables configuration, maintenance, upgrade, and patching functions from a PC. This document describes the interface and its related functionality.

Succession 1000, Succession 1000M
Succession 1000 Element Manager: System Administration
NTP number: 553-3001-332

This document is a reference tool for Element Manager, a web-based interface that enables configuration, maintenance, upgrade, and patching functions from a PC. This document describes the interface and its related functionality.

Packaging details

All OTM documentation is found on the following CD-ROM.

Optivity Telephony Manager Release 2.1
User Documentation Multilingual CD-ROM
Order code: NT8R76AA/A0500398

The CD-ROM contains a set-up program that copies the documents to your hard drive and adds a link to documents in the Optivity Telephony Manager directory of the Windows navigation tree (**Start > Programs > Optivity Telephony Manager > OTM Documentation**). The documents can also be viewed directly from the CD-ROM.





Optivity Telephony Manager Release 2.01

Optivity Telephony Manager (OTM) is designed for managers of telecommunications equipment and authorized Nortel Networks distributors. OTM provides a single point of access and control for Nortel Networks Meridian 1 and Succession Communication Server for Enterprise (CSE) 1000 system management. OTM uses IP technology to target the following key customer values:

- single point of connectivity to Meridian 1 systems, Succession CSE 1000 systems, and related devices
- data collection of traffic and billing records
- collection, processing, distribution, and notification for alarms and events
- data entry and propagation (employee names and telephone numbers shared in multiple databases)
- Windows and web-based management applications

Document descriptions

Installing and Configuring Optivity Telephony Manager Release 2.01

NTP 553-3001-230

CPC code (English): P0986987
CPC code (French): P0602447
CPC code (German): P0602450

This document provides a step-by-step outline of the installation process using the Installation Wizard. Procedures are included for configuring OTM to manage both Meridian 1 and Succession CSE 1000 systems. Information is included on hardware and software requirements. An appendix provides detailed engineering guidelines.

Using Optivity Telephony Manager Release 2.01

NTP 553-3001-330

CPC code (English): P0986988

CPC code (French): P0602448

CPC code: (German): P0602451

This document contains an overview of OTM and a chapter detailing the Common Services provided by OTM. This document also includes chapters on the following OTM applications:

- Web site Services
- Station Administration
- Alarm Management
- Maintenance Applications
- Traffic Analysis
- ESN Analysis and Reporting Tool

This document contains an appendix that can be distributed to end-users whom the administrator has permitted to access and configure their individual desktop telephones through OTM. Additional appendices cover script files and alarm notification control files.

Using Optivity Telephony Manager Release 2.01 Telemangement Applications

NTP 553-3001-331

CPC code (English): P0986989

CPC code (French): P0602449

CPC code: (German): P0602452

This document contains an overview of the telemangement applications that are available for use with OTM. This document includes chapters on the following OTM telemangement applications:

- Telecom Billing System (TBS)
- Consolidated Call Cost Reports (CCCR)
- Telecom Billing Systems Web Reports
- Call Tracking
- General Cost Allocation System (GCAS)
- Consolidated Reporting System (CRS)

**Optivity Telephony Manager Release 2.01
User Documentation Multilingual CD-ROM
Order code: NT8R58BF/A0506838**

The CD-ROM contains a set-up program that copies the documents to your hard drive and adds a link to documents in Optivity Telephony Manager directory of the Windows navigation tree (Start > Programs > Optivity Telephony Manager > OTM Documentation). The documents can also be viewed directly from the CD-ROM.





Optivity Telephony Manager Release 1.2

Optivity Telephony Manager (OTM) is designed for managers of telecommunications equipment and authorized Nortel Networks distributors. OTM provides a single point of access and control for Nortel Networks Meridian 1 and Succession Communication Server for Enterprise (CSE) 1000 system management. OTM uses IP technology to target the following key customer values:

- single point of connectivity to Meridian 1 systems, Succession CSE 1000s systems, and related devices
- data collection of traffic and billing records
- collection, processing, distribution, and notification for alarms and events
- data entry and propagation (employee names and telephone numbers shared in multiple databases)
- Windows and web-based management applications

Document descriptions

Installing and Configuring Optivity Telephony Manager Release 1.2
NTP 553-3001-230 Order code: P0986984

This document provides a step-by-step outline of the installation process using the Installation Wizard. Procedures are included for configuring OTM to manage both Meridian 1 and Succession CSE 1000 systems. Information is included on hardware and software requirements. An appendix provides detailed engineering guidelines.

Using Optivity Telephony Manager Release 1.2

NTP 553-3001-330

Order code: P0986985

This document contains an overview of OTM and a chapter detailing the Common Services provided by OTM. This document also includes chapters on the following OTM applications:

- Web site Services
- Station Administration
- Alarm Management
- Maintenance Applications
- Traffic Analysis
- ESN Analysis and Reporting Tool

This document contains an appendix that can be distributed to end-users whom the administrator has permitted to access and configure their individual desktop telephones through OTM. Additional appendices cover script files and alarm notification control files.

Using Optivity Telephony Manager Release 1.2

Telemangement Applications

NTP 553-3001-331

Order code: P0986986

This document contains an overview of the telemangement applications that are available for use with OTM. This document includes chapters on the following OTM telemangement applications:

- Telecom Billing System (TBS)
- Telecom Billing Systems Web Reports
- Call Tracking
- General Cost Allocation System (GCAS)
- Consolidated Reporting System (CRS)

Optivity Telephony Manager Release 1.2 User Documentation

Order code: NT8R58BD/A0877856

This CD-ROM includes Acrobat versions of the following three NTPs:

- Installing and Configuring Optivity Telephony Manager Release 1.2
NTP 553-3001-230
- Using Optivity Telephony Manager Release 1.2
NTP 553-3001-330
- Using Optivity Telephony Manager Release 1.2
Telemangement Applications
NTP 553-3001-331

The CD-ROM contains a set-up program that copies the documents to your hard drive and adds a link to documents in Optivity Telephony Manager directory of the Windows navigation tree (Start > Programs > Optivity Telephony Manager > OTM Documentation). The documents can also be viewed directly from the CD-ROM.





Symposium Agent Greeting 2.0

Symposium Agent Greeting enables agents with Agent Greeting Allowed Class of Service to pre-record the greeting that they would normally use to introduce themselves at the start of a customer call. With Symposium Call Center Server, agents can have a skillset-specific greeting (for example, “Welcome to Sales, Joe speaking, how can I help you?”) For ACD- or MAX-based call centers, the greeting is generic for calls that the agent receives (“Welcome to Company X, Joe speaking, how can I help you?”).

Document descriptions

Symposium Agent Greeting 2.0 NTVQ09AB Installation Guide

NTP number: 297-2183-201

This document describes the steps required to install the Agent Greeting card hardware and software in Meridian 1 systems, and how to configure Agent access to the Agent Greeting features.

Symposium Agent Greeting 2.0 NTVQ09AB Maintenance and Troubleshooting Guide

NTP number: 297-2183-501

This document describes the maintenance procedures related to the Agent Greeting hardware and software and provides information on troubleshooting installation issues and the commands available to debug these issues.

Packaging details

This section contains details on how the documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Symposium Agent 2.3

Symposium Agent sets a new standard for call center and agent productivity using Microsoft Internet technology to unify the agent access to services while providing completely centralized application administration. Symposium Agent provides even more powerful tools for call center managers to rapidly implement and centrally manage highly customized customer care solutions. Symposium Agent, in combination with Symposium Call Center Server, Symposium Express Call Center, Symposium VPS/is IVR, Symposium Web Center Portal, or any Meridian 1 call center can dramatically improve agent productivity and customer satisfaction at a very affordable cost.

Centralized Call Rule and Trigger administration makes telephony-enabling legacy application integration easier. Symposium Agent enables the call rules database to reside on a server PC and enables that database to be configured from any browser. The call rules database can also be partitioned into agent groups, enabling the rules executed on a particular agent's PC to be determined by the group to which that agent belongs.

Symposium Agent Release 2.3 provides several methods for passing telephony information to various applications, including website applications. This information can be passed to applications such as Microsoft Outlook, Microsoft Excel, or a custom application using Object Linking and Embedding (OLE) Automation, Dynamic Data Exchange (DDE), or keystroke macros. Symposium Agent also provides the agentCompass feature that enables a user to pass telephony information to a web-site application.

Document descriptions

Nortel Networks Symposium Agent Installation Guide Order code: sainstall0101

This guide provides instructions on how to install and configure Release 2.3 of the Symposium Agent software. It is designed for system administrators and technical support personnel who are responsible for installing, configuring, and administering Symposium Agent.

**Nortel Networks Symposium Agent
Programmer's Guide**

Order code: saprogram0101

This guide describes how to create Object Linking and Embedding (OLE), DDE, and keystroke macro triggers. This guide also demonstrates the use of the agentCompass module in Symposium Agent Release 2.3.

**Nortel Networks Symposium Agent
Planning and Engineering Guide**

Order code: sape0601

This guide provides information for selecting and planning your Symposium Agent system. Information in this document is intended for technical planning and purchasing personnel who are responsible for determining the requirements for installing and operating a Symposium Agent system in their organization.

Packaging details

The documents for Symposium Agent Release 2.3 are available on the software CD-ROM that came with your system (order code NTL431BA) or from Helmsman Express located at <http://www.nortelnetworks.com/documentation>.



Symposium Call Center Server 4.2

Symposium Call Center Server (SCCS), based on client-server architecture, is designed on an industry-standard platform to enable real-time data and host data exchange, advanced call handling, and can be integrated with multimedia transaction handling and website-enabled functionality.

Symposium Call Center Server 4.2 is bundled with Symposium Call Center Web Client 4.0. For more information on Symposium Call Center Web Client, see “Symposium Call Center Web Client 4.0” in this document.

Document descriptions

Symposium Call Center Server Installation and Maintenance Guide

Order code: P0985399

The Installation and Maintenance Guide provides information and instructions for installing and maintaining Symposium Call Center Server. The guide also covers troubleshooting problems that can arise.

Symposium Call Center Server Meridian 1 and Succession Communication Server for Enterprise 1000 SCCS Administrator's Guide

Order code: P0918381

This document provides information on how to configure and manage the configuration of your Symposium Call Center Server.

Symposium Call Center Server Network Planner for the Meridian 1 and Succession Communication Server for Enterprise 1000 switch

Order code: P0913275a

This planner is intended to help you record the required information for configuring your Meridian 1 or Succession Communication Server for Enterprise 1000 switch for Symposium Call Center Server.

**Symposium Call Center Server
Network Planner for Network Skill-Based Routing
NCC at independent locations
Order code: P0913275b**

This planner is intended to help you record the required information for configuring network skill-based routing. It is not intended to recommend a particular configuration.

**Symposium Call Center Server
Network Planner for Network Skill-Based Routing
NCC at service locations
Order code: P0913275c**

This planner is intended to help you record the required information for configuring network skill-based routing. It is not intended to recommend a particular setup.

**Symposium Call Center Server
Symposium, Meridian 1/Succession Communication Server for
Enterprise 1000, and Voice Processing Guide
Order code: P0990543**

The Nortel Networks Symposium Call Center Server Symposium, Meridian 1/Succession CSE 1000, and Voice Processing Guide provides descriptive information and instructions on how to set up and configure the Meridian 1, Meridian Link Services, Meridian Mail, Meridian Integrated RAN (MIRAN), and voice processing for use with Symposium Call Center Server.

**Symposium Call Center Server
End-to-End Task Flow Guide for the Meridian 1
Order code: P0910114**

This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center. It provides a high-level overview of the tasks performed during each phase, and it describes where you can find the instructions for performing these tasks. By following the recommended sequence of tasks and consulting the appropriate documents, you can successfully set up your call center.

**Symposium Call Center Server
Network Control Center Administrator's Guide**
Order code: P0990170

The Nortel Networks Symposium Call Center Server Network Control Center Administrator's Guide provides information on how to implement Network Skill-Based Routing (NSBR) in a call center.

**Symposium Call Center Server
Historical Reporting and Data Dictionary**
Order code: P0910108

The Nortel Networks Symposium Call Center Historical Reporting and Data Dictionary Guide explains how to create and use customized reports. It also provides information you need to export data to other applications.

**Symposium Call Center Server
Meridian 1 and Succession Communication Server for
Enterprise 1000 SCCS Scripting Quick Reference Card**
Order code: P0911677

This guide provides a quick reference to Symposium Call Center Server scripting guidelines including operators, intrinsics, scripting commands, and keywords.

**Symposium Call Center Server
Meridian 1 and Succession Communication Server for
Enterprise 1000 SCCS Scripting Guide**
Order code: P0910109

The Nortel Networks Symposium Call Center Server Scripting Guide for the Meridian 1 provides an overview of the functions of call center scripts and explains the scripting process.

**Symposium Call Center Server
Meridian 1 and Succession Communication Server for
Enterprise 1000 SCCS Set-up Guide**
Order code: P0910111

This guide explains how to setup and plan the implementation of the Meridian 1 switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator's Guide.

**Symposium Call Center Server
Supervisor's Guide**
Order code: P0910107

A supervisor in a call center is responsible for the day-to-day monitoring and management of the call center resources. To provide realistic examples of how to use call center technology effectively, this document provides best practices using a fictitious company, BestAir Airlines.

**Symposium Call Center Server
What's New in Release 4.2**
Order code: P0985398

This document contains important information about Nortel Networks Symposium Call Center Server Release 4.2. What's New in Release 4.2 highlights documentation changes, new features, and product changes for this release.

**Symposium Call Center Server
Platform Migration Guide**
Order code: P0918378

This guide provides the procedures you must perform to migrate to another server platform that uses the same Release 4.0 of Symposium Call Center Server as your present platform.

**Symposium Call Center Server
Host Data Exchange API Programmer's Guide**
Order code: APIPROG

This document provides information for developing applications that use the Host Data Exchange API for Symposium Call Center Server Release 4.2. This guide also covers migration from Releases 1.5, 3.0, and 4.0 to Release 4.2 of Symposium Call Center Server.

**Symposium Call Center Server
Planning and Engineering Guide**
Order code: P0985400

This document outlines various methods that can be used to plan and engineer the Symposium Call Center Server.

**Symposium Call Center Server
Platform Migration Guide**
Order code: P0985401

This guide provides the procedures you must perform to migrate the data on your Release 4.2 Symposium Call Center Server to another server platform that is also running Release 4.2 of Symposium Call Center Server.

**Symposium Call Center Server
Real-time Statistics Multicast Programmers Guide**
Order code: RTSTAT

The Real-time Statistic Multicast (RSM) interface provides basic status reporting capability to third-party application developers using IP Multicast technology. This enables third-party applications to interface with the Symposium Call Center Server responsible for collecting and maintaining real-time display statistics.

Packaging details

This section contains details on how the Symposium Call Center Server Release 4.2 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Symposium Call Center Server 4.2 Documentation CD-ROM
CPC code: A0874718 PEC code: NTUF25AC

This package contains a CD-ROM with all of the Symposium Call Center Server 4.0 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

Symposium Call Center Server 4.2 Set-up Guide Assembly
CPC code: A0807344 **PEC code: NTPH02AA**

This package includes the setup and implementation guide and a setup diskette for the Meridian 1 in a Symposium Call Center Server 4.2 system:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Symposium Call Center Server for the Meridian 1 Setup Guide	N/A	P0910111	P0910111	No	1

Individually Orderable documents

The following Symposium Call Center Server 4.2 documents are available as individual merchandise items from Nortel:

Document/Package Title	NTP number	PEC code	CPC code
Administrator's Guide	N/A	P0918381	P0918381
Scripting Quick Reference Card	N/A	P0911677	P0911677
Supervisors' Guide	N/A	P0910107	P0910107
Historical Reporting and Data Dictionary	N/A	P0910108	P0910108
Scripting Guide	N/A	P0910109	P0910109
End-to-End Task Flow Guide for Meridian 1	N/A	P0910114	P0910114

Symposium Call Center Server 4.0

Symposium Call Center Server (SCCS), based on client-server architecture, is designed on an industry-standard platform to enable real-time data and host data exchange, advanced call handling, and can be integrated with multimedia transaction handling and web site-enabled functionality.

Symposium Call Center Server 4.0 can be used with Symposium Call Center Web Client 4.0. For more information on the documents supporting that product, see “Symposium Call Center Web Client 4.0” in this document.

Document descriptions

For DMS

Symposium Call Center Server for the DMS/MSL-100 Administrator’s Guide

Order code: P0918382

The Nortel Networks Symposium Call Center Server Administrator’s Guide provides information on how to configure, and manage the configuration of your Symposium Call Center Server. In addition, the Administrator’s Guide provides information on software maintenance tasks, such as alarm monitoring and backing up and restoring the database.

303-467-5500

www.hcwt.com

Symposium Call Center Server Symposium and DMS Switch Guide

Order code: P0911815

This guide explains how to configure the DMS switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator’s Guide. This guide assumes that you have already configured ICM to work with the switch.

**Symposium Call Center Server
End-to-End Task Flow Guide for the DMS/MSL-100
Order code: P0911819**

This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center. It provides a high-level overview of the tasks performed during each phase, and it describes where you can find the instructions for performing these tasks. By following the recommended sequence of tasks and consulting the appropriate documents, you can successfully set up your call center.

**Symposium Call Center Server
Symposium and MSL-100 Switch Guide
Order code: P0915664**

This guide explains how to configure the MSL-100 switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator's Guide.

**Symposium Call Center Server
Planning and Engineering Guide
Order code: P0918384**

The Symposium Call Center Server Planning and Engineering Guide provides information on how to manage the configuration of your Symposium Call Center Server.

**Symposium Call Center Server
Historical Reporting and Data Dictionary
Order code: P0910108**

This guide explains how to create and use customized reports. It also provides information you need to export data to other applications.

**Symposium Call Center Server
DMS/MSL-100 Scripting Quick Reference Card
Order code: P0911817**

This guide provides a quick reference to Symposium Call Center Server scripting guidelines including operators, intrinsics, scripting commands, and keywords.

**Symposium Call Center Server
DMS/MSL-100 Scripting Guide**
Order code: P0911816

The Nortel Networks Symposium Call Center Server Scripting Guide for the DMS/MSL-100 provides an overview of the functions of call center scripts and explains the scripting process.

**Symposium Call Center Server
Supervisor's Guide**
Order code: P0910107

A supervisor in a call center is responsible for the day-to-day monitoring and management of the call center resources. To provide realistic examples of how to use call center technology effectively, this document provides best practices using a fictitious company, BestAir Airlines.

For Meridian 1

**Symposium Call Center Server
1003t Installation and Maintenance Guide**
Order code: P0911675

The 1003t Installation and Maintenance Guide provides information and instructions for installing and maintaining a 1003t for Symposium Call Center Server. The guide also covers troubleshooting issues.

**Symposium Call Center Server
Network Planner for the M1 switch**
Order code: P0913725

Note: This planner is bundled with the other planners under a single order code.

This planner is intended to help you record the required information for configuring your Meridian 1 switch for Symposium Call Center Server.

**Symposium Call Center Server
Network Planner for Network Skill-Based Routing
NCC at independent locations
Order code: P0913725**

Note: This planner is bundled with the other planners under a single order code.

This planner is intended to help you record the required information for configuring network skill-based routing. It is not intended to recommend a particular configuration.

**Symposium Call Center Server
Network Planner for Network Skill-Based Routing
NCC at service locations
Order code: P0913725**

Note: This planner is bundled with the other planners under a single order code.

This planner is intended to help you record the required information for configuring network skill-based routing. It is not intended to recommend a particular configuration.

**Symposium Call Center Server
Network Planner for the DMS/MSL100 Switch
Order code: P0913725**

Note: This planner is bundled with the other planners under a single order code.

The Symposium Call Center Network Planner is intended to help you record the required information for configuring your DMS/MSL100 switch for Symposium Call Center Server Release 4.0.

**Symposium Call Center Server
Symposium, M1, and Voice Processing Guide
Order code: P0910113**

The Nortel Networks Symposium Call Center Server Symposium, Meridian 1, and Voice Processing Guide provides descriptive information and instructions on how to set up and configure the Meridian 1, Meridian Link Services, Meridian Mail, Meridian Integrated RAN (MIRAN), and voice processing for use with Symposium Call Center Server.

**Symposium Call Center Server
End-to-End Task Flow Guide for the Meridian 1
Order code: P0910114**

This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center. It provides a high-level overview of the tasks performed during each phase, and it describes where you can find the instructions for performing these tasks. By following the recommended sequence of tasks and consulting the appropriate documents, you can successfully configure your call center.

**Symposium Call Center Server
Network Control Center Administrator's Guide
Order code: P0910106**

The Nortel Networks Symposium Call Center Server Network Control Center Administrator's Guide provides information on how to implement Network Skill-Based Routing (NSBR) in a call center.

**Symposium Call Center Server
Historical Reporting and Data Dictionary
Order code: P0910108**

The Nortel Networks Symposium Call Center Historical Reporting and Data Dictionary Guide explains how to create and use customized reports. It also provides information to export data to other applications.

**Symposium Call Center Server
M1 SCCS Scripting Quick Reference Card
Order code: P0911677**

This guide provides a quick reference to Symposium Call Center Server scripting guidelines including operators, intrinsics, scripting commands, and keywords.

**Symposium Call Center Server
for the Meridian 1 Scripting Guide
Order code: P0910109**

The Nortel Networks Symposium Call Center Server Scripting Guide for the Meridian 1 provides an overview of the functions of call center scripts and explains the scripting process.

**Symposium Call Center Server
Supervisor's Guide**
Order code: P0910107

A supervisor in a call center is responsible for the day-to-day monitoring and management of the call center resources. To provide realistic examples of how to use call center technology effectively, this document provides best practices using a fictitious company called BestAir Airlines.

