

P0604681
October 2003

Optivity Telephony Manager Desktop User Guide

NORTEL
NETWORKS™

Copyright © 2002, 2003 Nortel Networks

All rights reserved. October 2003.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks Inc.

The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of that license. The software license agreement is included in this document.

Nortel Networks, the Nortel Networks logo, the Globemark, Unified Networks, SL-1, Meridian 1, Succession Communication Server for Enterprise 1000, and Optivity are trademarks of Nortel Networks.

Microsoft, MS, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation.

Adobe and Acrobat Reader are trademarks of Adobe Systems Incorporated.

The asterisk after a name denotes a trademarked item.

Restricted rights legend

Use, duplication, or disclosure by the United States Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

Notwithstanding any other license agreement that may pertain to, or accompany the delivery of, this computer software, the rights of the United States Government regarding its use, reproduction, and disclosure are as set forth in the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19.

Statement of conditions

In the interest of improving internal design, operational function, and/or reliability, Nortel Networks Inc. reserves the right to make changes to the products described in this document without notice.

Nortel Networks Inc. does not assume any liability that may occur due to the use or application of the product(s) or circuit layout(s) described herein.

Portions of the code in this software product may be Copyright © 1988, Regents of the University of California. All rights reserved. Redistribution and use in source and binary forms of such portions are permitted, provided that the above copyright notice and this paragraph are duplicated in all such forms and that any documentation, advertising materials, and other materials related to such distribution and use acknowledge that such portions of the software were developed by the University of California, Berkeley. The name of the University may not be used to endorse or promote products derived from such portions of the software without specific prior written permission.

SUCH PORTIONS OF THE SOFTWARE ARE PROVIDED "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

In addition, the program and information contained herein are licensed only pursuant to a license agreement that contains restrictions on use and disclosure (that may incorporate by reference certain limitations and notices imposed by third parties).

Nortel Networks Inc. Optivity* Telephony Manager software license agreement

NOTICE: Please carefully read this license agreement before copying or using the accompanying Optivity Telephony Manager software or installing the hardware unit with pre-enabled Optivity Telephony Manager software (each of which is referred to as “Software” in this Agreement). BY COPYING OR USING THE SOFTWARE, YOU ACCEPT ALL OF THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT. THE TERMS EXPRESSED IN THIS AGREEMENT ARE THE ONLY TERMS UNDER WHICH NORTEL NETWORKS WILL PERMIT YOU TO USE THE SOFTWARE. If you do not accept these terms and conditions, return the product, unused and in the original shipping container, within 30 days of purchase to obtain a credit for the full purchase price.

1. License grant. Nortel Networks Inc. (“Nortel Networks”) grants the end user of the Software (“Licensee”) a personal, nonexclusive license: a) to use the Software either on a single computer or, if applicable, on a single authorized device identified by host ID; b) to copy the Software solely for backup purposes in support of authorized use of the Software; and c) to use and copy the associated user manual solely in support of authorized use of the Software by Licensee. This license applies to the Software only and does not extend to Nortel Networks Agent software or other Nortel Networks software products. Nortel Networks Agent software or other Nortel Networks software products are licensed for use under the terms of the applicable Nortel Networks Inc. Software License Agreement that accompanies such software and upon payment by the end user of the applicable license fees for such software.

2. Restrictions on use; reservation of rights. The Software and user manuals are protected under copyright laws. Nortel Networks and/or its licensors retain all title and ownership in both the Software and user manuals, including any revisions made by Nortel Networks or its licensors. The copyright notice must be reproduced and included with any copy of any portion of the Software or user manuals. Licensee may not modify, translate, decompile, disassemble, use for any competitive analysis, reverse engineer, distribute, or create derivative works from the Software or user manuals or any copy, in whole or in part. Except as expressly provided in this Agreement, Licensee may not copy or transfer the Software or user manuals, in whole or in part. The Software and user manuals embody Nortel Networks’ and its licensors’ confidential and proprietary intellectual property. Licensee shall not disclose to any third party the Software, or any information about the operation, design, performance, or implementation of the Software and user manuals that is confidential to Nortel Networks and its licensors; however, Licensee may grant permission to its consultants, subcontractors, and agents to use the Software at Licensee’s facility, provided they have agreed to use the Software only in accordance with the terms of this license.