**Symposium Call Center Server
What's New in Release 4.0**
Order code: P0918377

This document contains important information about Nortel Networks Symposium Call Center Server Release 4.0. What's New in Release 4.0 highlights documentation changes, new features, and product changes for this release.

**Symposium Call Center Server
Platform Migration Guide**
Order code: P0918378

This guide provides the procedures you must perform to migrate to another server platform that uses Release 4.0 of Symposium Call Center Server.

**Symposium Call Center Server
Platform Vendor Independence Base Configuration Guide**
Order code: P0918380

This document provides information and instructions for installing and maintaining a third-party Windows NT server for Symposium Call Center Server Release 4.0. The guide also covers any troubleshooting problems that can arise.

**Symposium Call Center Server
for the Meridian 1 Administrator's Guide**
Order code: P0918381

This document provides information on how to configure, and manage the configuration of your Symposium Call Center Server. This guide contains sensitive information about maintaining your Symposium Call Center Server, including passwords, procedures, and information that can damage the system if not used correctly. Nortel Networks recommends that access to this guide be restricted only to senior administrators.

**Symposium Call Center Server
Software Installation and Maintenance Guide
Order code: P0918383**

This document provides step-by-step instructions for the procedures to install or reinstall software, convert software from a previous release, manage and troubleshoot the server and its utilities, and back up and restore data.

Packaging details

This section contains details on how the Symposium Call Center Server Release 4.0 documentation are packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Symposium Call Center Server Release 4.0 Documentation CD-ROM

CPC code: A0827206

PEC code: NTUF25AB

This package contains a CD-ROM with all the Symposium Call Center Server 4.0 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

Individually orderable documents

The following documents are available as individual merchandise items from Nortel Networks:

Document/Package Title	NTP number	PEC code	CPC code	Individually Orderable	Qty in pkg
Administrator's Guide	N/A	P0918381	P0918381	No	1
Scripting Quick Reference Card	N/A	P0911677	P0911677	No	1
Supervisor's Guide	N/A	P0910107	P0910107	No	1
Historical Reporting and Data Dictionary	N/A	P0910108	P0910108	No	1
Scripting Guide	N/A	P0910109	P0910109	No	1
End-to-End Task Flow Guide for M1	N/A	P0910114	P0910114	No	1

Symposium Call Center Server M1 Base Documentation Package CPC code: A0828153 PEC code: NTUF24AB

This package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually Orderable	Qty in Pkg
What's New in Release 4.0	N/A	P0918377	P0918377	No	1
Platform Vendor Independence Base Configuration Guide	N/A	P0918380	P0918380	No	1
Platform Migration Guide	N/A	P0918378	P0918378	No	1
Network Control Center Administrator's Guide	N/A	P0910106	P0910106	No	1
Supervisor's Guide	N/A	P0910107	P0910107	No	1
Historical Reporting and Data Dictionary	N/A	P0910108	P0910108	No	1
Meridian 1 Scripting Guide	N/A	P0910109	P0910109	No	1
Meridian 1 Administrator's Guide	N/A	P0918381	P0918381	No	1

Symposium Call Center Server Planning and Engineering Guide Package

CPC code: A0828156

PEC code: NTPH03AB

This package contains the following document:

Document/Package Title	NTP number	PEC code	CPC code	Individually Orderable	Qty in Pkg
Planning and Engineering Guide	N/A	P0918384	P0918384	No	1

Symposium Call Center Server Software Installation and Maintenance Guide Package

CPC code: A0828154

PEC code: NTPH05AB

This package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually Orderable	Qty in Pkg
Software Installation and Maintenance Guide	N/A	P0918383	P0918383	No	1
Network Planners	N/A	P0913275	P0913275	No	4



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Symposium Call Center Server 3.0

Symposium Call Center Server (SCCS), based on client-server architecture, is designed on an industry-standard platform to enable real-time data and host data exchange, advanced call handling, and can be integrated with multimedia transaction handling and web site-enabled functionality.

Document descriptions

For DMS

Symposium Call Center Server 1003t Installation and Maintenance Guide Order code: P0911675

The 1003t Installation and Maintenance Guide provides information and instructions for installing and maintaining a 1003t for Symposium Call Center Server. The guide also covers troubleshooting any problems that can arise.

Meridian Application Server 702t Installation and Maintenance Guide Order code: P0884909

The 702t Installation and Maintenance Guide provides information and instructions for maintaining the current functions of a Nortel Networks 702t Meridian Application Server (MAS), and for troubleshooting any problems that can arise.

Symposium Call Center Server Network Planner for the DMS/MSL100 Switch Order code: Planner-1

The Symposium Call Center Network Planner is intended to help you record the required information for configuring your DMS/MSL100 switch for Symposium Call Center Server Release 3.0.

Symposium Call Center Server Software Installation and Upgrade Guide Order code: P0910112

The Symposium Call Center Server Software Installation and Upgrade Guide provides step-by-step instructions for all of the procedures you must perform to complete an installation of, or perform an upgrade on, the Symposium Call Center Server client and server applications.

**Symposium Call Center Server for the DMS/MSL-100
Administrator's Guide**

Order code: P0911818

The Nortel Networks Symposium Call Center Server Administrator's Guide provides information on how to configure, and manage the configuration of, your Symposium Call Center Server. In addition, the Administrator's Guide provides information on software maintenance tasks, such as alarm monitoring and backing up and restoring the database.

**Symposium Call Center Server
Symposium and DMS Switch Guide**

Order code: P0911815

This guide explains how to configure the DMS switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator's Guide. This guide assumes that you have already configured ICM to work with the switch.

**Symposium Call Center Server
End-to-End Task Flow Guide for the DMS/MSL-100**

Order code: P0911819

This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center. It provides a high-level overview of the tasks performed during each phase, and it describes where you can find the instructions for performing these tasks. By following the recommended sequence of tasks and consulting the appropriate documents, you can successfully set up your call center.

**Symposium Call Center Server
Symposium and MSL-100 Switch Guide**

Order code: P0915664

This guide explains how to configure the MSL-100 switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator's Guide.

**Symposium Call Center Server
Planning and Engineering Guide**
Order code: P0910115

The Symposium Call Center Server Planning and Engineering Guide provides information on how to manage the configuration of your Symposium Call Center Server.

**Symposium Call Center Server
Historical Reporting and Data Dictionary**
Order code: P0910108

This guide explains how to create and use customized reports. It also provides information you need to export data to other applications.

**Symposium Call Center Server
DMS/MSL-100 Scripting Quick Reference Card**
Order code: P0911817

This guide provides a quick reference to Symposium Call Center Server scripting guidelines including operators, intrinsics, scripting commands, and keywords.

**Symposium Call Center Server
DMS/MSL-100 Scripting Guide**
Order code: P0911816

The Nortel Networks Symposium Call Center Server Scripting Guide for the DMS/MSL-100 provides an overview of the functions of call center scripts and explains the scripting process.

**Symposium Call Center Server
for the DMS/MSL-100 Setup Guide**
Order code: P0911820

This guide explains how to setup and plan the implementation of the MSL-100 switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator's Guide.

**Symposium Call Center Server
Supervisor's Guide
Order code: P0910107**

A supervisor in a call center is responsible for the day-to-day monitoring and management of the call center resources. This document provides realistic examples of how to effectively use call center technology using a fictitious company called BestAir Airlines.

For Meridian 1

**Symposium Call Center Server
1003t Installation and Maintenance Guide
Order code: P0911675**

The 1003t Installation and Maintenance Guide provides information and instructions for installing and maintaining a 1003t for Symposium Call Center Server. The guide also covers any troubleshooting problems that can arise.

**Meridian Application Server
702t Installation and Maintenance Guide
Order code: P0884909**

The 702t Installation and Maintenance Guide provides information and instructions for maintaining the current functions of a Nortel Networks 702t Meridian Application Server (MAS), and for troubleshooting any problems that can arise.

**Symposium Call Center Server
Network Planner for the M1 switch
Order code: Planner-2**

This planner is intended to help you record the required information for configuring your Meridian 1 switch for Symposium Call Center Server.

**Symposium Call Center Server
Network Planner for Network Skill-Based Routing
(Standalone site)
Order code: Planner-3**

This planner is intended to help you record the required information for configuring network skill-based routing. It is not intended to recommend a particular setup.

**Symposium Call Center Server
Network Planner for Network Skill-Based Routing
NCC (Network Control Center)
Order code: Planner-4**

This planner is intended to help you record the required information for configuring network skill-based routing. It is not intended to recommend a particular setup.

**Symposium Call Center Server
Administrator's Guide
Order code: P0910110**

The Nortel Networks Symposium Call Center Server Administrator's Guide provides information on how to configure, and manage the configuration of, your Symposium Call Center Server.

**Symposium Call Center Server
Symposium, M1, and Voice Processing Guide
Order code: P0910113**

The Nortel Networks Symposium Call Center Server Symposium, Meridian 1, and Voice Processing Guide provides descriptive information and instructions on how to set up and configure the Meridian 1, Meridian Link Services, Meridian Mail, Meridian Integrated RAN (MIRAN), and voice processing for use with Symposium Call Center Server.

**Symposium Call Center Server
End-to-End Task Flow Guide
Order code: P0910114**

This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center. It provides a high-level overview of the tasks performed during each phase, and it describes where you can find the instructions for performing these tasks. By following the recommended sequence of tasks and consulting the appropriate documents, you can successfully set up your call center.

**Symposium Call Center Server
Network Control Center Administrator's Guide
Order code: P0910106**

The Nortel Networks Symposium Call Center Server Network Control Center Administrator's Guide provides information on how to implement Network Skill-Based Routing (NSBR) in a call center.

**Symposium Call Center Server
Historical Reporting and Data Dictionary**
Order code: P0910108

The Nortel Networks Symposium Call Center Historical Reporting and Data Dictionary Guide explains how to create and use customized reports. It also provides information you need to export data to other applications.

**Symposium Call Center Server
Meridian 1 and Succession Communication Server for Enterprise
SCCS Scripting Quick Reference Card**
Order code: P0911677

This guide provides a quick reference to Symposium Call Center Server scripting guidelines including operators, intrinsics, scripting commands, and keywords.

**Symposium Call Center Server
for the Meridian 1 Scripting Guide**
Order code: P0910109

The Nortel Networks Symposium Call Center Server Scripting Guide for the Meridian 1 provides an overview of the functions of call center scripts and explains the scripting process.

**Symposium Call Center Server
for the Meridian 1 Setup Guide**
Order code: P0910111

This guide explains how to setup and plan the implementation of the Meridian 1 switch to work with Symposium Call Center Server. To find out how to configure the server, refer to the Administrator's Guide.

**Symposium Call Center Server
Supervisor's Guide**
Order code: P0910107

A supervisor in a call center is responsible for the day-to-day monitoring and management of the call center resources. To provide realistic examples of how to use call center technology effectively, this document provides best practices using a fictitious company, BestAir Airlines.

Packaging details

This section contains details on how the Symposium Call Center Server Release 3.0 documentation is packaged.

The Symposium Call Center Server Release 3.0 documentation is available from Helmsman Express located at <http://www.nortelnetworks.com/documentation>.

Individually-orderable documents

The following documents are available as individual merchandise items from Nortel Networks:

Document/Package Title	NTP number	PEC code	CPC code
Supervisor's Guide	N/A	P0910107	P0910107
Historical Reporting and Data Dictionary	N/A	P0910108	P0910108





Symposium Call Center Web Client 4.0

Symposium Call Center Web Client 4.0 enables call center supervisors and administrators to manage and configure the call center and its users, define access to Symposium Web Client applications and data, and view real-time and historical reports through a web browser on their desktop.

The following documents support the Symposium Call Center Web Client.

Symposium Call Center Web Client Planning, Installation, and Maintenance Guide NTP number: 297-2183-150

This guide provides step-by-step instructions for the procedures you must perform to complete the installation and administration of Symposium Web Client.

This guide is intended for both Nortel Networks installers and distributors who are responsible for installing Symposium Web Client, as well as administrators who are responsible for monitoring and maintaining the application server.

Symposium Call Center Web Client Supervisor's Reference Guide NTP number: 297-2183-801

Of these components, call center supervisors typically use Contact Center Management, Real-Time Reporting, Historical Reporting, and Emergency Help. This guide discusses these components.

Symposium Call Center Web Client Data Extraction Tool User's Guide for the Meridian 1 NTP number: 297-2183-901

Symposium Call Center Web Client enables call center supervisors and administrators to manage and configure the call center and its users, define access to Symposium Web Client applications and data, and view real-time and historical reports through a web browser on their desktop. Of these components, call center supervisors typically use Contact Center Management, Real-Time Reporting, Historical Reporting, and Emergency Help. This guide discusses these components.

Packaging details

This section contains details on how the Symposium Call Center Web Client Release 4.0 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Symposium Web Center Client 4.0 Base Application Documentation Package

CPC code: A0814663

PEC code: NT9F98BA

This package includes the documentation for the Symposium Web Center Client 4.0 as indicated below:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Planning Installation and Administration Guide	297-2183-150	N/A	N/A	No	1
Supervisor's Reference Manual	297-2183-801	N/A	N/A	No	1
Symposium Web Client Documentation CD ROM	N/A	NTOR01AA	A0838247	Yes	1

Symposium Web Center Client 4.0 Documentation CD ROM

CPC code: A0838247

PEC code: NTOR01AA

This CD ROM includes all the documentation for the Symposium Web Center Client 4.0 as described in the document descriptions.

Symposium Call Center Web Client 4.5

Symposium Call Center Web Client 4.5 enables call center supervisors and administrators to manage and configure the call center and its users, define access to Symposium Web Client applications and data, and view real-time and historical reports through a web browser on their desktop.

The following documents support the Symposium Call Center Web Client.

Symposium Call Center Web Client Planning, Installation, and Maintenance Guide NTP number: 297-2183-117

This guide provides step-by-step instructions for the procedures you must perform to complete the installation and administration of Symposium Web Client.

This guide is intended for both Nortel Networks installers and distributors who are responsible for installing Symposium Web Client, as well as administrators who are responsible for monitoring and maintaining the application server.

Symposium Call Center Web Client Supervisor's Reference Guide NTP number: 297-2183-918

Of these components, call center supervisors typically use Contact Center Management, Real-Time Reporting, Historical Reporting, and Emergency Help. This guide discusses these components.

Symposium Call Center Web Client Data Extraction Tool User's Guide for the Meridian 1 NTP number: 297-2183-919

Symposium Call Center Web Client enables call center supervisors and administrators to manage and configure the call center and its users, define access to Symposium Web Client applications and data, and view real-time and historical reports through a web browser on their desktop. Of these components, call center supervisors typically use Contact Center Management, Real-Time Reporting, Historical Reporting, and Emergency Help. This guide discusses these components.

Packaging details

This section contains details on how the Symposium Call Center Web Client Release 4.5 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Symposium Web Center Client 4.5 Base Application Documentation Package

CPC code: A0875392

PEC code: NT9F98BB

This package includes the documentation for the Symposium Web Center Client 4.5 as indicated below:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Planning Installation and Administration Guide	297-2183-117	N/A	N/A	No	1
Supervisor's Reference Manual	297-2183-918	N/A	N/A	No	1
Symposium Web Client Software Installation and Documentation CD ROM	N/A	NT9F97BB	A0874740	Yes	1

Symposium Web Center Client 4.0 to 4.5 Upgrade - Base Application Documentation Package

CPC code: A0512352

PEC code: NT9F98CA

This package includes the documentation for the Symposium Web Center Client 4.0 to 4.5 upgrade as indicated below:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Crystal Decisions RTU for Upgrade from Crystal Report (CR) 8 to CR 9	297-2183-117	N/A	N/A	No	1
Keycode label	N/A	N/A	P0937936	No	1
Symposium Web Client Software Installation and Documentation CD ROM	N/A	NT9F97BB	A0874740	Yes	1

Symposium Web Center Client 4.5 Documentation CD ROM
CPC code: A0874740 PEC code: NT9F97BB

This CD ROM includes all the documentation for the Symposium Web Center Client 4.5 as described in the document descriptions.





Symposium Web Center Portal 3.0

Nortel Networks Symposium WebResponse Server is a client/server call center application that expands call center e-mail capabilities to enables agents to view, respond to, and track requests from the Internet. Unlike conventional e-mail requests to a single e-mail account, Symposium WebResponse Server not only lists all of your customers' requests, but also records all your agents' responses with the initial request. This enables you to measure and control the volume of traffic from the Internet. Supervisors and administrators can view both real-time displays of call center activities as well as run historical reports.

Document descriptions

Nortel Networks Symposium Web Center Portal Installation and Administration Guide

NTP number: 297-2183-151

The Nortel Networks Symposium Web Center Portal Installation and Administration Guide provides step by-step instructions to install and configure Symposium Web Center Portal. This guide also provides administrative procedures to maintain Symposium Web Center Portal.

Nortel Networks Symposium Web Center Portal User Guide for Agents and Supervisors

NTP number: 297-2183-902

The Symposium Web Center Portal User Guide for Agents and Supervisors. It provides information on how to use the Agent Workbook and the Web Communication Manager.

Packaging details

This section contains details on how the Symposium Web Center Portal Release 3.0 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Symposium Web Center Portal 3.0 Documentation CD-ROM

CPC code: A0829409

PEC code: NTCT17AA

This package contains a CD-ROM with all the Symposium Web Center Portal 3.0 documentation described in the "Document descriptions" section in Adobe Acrobat PDF format.



Symposium Express Call Center Release 4.2

Symposium Express Call Center Release 4.2 provides a simplified call center solution for call centers with up to 150 agents and up to 5000 calls per hour. Some Symposium Express Call Center advantages are

- cradle-to-grave call control
- state-of-the-art user interface
- industry standard client/server architecture
- open interfaces (database, real time, and Symposium Link)
- client/server processing power and leveraging of PBX switching reliability

Document descriptions

Symposium Express Call Center Planning, Installation, and Administration Guide NTP number: 297-2183-116

The Symposium Express Call Center Planning, Installation, and Administration Guide provides information on how to prepare and install the call center server and client software, and configure call center resources.

Symposium Express Call Center Call Center Management Guide NTP number: 297-2183-917

This guide provides information on how to set up, configure, and maintain Symposium Express Call Center for local routing calls.

Symposium Express Call Center Reports and Display Guides NTP number: 297-2183-515

This guide provides the information you need to create and manage system reports and to use reports and displays to monitor your system performance. This guide also contains descriptions of the standard reports, and a data dictionary you can use to create your own custom reports. This guide is for Symposium Express Call Center administrators who are responsible for creating and managing reports and using reports and displays.

**Symposium Express Voice Services Card
Installation Guide**

Order code: none — PDF only

This guide provides information on installing the voice services card.

**Symposium Express Call Center
Call Center Maintenance and Troubleshooting**

Order code: none — PDF only

This guide provides information on maintenance and troubleshooting the voice services card.

Packaging details

This section contains details on how the Symposium Express Call Center Release 4.2 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Symposium Express Call Center Documentation CD-ROM

CPC code: A0503511

PEC code: NTHF06AE

This package contains a CD-ROM with all the Symposium Express Call Center 4.2 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

Symposium Express Call Center Release 3.0

Symposium Express Call Center Release 3.0 provides a simplified call center solution for call centers with up to 40 agents and up to 5000 calls per hour. Some Symposium Express Call Center advantages are

- cradle-to-grave call control
- state-of-the-art user interface
- industry standard client/server architecture
- open interfaces (database, real time, and Meridian Link)
- client/server processing power and leveraging of PBX switching reliability

Document descriptions

Symposium Express Call Center Planning, Installation, and Administration Guide NTP number: 297-2183-102

This Planning, Installation, and Administration Guide provides information on how to prepare and install the call center server and client software and configure call center resources for the Symposium Express Call Center.

Symposium Express Call Center Call Center Management Guide NTP number: 297-2183-904

This guide explains how to manage the day-to-day activities of your Symposium Express Call Center.

Symposium Express Call Center Reports and Display Guides NTP number: 297-2183-502

This guide provides the information you need to create and manage system reports and to use reports and displays to monitor your system performance. This guide also contains descriptions of the standard reports, and a data dictionary you can use to create your own custom reports. This guide is for Symposium Express Call Center administrators who are responsible for creating and managing reports and using reports and displays.

**Symposium Express Voice Services Card
Installation Guide**

Order code: none — PDF only

This guide describes the steps required to install the Symposium Express Voice Services card hardware and software in Meridian 1 systems, and to perform initial configuration.

**Symposium Express Call Center
End-to-End Task Flow Guide**

Order code: P0913586

This guide provides an overview of all of the tasks involved in planning, installing, setting up, configuring, and managing a call center, and tells you where to find the information that you need to perform these tasks. The tasks are divided into 11 phases for the initial setup and configuration, many of which are performed by your Nortel Networks distributor.

**Symposium Express Call Center
Call Center Maintenance and Troubleshooting**

Order code: none — PDF only

This guide describes the maintenance procedures related to the Voice Services card hardware and software.

Packaging details

This section contains details on how the Symposium Express Call Center Release 3.0 documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Symposium Express Call Center Documentation CD-ROM

CPC code: A0812239

PEC code: NTHF06AD

This package contains a CD-ROM with all the Symposium Express Call Center 3.0 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format. This is a multilingual CD-ROM, including documents that have been translated into several different languages.

Symposium LinkPlexer Releases 1.1 and 1.2

LinkPlexer 1.1 is a Windows NT application that enables multiple IP clients to share the same session and DMS/MSL-100 resources, by acting as a proxy server between the two. LinkPlexer 1.1 can connect to the switch by means of IP (ICM) or X.25 (CompuCALL). When LinkPlexer 1.1 acts as an IP-capable server it enables applications that can only connect by means of IP to communicate with a switch that uses an X.25 connection.

Document descriptions

LinkPlexer 1.1 Installation and Configuration Guide Order code: P0993516

This document describes how to install and configure the Nortel Networks LinkPlexer 1.1 application.