3. Limited warranty. Nortel Networks warrants each item of Software, as delivered by Nortel Networks and properly installed and operated on Nortel Networks hardware or other equipment it is originally licensed for, to function substantially as described in its accompanying user manual during its warranty period, which begins on the date Software is first shipped to Licensee. If any item of Software fails to so function during its warranty period, as the sole remedy Nortel Networks will at its discretion provide a suitable fix, patch, or workaround for the problem that may be included in a future Software release. Nortel Networks further warrants to Licensee that the media on which the Software is provided will be free from defects in materials and workmanship under normal use for a period of 90 days from the date the Software is first shipped to Licensee. Nortel Networks will replace defective media at no charge if it is returned to Nortel Networks during the warranty period along with proof of the date of shipment. This warranty does not apply if the media has been damaged as a result of accident, misuse, or abuse. The Licensee assumes all responsibility for selection of the Software to achieve Licensee’s intended results and for the installation, use, and results obtained from the Software. Nortel Networks does not warrant a) that the functions contained in the software will meet the Licensee’s requirements, b) that the Software will operate in the hardware or software combinations that the Licensee may select, c) that the operation of the Software will be uninterrupted or error free, or d) that all defects in the operation of the Software will be corrected. Nortel Networks is not obligated to remedy any Software defect that cannot be reproduced with the latest Software release. These warranties do not apply to the Software if it has been (i) altered, except by Nortel Networks or in accordance with its instructions; (ii) used in conjunction with another vendor’s product, resulting in the defect; or (iii) damaged by improper environment, abuse, misuse, accident, or negligence. THE FOREGOING WARRANTIES AND LIMITATIONS ARE EXCLUSIVE REMEDIES AND ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Licensee is responsible for the security of its

own data and information and for maintaining adequate procedures apart from the Software to reconstruct lost or altered files, data, or programs.

4. Limitation of liability. IN NO EVENT WILL NORTEL NETWORKS OR ITS LICENSORS BE LIABLE FOR ANY COST OF SUBSTITUTE PROCUREMENT; SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES; OR ANY DAMAGES RESULTING FROM INACCURATE OR LOST DATA OR LOSS OF USE OR PROFITS ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF THE SOFTWARE, EVEN IF NORTEL NETWORKS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL THE LIABILITY OF NORTEL NETWORKS RELATING TO THE SOFTWARE OR THIS AGREEMENT EXCEED THE PRICE PAID TO NORTEL NETWORKS FOR THE SOFTWARE LICENSE.

5. Government licensees. This provision applies to all Software and documentation acquired directly or indirectly by or on behalf of the United States Government. The Software and documentation are commercial products, licensed on the open market at market prices, and were developed entirely at private expense and without the use of any U.S. Government funds. The license to the U.S. Government is granted only with restricted rights, and use, duplication, or disclosure by the U.S. Government is subject to the restrictions set forth in subparagraph (c)(1) of the Commercial Computer Software—Restricted Rights clause of FAR 52.227-19 and the limitations set out in this license for civilian agencies, and subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause of DFARS 252.227-7013, for agencies of the Department of Defense or their successors, whichever is applicable.

6. Use of software in the European Community. This provision applies to all Software acquired for use within the European Community. If Licensee uses the Software within a country in the European Community, the Software Directive enacted by the Council of European Communities Directive dated 14 May, 1991, will apply to the examination of the Software to facilitate interoperability. Licensee agrees to notify Nortel Networks of any such intended examination of the Software and may procure support and assistance from Nortel Networks.

7. Term and termination. This license is effective until terminated; however, all of the restrictions with respect to Nortel Networks' copyright in the Software and user manuals will cease being effective at the date of expiration of the Nortel Networks copyright; those restrictions relating to use and disclosure of Nortel Networks' confidential information shall continue in effect. Licensee may terminate this license at any time. The license will automatically terminate if Licensee fails to comply with any of the terms and conditions of the license. Upon termination for any reason, Licensee will immediately destroy or return to Nortel Networks the Software, user manuals, and all copies. Nortel Networks is not liable to Licensee for damages in any form solely by reason of the termination of this license.

8. Export and re-export. Licensee agrees not to export, directly or indirectly, the Software or related technical data or information without first obtaining any required export licenses or other governmental approvals. Without limiting the foregoing, Licensee, on behalf of itself and its subsidiaries and affiliates, agrees that it will not, without first obtaining all export licenses and approvals required by the U.S. Government: (i) export, re-export, transfer, or divert any such Software or technical data, or any direct product thereof, to any country to which such exports or re-exports are restricted or embargoed under United States export control laws and regulations, or to any national or resident of such restricted or embargoed countries; or (ii) provide the Software or related technical data or information to any military end user or for any military end use, including the design, development, or production of any chemical, nuclear, or biological weapons.

9. General. If any provision of this Agreement is held to be invalid or unenforceable by a court of competent jurisdiction, the remainder of the provisions of this Agreement shall remain in full force and effect. This Agreement will be governed by the laws of the state of California.

Should you have any questions concerning this Agreement, contact Nortel Networks Inc., 2375 N. Glenville Dr., Richardson, TX 75082.

LICENSEE ACKNOWLEDGES THAT LICENSEE HAS READ THIS AGREEMENT, UNDERSTANDS IT, AND AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS. LICENSEE FURTHER AGREES THAT THIS AGREEMENT IS THE ENTIRE AND EXCLUSIVE AGREEMENT BETWEEN NORTEL NETWORKS AND LICENSEE, WHICH SUPERSEDES ALL PRIOR ORAL AND WRITTEN AGREEMENTS AND COMMUNICATIONS BETWEEN THE PARTIES PERTAINING TO THE SUBJECT MATTER OF THIS AGREEMENT. NO DIFFERENT OR ADDITIONAL TERMS WILL BE ENFORCEABLE AGAINST NORTEL NETWORKS UNLESS NORTEL NETWORKS GIVES ITS EXPRESS WRITTEN CONSENT, INCLUDING AN EXPRESS WAIVER OF THE TERMS OF THIS AGREEMENT.

Revision history

October 2003

Standard 1.00. This is a new NTP for Succession 3.0 and Optivity Telephony Manager 2.1.

Contents

About this document	9
OTM documentation suite	9
Using Desktop Services	11
User Login page	11
Desktop Services main page layout	14
My Profile page	15
Telephone pages	15
Telephone—General page	17
Current configuration/Pending changes	18
Schedule button	20
Restore button	22
Telephone Troubleshooting page	24
Telephone—Keys page	26
Changing a key	31
Changing the parameters of an Auto Dial key	32
Changing the parameters of an MCR DN key	33
Changing a key type	36
Removing a key	39
Finding directory numbers	41
Telephone—Features page	45
Telephone—Details page	47
Change confirmation pages	49
Telephone change procedure	50
Telecom Billing System Web Reporting	55
Overview	55
Accessing Telecom Billing System Web Reports	55

Telecom Billing System Web Reports	56
Cost reports	57
Level reports	57
Frequency/Digits reports	57
Trunk reports	58
Diagnostic reports	58
Filters and configurations	58
Telecom Billing System Web Reporting Sample Reports	60
Extension Summary Report	61
Extension Detail Report	62
Authorization Code Detail Report	63
Extension Roll-Up Report	64
Authorization Code Roll-Up Report	65
Frequently Called Numbers Report	66
Frequently Called Locations Report	67
Area Code Summary Report	68
Trunk Utilization Report	69
Trunk Diagnostic Report	70
Index	71

About this document

The document applies to Optivity Telephony Manager 2.1 for Succession 3.0 Software.

As a general rule, this NTP only contains information about systems, components, and features that are compatible with Succession 3.0 Software. For more information about legacy systems and software releases before Succession 3.0, click the **Technical Documentation** link under **Support** on the Nortel Networks home page:

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

OTM documentation suite

The OTM Desktop Services User Guide is used in conjunction with the following manuals

- *Optivity Telephony Manager: System Administration (553-3001-330)*
Provides information on how to administer the Optivity Telephony Manager software.
- *Optivity Telephony Manager: Installation and Configuration (553-3001-230)*
Provides information on how to install and configure the Optivity Telephony Manager software.
- *Optivity Telephony Manager Telemangement Applications: System Administration (553-3001-331)*
Provides information on the following optional telemangement applications: Telecom Billing System (TBS), TBS Web Reporting, General Cost Allocation System (GCAS), Consolidated Reporting System (CRS), and Consolidated Call Cost Reports (CCCR).