LinkPlexer 1.2 Installation and Configuration Guide Order code: P0993516

This document describes how to install and configure the Nortel Networks LinkPlexer 1.2 application.

Packaging details

The Symposium LinkPlexer Release 1.1 and 1.2 documentation is available from Helmsman Express located at <http://www.nortelnetworks.com/documentation>. These documents are not individually orderable from Nortel Networks in hardcopy.



Symposium TAPI 2.3.1 and TAPI Service Provider

The Symposium TAPI Service Provider for Meridian 1 is a multifunctional TAPI 2.x-compliant service provider that marries the Microsoft TAPI 2.0 and 2.1 Application Programming Interfaces (APIs) to the Meridian 1. In combination with Microsoft TAPI 2.0 software, the Service Provider enables applications running on Windows NT 4.0 and 2000 servers to monitor and control Meridian 1 telephones. In combination with Microsoft TAPI 2.1 software, the Service Provider enables applications running on Windows NT and Windows 2000 servers or Windows NT workstation, Windows 95 or Windows 98 clients to monitor and control Meridian 1 telephones. Together these products enable the telephony capabilities of the Meridian 1 to be easily and very cost effectively integrated with Windows-based business applications.

Document descriptions

Engineering and Capacity Rules Symposium TAPI Service Provider for Meridian 1 Release 2.3 Order code: P0889315

This document provides information and instructions for installing, engineering, and maintaining Symposium TAPI Service Provider. The guide also covers troubleshooting problems.

Nortel Symposium Network Manager's Guide: Reference Guide for Installing, Configuring, and Maintaining Symposium TAPI Service Provider Release 2.3 Order code: NMG122000

This document describes how to install and maintain the Symposium TAPI Service Provider for Meridian 1 Release 2.3. Information in this document is intended for use by Meridian 1 users who have bought or developed a TAPI-compliant application and need a Symposium TAPI Service Provider platform to support the deployment of the application or for application developers who want to write TAPI-compliant applications for deployment on the Meridian 1.

Packaging details

All Symposium TAPI documentation is available on the Internet at <http://www.nortelnetworks.com/documentation>.



Media Processing Server 500/1000

The Media Processing Server 500 (MPS500) and the Media Processing Server 1000 (MPS 1000) provide state-of-the-art solutions for today's Media Processing and Contact Center environments. These systems are website-centric and integrate a variety of call processing functions with programmable switching capabilities, networking, data communication and transaction processing. The systems are distinguished by their centric design, networking integration flexibility, high degree of modularity and scalability, lowest lifecycle cost of ownership and modular technology upgrades in an open system design. The MPS 500 and 1000 combine full Interactive Call Processing functionality with Programmable Switching fabrics in an integrated system.

Document descriptions

Media Processing Server Series 1000 Software Installation Guide Order code: P0988081

This document contains information about the installation considerations and requirements for the Media Processing Server Series 1000. This includes workstation and system requirements, pre-installation considerations, and installation instructions.

Media Processing Server Series Telephony Reference Manual Order code: P0988082

This document serves as a telephony reference for the Media Processing Server Series. As such, it overviews both analog and digital telephone protocols, telephone line monitoring and applications, and protocol configuration files.

Media Processing Server Series COMMGR Reference Manual Order code: P0988083

This document details how to configure a Nortel Networks Media Processing Server Series (MPS) system to communicate with various types of host computer systems. This manual provides background information and details about configuration parameters common to most host environments, as well as information about optional MPS features that can be used at specific sites.

Media Processing Server Series System Reference Manual

Order code: P0988084

This document details the procedures and parameters for configuring the Nortel Networks Media Processing Server Series (MPS) system for online operation in a variety of telephony environments. In addition, this manual provides configuration parameters and basic file information for elements common to all Media Processing Servers (MPS) within the network.

Media Processing Server Series Caller Message Recording

Order code: P0988085

This manual documents the use of the Caller Message Recording (CMR) feature in the Nortel Networks Media Processing Server Series (MPS). It contains comprehensive information on implementation of the CMR feature including setup, configuration, administration, and application development.

Media Processing Server Series GeoTel Features User Manual

Order code: P0988087

This manual documents the use of Nortel Networks Media Processing Server Series (MPS) systems to provide interactive voice response functions in an enterprise-wide GeoTel ICM (Intelligent Contact Management) environment. This manual provides background information and details about GeoTel-specific configuration parameters and commands.

303-467-5500 www.hcwt.com

Media Processing Server Series Application Programming Guide

Order code: P0988090

This manual contains reference information for developing call applications for the Nortel Networks Media Processing Server Series (MPS) Product Family. Applications are developed using the PeriProducer graphical development tool with an extended tool kit.

Media Processing Server Series Solaris System Operator's Guide

Order code: P0988097

This document is a road map through the major functions in the daily operation and monitoring of the Media Processing Server Series system. It is also a guideline for general problem solving activities.

Media Processing Server Series Transition Guide

Order code: P0988098

This guide provides information for making the transition from the Nortel Networks Voice Processing Series with integration and scalability (VPS/is) running software Release VPS5.x, to the Nortel Networks Media Processing Server 1000 (MPS1000) running software Release MPS 1.0.

Media Processing Server Series 1000 Release Notes

Order code: P0988100

This document contains release notes for the Media Processing Server Series 1000, including known issues and resolutions.

Simple Network Management Protocol in the MPS Environment

Order code: P0607269

This document contains an overview and description of the Simple Network Management Protocol (SNMP); its developmental structure; and its function in managing network components. The Nortel Networks enterprise Management Information Base (MIB), its relationship to SNMP, and its practical use in managing the Nortel Networks Media Processing Server Series (MPS) system is discussed in more detailed terms. Comparisons to analogous tools and functions in Nortel's PeriView MPS management Graphical User Interface (GUI) are also included.

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Java Services Bridge User's Guide (Software Release 1.3.0)

Order code: P0607268

This document describes installation, configuration and use of the Java Services Bridge (JSB). The JSB provides a message interface between Nortel Networks Interactive Voice Response (IVR) applications (created with PeriProducer or in VRAM) and any Java facility accessible through a Java API.

Java Services Bridge Release Notes

Order code: P0607938

This document describes software updates and enhancements that have occurred to the Java Services Bridge product. The Java Services Bridge provides a message interface between IVR applications and any Java facility accessible through a Java API.

HTML Service Daemon User's Guide

Order code: P0607297

This document describes the installation, configuration and use of the HTML Service Daemon. The HTML Service Daemon retrieves any type of file from a web site (HTML, XML, graphic, audio, video, binary, and so on) and serves them to Nortel Networks Interactive Voice Response (IVR) applications (created with PeriProducer or VRAM).

Nortel Networks Media Processing Server Series Protocol Toolkits Reference Guide

Order code: P0602287

This document describes how to use protocol toolkits to create applications with the PeriProducer application development tool in order to interact with specific telephony protocol services.

Nortel Networks Media Processing Server Series Command Reference Manual

Order code: P0602476

This manual is a reference for the command line interface of the Nortel Networks Media Processing Server Series (MPS). Other manuals provided with the MPS make reference to commands and utilities, and specific instances of their usage. This manual is intended as a comprehensive reference for all MPS command line functions.

Nortel Networks Media Processing Server Series System Reference Manual

Order code: P0602477

This document details the procedures and parameters for configuring the Nortel Networks Media Processing Server (MPS) Series system for online operation in a variety of telephony environments. In addition, this manual provides configuration parameters and basic file information for elements common to all MPS within the network.

Nortel Networks Media Processing Server Series Alarm Reference Manual

Order code: P0602478

This manual is a reference for the system alarm messages generated by the Nortel Networks Media Processing Server (MPS) Series.

Nortel Networks Media Processing Server Series Host Communications Reference Manual

Order code: P0602479

This document details how to configure a Nortel Networks Media Processing Server (MPS) Series system to communicate with various types of host computer systems. This manual provides background information and details about configuration parameters common to most host environments, as well as information about optional MPS features that can be used at specific sites.

Nortel Networks Media Processing Server Series Credit Card Authorization Features User Manual

Order code: P0602480

This document details how to configure and use a MPS system to connect with financial computer networks for performing Credit Card Authorization (CCA) functions.

Nortel Networks Media Processing Server Series IEX Features User Manual

Order code: P0602481

This manual documents details on how the Nortel Networks Media Processing Server (MPS) systems provide interactive voice response functions in an enterprise-wide IEX environment. This manual provides background information and details about IEX-specific configuration parameters and commands. This manual does not explain general telephony or host computer communications concepts.

Nortel Networks Media Processing Server Series GeoTel Features User Manual

Order code: P0602482

This manual documents the use of Nortel Networks Media Processing Server Series (MPS) systems to provide interactive voice response functions in an enterprise-wide *GeoTel ICM (Intelligent Contact Management)* environment.

Nortel Networks Media Processing Server Series VTCPD Features User Manual

Order code: P0602483

This manual documents the use of VTCPD. This manual provides background information and details about VTCPD configuration parameters and commands.

Nortel Networks Media Processing Server Series System Operator's Guide

Order code: P0602484

This document provides information and procedures related to the daily operation, monitoring, and maintenance of the Media Processing Server Series system.

Disk Mirroring, Installation, and Recovery

Order code: P0602567

This document guides you through the installation and configuration of Sun DiskSuite 4.2 on the Nortel Networks Media Processing Server (MPS) Series System. This procedure is intended as an upgrade to an existing Nortel Networks Media Processing Server Series system.

Installing MPS Software on the Solaris Platform

Order code: P0602568

This manual contains installation procedures for the Nortel Networks Media Processing Server (MPS) software packages that make up the software release 2.1 product and run on the Solaris operating system. It should be used in conjunction with the user and release notes manuals for the packages to completely understand the requirements and operation of each.

Nortel Networks Media Processing Server Series Telephony Reference Manual

Order code: P0602811

This document describes how to configure the Nortel Networks Media Processing Server Series (MPS) to communicate with various types of telephone lines, interfaces, and networks.

Glossary of Nortel Networks Media Processing Server Series Terminology

Order code: P0602812

This document defines terms specific to the programming, operations, and documentation of the Nortel Networks MPS Series system.

VoiceXML User's Guide**Order code: P0603287**

This document describes installation, configuration and use of the Voice eXtensible Markup Language (VoiceXML) interpreter on the Nortel Networks Media Processing Server (MPS) Series Platform.

Nortel Networks Media Processing Server 500 Hardware Installation and Maintenance**Order code: P0603484(I)**

This document provides information about the Nortel Networks Media Processing Server (MPS) 500 Hardware Installation and Maintenance.

User-Defined Call Functions in PeriProducer Environment**Order code: P0603935**

This manual is intended as a guide to producing and integrating custom Call Functions for use in the PeriProducer environment. It should be used in conjunction with the *PeriProducer User's Guide*. It is not intended as a style guide or tutorial on how to program a custom Call Function.

Nortel Networks Media Processing Server 500 Overview Manual**Order code: P0603951**

This manual covers all facets of using the Nortel Networks Media Processing Server (MPS) 500, from setting it up to processing the data. This guide will enable you as a distributor to prepare and deploy MPS 500 on both Solaris and Windows 2000 for your customers. The chapters that follow contain practical information, helpful hints, and easy to understand tasks.

Nortel Networks Media Processing Server 1000 Release Notes**Order code: P0605090**

This manual provides a summary of software issues, new/changed/discontinued features, and required patches for the Nortel Networks Media Processing Server (MPS) 1000.

Installing MPS Software on the Windows Platform (Software Release 2.1)**Order code: P0607270**

This document provides product descriptions and installation, configuration, and operations procedures for installing Nortel Networks Media Processing Server (MPS) software on the Windows 2000 platform.

Multilingual Vocabulary Management User's Guide

Order code: P0607939

The purpose of this manual is to define the grammar rules applications use to generate speech for non conversational, conversational, money, date, time, percent, and ordinal for the various languages supported.

Media Processing Server Series 1000 Transition Guide

Order code: P0608216

This guide provides information for making the transition from the Nortel Networks Voice Processing Series with integration and scalability (VPS/is) running software release VPS5.X, to the Nortel Networks Media Processing Server (MPS) 1000 running software release MPS 2.1. This guide does not address the Media Processing Server (MPS) 100.

Nortel Networks Media Processing Server Series Caller Message Recording (CMR) Feature Documentation Guide (Software Release 2.1)

Order code: P0608217

This manual documents the utilization of Caller Message Recording (CMR) feature in the Nortel Networks Media Processing Server (MPS). It contains comprehensive information on implementation of the CMR feature including setup, configuration, administration, and application development.

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Nortel Networks Media Processing Server Customer Supplied Rack Solutions (Software Release 2.1)

Order code: P0608292

This manual describes the technical specifications for the components of an MPS 500 rack system.

Nortel Networks Media Processing Server 500 Release Notes (Software Release MPS 2.1)

Order code: P0608366

This manual provides a summary of software issues, new/changed/discontinued features, and required patches for the Nortel Networks Media Processing Server (MPS) 500.

MPS Hardware Installation and Maintenance

Order code: P0992816(I)

This document provides information about the Media Processing Server (MPS) 1000.

PeriProducer for the Business Communications Manager (BCM) Platform

Order code: P0995956

The PeriProducer Integration with BCM manual explains variances in PeriProducer functionality when it is integrated with BCM.

BCM-IVR Integration Supplement

Order code: P0995957

The BCM IVR Integration manual explains variances in COMMGR, PeriView, and PeriReporter software functionality when it is integrated with BCM. It is not meant to replace their individual user guides; it is meant only to be used as a supplement to them.

CCSS 1000/2000 Feature Documentation Software Release CCSS 6.1

Order code: P0994069

The CCSS 1000/2000 Feature Documentation manual provides information for anyone using the SS7 out-of-band signaling system. It gives step-by-step instructions on installation and configuration of various files and features.

CCSS 1000/2000 Feature Documentation Software Release CCSS 6.2

Order code: P0602472

The CCSS 1000/2000 Feature Documentation manual provides information for anyone using the SS7 out-of-band signaling system. It gives step-by-step instructions on installation and configuration of various files and features.

MPS Interface to M1

Order code: P0606087

This document provides product descriptions and installation, configuration, and operations procedures for using Computer Telephony Integration (CTI) interface software on the Nortel Networks Media Processing Server (MPS) platforms.

MPS Interface to M1 Release Notes

Order code: P0606088

This document provides a summary of software issues and required patches related to the Computer Telephony Integration (CTI) functions available on the Nortel Networks Media Processing Server (MPS) 500 and 1000.

PeriProducer CTI Toolkit User's Guide for M1

Order code: P0606089

This document provides product descriptions, installation procedures, and usage information for using the Computer Telephony Integration (CTI) Toolkit to develop applications for Nortel Networks Media Processing Server (MPS) platforms.

IPML Distributor Software Installation Guide

Order code: P0606090

This document provides the essential information for installing the Nortel Networks Computer Telephony Integration (CTI) software on Nortel's Processing Server systems.

Nortel Networks Media Processing Server OSCAR 6.0.1 Internet Audio Server 1.0.2 Resource Guide

Order code: P0604229

This guide documents how to implement the Internet Audio Server OSCAR resource on Windows 2000 OSCAR nodes. The Internet Audio Server resource is a Nortel Networks product.

Nortel Networks Media Processing Server Series OSCAR 6.0.1 Reference Guide

Order code: P0988102

This guide documents OSCAR Release 6.0.1 resource processing with the Nortel Networks Media Processing Server (MPS) on Windows 2000 OSCAR nodes. OSCAR provides speech recognition and synthesis resource capabilities to the MPS environment.

Nortel Networks Media Processing Server Series OSCAR 6.0.1 FFAST 5.2 Resource Guide

Order code: P0988105

This guide documents how to implement OSCAR resource processing with FFAST text-to-speech (speech synthesis) on Windows 2000 OSCAR nodes.

**Nortel Networks Media Processing Server Series OSCAR 6.0.1
Nuance 8 Resource Guide**
Order code: P0988106

This guide documents how to work with the Nuance Large Vocabulary Resource (LVR). This document applies to Nuance Version 8.0 with MPS software release 1.0 and OSCAR Software Release 6.0.1 in the Nortel Networks Media Processing Server (MPS) environment.

**Nortel Networks Media Processing Server Series OSCAR 6.0.1
SpeechWorks OSR 1.1.3 Resource Guide**
Order code: P0990934

This guide documents how to implement OSCAR resource processing with the SpeechWorks speech recognition resource on Windows 2000 OSCAR nodes.

**Nortel Networks Media Processing Server Series OSCAR 6.0.1
Nuance 8 Dynamic Grammar Feature Guide**
Order code: P0991643

This guide documents how to implement the Dynamic Grammar feature.

**Nortel Networks Media Processing Server Series OSCAR 6.0.1
Nuance 8 Speaker Verification Feature Guide**
Order code: P0991644

This guide documents how to implement the Speaker Verification application.

**Nortel Networks Media Processing Server Series OSCAR 6.0.1
Installation Guide and Release Notes**
Order code: P0995215

This document provides instructions for installing OSCAR Release 6.0.1 resources on a Windows 2000 OSCAR node. In addition, it provides instructions for installing software on the MPS node that is required for Nuance resource processing. This document also includes OSCAR 6.0.1 Release Notes and software update information. Each OSCAR node is associated with one or more MPS 2.1 application processor nodes.

PeriProducer User's Guide (Software Release 3.00)
Order code: P0995131

This manual documents the use and features of PeriProducer on Nortel Networks Media Processing Server Series (MPS) and Voice Processing Series (VPS) Platforms.

PeriProducer 3.00 Release Notes (Software Release 3.00)

Order code: P0605081

This document provides a summary of new features and enhancements to PeriProducer 3.00.

PeriProducer User's Guide (Software Release 2.30)

Order code: P0987071

This manual documents the use and features of PeriProducer on Nortel Networks Media Processing Server Series (MPS) and Voice Processing Series (VPS) Platforms (hereafter, collectively known as Processing Server (PS)).

PeriProducer 2.30 Release Notes

Order code: P0987102

The manual PeriProducer 2.30 Release Notes provides a summary of new features and enhancements to PeriProducer 2.20.

PeriStudio User's Guide (Software Release 2.20)

Order code: P0988091

This document provides information about the operation and use of the PeriStudio software package. PeriStudio is available for both Solaris and Windows NT platforms. Operation and performance of the Solaris and NT versions are virtually the same. This manual covers both versions and describes the differences, where applicable.

PeriStudio 2.20 Release Notes

Order code: P0987098

This document contains the following information relating to PeriStudio Release 2.20:

- Procedures for installing and/or upgrading to the new version of PeriStudio on a VPS/is, VAS workstation, standalone workstation, or PC. Separate chapters are provided for Solaris and Windows NT based systems.
- Description of new features and functionality in PeriStudio.

PeriWeb User's Guide (Software Release 2.1)

Order code: P0988092

The PeriWeb User's Guide provides a feature description and reference for PeriWeb software functions on Nortel Networks Media Processing Server Series (MPS) and Voice Processing Series (VPS) Platforms (hereafter, collectively known as Processing Server (PS)). This document also includes configuration, operation, and application programming information.

PeriReporter User's Guide (Software Release 1.0)

Order code: P0988093

The PeriReporter User's Guide provides information for the use of the PeriReporter tool. It gives step-by-step instructions on gathering and displaying data from the Nortel Networks Media Processing Series system.

PeriView Reference Manual (Software Release 1.0)

Order code: P0988094

The PeriView Reference Manual provides information about how to use PeriView and its subset of tools. A companion document, PeriView Quick Start Guide offers a concentrated version of this material.

Visual Voice Recognition Grammar Editor Reference Guide (Software Release 1.0)

Order code: P0989403

This manual describes the Nortel Networks Visual Voice Recognition Grammar Editor (VRG). This is a GUI-driven grammar development tool which can be used without any knowledge of a specific grammar vendor's rules or syntax.

Visual Voice Recognition Grammar Editor Reference Guide (Software Release 2.1)

Order code: P0602866

This manual describes the Nortel Networks Visual Voice Recognition Grammar Editor (VRG). This is a GUI-driven grammar development tool which can be used without any knowledge of a specific grammar vendor's rules or syntax.

PeriRDB User's Guide (Software Release 1.0)

Order code: P0993002

This document provides a feature description and reference for PeriSQL and SQLCInt software functions as well as SQL database libraries. This document also includes installation, configuration, and operation information.

PeriRDB User's Guide (Software Release 2.1)

Order code: P0602814

This document provides a feature description and reference for PeriSQL and SQLCInt software functions as well as SQL database libraries. This document also includes installation, configuration, and operation information.

PeriView Reference Manual (Software Release 2.1)

Order code: P0602566

PeriView is a Graphical User Interface (GUI) tool that you use with the Nortel Networks Media Processing Server Series. This document provides information about how to use PeriView and its subset of tools. A companion document, PeriView Quick Start Guide offers a concentrated version of this material.

Packaging details

The documents for Media Processing Server 500 and Media Processing Server 1000 are available on the software CD-ROM that came with your system or from Helmsman Express located at <http://www.nortelnetworks.com/documentation>.

Media Processing Server 100

The Media Processing Server 100 (MPS 100) provides state-of-the-art solutions for today's Media Processing and Contact Center environments. These systems are web-centric and integrate a variety of call processing functions with networking, data communication, and transaction processing. The MPS 100 has an open, modular architecture and shares a very similar software environment with the VPS product family.

Document descriptions

MPS and VPS/is Interface to M1/DMS100

(Peri-IPML V2.0.5, Peri-ICM V2.0.5)

Order code: P0602272

The MPS and VPS/is Interface to M1/DMS100 document provides product descriptions and installation, configuration, and operations procedures for using Computer Telephony Integration (CTI) interface software on the Nortel Networks Media Processing Server (MPS) and Voice Processing Series (VPS/is) platforms.