Using Desktop Services

OTM Desktop Services enables you to view and modify the configuration of your telephone via a web browser.

The Web display includes a graphical view of the telephone, and shows the configured features. Help text is available for the features configured on your telephone.

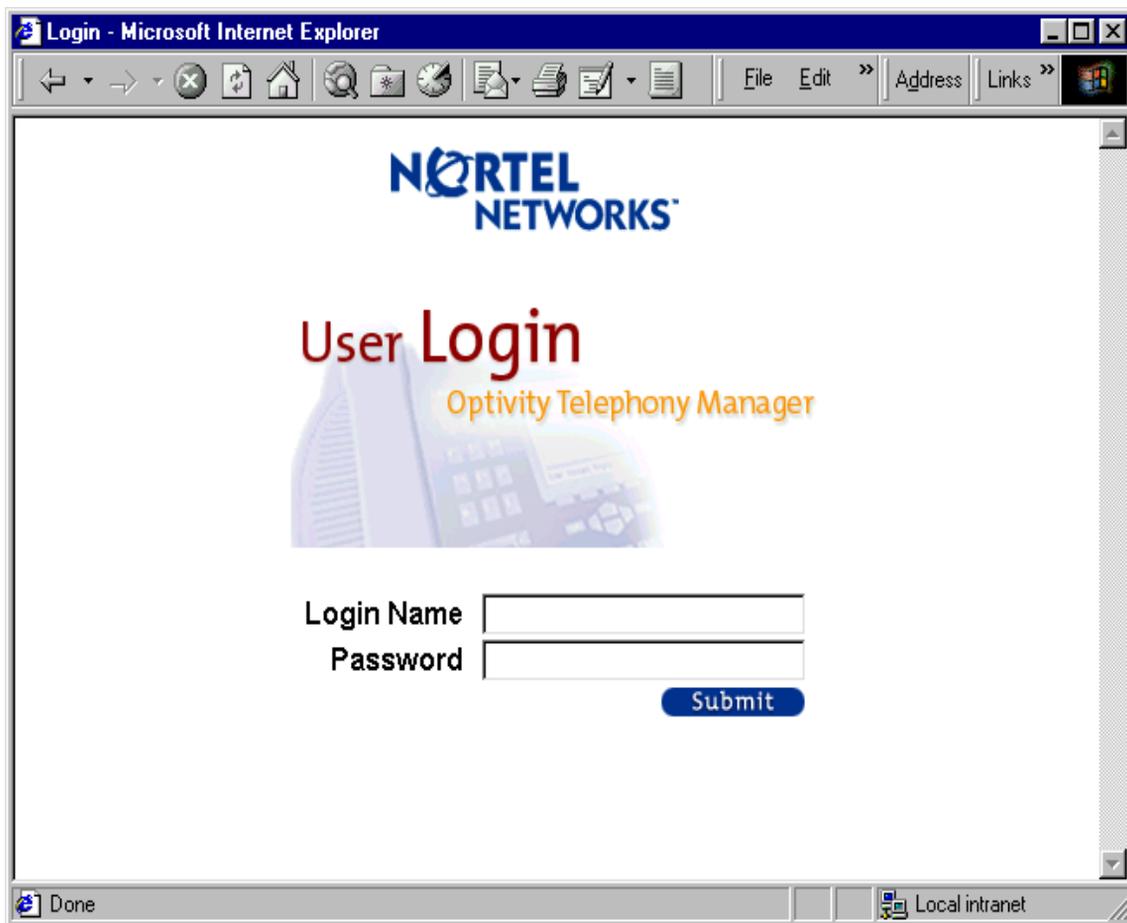
User Login page

Login security ensures protection against unauthorized entry and enforces access privileges for logged in users.

To log in to Desktop Services:

- 1 Start your web browser.
- 2 Enter the URL provided by your network administrator.

The OTM User Login page opens ([Figure 1](#)).

Figure 1 User Login page

- 3 Enter the user login name and password provided to you by your network administrator.

Your personal Desktop Services main page, titled "My Profile," opens. [Figure 2](#) shows an example of the main page for Al Jones.

Figure 2 My Profile page

The screenshot shows a web browser window titled "Desktop Services - Microsoft Internet Explorer". The page header includes the "NORTEL NETWORKS" logo and navigation links for "Home", "Logout", and "Help". The main content area is titled "Directory My Profile" and features a sidebar with "Web Desktop Services" and a "Directory" menu containing "My Profile", "Telephones", and "Billing Reports".

The "Identification" section contains the following user profile data:

First Name	Al		
Middle Name			
Last Name	Jones		
Job Title	Manager		
Org. Path	\MyCompany\Manufacturing		
Manager	Bill President		
Email	al@MyCompany.com		
Login Name	al		
User Group	EndUser		
Reporting Access Group	MANAGED		
Street/No.	250 Sidney Street		
City	Belleville	Prov./State	Ontario
Country	Canada	Postal/Zip	K8N 5B7
Description			

The browser status bar at the bottom shows "Done" and "Local intranet".

Desktop Services main page layout

Your Desktop Services main page includes the following common elements:

- **Information banner** (top): Contains the Nortel Networks logo, plus Help, Logout, and Home buttons. The Help button takes you to general help on how to use the web pages. The Home button takes you to your “My Profile” page. The logout button takes you to the login page.
- **Navigation bar** (left side): Lists hypertext links to various Desktop Service pages. When you click an item in the Navigation bar, the related page appears in the Content Frame of your web browser.



Note: In situations where you have telephones on different systems managed by the OTM Server, the Navigation Tree expands to include the systems as the main nodes. You then select the My Profile or Telephone(s) in the desired system.

- **Content frame:** Contains the page based on your selection in the Navigation bar. There are three types of pages:
 - My Profile page: Contains general information about you (name, department, address, and so forth). The information displayed is determined by your network administrator.
 - Telephone pages: Contains telephone configuration data. You may have more than one telephone. The information displayed is determined by your network administrator.
 - Other Links: Contains additional links that may be provided by your network administrator.

A line is placed at the bottom of each content page to visually indicate the end of the page. If vertical or horizontal scrolling is required, the entire page is scrolled.

My Profile page

Once you log in, the main page, My Profile, opens. This page contains general information about you. The system retrieves this information from the OTM Directory.

➔ Click the Home button in the banner, or My Profile in the navigation bar to return to this page.

The information that appears is fixed and cannot be changed. If there is no information for a field, it is left blank.

The following information is presented on the My Profile page:

- Employee first, middle, and last name
- Identification (employee ID)
- Job Title
- Org Path (this is extracted from the Organization Path in the OTM directory)
- Manager
- E-mail address
- Login Name
- User Group
- Web Reporting Role
- Address fields
- Description

Telephone pages

Once you have logged in, you are presented with a list of telephones in the Navigation Bar. The telephones are identified by prime directory number (DN). To get this list, the Web Server scans all the employee databases, one per system, on the server.