MPS and VPS/is Interface to M1/DMS100 Release Notes

(Peri-IPML V2.0.5, Peri-ICM V2.0.5)

Order code: P0602277

The MPS and VPS/is Interface to M1/DMS100 Release Notes document provides a summary of software issues and required patches related to the Computer Telephony Integration (CTI) functions available on the Nortel Networks Media Processing Server 100 (MPS100) and Voice Processing Series with Integration and Scalability (VPS/is) systems.

IPML/ICM Distributor Software Installation Guide

(Peri-IPML V2.0.5, Peri-ICM V2.0.5)

Order code: P0602278

The IPML/ICM Distributor Software Installation Guide provides the essential information for installing the Nortel Networks Computer Telephony Integration (CTI) software on Nortel's Processing Server systems. Processing Server (PS) is the term used to describe both the Nortel Networks Media Processing Server Series (MPS100 and MPS1000) and the Voice Processing Series with Integration and Scalability (VPS/is) platforms.

**PeriProducer CTI Toolkit User's Guide for M1/DMS100
(Peri-IPML V2.0.5, Peri-ICM V2.0.5)
Order code: P0602279**

This document provides product descriptions, installation procedures, and usage information for using the Computer Telephony Integration (CTI) Toolkit to develop applications for Nortel Networks Media Processing Server (MPS) and Voice Processing Series (VPS/is) platforms. In this document, Nortel Networks MPS (MPS100 and MPS1000) and VPS/is systems are both referred to as Processing Server (PS) systems or Interactive Voice Response (IVR) systems.

Packaging details

The guides for the Media Processing Server 100 are available on the software CD-ROM that came with your system or from Helmsman Express located at <http://www.nortelnetworks.com/documentation>.



VPS/is

The Voice Processing Series interaction server (VPS/is) products provide state-of-the-art solutions for today's mission-critical call processing environments. These systems integrate a variety of call processing functions with data communication and transaction processing. The VPS/is family distinguishes itself by its networking flexibility, high degree of scalability, lowest lifecycle cost of ownership, and modular technology upgrades in an open system design. The enterprise-centric architecture of the VPS/is systems supports UNIX as well as the Windows NT operating system environment. All VPS/is products share an open, modular architecture and the same software, which enables applications developed for any system to operate across an entire range of systems. Application development and systems management is made easy with an integrated suite of Graphical User Interface (GUI) tools.

The VPS/is family of products is supported by documents grouped in the following manner:

- CCSS Releases 5.4.x, 6.1, and 6.2
- Graphical Tools Release 5.4.1
- CTI Release 2.0.4
- CTI Release 2.0.5
- OSCAR Releases 5.4.1, 5.4.2, 5.4.x, and 5.5
- System Reference Manuals Releases 5.4.1 and 5.4.2
- WUP IP Release 2.0

Document descriptions

CCSS Release 5.4.x

CCSS 1000/2000 Feature Documentation

Order code: 9071307(I)

This manual provides information for anyone using the SS7 out-of-band signaling system. It gives step-by-step instructions on installation and configuration of various files and features.

CCSS Release 6.1

CCSS 1000/2000 Feature Documentation Software Release CCSS 6.1

Order code: P0994069

This manual provides information for anyone using the SS7 out-of-band signaling system. It gives step-by-step instructions on installation and configuration of various files and features.

CCSS Release 6.2

CCSS 1000/2000 Feature Documentation Software Release CCSS 6.2

Order code: P0602472

This manual provides information for anyone using the SS7 out-of-band signaling system. It gives step-by-step instructions on installation and configuration of various files and features.

CTI Release 2.0.4

MPS and VPS/is Interface to M1/DMS100 (Peri-IPML V2.0, Peri-ICM V2.0)

Order code: P0988599

The Processing Server interface to Meridian 1/DMS100 provides product descriptions and installation, configuration, and operations procedures for the interface software.

MPS and VPS/is Interface to M1/DMS100 Release Notes (Peri-IPML V2.0, Peri-ICM V2.0)

Order code: P0988600

This document provides a summary of software issues and required patches related to the Computer Telephony Integration (CTI) functions available on the Nortel Networks Media Processing Server 100 (MPS100) and Voice Processing Series with Integration and Scalability (VPS/is) systems.

IPML/ICM Distributor Software Installation Guide (Peri-IPML V2.0, Peri-ICM V2.0)**Order code: P0988601**

This document provides the essential information for installing the Nortel Networks Computer Telephony Integration (CTI) software on Nortel Network's Processing Server systems.

CTI Release 2.0.5**MPS and VPS/is Interface to M1/DMS100 (Peri-IPML V2.05, Peri-ICM V2.05)****Order code: P0602272**

The Processing Server interface to Meridian 1/DMS100 provides product descriptions and installation, configuration, and operations procedures for the interface software.

MPS and VPS/is Interface to M1/DMS100 Release Notes (Peri-IPML V2.05, Peri-ICM V2.05)**Order code: P0602277**

This document provides a summary of software issues and required patches related to the Computer Telephony Integration (CTI) functions available on the Nortel Networks Media Processing Server 100 (MPS100) and Voice Processing Series with Integration and Scalability (VPS/is) systems.

IPML/ICM Distributor Software Installation Guide (Peri-IPML V2.05, Peri-ICM V2.05)**Order code: P0602278**

This document provides the essential information for installing the Nortel Networks Computer Telephony Integration (CTI) software on Nortel Network's Processing Server systems.

IPML/ICM Distributor Software Installation Guide (Peri-IPML V2.05, Peri-ICM V2.05)**Order code: P0602279**

This document provides product descriptions, installation procedures, and usage information for using the Computer Telephony Integration (CTI) Toolkit to develop applications for Nortel Networks Media Processing Server (MPS) and Voice Processing Series (VPS/is) platforms.

Graphical Tools Release 5.4.1

PeriProducer 2.30 Release Notes

Order code: 9091203I

The manual PeriProducer 2.30 Release Notes provides a summary of new features and enhancements to PeriProducer 2.20.

PeriProducer User's Guide (Software Release 2.30)

Order code: 909752I

This manual documents the use and features of PeriProducer.

PeriRDB User's Guide (Software Release 1.1)

Order code: 9090764I

The PeriRDB User's Guide provides a feature description and reference for PeriSQL and SQLCInt software functions as well as SQL database libraries. This document also includes installation, configuration, and operation information.

PeriReporter User's Guide (Software Release 5.4.1)

Order code: 9090711I

The PeriReporter User's Guide provides information for the use of the PeriReporter tool. It gives step-by-step instructions on gathering and displaying data from the Periphonics VPS/is system.

PeriStats User's Guide (Software Release 5.4.1)

Order code: 9090734I

The PeriStats User's Guide provides information for the use of the Reports Tool. It gives step-by-step instructions on gathering and displaying data from the Periphonics VPS/is system.

PeriStudio 2.20 Release Notes

Order code: 9090512I

This document contains the following information relating to PeriStudio Release 2.20:

- Procedures for installing and/or upgrading to the new version of PeriStudio on a VPS/is, VAS workstation, standalone workstation, or PC. Separate chapters are provided for Solaris and Windows NT-based systems

- Description of new features and functionality in PeriStudio

PeriStudio User's Guide (Software Release 2.20)

Order code: 90907401

This document provides information about the operation and use of the PeriStudio software package. PeriStudio is available for both Solaris and Windows NT platforms. Operation and performance of the Solaris and NT versions are virtually the same. This manual covers both versions and describes the differences, where applicable.

VPS/is PeriView Reference Manual (Software Release 5.4.1)

Order code: 90907221

This document provides information about the operation and use of the PeriStudio software package. PeriStudio is available for both Solaris and Windows NT platforms. Operation and performance of the Solaris and NT versions are virtually the same. This manual covers both versions and describes the differences, where applicable.

PeriWeb User's Guide (Software Release 2.1)

Order code: 90713081

The PeriWeb User's Guide provides a feature description and reference for PeriWeb software functions in a VPS/VAS, VPS/sp, or VPS/is environment. This document also includes configuration, operation, and application programming information.

Simple Network Management Protocol in the VPS/is Environment (Software Release 5.4.1)

Order code: 90713071

This manual contains an overview and brief chronicle of the Simple Network Management Protocol (SNMP); its developmental structure; and its function in managing network components. The Periphonics enterprise Management Information Base (MIB), its relationship to SNMP, and its practical use in managing the VPS/is system is discussed in more detailed terms. Comparisons to analogous tools and functions in Periphonics PeriView VPS/is management platform are also included.

OSCAR Release 5.4.1

VPS/is OSCAR Reference Guide

Order code: 9091312(I)

This guide documents the MSRA implementation of OSCAR Release 5.4.1. Open Signal Computing and Analysis Resource (OSCAR) enables speech recognition and synthesis resource processing in the VPS/is environment on Solaris and NT platforms. This document is valid only for VPS/is software Releases 5.4.1. The contents of the document is not supported in earlier VPS/is software releases.

VPS/is OSCAR 5.4.1 Solaris Installation Guide

Order code: 9090506(I)

This guide provides instructions for installing OSCAR Release 5.4.1 on the Solaris platform in the MSRA environment.

VPS/is OSCAR TrueTalk (v2.1) Resource Guide MSRA

Order code: 9090743(I)

This guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) resource processing with the TrueTalk text-to-speech (speech synthesis) resource in an MSRA environment. This document is valid for OSCAR Release 5.4.1 and TrueTalk Version 2.1.

VPS/is OSCAR 5.4.1 NT Installation Guide

Order code: 9090508(I)

This document provides instructions for installing OSCAR Release 5.4.1 on an NT OSCAR node. Open Signal Computing and Analysis Resource (OSCAR) processing can be performed on an NT or Solaris OSCAR node. However, the VPS/is is node with which the OSCAR node is associated must be a Solaris VPS/is node.

WUP IP Release 2.0 - VPS/is Release 5.4.1

Nortel Networks WUP IP 2.0 WUP IP-SCP Multi IP Engineering Guidelines

Order code: P0991929

This document provides guidelines for engineering multiple IPs in an IN network. Guidelines presented are specific to the Wireless Unified Payment SCP. Network engineering may vary depending on the Saps in a customer network.

Nortel Networks WUP IP 2.0 Inter-Connect Network Specification
Order code: P0991930

This document provides guidelines for engineering multiple IPs in an IN network. Guidelines presented are specific to the Wireless Unified Payment SCP. Network engineering may vary depending on the Saps in a customer network.

Nortel Networks WUP IP 2.0 N-Server Feature Guide
Order code: P0991931

This document applies to the N-Server component, which is integrated into the current setup to improve scalability and efficiency. The document addresses main components of N-Server and their functionality. The N-Server failover mechanism is the same as PERIsbip failover mechanism.

Nortel Networks WUP IP 2.0 Audio Provisioning Tool User's Guide
Order code: P0991932

This user document applies to PERIprov1.0.0 with a minimum patch level 3. This document is intended to be a step-by-step guide to all functions required to provision and implement service related audio on the Nortel Networks platform.

Nortel Networks WUP IP 2.0 (VPS/is2) System Specification
Description
Order code: P0991933

This document is a System Specification Description (SSD) of the Nortel Networks VPS9500DD/is2 system. It is configured to operate as an Intelligent Peripheral in a WUP-based intelligent network. References to the Nortel Networks IP Platform explicitly refer to the Nortel Networks VPS9500DD/is2 System. The document has been written to complement, not replace, other technical documents created by Nortel Networks on the Nortel Networks IP Platform and WUP products. A comprehensive glossary of abbreviations and acronyms are provided at the end of this document.

Nortel Networks WUP IP 2.0 Configuration for Guide WUP IP 2.0
Order code: P0991934

This document describes the step-by-step procedures used to install the software packages PERIsbip2.0, PERInserv1.0, and PERIccss6.X, on the IP platform and N-Server. It also describes how to configure the system and perform a health check on the system after it is configured and running.

OSCAR Release 5.4.2

VPS/is OSCAR BBN Hark (4.0) Resource Guide

Order code: P0989299

This guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) processing with the BBN Hark speech recognition resource on the Solaris platforms.

VPS/is MultiSystem OSCAR Resource Sharing (MSRS) Supplement — Beta

Order code: P0989297

This document focuses on sharing Open Signal Computing and Analysis Resource (OSCAR) resources among multiple VPS/is nodes. It contains an overview of MSRS OSCAR sharing, its architecture, setting up the environment and working in it. The document also addressed how to transition from an OSCAR non-MSRS environment to an MSRS OSCAR sharing environment.

VPS/is OSCAR RealSpeak (2.0x) Resource Guide

Order code: P0987082

This guide documents how to use the RealSpeak text-to-speech (TTS) resource on the NT platform. RealSpeak is a product of Lernout & Hauspie Speech Products.

VPS/is OSCAR Reference Guide

Order code: P0987090

This guide documents the MSRA implementation of OSCAR Release 5.4.2. Open Signal Computing and Analysis Resource (OSCAR) enables speech recognition and synthesis resource processing in the VPS/is environment on Solaris and NT platforms.

VPS/is OSCAR Solaris Installation Guide

Order code: P0989295

This guide provides instructions for installing OSCAR Release 5.4.2 on the Solaris platform with speech recognition and synthesis resources. This document focuses solely on the software installation procedures needed for OSCAR 5.4.2 resource processing on a Open Signal Computing and Analysis Resource (OSCAR) node; a VPS/is node; and, in a MSRS (MultiSystem Resource Sharing) environment, on the PeriView workstation where ORM is configured to run.

VPS/is OSCAR SpeechPearl 99 (R2) Resource Guide**Order code: P0989301**

This guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) processing with the SpeechPearl speech recognition resource on an NT platform.

VPS/is OSCAR VoiceTouch (3.0) Resource Guide**Order code: P0989302**

This guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) processing with the VoiceTouch speech recognition resource on the Solaris platform. This document applies to VPS/is and OSCAR software Releases 5.4.2 and to VoiceTouch software Release 3.0.

VPS/is OSCAR NT Installation Guide**Order code: P0989296**

This document provides instructions for installing OSCAR Release 5.4.2 on an NT OSCAR node. Open Signal Computing and Analysis Resource (OSCAR) processing can be performed on an NT or Solaris OSCAR node. However, the VPS/is node with which the OSCAR node is associated, must be a Solaris VPS/is node. This document focuses solely on the procedures to install the software needed for OSCAR 5.4.2 resource processing on an NT OSCAR node. It is not intended as a complete guide for installing software on an NT platform.

303-467-5500 www.hcwt.com

OSCAR Release 5.4.x**VPS/is OSCAR AcuVoice Resource Guide****Order code: P0987078**

This guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) processing with the AcuVoice text-to-speech (speech synthesis) resource in an MSRA environment on both Solaris and NT platforms.

VPS/is OSCAR 5.4.x Nuance (v6.2.x) Dynamic Grammar Feature Guide**Order code: P0989300**

This guide documents how to implement the Dynamic Grammar feature. This document applies to the Nuance Large Vocabulary Resource Version 6.2.x (6.2.1, 6.2.3, 6.2.4) with VPS/is OSCAR (Open System Computing and Analysis Resource) software Releases 5.4.1 and 5.4.2 on both Solaris and NT platforms.

VPS/is OSCAR 5.4.x Nuance (v6.2.x) Resource Guide

Order code: P0987073

This guide documents how to work with the Nuance Large Vocabulary Resource (LVR). This document applies to Nuance Version 6.2.x (6.2.1, 6.2.3, 6.2.4) with VPS/is Open Signal Computing and Analysis Resource (OSCAR) software Releases 5.4.1 and 5.4.2 on both Solaris and NT platforms.

VPS/is OSCAR 5.4.x Nuance (v6.2.x) Speaker Verification Feature Guide

Order code: P0989305

This guide documents how to implement the Speaker Verification application. This document applies to the Nuance Large Vocabulary Resource Version 6.2.x (6.2.1, 6.2.3, 6.2.4) with VPS/is Open Signal Computing and Analysis Resource (OSCAR) software Releases 5.4.1 and 5.4.2 on both Solaris and NT platforms.

OSCAR Release 5.5

VPS/is OSCAR 5.5 Solaris Installation Guide

Order code: P0988457

This guide provides instructions for installing OSCAR Release 5.5 on the Solaris platform with speech recognition and synthesis resources. This document focuses on the software installation procedures needed for OSCAR 5.5 resource processing on the Open Signal Computing and Analysis Resource (OSCAR) nodes and the VPS/is node.

VPS/is OSCAR 5.5 Installation Guide for Windows NT and Windows 2000

Order code: P0988458

This document provides instructions for installing OSCAR Release 5.5 on Windows NT and Windows 2000 Open Signal Computing and Analysis Resource (OSCAR) nodes. OSCAR resource processing can be performed on a Windows NT, Windows 2000 or Solaris OSCAR node. However, the VPS/is node with which the OSCAR node is associated must be a Solaris VPS/is node installed with VPS/is Release 5.42 software. This document focuses solely on the procedures to install the software needed for OSCAR 5.5 resource processing on Windows NT and Windows 2000 OSCAR nodes. It is not intended as a complete guide for installing software on the Windows NT or Windows 2000 platforms.

VPS/is OSCAR 5.5 Reference Guide

Order code: P0988459

This guide documents the MSRA implementation of OSCAR Release 5.5. Open Signal Computing and Analysis Resource (OSCAR) enables speech recognition and synthesis resource processing in the VPS/is environment on Solaris, Windows NT and Windows 2000 platforms.

VPS/is OSCAR 5.5 FAAST Resource Guide

(VPS/is Software Release 5.4.2 - OSCAR Software Release 5.5)

Order code: P0988460

The VPS/is OSCAR 5.5 FAAST Resource Guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) resource processing with the FAAST text-to-speech (speech synthesis) resource on the Windows NT platform.

VPS/is OSCAR 5.5 SpeechPearl 2000 Resource Guide

(VPS/is Software Release 5.4.2 - OSCAR Software Release 5.5)

Order code: P0988464

The VPS/is OSCAR 5.5 SpeechPearl Reference Guide documents how to implement Open Signal Computing and Analysis Resource (OSCAR) resource processing with the SpeechPearl 2000 speech recognition resource on a Windows NT platform. SpeechPearl is a product of ScanSoft.

303-467-5500 www.hcwt.com

VPS/is OSCAR 5.5 Nuance (v7.0.4) Resource Guide

Order code: P0988461

This guide documents how to work with the Nuance Large Vocabulary Resource (LVR). This document applies to Nuance Version 7.0.4 with VPS/is OSCAR software Releases 5.5 on both Solaris and Windows NT platforms (VPS/is Release 5.4.2). In addition to this manual, you also need the VPS/is OSCAR Solaris Installation Guide; VPS/is OSCAR Installation Guide for Windows NT and Windows 2000; and VPS/is OSCAR Reference Guide. If you are working with dynamic grammars and speaker verification, you need the VPS/is OSCAR Nuance Dynamic Grammar Application Guide and the VPS/is OSCAR Nuance Speaker Verification Application Guide.

VPS/is OSCAR 5.5 Nuance (v7.0.4) Dynamic Grammar Feature Guide

Order code: P0988462

This guide documents how to implement the Dynamic Grammar feature. This document applies to the Nuance Large Vocabulary Resource Version 7.0.4 with

OSCAR (Open System Computing and Analysis Resource) software Release 5.5 and VPS/is software Release 5.4.2. The Nuance resource is available on Solaris and Windows NT OSCAR nodes. In addition to this manual, you also need the VPS/is OSCAR 5.5 Nuance 7.0.4 Resource Guide for information about Nuance resource processing in a VPS/is OSCAR network environment.

VPS/is OSCAR 5.5 Nuance (v7.0.4) Speaker Verification Feature Guide

Order code: P0988463

This guide documents how to implement the Speaker Verification application. This document applies to the Nuance Large Vocabulary Resource Version 7.0.4 with VPS/is Open Signal Computing and Analysis Resource (OSCAR) software Releases 5.5 on both Solaris and Windows NT platforms. In addition to this manual, you also need the VPS/is OSCAR Nuance Resource Guide for information about Nuance resource processing in a VPS/is OSCAR network environment.

System Reference Manuals Release 5.4.1

VPS/is Communications Configuration Reference Manual

Order code: 9090724(I)

This document details how to configure a VPS/is (Voice Processing Series with integration and scalability) to communicate with various types of host computer systems. This manual provides background information and details about configuration parameters common to all VPS/is host environments, as well as information about optional VPS/is features that may be used in individual environments.

VPS/is Features Application Programming Reference Manual

Order code: 9071310(I)

This manual details techniques for coding applications in a PeriProducer environment to take advantage of specific VPS/is features. The current version of the manual covers application programming for Fax, PeriPulse, Caller Message Recording, Isolated Word Recognition, ISDN, communicating with a TCP/IP or UDP-based host, Interapplication/Service Daemon Data Exchange, Credit Card Authorization, Call Progress Detection, use of the VPS File Transfer Protocol Daemon (VFTPD), and integration of the ABB Transmission Protocol.

File Distribution Feature Supplement for 5.4.1

Order code: 9090514(I)

This feature supplement contains information regarding installation and use of the PERIperl and PERIdist software packages in Release 5.4.1. Presently, you need PERIperl and PERIdist if you use an Open Signal Computing and Analysis Resource (OSCAR) speech recognition resource and you want to distribute grammars across a network to remote OSCAR nodes with ZAGNet (Zero Administration for Grammars in a Network).

Glossary of VPS/is Terminology (Software Release 5.x)

Order code: 9090706(I)

This guide provides a glossary of terms used for the VPS/is system.

Multilingual Vocabulary Management Guide (Software Release - ASE 4.6.0 and up)

Order code: 9090910(I)

The purpose of this manual is to define the grammar rules applications use to generate speech for non-conversational, conversational, money, date, time, percent, and ordinal for the various languages that Periphonics supports.