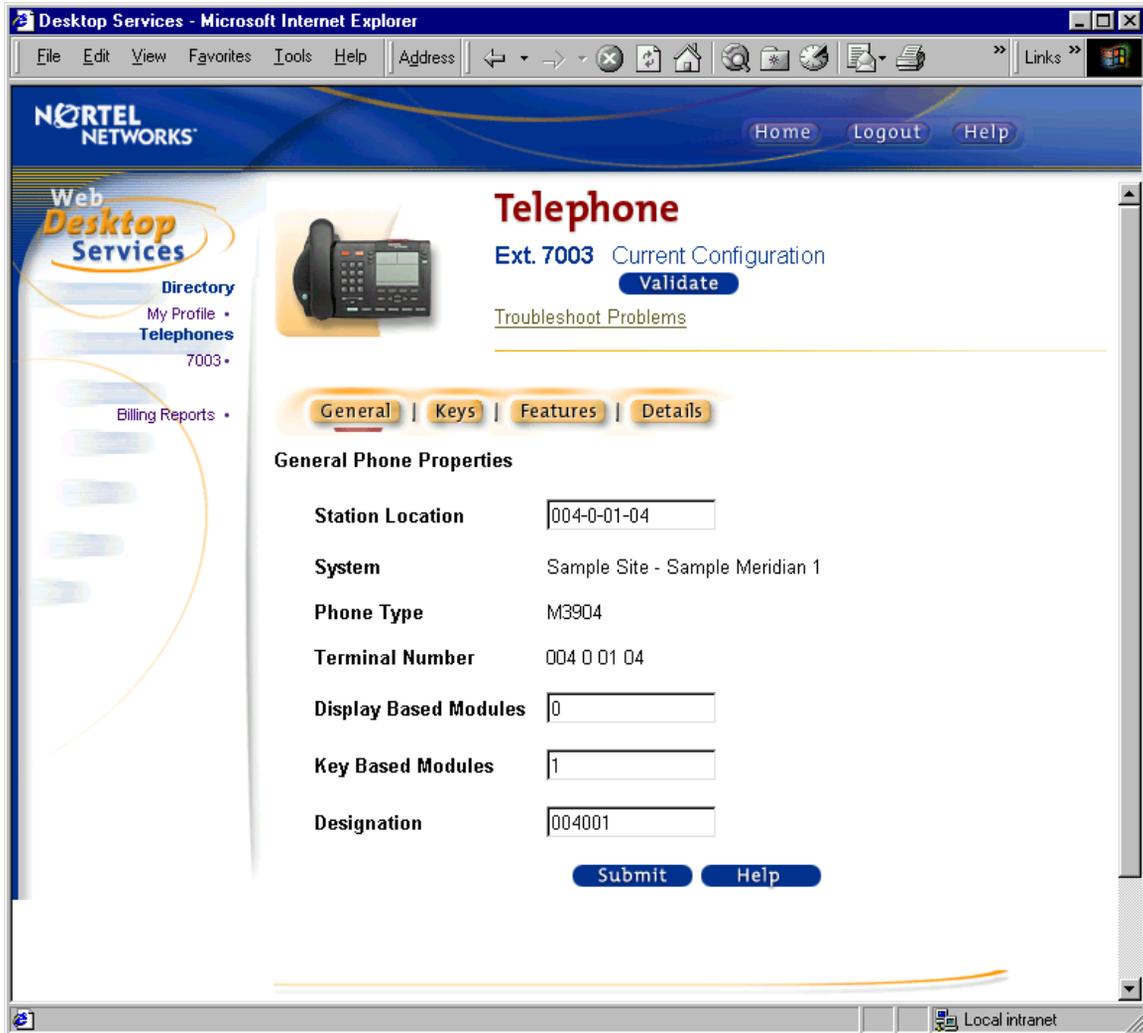
If you have telephones on different systems, served by different OTM servers, then you must log in to the different servers to access these telephones. Your network administrator provides you with a URL, user login name, and password for each of these OTM servers.

To open the Telephone pages:

- ➔ Click a Telephone DN in the navigation bar.

The Telephone pages open in the content frame with the General page displayed (Figure 3).

Figure 3 Telephone—General page



The Telephone pages have a small graphic in the top left corner. This graphic is detailed enough for you to recognize the type of telephone. The prime DN, or extension number, of the telephone also appears at the top of the page.

The Troubleshoot Problems link provides access to the troubleshooting page.

You have up to four Telephone pages, accessed by links below the small telephone graphic. The capabilities provided by these web pages depends on your telephone type.