VPS/is System Configuration Reference Manual

Order code: 9090723(I)

This document details the procedures and parameters for configuring the VPS/is (Voice Processing Series with Integration and Scalability) system for online operation in a variety of telephony environments. In addition, this manual provides configuration parameters and basic file information for elements common to all VPSs within the network as well as for all optional VPS/is features that can be installed in individual environments.

VPS/is Solaris System Operator's Guide

Order code: 9090604(I)

The Voice Processing Series with integration and scalability (VPS/is) System Operator's Guide is a roadmap through the major functions in the daily operation and monitoring of the Periphonics VPS/is system. It is also a guideline for general problem solving activities. Release 5.4 introduces the Windows NT operating system into the Periphonics VPS/is family for the first time.

VPS/is Telephone Line Configuration Reference Manual

Order code: 9090725(I)

This manual for the Voice Processing Series with integration and scalability (VPS/is) describes how to configure the VPS to communicate with various types of telephone lines, interfaces, and networks.

VPS/is Transition Guide

Order code: 9090721(I)

The purpose of this manual is to facilitate the upgrading of your Voice Operating Software from Version 4.3 (VOS 4.3) to Version 5.x (VOS 5.x). Some VOS 4.2 (4.2-1) commands are included in some of the updated command listings to aid those upgrading from pre-4.3 systems. All differences between VOS 4.2 (4.2-1) and 4.3 are documented in the VOS Release 4.3 Documentation Supplement.

User-Defined Call Functions in the PeriProducer Environment

Order code: 9090751(I)

This manual is intended as a guide to producing and integrating custom Call Functions for use in the PeriProducer environment. It should be used in conjunction with the PeriProducer User's Guide and the VPS Application Server Reference Manual. It is not intended as a style guide or tutorial on how to program a custom Call Function.

Installing Periphonics Software on an NT Platform

Order code: 9070724(I)

This manual contains installation procedures for the Periphonics packages that make up the software Release 5.4.1 product and run on the Windows NT operating system. It should be used in conjunction with the user manuals for the packages and the manual entitled VPS/is 5.4.1 Release Notes [publication 9070723(i)] to completely understand the requirements and operation of each.

VPS/is NT System Operator's Guide

Order code: 9090605(I)

The Voice Processing Series with integration and scalability (VPS/is) System Operator's Guide is a road map through the major functions in the daily operation and monitoring of the Periphonics VPS/is system. It is also a guideline for general problem-solving activities.

VPS/is 5.4.1 Release Notes

Order code: 9070723(I)

This manual contains information regarding changes to, and the status of known undesirable situations against, the Periphonics packages that make up the software Release 5.4.1 product. It should be used in conjunction with the user manuals for the packages and the manuals entitled Installing Periphonics Software on an NT Platform (publication 9070724(I)) and Installing Periphonics Software on a Solaris Platform (publication 9070725(I)) to completely understand the requirements and operation of each.

Installing Periphonics Software on a Solaris Platform

Order code: 9070725(I)

This manual contains installation procedures for the Periphonics packages that comprise Release 5.4.1 and run on the Solaris operating system. It should be used in conjunction with the user manuals for the packages and the manual entitled VPS/is 5.4.1 Release Notes (publication 9070723(I)) to completely understand the requirements and operation of each.

System Reference Manuals Release 5.4.2

VPS/is Solaris System Operator's Guide

Order code: 9090604(I)

The Voice Processing Series with integration and scalability (VPS/is) System Operator's Guide is a road map through the major functions in the daily operation and monitoring of the Periphonics VPS/is system. It is also a guideline for general problem solving activities.

VPS/is 5.4.2 Release Notes

Order code: 9011301(I)

This manual contains information regarding changes to the Nortel Networks packages that make up the software Release 5.4.2 product. This information includes that which was originally issued as part of Release 5.4.1 and which is contained in the present version of the software. It should be used in conjunction with the user manuals for the packages and the manuals entitled Installing Nortel Networks Software on an NT Platform (publication 9070724(I)) and Installing Nortel Networks Software on a Solaris Platform (publication 9070725(I)) to completely understand the requirements and operation of each.

Installing Nortel Networks Software on a Solaris Platform

Order code: 9070725(I)

This manual contains installation procedures for the Nortel Networks packages that make up the software Release 5.4.2 product and run on the Solaris operating system. It should be used in conjunction with the user manuals for the packages and the manual entitled VPS/is 5.4.2 Release Notes (publication 9011301(I)) to completely understand the requirements and operation of each.

Installing Nortel Networks Software on an NT Platform

Order code: 9070724(I)

This manual contains installation procedures for the Nortel Networks packages that make up the software Release 5.4.2 product and run on the Windows NT operating system. It should be used in conjunction with the user manuals for the packages and the manual entitled VPS/is 5.4.2 Release Notes (publication 9011301(I)) to completely understand the requirements and operation of each.

VPS/is NT System Operator's Guide

Order code: 9090605(I)

The Voice Processing Series with integration and scalability (VPS/is) System Operator's Guide is a roadmap through the major functions in the daily operation and monitoring of the Periphonics VPS/is system. It is also a guideline for general problem-solving activities.

Packaging details

The guides for VPS/is are available on the software CD-ROM that came with your system or from Helmsman Express located at <http://www.nortelnetworks.com/documentation>.

Norstar Voice Mail

Designed for business sites that require up to 1,000 mailboxes and advanced messaging applications, Norstar Voice Mail serves as a personal assistant that answers the telephone and takes messages for everyone in the company. It incorporates the Norstar Applications Module, that supports up to 16 voice channels, and can drive multiple integrated applications such as Voice Mail plus Fax Messaging, Desktop Messaging, and Digital Networking.

Document descriptions

Norstar Voice Mail 4.1

Norstar Applications Module Installation and Maintenance Manual

CPC code (English): P0908822

CPC code (French): P0908933

The NAM Installation and Maintenance Manual provides technical information and procedures required by a technician to install the NAM and perform various replacement and upgrade tasks. This manual is useful during and after an initial installation.

Norstar Voice Mail 4.0

Installation Guide

CPC code (English): P0886605

CPC code (French): P0886607

This document is intended for the installer of the Norstar Voice Mail system and describes how the system should be installed and prepared for operation. This guide is designed to assist you in installing the Norstar Applications Module (NAM) and initializing the Norstar Voice Mail software.

Norstar Voice Mail 4.0

Programming Record

CPC code (English): P0886610

CPC code (French): P0886611

The tables provided in this document give the user an approach to Norstar Voice Mail programming. It provides a guideline and tables to determine which features require programming and if applicable, what the default programming values are.

**Norstar Voice Mail 4.1
Documentation Addendum**
CPC code (English): P0994346
CPC code (French): P0994347

This document provides additional information about programming Norstar Voice Mail that is not included in the other Norstar Voice Mail documents.

**Norstar Voice Mail 4.0
Set Up and Operation Guide**
CPC code (English): P0886600
CPC code (French): P0886601

This document provides information about setting up and administering your Norstar Voice Mail system.

**Norstar Voice Mail 4.0
Reference Guide**
CPC code (English): P0886602
CPC code (French): P0886603

The *Norstar Voice Mail Reference Guide* is to be used with the *Norstar Voice Mail Quick Reference Guide*. The *Norstar Voice Mail Reference Guide* gives more detailed information to a user about using the Norstar Voice Mail system.

**Norstar Voice Mail 4.0
Quick Reference Guide**
CPC code (English): P0886612
CPC code (French): P0886613
CPC code (Spanish): P0886614

This document provides a quick reference to the features of Norstar Voice Mail and how to use the feature codes to implement those features.

**Norstar Voice Mail 4.0
Quick Reference Card for Remote Users**
CPC code (English): P0994348
CPC code (French): P0994349
CPC code (Spanish): P0994350

This document provides a quick reference to the features of Norstar Voice Mail and how to use the feature codes to implement those features when in a remote location.

Norstar Voice Mail 4.0**ISDN PRI Addendum****CPC code (English): P0889480****CPC code (French): P0889481**

If your Norstar Voice Mail system is connected to a Norstar ICS that is using Integrated Services Digital Network (ISDN) PRI lines, use this document to access information that is not covered in any other Norstar Voice Mail documentation.

Norstar Voice Mail 4.0**Voice Channel Upgrade Guide****CPC code (English): P0886617****CPC code (French): P0886617f**

This document provides instructions for enabling the spare Voice Channels on a DVC or a BIC based system. This guide also provides the requirements and procedures for enabling additional Voice Channels for the Norstar Voice Mail application. Voice Channels for other applications running on your system must be enabled separately.

Norstar Voice Mail 4.0**Security Key Code Installation Guide****CPC code (English): P0908825****CPC code (French): P0908825f**

This document provides information about the Norstar Voice Mail options that are enabled with a Security Key Code and provides instructions for enabling any Norstar Voice Mail Security Key Code. The Norstar Voice Mail system options that are enabled with a Security Key Code are

- Audio Messaging Interchange Specification (AMIS)
- Digital Networking
- Desktop Messaging seat licences
- Speech Recognition 2 Channels
- Speech Recognition 2 to 4 Channel Upgrade

Norstar Voice Mail 4.0 Software Upgrade and Installation Overview

CPC code (English): P0994577
CPC code (French): P0994580

Use this document, in conjunction with the Norstar Voice Mail 4.1 CD-ROM, Norstar Voice Mail 4.1 Upgrade Boot diskette, and Norstar Voice Mail 4.1 Security Key Code Installation diskette to

- upgrade an existing Norstar Voice Mail system to release 4.1, or
- add Norstar Voice Mail 4.1 to a Norstar Applications Module II (NAM II) or Norstar

Norstar Voice Mail 4.1 Software Upgrade

CPC code (English): P0994576
CPC code (French): P0994579

This guide is intended for the person performing the Software Upgrade. The Norstar Voice Mail 4.1 Software Upgrade can be performed on any Norstar Voice Mail system installed on either a Norstar Applications Module (NAM) or a Norstar Applications Module II (NAM II).

Norstar Voice Mail 4.1 Software Add-on Guide

CPC code (English): P0994575
CPC code (French): P0994578

This guide leads you through installing the Norstar Voice Mail 4.1 Software add-on from a Norstar two-line display telephone. You cannot install the Norstar Voice Mail 4.1 Software add-on from a monitor and keyboard connected to the NAM. If your system has a monitor package installed, ignore any commands or prompts that appear on the screen. You can add the Norstar Voice Mail 4.1 Software add-on to any Norstar Applications Module (NAM) or Norstar Applications Module II (NAM II) running other Nortel approved software, such as Norstar IVR applications. Installing the Norstar Voice Mail 4.1 Software add-on has two tasks:

- Entering the Norstar Voice Mail 4.1 Security Key Code
- Adding the Norstar Voice Mail 4.1 Software to the system

Norstar Voice Mail Speech Recognition Automated Attendant Set Up and Operation Guide

CPC code: P0886635

This guide is intended to assist the System Coordinator with the set up of the Speech Recognition Automated Attendant and to serve as an ongoing reference aid.

Norstar Voice Mail 4.0 FAX Installation Guide

CPC code (English): P0888634

CPC code (French): P0888637

Norstar Voice Mail FAX provides Norstar Voice Mail with fax functionality. This installation guide is intended for the installer of Norstar Voice Mail FAX and describes how the FAX option should be installed and prepared for operation. Norstar Voice Mail FAX can be installed on systems equipped with either a Media Services Base Interface Card (BIC) or Digital Voice Cards (DVC)s. The procedures for installing the Digital Fax Card (DFC) differs between the systems. Follow the instruction on which system you have installed.

Norstar Voice Mail 4.0 FAX Set Up and Operation Guide

CPC code (English): P0886629

CPC code (French): P0886630

This guide is intended to lead a System Coordinator through the Norstar Voice Mail FAX set up, and continue as an ongoing reference aid.

Norstar Voice Mail 4.0 FAX User Guide

CPC code (English): P0886631

CPC code (French): P0886632

CPC code (Spanish): P0886633

This guide explains how to use the Norstar Voice Mail FAX option with your personal mailbox. It explains how to receive, print and send fax documents (Fax messages).

Norstar Voice Mail 4.0
VPIM Digital Networking Set Up and Operation Guide
CPC code (English): P0886620
CPC code (French): P0886621

This guide is designed to assist you in setting up and operating the Norstar Voice Mail Voice Profile for Internet Mail (VPIM) Digital Networking option. This guide is intended to lead a System Coordinator or Network Administrator through the VPIM Digital Networking set up and continue as an ongoing reference aid.

Norstar Voice Mail 4.0
VPIM Digital Networking User Guide
CPC code (English): P0886622
CPC code (French): P0886623
CPC code (Spanish): P0886624

This guide is designed to assist you in using the features of Norstar Voice Mail Voice Profile for Internet Mail (VPIM) Digital Networking option.

Norstar Voice Mail 4.0
AMIS Set Up and Operation Guide
CPC code (English): P0886636
CPC code (French): P0886637

This guide is designed to assist a System Coordinator in setting up and operating Norstar Voice Mail Audio Messaging Interchange Specification (AMIS). Use this guide as an ongoing reference aid.

Norstar Voice Mail 4.0
AMIS User Guide
CPC code (English): P0886638
CPC code (French): P0886639a
CPC code (Spanish): P0886640

This guide is designed to assist you in using the features of Norstar Voice Mail Audio Messaging Interchange Specification (AMIS).

Norstar Voice Mail 4.0
Desktop Accessories Client Software Installation Guide
CPC code (English): P0908823
CPC code (French): P0908825

This document provides the user with information about installing and configuring the Desktop Accessories Client software and its features.

Norstar Voice Mail 4.0 Desktop Messaging Quick Reference Guide

CPC code (English): P0908824

CPC code (French): P0908834

CPC code (Spanish): P0908835

This document provides a quick reference to the Norstar Voice Mail Desktop Messaging. This feature gives you access to voice messages from your personal computer. You can manage all your voice, fax and e-mail messages in one Graphical User Interface (GUI). You can access your mailbox from your telephone at any time.

Packaging details

This section contains details on how the documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Norstar Voice Mail 4.1 CD-ROM Documentation Package

CPC code: A0991035

PEC code: NTAB3387

This documentation CD-ROM contains all the documents required to support Norstar Voice Mail 4.1:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Norstar Applications Module Installation and Maintenance Manual	N/A	N/A	P098822	Yes
Norstar Voice Mail 4.0 Installation Guide	N/A	N/A	P0886605	Yes
Norstar Voice Mail 4.0 Security Key Code Installation Guide	N/A	N/A	P0908825	Yes
Norstar Voice Mail 4.0 Set Up and Operation Guide	N/A	N/A	P0886600	Yes
Norstar Voice Mail 4.0 Programming Record	N/A	N/A	P0886610	Yes
Norstar Voice Mail 4.1 Documentation Addendum	N/A	N/A	P0994346	Yes
Norstar Voice Mail PRI Addendum	N/A	N/A	P0889480	Yes
Norstar Voice Mail Voice Channel Upgrade Guide	N/A	N/A	P0886617	Yes

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Norstar Voice Mail 4.0 Reference Guide	N/A	N/A	P0886602	Yes
Norstar Voice Mail 4.0 Quick Reference Guide	N/A	N/A	P0886612	Yes
Norstar Voice Mail Quick Reference Guide for Remote Users	N/A	N/A	P0994348	Yes
Norstar Voice Mail 4.1 Software Upgrade and Installation Overview	N/A	N/A	P0994577	Yes
Norstar Voice Mail 4.1 Software Upgrade Guide	N/A	N/A	P0994576	Yes
Norstar Voice Mail 4.1 Software Add-on Guide	N/A	N/A	P0994575	Yes
Norstar Voice Mail AMIS Set Up and Operation Guide	N/A	N/A	P0886636	Yes
Norstar Voice Mail AMIS User Guide	N/A	N/A	P0886638	Yes
Norstar Voice Mail VPIM Digital Networking Set Up and Operation Guide	N/A	N/A	P0886620	Yes
Norstar Voice Mail VPIM Digital Networking Guide	N/A	N/A	P0886622	Yes
Norstar Voice Mail 4.0 Fax Installation Guide	N/A	N/A	P0886634	Yes
Norstar Voice Mail 4.0 Fax Set Up and Installation Guide	N/A	N/A	P0886629	Yes
Norstar Voice Mail 4.0 Fax User Guide	N/A	N/A	P0886631	Yes
Norstar Voice Mail 4.0 Desktop Accessories Client Software Installation Guide	N/A	N/A	P0908823	Yes
Norstar Voice Mail Desktop Messaging Quick Reference Guide	N/A	N/A	P0908824	Yes
Norstar Voice Mail Speech Recognition AA Set Up and Operation Guide	N/A	N/A	P0886635	Yes

Norstar 6.1

Norstar, the best selling small business communications system in the world, is a fully featured, applications-rich communications platform perfect for small and medium business and enterprise branch offices. Norstar solutions are perfect for any business with 2 to 192 employees and provide an unparalleled choice in application options, including voicemail, fax, and Desktop Messaging, call centers, mobility, and Computer Telephony Integration (CTI).

Document descriptions

Norstar

Modular ICS 6.1 Installer Guide

CPC code (English): P0603534

CPC code (Canadian French): P0603548

CPC code (Latin American Spanish): P0603558

This guide provides core installation and programming information for MICS 6.1 and MICS-XC 6.1 systems.

Norstar

Modular ICS Companion Installer Guide

CPC code (English): P0992639

CPC code (Canadian French): P0992644

CPC code (Latin American Spanish): P0992649

This document provides information about the installation of Norstar Companion using the MICS-XC software. It includes information about planning the installation, performing the installation, and troubleshooting any issues that arise.

Norstar

Modular ICS 6.1 System Coordinator Guide

CPC code (English): P0603535

CPC code (Canadian French): P0603549

CPC code (Latin American Spanish): P0603559

This guide is designed to give the system coordinator all the information he or she needs to add or move telephones or make other required changes to the system.

Norstar
Modular ICS Companion System Coordinator Guide

CPC code (English): P0992641
CPC code (Canadian French): P0992647
CPC code (Latin American Spanish): P0992651

This document provides information to the system coordinator about the Norstar Companion system for modular ICS. The guide includes information about programming and system programming, as well as troubleshooting any issues that arise.

Norstar
Modular ICS 6.1 Programming Record

CPC code (English): P0603536
CPC code (Canadian French): P0603550
CPC code (Latin American Spanish): P0603560

This document provides information about programming the features on a telephone that has the modular ICS 6.1 software load.

Norstar
Compact ICS 6.1 Installer Guide

CPC code (English): P0603539
CPC code (Canadian French): P0603553
CPC code (Latin American Spanish): P0603563

This document provides information about the installation and configuration of the Compact ICS 6.1 software load. It also includes information about the new features found in this load and instructions for activating these features.

Norstar
Compact ICS 6.1 System Coordinator Guide

CPC code (English): P0603544
CPC code (Canadian French): P0603554
CPC code (Latin American Spanish): P0603564

This guide is designed to give a system coordinator all the information he or she needs to carry out tasks such as adding or moving telephones or making other types of changes to the system.

Norstar**Compact ICS 6.1 Programming Record**

CPC code (English): P0603545

CPC code (Canadian French): P0603550

CPC code (Latin American Spanish): P0603565

This document provides information about programming the features on a telephone that has the compact ICS 6.1 software load.

Norstar**T7406 Cordless Telephone Installation Guide**

CPC code (English): P0606142

CPC code (Canadian French): P0606143

This document provides instructions for the installation of a T7406 cordless telephone unit, including information about initial charging of the battery, provisioning the unit, and activating features using the handset.

Norstar**T7100 Telephone User Card**

CPC code (English): P0605068

CPC code (Canadian French): P0605069

CPC code (Latin American Spanish): P0605070

This user card provides information about the features and interface of your T7100 telephone.

303-467-5500

www.hcwt.com**Norstar****T7208 Telephone User Card**

CPC code (English): P0605065

CPC code (Canadian French): P0605066

CPC code (Latin American Spanish): P0605067

This user card provides information about the features and interface of your T7208 telephone.

Norstar**T7316 Telephone User Card**

CPC code (English): P0935248

CPC code (Canadian French): P0935249

CPC code (Latin American Spanish): P0935250

This user card provides information about the features and interface of your T7316 telephone.

Norstar

T7316E Telephone User Card

CPC code (English): P0603479

CPC code (Canadian French): P0604010

CPC code (Latin American Spanish): P0604011

This user card provides information about the features and interface of your T7316E telephone.

Norstar

T7406 Cordless Telephone User Card

CPC code (English): P0606142

CPC code (Canadian French): P0606143

CPC code (Latin American Spanish): P0942261

This user card provides information about the features and interface of your T7406 cordless telephone.

Norstar

M7100 Telephone User Card

CPC code (English): P0749846

CPC code (Canadian French): P0709281

CPC code (Latin American Spanish): P0749847

This user card provides information about the features and interface of your M7100 telephone.

303-467-5500

www.hcwt.com

Norstar

M7208 Telephone User Card

CPC code (English): P0749848

CPC code (Canadian French): P0709284

CPC code (Latin American Spanish): P0749849

This user card provides information about the features and interface of your M7208 telephone.

Norstar

M7310 Telephone User Card

CPC code (English): P0749850

CPC code (Canadian French): P0709286

CPC code (Latin American Spanish): P0749851

This user card provides information about the features and interface of your M7310 telephone.

Norstar**M7324 Telephone User Card****CPC code (English): P0749852****CPC code (Canadian French): P0709290****CPC code (Latin American Spanish): P0749853**

This user card provides information about the features and interface of your M7324 telephone.

Norstar**ICS Hospitality Features Card****CPC code (English): P0941572****CPC code (Canadian French): P0941581****CPC code (Latin American Spanish): P0941590**

This card provides information on activating the hospitality services on your telephone. Hospitality Services (HS) is a group of features that increases the value of the system in small- to medium-sized facilities such as hotels, motels or hospitals.