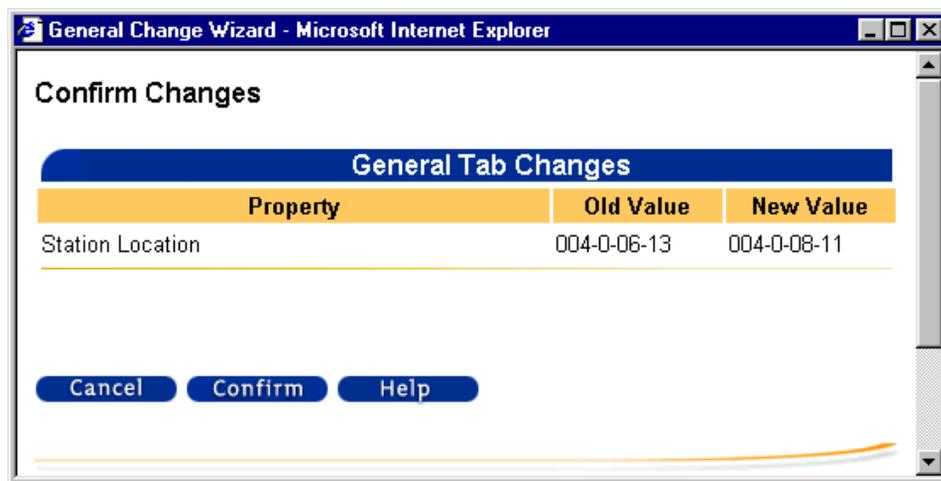
Telephone—General page

The General Page provides general information about the telephone. The following information appears on the General page:

- **Station Location:** A text field similar in purpose to the System field. You may want to use this to provide more user-friendly names.
- **System:** Identifies the site, system, and customer number, if applicable, where the phone is connected. This information is retrieved from OTM common services and displayed in the format “Site - System - Customer x.”
- **Phone type** (M2616, M3904, and so on)
- **Terminal Number** (TN): Address of the telephone
- **Key Based Modules** (for applicable telephone types)
- **Designation:** A unique 1–6 character telephone identifier. This data is stored in station data and the overlays. This field is often used to identify the location of the phone within the building (for example, cable pair), and is the response to the prompt DES in LD 10 and LD 11.

If allowed by the network administrator, you may change the following fields:

- Station Location
 - Key Based Modules
 - Designation
- 1 If you change one or more of these fields and click Submit, the Confirm Changes dialog box opens (Figure 4).

Figure 4 Confirm changes to General Tab

- 2 Verify the information and click Confirm. If there are no errors, a change confirmation page opens. See [“Change confirmation pages” on page 49](#) for more information.

The Troubleshoot Problems link provides access to the troubleshooting page.

Current configuration/Pending changes

When the information for your telephone has been changed, but the changes have not been synchronized with the system, a Show Current configuration/Pending changes drop-down box enables you to select which configuration is shown.

When there are pending changes, and you have been assigned the “User can sync changes” option in your access profile, the drop-down box is presented along with Schedule and Restore buttons. If your access profile allows you to make changes to the General, Keys, or Features pages, the Validate button is also presented ([Figure 5](#)).

Figure 5 Configuration indication with synchronization allowed

Validate button

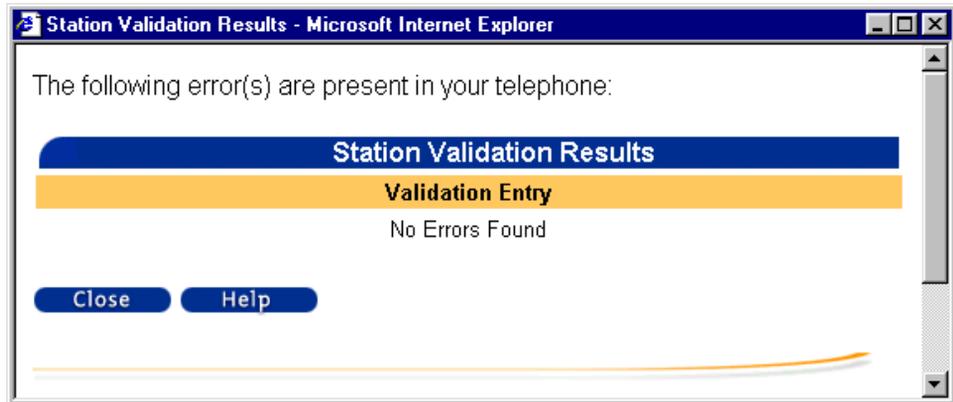
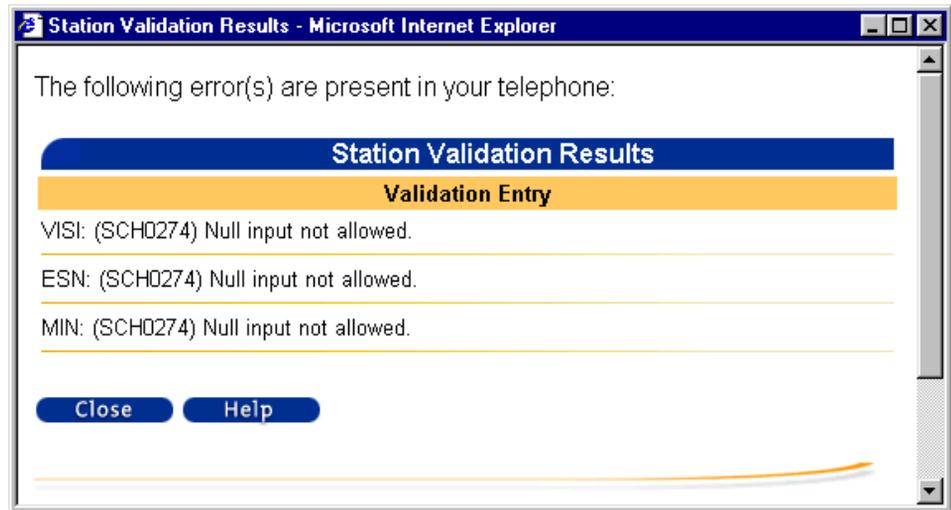
The validation process determines whether there are any errors that can cause problems during synchronization with the system.