Norstar**ICS System-wide Call Access (SWCA) User Card****CPC code (English): P0993140****CPC code (Canadian French): P0993141****CPC code (Latin American Spanish): P0993142**

This user card provides a reference to the System-wide Call Appearance (SWCA) feature. SWCA enables you to park calls on your Norstar system and, at the same time, provide call appearance on telephone buttons with indicators for all telephones that have the same SWCA code programmed onto buttons with indicators.

Norstar**Modular ICS Central Answering Position User Card****CPC code (English): P0941571****CPC code (Canadian French): P0941580****CPC code (Latin American Spanish): P0941589**

This user card describes the functions and interface of the Modular ICS Central Answering Position (CAP), which consists of a Norstar M7324 telephone and one or two CAP modules. A CAP module is an add-on device that provides 48 extra memory or line buttons for an M7324 telephone. You can connect up to two CAP modules to an M7324 telephone. Your telephone is assigned as a central answering position by your installer or customer service representative.

Packaging details

This section contains details on how the documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

CICS/MICS 6.1 Documentation Package (English)

CPC code: A0500026

PEC code: NTAB3435

This package contains the documentation required to support CICS/MICS 6.1. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CICS/MICS 6.1 User Documentation CD-ROM (Trilingual)	N/A	NTAB3435	A0500026	No	1
Norstar ICS Telephone Feature Guide - English	N/A		P0603537	No	10
Modular ICS 6.1 Programming Record - English	N/A	N/A	P0603545	No	1

CICS/MICS 6.1 Documentation Package (French)

CPC code: A0500033

PEC code: NTAB3442

This package contains the documentation required to support CICS/MICS 6.1. The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CICS/MICS 6.1 User Documentation CD-ROM (Trilingual)	N/A	NTAB3435	A0500026	No	1
Norstar ICS Telephone Feature Guide - French	N/A		P0603551	No	10
Modular ICS 6.1 Programming Record - French	N/A	N/A	P0603555	No	1

CICS/MICS 6.1 Documentation Package (Spanish)

CPC code: A0500035

PEC code: NTAB3444

This package contains the documentation required to support CICS/MICS 6.1.
The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CICS/MICS 6.1 User Documentation CD-ROM (Trilingual)	N/A	NTAB3435	A0500026	No	1
Norstar ICS Telephone Feature Guide - Spanish	N/A		P0603561	No	10
Modular ICS 6.1 Programming Record - Spanish	N/A	N/A	P0603565	No	1

MICS 6.1 Distribution Kit - English

CPC code: A0500030

PEC code: NTAB3439

This package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Modular ICS Telephone Feature Card - English	N/A	N/A	P0992653	No	25
Modular ICS CAP User Card - English	N/A	N/A	P0941571	No	1
Modular ICS Prime Telephone Card - English	N/A	N/A	P0992654	No	1

MICS/CICS 6.1 Documentation CD-ROM Package

CPC code: A0500026

PEC code: NTAB3435

This documentation CD-ROM contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Modular ICS 6.0 Installer Guide	N/A	N/A	P0992638	Yes
Modular ICS Companion Installer Guide	N/A	N/A	P0992639	Yes
Modular ICS 6.0 System Coordinator Guide	N/A	N/A	P0992640	Yes
Modular ICS Companion System Coordinator Guide	N/A	N/A	P0992641	Yes
Modular ICS 6.0 Programming Record	N/A	N/A	P0992642	Yes
Compact ICS 6.0 Installer Guide	N/A	N/A	P0992669	Yes
Compact ICS 6.0 System Coordinator Guide	N/A	N/A	P0992670	Yes
Compact ICS 6.0 Programming Record	N/A	N/A	P0992671	Yes
T7406 Cordless Telephone Installation Guide	N/A	N/A	P0942257	Yes
T7100 Telephone User Card	N/A	N/A	P0935242	Yes
T7208 Telephone User Card	N/A	N/A	P0935245	Yes
T7316 Telephone User Card	N/A	N/A	P0935248	Yes
T7406 Cordless Telephone User Card	N/A	N/A	P0942259	Yes
M7100 Telephone User Card	N/A	N/A	P0749846	Yes
M7208 Telephone User Card	N/A	N/A	P0749848	Yes
M7310 Telephone User Card	N/A	N/A	P0749850	Yes
M7324 Telephone User Card	N/A	N/A	P0749852	Yes
Norstar ICS Hospitality Features Card	N/A	N/A	P0941572	Yes
Norstar ICS System-wide Call Access (SWCA) User Card	N/A	N/A	P0993140	Yes
Modular ICS Central Answering Position User Card	N/A	N/A	P0941571	Yes
Modular ICS Prime Telephone User Card	N/A	N/A	P0992654	Yes
Modular ICS Telephone Feature Card	N/A	N/A	P0992653	Yes
Compact ICS Telephone Feature Card	N/A	N/A	P0992678	Yes

Norstar 6.0

Norstar, the best selling small business communications system in the world, is a fully featured, applications-rich communications platform perfect for small and medium business and enterprise branch offices. Norstar solutions are perfect for any business with 2 to 192 employees and provide an unparalleled choice in application options, including voicemail, fax, and Desktop Messaging, call centers, mobility, and Computer Telephony Integration (CTI).

Document descriptions

**Norstar
Modular ICS 6.0 Installer Guide**
CPC code: P0992638

This guide provides core installation and programming information for MICS 6.0 and MICS-XC 6.0 systems.

**Norstar
Modular ICS Companion Installer Guide**
CPC code: P0992639

This document provides information about the installation of Norstar Companion using the MICS-XC software. It includes information about planning the installation, performing the installation, and troubleshooting any issues that arise.

**Norstar
Modular ICS 6.0 System Coordinator Guide**
CPC code: P0992640

This guide is designed to give the system coordinator all the information he or she needs to add or move telephones or make other required changes to the system.

**Norstar
Modular ICS Companion System Coordinator Guide**
CPC code: P0992641

This document provides information to the system coordinator about the Norstar Companion system for modular ICS. The guide includes information about programming and system programming, as well as troubleshooting any issues that arise.

Norstar
Modular ICS 6.0 Programming Record
CPC code: P0992642

This document provides information about programming the features on a telephone that has the modular ICS 6.0 software load.

Norstar
Compact ICS 6.0 Installer Guide
CPC code: P0992669

This document provides information about the installation and configuration of the Compact ICS 6.0 software load. It also includes information about the new features found in this load and instructions for activating these features.

Norstar
Compact ICS 6.0 System Coordinator Guide
CPC code: P0992670

This guide is designed to give a system coordinator all the information he or she needs to carry out tasks such as adding or moving telephones or making other types of changes to the system.

Norstar
Compact ICS 6.0 Programming Record
CPC code: P0992671

This document provides information about programming the features on a telephone that has the compact ICS 6.0 software load.

Norstar
T7406 Cordless Telephone Installation Guide
CPC code: P0942257

This document provides instructions for the installation of a T7406 cordless telephone unit, including information about initial charging of the battery, provisioning the unit, and activating features using the handset.

Norstar
T7100 Telephone User Card
CPC code: P0935242

This user card provides information about the features and interface of your T7100 telephone.

Norstar
T7208 Telephone User Card
CPC code: P0935245

This user card provides information about the features and interface of your T7208 telephone.

Norstar
T7316 Telephone User Card
CPC code: P0935248

This user card provides information about the features and interface of your T7316 telephone.

Norstar
T7406 Cordless Telephone User Card
CPC code: P0942259

This user card provides information about the features and interface of your T7406 cordless telephone.

Norstar
M7100 Telephone User Card
CPC code: P0749846

This user card provides information about the features and interface of your M7100 telephone.

Norstar
M7208 Telephone User Card
CPC code: P0749848

This user card provides information about the features and interface of your M7208 telephone.

Norstar
M7310 Telephone User Card
CPC code: P0749852

This user card provides information about the features and interface of your M7310 telephone.

Norstar
M7324 Telephone User Card
CPC code: P0749852

This user card provides information about the features and interface of your M7324 telephone.

Norstar
ICS Hospitality Features Card
CPC code: P0941572

This card provides information on activating the hospitality services on your telephone. Hospitality Services (HS) is a group of features that increases the value of the system in small- to medium-sized facilities such as hotels, motels or hospitals.

Norstar
ICS System-wide Call Access (SWCA) User Card
CPC code: P0993140

This user card provides a reference to the System-wide Call Appearance (SWCA) feature. SWCA enables you to park calls on your Norstar system and, at the same time, provide call appearance on telephone buttons with indicators for all telephones that have the same SWCA code programmed onto buttons with indicators.

303-467-5500 www.hcwt.com

Norstar
Modular ICS Central Answering Position User Card
CPC code: P0941571

This user card describes the functions and interface of the Modular ICS Central Answering Position (CAP), which consists of a Norstar M7324 telephone and one or two CAP modules. A CAP module is an add-on device that provides 48 extra memory or line buttons for an M7324 telephone. You can connect up to two CAP modules to an M7324 telephone. Your telephone is assigned as a central answering position by your installer or customer service representative.

Norstar
Modular ICS Prime Telephone User Card
CPC code: P0992654

This user card provides information about the features and interface of your telephone if it has been designated as a prime telephone for particular external lines on your system. This means that any external call on those lines that is not answered, or gets transferred, parked, or put on hold and is not picked up, or any

call that is not handled, rings at your telephone. A system can have several prime telephones.

Norstar

Modular ICS Telephone Feature Card

CPC code: P0992653

This card provides a quick reference for accessing the Norstar features on your modular ICS telephone. Your system administrator can inform you of the availability of these features on your particular telephone.

Norstar

Compact ICS Telephone Feature Card

CPC code: P09922678

This card provides a quick reference for accessing the Norstar features on your compact ICS telephone. Your system administrator can inform you of the availability of these features on your particular telephone.

Packaging details

This section contains details on how the documentation is packaged. Each documentation package and its contents are described in detail along with ordering codes.

Some documents can also be ordered individually from Nortel Networks. To see which documents can be ordered individually, look at the “Individually orderable” column in the package description tables. Use the order code indicated to order the document.

Norstar Voice Mail 4.1 CD-ROM Documentation Package
CPC code: AA0991035 **PEC code: NTAB3387**

This documentation CD-ROM contains all the documents required to support
 Norstar Voice Mail 4.1:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Norstar Applications Module Installation and Maintenance Manual	N/A	N/A	P098822	Yes
Norstar Voice Mail 4.0 Installation Guide	N/A	N/A	P0886605	Yes
Norstar Voice Mail 4.0 Security Key Code Installation Guide	N/A	N/A	P0908825	Yes
Norstar Voice Mail 4.0 Set Up and Operation Guide	N/A	N/A	P0886600	Yes
Norstar Voice Mail 4.0 Programming Record	N/A	N/A	P0886610	Yes
Norstar Voice Mail 4.1 Documentation Addendum	N/A	N/A	P0994346	Yes
Norstar Voice Mail PRI Addendum	N/A	N/A	P0889480	Yes
Norstar Voice Mail Voice Channel Upgrade Guide	N/A	N/A	P0886617	Yes
Norstar Voice Mail 4.0 Reference Guide	N/A	N/A	P0886602	Yes
Norstar Voice Mail 4.0 Quick Reference Guide	N/A	N/A	P0886612	Yes
Norstar Voice Mail Quick Reference Guide for Remote Users	N/A	N/A	P0994338	Yes
Norstar Voice Mail 4.1 Software Upgrade and Installation Overview	N/A	N/A	P0994577	Yes
Norstar Voice Mail 4.1 Software Upgrade Guide	N/A	N/A	P0994576	Yes
Norstar Voice Mail 4.1 Software Add-on Guide	N/A	N/A	P0994575	Yes
Norstar Voice Mail AMIS Set Up and Operation Guide	N/A	N/A	P0886636	Yes
Norstar Voice Mail AMIS User Guide	N/A	N/A	P0886638	Yes
Norstar Voice Mail VPIM Digital Networking Set Up and Operation Guide	N/A	N/A	P0886620	Yes
Norstar Voice Mail VPIM Digital Networking Guide	N/A	N/A	P0886622	Yes
Norstar Voice Mail 4.0 Fax Installation Guide	N/A	N/A	P0886634	Yes

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Norstar Voice Mail 4.0 Fax Set Up and Installation Guide	N/A	N/A	P0886629	Yes
Norstar Voice Mail 4.0 Fax User Guide	N/A	N/A	P0886631	Yes
Norstar Voice Mail 4.0 Desktop Accessories Client Software Installation Guide	N/A	N/A	P0908823	Yes
Norstar Voice Mail Desktop Messaging Quick Reference Guide	N/A	N/A	P0908824	Yes
Norstar Voice Mail Speech Recognition AA Set Up and Operation Guide	N/A	N/A	P0886635	Yes

CICS/MICS 6.0 Documentation Package

CPC code: A0897168

PEC code: NTAB9835

This package contains the documentation required to support CICS/MICS 6.0.
The package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
CICS/MICS 6.0 User Documentation CD-ROM (Trilingual)	N/A	NTAB9835	N/A	No	1
MICS 6.0 Distribution Kit - English	N/A	NTAB9839	A0897173	Yes	1
Modular ICS 6.0 Programming Record - English	N/A	N/A	P0992642	No	1

MICS 6.0 Distribution Kit - English

CPC code: A0897173

PEC code: NTAB9839

This package contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable	Qty in pkg
Modular ICS Telephone Feature Card - English	N/A	N/A	P0992653	No	25
Modular ICS CAP User Card - English	N/A	N/A	P0941571	No	1
Modular ICS Prime Telephone Card - English	N/A	N/A	P0992654	No	1

MICS/CICS 6.0 Documentation CD-ROM Package

CPC code: A0897168

PEC code: NTAB0935

This documentation CD-ROM contains the following documents:

Document/Package Title	NTP number	PEC code	CPC code	Individually orderable
Modular ICS 6.0 Installer Guide	N/A	N/A	P0992638	Yes
Modular ICS Companion Installer Guide	N/A	N/A	P0992639	Yes
Modular ICS 6.0 System Coordinator Guide	N/A	N/A	P0992640	Yes
Modular ICS Companion System Coordinator Guide	N/A	N/A	P0992641	Yes
Modular ICS 6.0 Programming Record	N/A	N/A	P0992642	Yes
Compact ICS 6.0 Installer Guide	N/A	N/A	P0992669	Yes
Compact ICS 6.0 System Coordinator Guide	N/A	N/A	P0992670	Yes
Compact ICS 6.0 Programming Record	N/A	N/A	P0992671	Yes
T7406 Cordless Telephone Installation Guide	N/A	N/A	P0942257	Yes
T7100 Telephone User Card	N/A	N/A	P0935242	Yes
T7208 Telephone User Card	N/A	N/A	P0935245	Yes
T7316 Telephone User Card	N/A	N/A	P0935248	Yes
T7406 Cordless Telephone User Card	N/A	N/A	P0942259	Yes
M7100 Telephone User Card	N/A	N/A	P0749846	Yes
M7208 Telephone User Card	N/A	N/A	P0749848	Yes
M7310 Telephone User Card	N/A	N/A	P0749850	Yes
M7324 Telephone User Card	N/A	N/A	P0749852	Yes
Norstar ICS Hospitality Features Card	N/A	N/A	P0941572	Yes
Norstar ICS System-wide Call Access (SWCA) User Card	N/A	N/A	P0993140	Yes
Modular ICS Central Answering Position User Card	N/A	N/A	P0941571	Yes
Modular ICS Prime Telephone User Card	N/A	N/A	P0992654	Yes
Modular ICS Telephone Feature Card	N/A	N/A	P0992653	Yes
Compact ICS Telephone Feature Card	N/A	N/A	P0992678	Yes

Business Communications Manager 3.5

Business Communications Manager (BCM) is a comprehensive converged communications system that delivers Nortel Networks' reliable and proven voice processing, feature-rich business telephony applications, and complete data networking services. Business Communications Manager integrates PBX call processing functionality, VoIP gateway functions, web-based system management, and advanced QoS data routing in a single box, while also providing IP services such as DHCP, DNS, and web caching. With Business Communications Manager, standalone businesses can converge their voice and data services while enterprise branch offices can extend their advanced Central Office capabilities for a seamless multi-site network.

Document descriptions

Business Communications Manager BCM 200/400 Installation and Maintenance Guide CPC code: P0993133

This guide describes how to install, initialize and maintain the hardware for the Business Communications Manager BCM200 and BCM400 systems.

Information in these chapters explains:

- how to set up the hardware
- how to start and initialize the hardware
- how to troubleshoot and maintain the hardware

Business Communications Manager BCM 1000 Installation and Maintenance Guide CPC code: P0607659

This guide describes how to install, initialize and maintain the Business Communications Manager 1000 (BCM1000) hardware for the Business Communications Manager 3.5 system. It provides supplemental information for the BCM 3.5 software release for systems using BCM 1000 hardware that has been upgraded from earlier versions of BCM software.

**Business Communications Manager
Bix Box Wiring Guide
CPC code: P0993134**

This guide provides a pictorial overview about how to install a Bix box and wire it for the internal and external (trunks) hardwired connections for the Business Communications Manager.

**Business Communications Manager
Software Keycode Installation Guide
CPC code: P0607323**

This document provides instructions for enabling any Software Keycode. Predefined bundles of keycodes can be ordered as a single part although individual keycodes must be entered to enable specific features.

**Business Communications Manager
UPS Installation and Configuration Guide
CPC code: P0607323**

This book describes how to install, configure and monitor the Uninterruptable power supply (UPS) on the Business Communications Manager (BCM) 200, 400, and 1000 models.

**Nortel Networks
M626x DECT Deployment Tool
CPC code: MNPS9006DAAA01**

The purpose of this guide is to show the user how to optimize operation of the M626x DECT deployment tool and to carry out deployment successfully. The first part of this guide provides details for installing the equipment and putting it in service. The second part of this guide contains an overview of the basic notions and provides advice on how to carry out deployment of the best possible quality at the customer site.

**Business Communications Manager version 3.5 software
DECT Installation and Maintenance Manual
CPC code: P0606013**

This manual describes how to install and initialize a DECT system. Information in this document explains

- how to set up and operate the DECT media bay module
- how to set up and operate the radio base stations
- how to subscribe the cordless handsets to the system

**Business Communications Manager
Internet Telephone Switch Module Installation Guide**
CPC code: P0919850

The steps included in this guide supplement the installation instructions included in the i2004 Internet Telephone Getting Started guide that came with your i2004 telephone.

**Business Communications Manager 3.5
Programming Operations Guide**
CPC code: P0604629

This guide explains how to program your Business Communications Manager system. This issue of the document reflects the added functionality built into the Business Communications Manager 3.5 release. The new hardware, and new and updated features described in this and other documentation requires that your Business Communications Manager is running release 3.5.

**Business Communications Manager 3.5
Programming Operations Guide**
CPC code: P0604629

This guide explains how to program your Business Communications Manager system. This issue of the document reflects the added functionality built into the Business Communications Manager 3.5 release. The new hardware, and new and updated features described in this and other documentation requires that your Business Communications Manager is running release 3.5.

**Business Communications Manager
Programming Records**
CPC code: P0604628

This document provides forms to record information about system identification and hardware configuration of your BCM 3.5 system.

**Business Communications Manager
User Guide**
CPC code: P0605428

This document describes how to manage, maintain, and sustain Business Communications Manager network services.

**Business Communications Manager
Companion Configuration Guide
CPC code: P0605793**

This guide explains how to install and program Companion base stations and handsets.

**Business Communications Manager
T7100 Telephone User Card
CPC code: P0605068**

This card is a guide to the features and components of the T7100 telephone.

**Business Communications Manager
T7208 Telephone User Card
CPC code: P0605065**

This card is a guide to the features and components of the T7208 telephone.

**Business Communications Manager
T7316 Telephone User Card
CPC code: P0930548**

This card is a guide to the features and components of the T7316 telephone.

303-467-5500 www.hcwt.com

**Business Communications Manager
T7316E Telephone User Card
CPC code: P0603579**

This card is a guide to the features and components of the T7316E telephone.

**Business Communications Manager
T24 Key Indicator Module (KIM) Installation Card
CPC code: P0603481**

This card is a guide to installing the T24 Key Indicator Module (KIM).

**Business Communications Manager
CAP User Guide
CPC code: P0603480**

This document provides information about features of the Central Answering Position (CAP). It also provides guidelines for programming and using the features.

**Business Communications Manager
T7406 Cordless Handset Installation Guide**
CPC code: P0606142

This document provides procedures for the first-time charge of your handset battery packs and when you first set up your T7406 system.

**Business Communications Manager
T7406 Cordless Telephone User Card**
CPC code: P0942259

This card is a guide to the features and components of the T7406 telephone.

**Business Communications Manager
BST Doorphone Installation and Configuration Guide**
CPC code: P0606224

This guide leads a Nortel Networks installer and/or system administrator through installing and configuring a BST Doorphone on a Business Communications Manager system.

**Business Communications Manager
BST Doorphone User Guide**
CPC code: P0605668

This document is a guide to the features and components of the T7406 telephone.

**Business Communications Manager
ATA User Guide**
CPC code: P0941629

Business Communications Manager Analog Terminal Adapter 2 (ATA 2) connects a station port to a standard analog voice device, such as a single-line telephone or a data communication device, such as a modem or facsimile machine. The ATA 2 provides on-premise service only.

This guide describes:

- ATA 2 features used with the Business Communications Manager base unit
- data communication information
- troubleshooting

**Business Communications Manager
Telephone Feature User Guide
CPC code: P0605795**

This document is a guide to the features available on the telephones used with the Business Communications Manager.

**Business Communications Manager
LAN CTE Configuration Guide
CPC code: P0993299**

This guide is intended for network administrators using Windows-based computers and Business Communications Manager LAN CTE. The LAN CTE software provides an interface among your Personal Computer, your telephone and the Business Communications Manager system. With the LAN CTE software, you can operate Computer Telephony Engine (CTE) and Telephony Application Programming Interface (TAPI) applications from your computer.

**Business Communications Manager 3.5
IP Telephony Configuration Guide
CPC code: P0604630**

This guide describes IP Telephony functionality for the Business Communications Manager 3.5 system. This includes information about Nortel IP telephones and the Nortel Networks i2050 Software Phone, the Symbol NetVision and NetVision data telephones (H.323-protocol devices), and VoIP trunks (H.323 and SIP).

Business Communications Manager NetVision Phone Administrator Guide

CPC code: P0993475

This document describes how to use the Nortel version of the NetVision Phone Administrator (NVPA) software to configure the features for Symbol* NetVision wireless IP telephone handsets.

Business Communications Manager i2002 Internet Telephone User Guide

CPC code (English): P0995228
CPC code (Canadian French): P0995229
CPC code (Latin American Spanish): P0995230
CPC code (United Kingdom English): P0995231
CPC code (Netherlands): P0995232
CPC code (Danish): P0995233
CPC code (Swedish): P0995234
CPC code (European French): P0995235
CPC code (European Spanish): P0995236
CPC code (German): P0995237
CPC code (Italian): P0995238
CPC code (Norwegian): P0995239

The Business Communications Manager i2002 Internet Telephone brings voice and data to your desktop. This user guide contains information about

- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to use the navigation buttons
- how to program memory buttons
- how to offset the time on your telephone display

Business Communications Manager i2004 Internet Telephone User Guide

CPC code (English): P0995216
CPC code (Canadian French): P0995217
CPC code (Latin American Spanish): P0995218
CPC code (United Kingdom English): P0995219
CPC code (Netherlands): P0995220
CPC code (Danish): P0995221
CPC code (Swedish): P0995222
CPC code (European French): P0995223
CPC code (European Spanish): P0995224
CPC code (German): P0995225
CPC code (Italian): P0995226
CPC code (Norwegian): P0995227

The Business Communications Manager i2004 Internet Telephone brings voice and data to your desktop. This guide contains information about

- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to use the navigation buttons
- how to program memory buttons
- how to offset the time on your telephone display

Business Communications Manager NetVision Telephone and NetVision Data Telephone IP Telephone Feature Card

CPC code (English): P0988138
CPC code (European French): P0988426
CPC code (European Spanish): P0988625
CPC code (German): P0988626
CPC code (Italian): P0988627

This document provides instructions on how to use the features and interface of the NetVision Telephone and NetVision Data Telephone, model NP-4046-100.

Business Communications Manager Symbol NetVision IP Telephone Feature Card

CPC code (English): P0995825
CPC code (United Kingdom English): P0995825b
CPC code (European French): P0993304
CPC code (European Spanish): P0993305
CPC code (German): P0993306
CPC code (Italian): P0993307

This document provides instructions on how to use the features and interface of the NetVision Telephone, model NP-4046-300.

Business Communications Manager System-wide Call Access (SWCA) Features Card

CPC code (English): P0994918
CPC code (Canadian French): P0994919
CPC code (Latin American Spanish): P0994920
CPC code (United Kingdom English): P0994912
CPC code (Netherlands): P0994922
CPC code (Danish): P0994923
CPC code (Swedish): P0994924
CPC code (European French): P0994925
CPC code (European Spanish): P0994926
CPC code (German): P0994927
CPC code (Italian): P0994928
CPC code (Norwegian): P0994929

This card provides instructions for using the System-wide Call Appearance (SWCA) feature. This feature enables you to park incoming and outgoing calls on your Business Communications Manager system and, at the same time, provide call appearance of the call to a group of telephones.

Business Communications Manager Hospitality Features Card

CPC code (English): P0941622
CPC code (Canadian French): P0941623
CPC code (Latin American Spanish): P0941624
CPC code (United Kingdom English): P0941625
CPC code (Danish): P0941627
CPC code (Swedish): P0941628
CPC code (European French): P0935937
CPC code (European Spanish): P0935939
CPC code (German): P0935941
CPC code (Italian): P0935943
CPC code (Norwegian): P0935944
CPC code (Netherlands): P0941626

Hospitality Services (HS) is a group of features that increases the value of the system in small- to medium-sized facilities such as hotels, motels, or hospitals. This card shows the Business Series Terminals buttons to use to activate the features on the different types of Nortel Networks telephones.

**Business Communications Manager
Call Detail Recording System Administration Guide
CPC code: P0993139**

This guide provides information about how to program a Business Communications Manager telephone. This information includes items such as programming personal speed dials, transferring a call, and using special features. Some of the features included in the Business Communications Manager telephone system are conference calls, group listening, group pickup, directed pickup, and call tracking. This guide is aimed at the day-to-day operators of the BCM telephone system.

**Business Communications Manager
Personal Call Manager User Guide**

CPC code (English): P0604633
CPC code (Canadian French): P0936567
CPC code (Latin American Spanish): P0936568
CPC code (United Kingdom English): P0911644
CPC code (Netherlands): P0936072
CPC code (Danish): P0936073
CPC code (Swedish): P0936074
CPC code (European French): P0936075
CPC code (European Spanish): P0936076
CPC code (German): P0936077
CPC code (Italian): P0936078
CPC code (Norwegian): P0936079

Business Communications Manager Personal Call Manager is a Telephony Application Programming Interface (TAPI)-based application that provides an easy to use computer interface for your telephone. Personal Call Manager provides several ways to perform each task. This document describes all possible methods.

**Interactive Voice Response Installation and Configuration Guide
CPC code: P0994824**

This guide leads a system administrator through installing and configuring Interactive Voice Response on a Business Communications Manager system. Interactive Voice Response is an automated telephony application that prompts callers with a combination of recorded menus and prompts, and real-time data from databases.

**Business Communications Manager
Media Processing Server Series COMMGR Reference Manual
CPC code: P0988083**

This document details how to configure a Media Processing Server (MPS) Series (MPS) system to communicate with various types of host computer

systems. This manual provides background information and details about configuration parameters common to most host environments, as well as information about optional MPS features that can be used at specific sites. This manual covers topics that are specific to the configuration and operation of MPS systems.

**Business Communications Manager
PeriView Reference Manual**
CPC code: P0988094

This document provides information about how to use PeriView and its subset of tools. PeriView is a Graphical User Interface (GUI) tool that you use with the Nortel Networks Media Processing Server Series and Voice Processing Series Platforms.

**Business Communications Manager
PeriReporter User's Guide**
CPC code: P0988093

This guide provides information for the use of the PeriReporter tool. It gives step-by-step instructions on gathering and displaying data from the Nortel Networks Media Processing Series system.

**Business Communications Manager
BCM-IVR Integration Supplement**
CPC code: P0995957

This manual explains variances in COMMGR, PeriView, and PeriReporter software functionality when it is integrated with BCM. It is not meant to replace their individual user guides; it is meant only to be used as a supplement to them.

CallPilot Manager Set Up and Operation Guide
CPC code: P0605664

CallPilot Manager is a web-based application that you use to set up and administer CallPilot. This guide leads a System Administrator through setting up and operating CallPilot on a Business Communications Manager or CallPilot 100/150 system. CallPilot works with your Business Communications Manager or Norstar system. This guide also explains how to record Broadcast and Information messages.

CallPilot Programming Record

CPC code: P0606019

Use this guide to record how you program your CallPilot Mini, CallPilot 150, or Business Communications Manager system. You can also use this guide as a reference when you make changes to CallPilot programming. This guide includes

- a list of programming tasks for setting up your CallPilot system
- tables you can use to record CallPilot programming
- tables you can use to record CallPilot Fax and Message Networking programming, if you have these options installed
- system defaults for CallPilot Mini, CallPilot 150 and Business Communications Manager

CallPilot Reference Guide

CPC code: P0606014

This guide gives you detailed information about using CallPilot features on CallPilot 100/150 and Business Communications Manager systems.

CallPilot Quick Reference Card - NVM Interface

CPC code (English): P0919418
CPC code (Canadian French): P0919448
CPC code (Latin American Spanish): P0919486
CPC code (United Kingdom English): P0941349
CPC code (Netherlands): P0941362
CPC code (Danish): P0941363
CPC code (Swedish): P0941364
CPC code (European French): P0935996
CPC code (European Spanish): P0935997
CPC code (German): P0935998
CPC code (Italian): P0935999
CPC code (Norwegian): P0936000

This document provides a quick reference to using CallPilot with a Norstar Voice Mail interface.

CallPilot Quick Reference Card - Remote Users

CPC code: P0605667

This document provides a quick reference to using CallPilot features as a remote user.

Norstar Voice Mail Quick Reference Card - Remote Users

CPC code: P0605666

This document provides a quick reference to using Norstar Voice Mail as a remote user.

CallPilot Quick Reference Card - CallPilot Interface

CPC code (English): P0919419

CPC code (Canadian French): P0919449

CPC code (Latin American Spanish): P0919487

CPC code (United Kingdom English): P0941365

CPC code (Netherlands): P0941366

CPC code (Danish): P0941367

CPC code (Swedish): P0941368

CPC code (European French): P0936001

CPC code (European Spanish): P0936002

CPC code (German): P0936003

CPC code (Italian): P0936004

CPC code (Norwegian): P0936005

This Quick Reference Card is for subscribers with display phones that use the CallPilot interface.

CallPilot Message Networking Set Up and Operation Guide

CPC code: P0606015

This guide leads a System Administrator through setting up Message Networking and is an ongoing reference aid. Use this guide if you have a Business Communications Manager, CallPilot Mini, or CallPilot 150 system.

CallPilot Message Networking User Guide

CPC code (English): P0606016

CPC code (Canadian French): P0919456

CPC code (Latin American Spanish): P0919493

CPC code (United Kingdom English): P0936061

CPC code (Netherlands): P0936062

CPC code (Danish): P0936063

CPC code (Swedish): P0936064

CPC code (European French): P0936065

CPC code (European Spanish): P0936066

CPC code (German): P0936067

CPC code (Italian): P0936068

CPC code (Norwegian): P0936069

This guide explains how to use Message Networking with your personal mailbox. Message Networking links CallPilot or other voicemail systems at different locations.

CallPilot Fax Set Up and Operation Guide

CPC code: P0606017

This guide leads a System Administrator through setting up CallPilot Fax and is an ongoing reference aid. Fax is a CallPilot option that enhances your office Communications by providing incoming and outgoing fax capability. With Fax, callers can send and retrieve fax messages as easily as they send and retrieve voice messages.

CallPilot Fax User Guide

CPC code (English): P0606018
CPC code (Canadian French): P0919453
CPC code (Latin American Spanish): P0919490
CPC code (United Kingdom English): P0941753
CPC code (Netherlands): P0941754
CPC code (Danish): P0941755
CPC code (Swedish): P0941756
CPC code (European French): P0936007
CPC code (European Spanish): P0936008
CPC code (German): P0936009
CPC code (Italian): P0936010
CPC code (Norwegian): P0936011

This guide explains how to use CallPilot Fax with your personal mailbox. It explains how to receive, print and send fax messages.

CallPilot Unified Messaging Installation and Maintenance Guide

CPC code: P606020

CallPilot Unified Messaging is a multimedia messaging application. Unified Messaging works with email clients to provide a single Graphical User Interface (GUI) for email messages and CallPilot voice, fax, and text and messages. This guide tells a System Administrator how to install, configure, and troubleshoot CallPilot on a Business Communications Manager 3.5 system and on a subscriber's computer. You can install CallPilot on subscribers' computers, or subscribers can perform some configuration and troubleshooting tasks under your guidance.

CallPilot Release 2.0 Desktop Messaging User Guide for Novell GroupWise

CPC code (English): None
CPC code (United Kingdom English): None
CPC code (Netherlands): None
CPC code (European French): None
CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Novell GroupWise e-mail.

CallPilot Release 2.0 Desktop Messaging User Guide for Internet Clients

CPC code (English): None
 CPC code (United Kingdom English): None
 CPC code (Netherlands): None
 CPC code (European French): None
 CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot release 2.0 with Internet Clients e-mail.

CallPilot Release 2.0 Desktop Messaging User Guide for Lotus Notes

CPC code (English): None
 CPC code (United Kingdom English): None
 CPC code (Netherlands): None
 CPC code (European French): None
 CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot release 2.0 with Lotus Notes e-mail.

CallPilot Release 2.0 Desktop Messaging User Guide for Microsoft Outlook

CPC code (English): None
 CPC code (United Kingdom English): None
 CPC code (Netherlands): None
 CPC code (European French): None
 CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot release 2.0 with Microsoft Outlook e-mail.

CallPilot 1.07 Desktop Messaging Quick Reference Guide

CPC code (English): P0907835
 CPC code (Canadian French): P0919400
 CPC code (Latin American Spanish): P0913786
 CPC code (United Kingdom English): P0907835b
 CPC code (Netherlands): P0913753
 CPC code (Danish): P0913749
 CPC code (Swedish): P0913793
 CPC code (European French): P0912909
 CPC code (European Spanish): P0913755
 CPC code (German): P0913758
 CPC code (Italian): P0913761
 CPC code (Norwegian): P0913788

This document describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

Call Center Set Up and Operation Guide

CPC code: P0605665

This guide leads a Call Center Administrator or a System Administrator through setting up and operating Call Center, and is an ongoing reference. Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller.

Call Center Reporting Set Up and Operation Guide

CPC code: P0995910

This guide is designed to assist a System Manager in the installation, setup, and operation of Nortel Networks Call Center Reporting.

ipView Software Wallboard Set Up and Operation Guide

CPC code: P0995911

This guide is designed to assist a System Manager in the installation, set up and operation of Nortel Networks ipView Software Wallboards. Use this guide as an ongoing reference.

Call Center Supervisor Guide

CPC code (English): P06060200

CPC code (Canadian French): P0602602

CPC code (Latin American Spanish): P0602603

CPC code (United Kingdom English): P0602604

CPC code (Netherlands): P0602605

CPC code (Danish): P0602606

CPC code (Swedish): P0602607

CPC code (European French): P0602608

CPC code (European Spanish): P0602609

CPC code (German): P0602610

CPC code (Italian): P0602611

CPC code (Norwegian): P0602612

This guide describes how you can use Call Center features as a supervisor or an agent. Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller.

Call Center Agent Guide

CPC code (English): P06060199
CPC code (Canadian French): P0602691
CPC code (Latin American Spanish): P0602592
CPC code (United Kingdom English): P0602593
CPC code (Netherlands): P0602594
CPC code (Danish): P0602595
CPC code (Swedish): P0602596
CPC code (European French): P0602598
CPC code (European Spanish): P0602599
CPC code (German): P0602599
CPC code (Italian): P0602600
CPC code (Norwegian): P0602601

This guide explains how agents use Call Center, an application that handles incoming calls as efficiently and economically as possible, by routing calls to the agent with the best skillset to meet the needs of the caller.

Multimedia Call Center Set Up and Operation Guide

CPC code: P0935737

This guide assists a Call Center administrator with installing and configuring Multimedia Call Center for Nortel Networks Business Communications Manager. This guide assumes that you are familiar with using Unified Manager and CallPilot Manager.

Multimedia Call Center Web Developer Guide

CPC code: P0935740

This guide describes how a web developer can integrate Multimedia Call Center with a company website and customizes its Multimedia Call Center web pages.

You can

- customize the default Multimedia Call Center message templates
- create and distribute lists of web pages that Multimedia Call Center agents push to callers

Packaging details

All Business Communications Manager 3.5 documentation is found on the Business Communications Manager 3.5 Documentation CD-ROM.

Business Communications Manager 3.5 Multilingual Documentation CD-ROM

CPC code: A0510885

PEC code: NTAB9884

This package contains a CD-ROM with all the Business Communications Manager 3.5 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

The BCM documentation is also available from Helmsman Express located at <http://www.nortelnetworks.com/documentation>. The BCM documents are not individually orderable from Nortel Networks in hardcopy.



Business Communications Manager 3.0

Business Communications Manager is a comprehensive converged Communications system that delivers Nortel Networks' reliable and proven voice processing, feature-rich business telephony applications, and complete data networking services. Business Communications Manager integrates PBX call processing functionality, VoIP gateway functions, web-based system management, and advanced QoS data routing in a single box, while also providing IP services such as DHCP, DNS, and web caching. With Business Communications Manager, standalone businesses can converge their voice and data services while enterprise branch offices can extend their advanced Central Office capabilities for a seamless multi-site network.

Document descriptions

Business Communications Manager BCM 200/400 Installation and Maintenance Guide CPC code: P0993133

This guide describes how to install, initialize and maintain the hardware for the Business Communications Manager BCM200 and BCM400 systems.

Information in these chapters explains:

- how to set up the hardware
- how to start and initialize the hardware
- how to troubleshoot and maintain the hardware

Business Communications Manager BCM 1000 Installation and Maintenance Guide CPC code: P0993298

This guide describes how to install, initialize and maintain the Business Communications Manager 1000 (BCM1000) hardware for the Business Communications Manager 3.0 system.

Business Communications Manager Bix Box Wiring Guide CPC code: P0993134

This guide provides a pictorial overview about how to install a Bix box and wire it for the internal and external (trunks) hardwired connections for the Business Communications Manager.

Business Communications Manager Software Keycode Installation Guide

CPC code: P0909884

This document provides instructions for enabling any Software Keycode. Predefined bundles of keycodes can be ordered as a single part although individual keycodes must be entered to enable specific features.

C4010/C4020 Cordless Handset User Guide

CPC code (United Kingdom English): None

CPC code (German): None

CPC code (European French): None

This guide describes how to use and operate the C4010 Ex handset, the C4010 handset, and the C4020 handset. It describes the various function keys of the handsets and the steps to initiate the functions.

C4050 User Guide

CPC code (United Kingdom English): None

CPC code (German): None

CPC code (European French): None

This user guide describes how to use and operate the C4050 handset. It includes information about registering and programming the handset, as well as ensuring it is properly subscribed to features.

Business Communications Manager DECT Deployment Tool

CPC code: 7500-1

The purpose of this guide is to show the user how to optimize operation of the M626x DECT deployment tool and to carry out deployment successfully. The first part of this guide provides details for installing the equipment and putting it in service. The second part of this guide contains an overview of the basic notions and provides advice on how to carry out deployment of the best possible quality at the customer site.

**Business Communications Manager
DECT Installation and Maintenance Manual**
CPC code: P0993137

This manual describes how to install and initialize a DECT system. Information in this document explains

- how to set up and operate the DECT media bay module
- how to set up and operate the radio base stations
- how to subscribe the cordless handsets to the system

**Business Communications Manager
Internet Telephone Switch Module Installation Guide**
CPC code: P0919850

The steps included in this guide supplement the installation instructions included in the i2004 Internet Telephone Getting Started guide that came with your i2004 telephone.

**Business Communications Manager
i2050 Software Phone Installation Manual**
CPC code: P0988431

This guide describes how to install the Nortel Networks i2050 Software Phone. Review this guide before installing, upgrading, or modifying the i2050 Software Phone. This guide also contains information regarding the Nortel Networks USB Audio Kit. This guide is intended for the person installing the i2050 Software Phone and assumes that the Communications Server is installed and initialized.

**Business Communications Manager
T7406 Cordless Handset Installation Guide**
CPC code: P0942257

This document provides information about provisioning the T7406 telephone, as well as installing the base station and charging the battery for the first time. This document also provides an overview of the handset interface and how to customize the handset to your preferences.

**Business Communications Manager
Programming Record**
CPC code: P0993135

The programming record is divided into the following four groups of forms, to provide you with quick access to the part of the programming on which you are working:

- Getting Started: System Setup
- Data Settings: Connecting to the Network
- Telephony Settings: Setting Up Your Telephones
- Post-Installation Application Setups

**Business Communications Manager
Programming Operations Guide**
CPC code: P0993211

This guide explains how to program your Business Communications Manager system. This issue of the document reflects the added functionality built into the Business Communications Manager 3.0 release. The new hardware, and new and updated features described in this and other documentation requires that your Business Communications Manager is running release 3.0.

**Business Communications Manager
Telephony Features Handbook**
CPC code: P0993136

This document describes all the features that you can access from your digital and IP telephones connected to a Business Communications Manager 3.0 system, providing that the feature has been enabled during programming. Your system administrator can indicate which features are not available to you.

**Business Communications Manager
LAN CTE Configuration Guide**
CPC code: P0993299

This guide is intended for network administrators using Windows-based computers and Business Communications Manager LAN CTE. The LAN CTE software provides an interface among your Personal Computer, your telephone and the Business Communications Manager system. With the LAN CTE software, you can operate CTE (Computer Telephony Engine) and Telephony Application Programming Interface (TAPI) applications from your computer.

Business Communications Manager IP Telephony Configuration Guide

CPC code: P0993474

This guide describes IP Telephony functionality for the Business Communications Manager 3.0 system. This includes information about Nortel IP terminals such as the i2002, i2004 telephone and the Nortel Networks i2050 Software Phone, the Symbol NetVision and NetVision data telephones (H.323-protocol devices), and VoIP trunks and H.323 trunking with such applications as NetMeeting.

Business Communications Manager NetVision Phone Administrator Guide

CPC code: P0993475

This document describes how to use the Nortel version of the NetVision Phone Administrator (NVPA) software to configure the features for Symbol* NetVision wireless IP telephone handsets.

Business Communications Manager T7100 Telephone User Card

CPC code (English): P0935242
CPC code (Canadian French): P0935243
CPC code (United Kingdom English): P0934567
CPC code (Netherlands): P0934555
CPC code (Danish): P0934557
CPC code (Swedish): P0934558
CPC code (European French): P0934566
CPC code (European Spanish): P0934564
CPC code (Latin American Spanish): P0935244
CPC code (German): P0934561
CPC code (Italian): P0934562
CPC code (Norwegian): P0934560

This user card provides instructions about using the features and interface of your T7100 telephone.

Business Communications Manager T7000 Telephone User Card

CPC code (United Kingdom English): P0912061uk
CPC code (Netherlands): P012061a3
CPC code (Danish): PP012061a2
CPC code (Swedish): P012061a4
CPC code (European French): P0936380b1
CPC code (European Spanish): P0936380b2
CPC code (German): P0936380b3
CPC code (Italian): P0936380b4
CPC code (Norwegian): P0936380b5

This user card provides instructions about using the features and interface of your T7000 telephone.

Business Communications Manager T7208 Telephone User Card

CPC code (English): P0935245
CPC code (Canadian French): P0935246
CPC code (United Kingdom English): P0934577
CPC code (Netherlands): P0934568
CPC code (Danish): P0934569
CPC code (Swedish): P0934570
CPC code (European French): P0934576
CPC code (European Spanish): P0934575
CPC code (Latin American Spanish): P0935247
CPC code (German): P0934573
CPC code (Italian): P0934574
CPC code (Norwegian): P0934572

This user card provides instructions about using the features and interface of your T7208 telephone.

Business Communications Manager T7316 Telephone User Card

CPC code (English): P0935248
CPC code (Canadian French): P0935249
CPC code (United Kingdom English): P0934586
CPC code (Netherlands): P0934578
CPC code (Danish): P0934579
CPC code (Swedish): P0934580
CPC code (European French): P0934585
CPC code (European Spanish): P0934584
CPC code (Latin American Spanish): P0935250
CPC code (German): P0934582
CPC code (Italian): P0934583
CPC code (Norwegian): P0934581

This user card provides instructions about using the features and interface of your T7316 telephone.

Business Communications Manager T7406 Cordless Telephone User Card

CPC code (English): P0942259

CPC code (Canadian French): P0942260

CPC code (Latin American Spanish): P0942261

This user card provides instructions about using the features and interface of your T7406 cordless telephone.

Business Communications Manager i2002 User Card

CPC code (English): P0995228

CPC code (Canadian French): P0995229

CPC code (Latin American Spanish): P0995230

CPC code (United Kingdom English): P0995231

CPC code (Netherlands): P0995232

CPC code (Danish): P0995233

CPC code (Swedish): P0995234

CPC code (European French): P0995235

CPC code (European Spanish): P0995236

CPC code (German): P0995237

CPC code (Italian): P0995238

CPC code (Norwegian): P0995239

The Business Communications Manager i2002 Internet Telephone brings voice and data to your desktop. This card contains information about:

- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to use the navigation buttons
- how to program memory buttons
- how to offset the time on your telephone display

Business Communications Manager i2004 User Card

CPC code (English): P0995216
CPC code (Canadian French): P0995217
CPC code (Latin American Spanish): P0995218
CPC code (United Kingdom English): P0995219
CPC code (Netherlands): P0995220
CPC code (Danish): P0995221
CPC code (Swedish): P0995222
CPC code (European French): P0995223
CPC code (European Spanish): P0995224
CPC code (German): P0995225
CPC code (Italian): P0995226
CPC code (Norwegian): P0995227

The Business Communications Manager i2004 Internet Telephone brings voice and data to your desktop. This card contains information about:

- telephone buttons and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to use the navigation buttons
- how to program memory buttons
- how to offset the time on your telephone display

Business Communications Manager M7324 User Card

CPC code (English): P0941600
CPC code (Canadian French): P0941602
CPC code (Latin American Spanish): P0941760

This user card provides information about the features and operation of your Business Communications Manager M7324 telephone.

Business Communications Manager M7324N User Card

CPC code (United Kingdom English): P0911595
 CPC code (Danish): P0911605
 CPC code (German): P0936562
 CPC code (European Spanish): P0936561
 CPC code (European French): P0936560
 CPC code (Italian): P0936563
 CPC code (Netherlands): P0911600
 CPC code (Norwegian): P0936564
 CPC code (Swedish): P0911610

This user card provides information about the features and operation of your Business Communications Manager M7324N telephone.

Business Communications Manager CAP User Card

CPC code (English): P0941603
 CPC code (Latin American Spanish): P0941605
 CPC code (Canadian French): P0941604

This user card provides instructions on how to use the Central Answering Position which enables you to:

- answer calls made from outside your system
- check the Busy/not Busy or Do Not Disturb status of the telephones in your system
- transfer calls to your co-workers' telephones
- use many more features and autodial numbers with one-touch access

Business Communications Manager CAPN User Card

CPC code (United Kingdom English): P0911596
 CPC code (Danish): P0911606
 CPC code (German): P0936557
 CPC code (European Spanish): P0936556
 CPC code (European French): P0936555
 CPC code (Italian): P0936558
 CPC code (Netherlands): P0911601
 CPC code (Norwegian): P0936559
 CPC code (Swedish): P0911611

This user card provides instructions on how to use the Central Answering Position which enables you to:

- answer calls made from outside your system
- check the Busy/not Busy or Do Not Disturb status of the telephones in your system
- transfer calls to your co-workers' telephones

- use many more features and autodial numbers with one-touch access

Business Communications Manager

Prime Telephone User Card

CPC code (English): P0941613
CPC code (Netherlands): P0941617
CPC code (Danish): P0941618
CPC code (Swedish): P0941619
CPC code (European French): P0935931
CPC code (European Spanish): P0935932
CPC code (German): P0935933
CPC code (Italian): P0935935
CPC code (Norwegian): P0935936
CPC code (Latin American Spanish): P0941615
CPC code (Canadian French): P0941614
CPC code (United Kingdom English): P0941616

This user card provides instructions for using your telephone if it is a prime telephone. A telephone is programmed as a prime telephone for particular external lines on your system. This means that any external call on those lines that is not answered, or gets transferred, parked, or put on hold and is not picked up, or any call that is not handled, rings at your telephone. Your system can have several prime telephones.

Business Communications Manager

ATA User Guide

CPC code (English): P0941629
CPC code (Latin American Spanish): P0941631
CPC code (Canadian French): P0941630
CPC code (United Kingdom English): P0941633
CPC code (Danish): P0941635
CPC code (German): P0935993
CPC code (European Spanish): P0935992
CPC code (European French): P0935991
CPC code (Italian): P0935994
CPC code (Netherlands): P0941634
CPC code (Norwegian): P0935995
CPC code (Swedish): P0941637

Business Communications Manager Analog Terminal Adapter 2 (ATA 2) connects a station port to a standard analog voice device, such as a single-line telephone or a data Communications device, such as a modem or facsimile machine. The ATA 2 provides on-premise service only.

This guide includes

- ATA 2 features used with the Business Communications Manager base unit
- Data Communications information
- Troubleshooting information

Business Communications Manager Telephone Feature Card

CPC code (English): P0993297
CPC code (Canadian French): P0941607
CPC code (Latin American Spanish): P0941608
CPC code (United Kingdom English): P0941609
CPC code (Netherlands): P0941610
CPC code (Danish): P0941611
CPC code (Swedish): P0941612
CPC code (European French): P0935986
CPC code (European Spanish): P0925987
CPC code (German): P0935988
CPC code (Italian): P0935989
CPC code (Norwegian): P0935990

This book indicates which buttons to use on the different types of Nortel Networks telephones to use the available telephone features. Refer to each user card for specific details about each type of telephone.

Business Communications Manager NP-4046-100: NetVision Telephone Feature Card

CPC code (English): P0988138
CPC code (European French): P0988426
CPC code (European Spanish): P0988625
CPC code (German): P0988626
CPC code (Italian): P0988627

This document provides instructions on how to use the features and interface of the NetVision Telephone, model NP-4046-100.

303-467-5500 www.hcwt.com

Business Communications Manager NP-4046-300: NetVision Telephone Feature Card

CPC code (English): P0995825
CPC code (United Kingdom English): P0995825b
CPC code (European French): P0993304
CPC code (European Spanish): P0993305
CPC code (German): P0993306
CPC code (Italian): P0993307

This document provides instructions on how to use the features and interface of the NetVision Telephone, model NP-4046-300.

Business Communications Manager System-wide Call Access (SWCA) Features Card

CPC code (English): P0994918
CPC code (Canadian French): P0994919
CPC code (Latin American Spanish): P0994920
CPC code (United Kingdom English): P0994912
CPC code (Netherlands): P0994922
CPC code (Danish): P0994923
CPC code (Swedish): P0994924
CPC code (European French): P0994925
CPC code (European Spanish): P0994926
CPC code (German): P0994927
CPC code (Italian): P0994928
CPC code (Norwegian): P0994929

This card provides instructions for using the System-wide Call Appearance (SWCA) feature. This feature enables you to park incoming and outgoing calls on your Business Communications Manager system and, at the same time, provide call appearance of the call to a group of telephones.

Business Communications Manager Hospitality Features Card

CPC code (English): P0941622
CPC code (Canadian French): P0941623
CPC code (Latin American Spanish): P0941624
CPC code (United Kingdom English): P0941625
CPC code (Danish): P0941627
CPC code (Swedish): P0941628
CPC code (European French): P0935937
CPC code (European Spanish): P0935939
CPC code (German): P0935941
CPC code (Italian): P0935943
CPC code (Norwegian): P0935944
CPC code (Netherlands): P0941626

Hospitality Services (HS) is a group of features that increases the value of the system in small- to medium-sized facilities such as hotels, motels, or hospitals. This card shows the Business Series Terminals buttons to use to activate the features on the different types of Nortel Networks telephones.

Business Communications Manager Call Detail Recording System Administration Guide CPC code: P0993139

This guide provides information about how to program a Business Communications Manager telephone. This information includes items such as programming personal speed dials, transferring a call, and using special features. Some of the features included in the Business Communications Manager telephone system are conference calls, group listening, group pickup, directed pickup, and call tracking. This guide is aimed at the day-to-day operators of the BCM telephone system.

Business Communications Manager Personal Call Manager User Guide

CPC code (English): P0936569
CPC code (Canadian French): P0936567
CPC code (Latin American Spanish): P0936568
CPC code (United Kingdom English): P0911644
CPC code (Netherlands): P0936072
CPC code (Danish): P0936073
CPC code (Swedish): P0936074
CPC code (European French): P0936075
CPC code (European Spanish): P0936076
CPC code (German): P0936077
CPC code (Italian): P0936078
CPC code (Norwegian): P0936079

Business Communications Manager Personal Call Manager is a Telephony Application Programming Interface (TAPI)-based application that provides an easy to use computer interface for your telephone. Personal Call Manager provides several ways to perform each task. This document describes all possible methods.

Business Communications Manager Attendant Console Setup and Operation Guide

CPC code: P0936570

This guide tells a System Administrator how to install and set up Attendant Console for use in your company. The instructions in this guide are designed for experienced computer users who are familiar with client/server software installations, Business Communications Manager 3.0 technology and Local Area Network (LAN) technology.

Business Communications Manager Attendant Console User Guide

CPC code (English): P0936571
CPC code (Canadian French): P0936576
CPC code (Latin American Spanish): P0936577
CPC code (United Kingdom English): P0936572
CPC code (Netherlands): P0936573
CPC code (Danish): P0936574
CPC code (Swedish): P0936575
CPC code (European French): P0936578
CPC code (European Spanish): P0936579
CPC code (German): P0936580
CPC code (Italian): P0936581
CPC code (Norwegian): P0936582

Attendant Console is a call-management application that gives your business centralized call management and call activity reporting capability. Attendant Console runs on one or more Pentium[®] class personal computers. This guide tells an attendant how to set up and use Attendant Console, and how to use Attendant Console setups to meet your business' call handling needs.

Interactive Voice Response Installation and Configuration Guide
CPC code: P0994824

This guide leads a system administrator through installing and configuring Interactive Voice Response on a Business Communications Manager 3.0 system. Interactive Voice Response is an automated telephony application that prompts callers with a combination of recorded menus and prompts, and real-time data from databases.

Business Communications Manager
Media Processing Server Series COMMGR Reference Manual
CPC code: P0988083

This document details how to configure a Media Processing Server Series (MPS) system to communicate with various types of host computer systems. This manual provides background information and details about configuration parameters common to most host environments, as well as information about optional MPS features that can be used at specific sites. This manual covers topics that are specific to the configuration and operation of MPS systems.

Business Communications Manager
PeriView Reference Manual
CPC code: P0988094

This document provides information about how to use PeriView and its subset of tools. PeriView is a Graphical User Interface (GUI) tool that you use with the Nortel Networks Media Processing Server Series and Voice Processing Series Platforms.

Business Communications Manager
PeriReporter User's Guide
CPC code: P0988093

This guide provides information for the use of the PeriReporter tool. It gives step-by-step instructions on gathering and displaying data from the Nortel Networks Media Processing Series system.

Business Communications Manager
BCM-IVR Integration Supplement
CPC code: P0995957

This manual explains variances in COMMGR, PeriView, and PeriReporter software functionality when it is integrated with BCM. It is not meant to replace their individual user guides; it is meant only to be used as a supplement to them.

CallPilot Manager Set Up and Operation Guide

CPC code: P0919415

CallPilot Manager is a web-based application that you use to set up and administer CallPilot. This guide leads a System Administrator through setting up and operating CallPilot on a Business Communications Manager, CallPilot Mini or CallPilot 150 system. CallPilot works with your Business Communications Manager, Meridian or Norstar system. This guide also explains how to record Broadcast and Information messages.

CallPilot Programming Record

CPC code: P0941757

Use this guide to record how you program your CallPilot Mini, CallPilot 150, or Business Communications Manager 3.0 system. You can also use this guide as a reference when you make changes to CallPilot programming. This guide includes:

- a list of programming tasks for setting up your CallPilot system
- tables you can use to record CallPilot programming
- tables you can use to record CallPilot Fax and Message Networking programming, if you have these options installed
- system defaults for CallPilot Mini, CallPilot 150 and Business Communications Manager 3.0

CallPilot Reference Guide

CPC code: P0919417

This guide gives you detailed information about using CallPilot features on CallPilot 150 and Business Communications Manager 3.0 systems.

CallPilot Quick Reference Card - NVM Interface

CPC code (English): P0919418

CPC code (Canadian French): P0919448

CPC code (Latin American Spanish): P0919486

CPC code (United Kingdom English): P0941349

CPC code (Netherlands): P0941362

CPC code (Danish): P0941363

CPC code (Swedish): P0941364

CPC code (European French): P0935996

CPC code (European Spanish): P0935997

CPC code (German): P0935998

CPC code (Italian): P0935999

CPC code (Norwegian): P0936000

This document provides a quick reference to using CallPilot with a Norstar Voice Mail interface.

CallPilot Quick Reference Card - CP Interface

CPC code (English): P0919419
CPC code (Canadian French): P0919449
CPC code (Latin American Spanish): P0919487
CPC code (United Kingdom English): P0941365
CPC code (Netherlands): P0941366
CPC code (Danish): P0941367
CPC code (Swedish): P0941368
CPC code (European French): P0936001
CPC code (European Spanish): P0936002
CPC code (German): P0936003
CPC code (Italian): P0936004
CPC code (Norwegian): P0936005

This Quick Reference Card is for subscribers with display phones that use the CallPilot interface.

CallPilot Message Networking Set Up and Operation Guide

CPC code: P0919429

This guide leads a System Administrator through setting up Message Networking and is an ongoing reference aid. Use this guide if you have a Business Communications Manager, CallPilot Mini, or CallPilot 150 system.

CallPilot Message Networking User Guide

CPC code (English): P0919430
CPC code (Canadian French): P0919456
CPC code (Latin American Spanish): P0919493
CPC code (United Kingdom English): P0936061
CPC code (Netherlands): P0936062
CPC code (Danish): P0936063
CPC code (Swedish): P0936064
CPC code (European French): P0936065
CPC code (European Spanish): P0936066
CPC code (German): P0936067
CPC code (Italian): P0936068
CPC code (Norwegian): P0936069

This guide explains how to use Message Networking with your personal mailbox. Message Networking links CallPilot or other voicemail systems at different locations.

CallPilot Fax Set Up and Operation Guide

CPC code: P0919426

This guide leads a System Administrator through setting up CallPilot Fax and is an ongoing reference aid. Fax is a CallPilot option that enhances your office Communications by providing incoming and outgoing fax capability. With Fax, callers can send and retrieve fax messages as easily as they send and retrieve voice messages.

CallPilot Fax User Guide

CPC code (English): P0919427
CPC code (Canadian French): P0919453
CPC code (Latin American Spanish): P0919490
CPC code (United Kingdom English): P0941753
CPC code (Netherlands): P0941754
CPC code (Danish): P0941755
CPC code (Swedish): P0941756
CPC code (European French): P0936007
CPC code (European Spanish): P0936008
CPC code (German): P0936009
CPC code (Italian): P0936010
CPC code (Norwegian): P0936011

This guide explains how to use CallPilot Fax with your personal mailbox. It explains how to receive, print and send fax messages.

CallPilot Unified Messaging Installation and Maintenance Guide

CPC code: P0602920

CallPilot Unified Messaging is a multimedia messaging application. Unified Messaging works with email clients to provide a single Graphical User Interface (GUI) for email messages and CallPilot voice, fax, and text and messages. This guide tells a System Administrator how to install, configure, and troubleshoot CallPilot on a Business Communications Manager 3.0 system and on a subscriber's computer. You can install CallPilot on subscribers' computers, or subscribers can perform some configuration and troubleshooting tasks under your guidance.

CallPilot 2.0 Desktop Messaging User Guide for Novell GroupWise

CPC code (English): None
CPC code (United Kingdom English): None
CPC code (Netherlands): None
CPC code (European French): None
CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Novell GroupWise e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Internet Clients

CPC code (English): None
CPC code (United Kingdom English): None
CPC code (Netherlands): None
CPC code (European French): None
CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Internet Clients e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Lotus Notes

CPC code (English): None
CPC code (United Kingdom English): None
CPC code (Netherlands): None
CPC code (European French): None
CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Lotus Notes e-mail.

CallPilot 2.0 Desktop Messaging User Guide for Microsoft Outlook

CPC code (English): None
CPC code (United Kingdom English): None
CPC code (Netherlands): None
CPC code (European French): None
CPC code (German): None

This user guide describes how to use the unified messaging features of CallPilot 2.0 with Microsoft Outlook e-mail.

CallPilot 1.07 Desktop Messaging Quick Reference Guide

CPC code: (English): P0907835
CPC code (Canadian French): P0919400
CPC code (Latin American Spanish): P0913786
CPC code (United Kingdom English): P0907835b
CPC code (Netherlands): P0913753
CPC code (Danish): P0913749
CPC code (Swedish): P0913793
CPC code (European French): P0912909
CPC code (European Spanish): P0913755
CPC code (German): P0913758
CPC code (Italian): P0913761
CPC code (Norwegian): P0913788

This document describes how to use CallPilot Desktop Messaging. It provides information on how to manage all your voice, fax, and e-mail messages in one Graphical User Interface (GUI) for a particular environment.

Call Center Set Up and Operation Guide

CPC code: P0993308

This guide leads a Call Center Administrator or a System Administrator through setting up and operating Call Center, and is an ongoing reference. Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller.

Call Center Reporting 3.0 Set Up and Operation Guide

CPC code: P0995910

This guide is designed to assist a System Manager in the installation, setup and operation of Nortel Networks Call Center Reporting.

ipView Software Wallboard Set Up and Operation Guide

CPC code: P0995911

This guide is designed to assist a System Manager in the installation, set up and operation of Nortel Networks ipView Software Wallboards. Use this guide as an ongoing reference.

Call Center Supervisor Guide

CPC code (English): P0602558

CPC code (Canadian French): P0602602

CPC code (Latin American Spanish): P0602603

CPC code (United Kingdom English): P0602604

CPC code (Netherlands): P0602605

CPC code (Danish): P0602606

CPC code (Swedish): P0602607

CPC code (European French): P0602608

CPC code (European Spanish): P0602609

CPC code (German): P0602610

CPC code (Italian): P0602611

CPC code (Norwegian): P0602612

This guide describes how you can use Call Center features as a supervisor or an agent. Call Center is an application that handles incoming calls as efficiently and economically as possible. Call Center answers calls, then routes the calls to agents in a skillset that most closely matches the needs of the caller.

Call Center Agent Guide

CPC code (English): P0602557
CPC code (Canadian French): P0602691
CPC code (Latin American Spanish): P0602592
CPC code (United Kingdom English): P0602593
CPC code (Netherlands): P0602594
CPC code (Danish): P0602595
CPC code (Swedish): P0602596
CPC code (European French): P0602598
CPC code (European Spanish): P0602599
CPC code (German): P0602599
CPC code (Italian): P0602600
CPC code (Norwegian): P0602601

This guide explains how agents use Call Center, an application that handles incoming calls as efficiently and economically as possible, by routing calls to the agent with the best skillset to meet the needs of the caller.

Multimedia Call Center Set Up and Operation Guide

CPC code: P0935737

This guide assists a Call Center administrator with installing and configuring Multimedia Call Center for Nortel Networks Business Communications Manager 3.0. This guide assumes that you are familiar with using Unified Manager and CallPilot Manager.

Multimedia Call Center Web Developer Guide

CPC code: P0935740

This guide is about how a web developer integrates Multimedia Call Center with a company website and customizes its Multimedia Call Center web pages.

You or the system administrator can

- customize the default Multimedia Call Center message templates
- create and distribute lists of web pages that Multimedia Call Center agents push to callers

Packaging details

All Business Communications Manager 3.0 documentation is found on the Business Communications Manager 3.0.1 Documentation CD-ROM.

Business Communications Manager 3.0.1 Multilingual Documentation CD-ROM

CPC code: A0518258

PEC code: NTAB9909

This package contains a CD-ROM with all the Business Communications Manager 3.0 documentation described in the “Document descriptions” section in Adobe Acrobat PDF format.

The BCM documentation is also available from Helmsman Express located at <http://www.nortelnetworks.com/documentation>. The BCM documents are not individually orderable from Nortel Networks in hardcopy.





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