➔ Click Validate to validate the changes that have been made to the configuration.

- If there are no errors, the page shown in (Figure 6) opens.
- If there are errors, the Station Validation Results indicate the errors that are present in your telephone configuration (Figure 7).



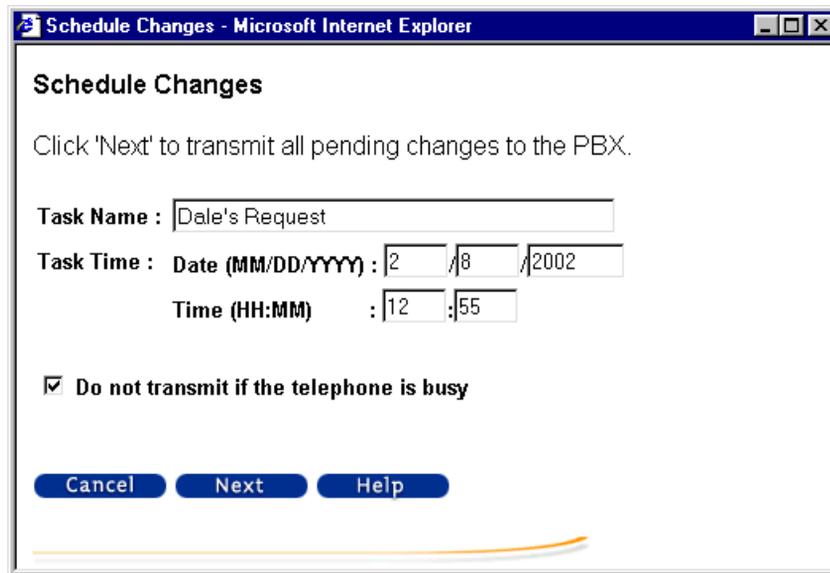
Note: The Validate button is not available when you are viewing the current configuration of your telephone. When your telephone has been marked for deletion in the OTM database, the Telephone pages show the deleted configuration. The Validate button is not available when you are viewing the deleted configuration.

Figure 6 Station Validation Results with no errors**Figure 7** Station Validation Results with errors

Schedule button

➔ Click Schedule to schedule synchronization with the PBX system.

The Schedule Changes dialog box opens (Figure 8).

Figure 8 Schedule Changes dialog box

Schedule Changes

Click 'Next' to transmit all pending changes to the PBX.

Task Name : Dale's Request

Task Time : Date (MM/DD/YYYY) : 2 / 8 / 2002

Time (HH:MM) : 12 : 55

Do not transmit if the telephone is busy

Cancel Next Help

To schedule a sync task:

- 1 Enter a Task Name in the Task Name text box.
The maximum length of the Task Name is 128 characters.
- 2 Use the Task Time text boxes to set the start time for the task.



Note: If the Task Time passes before you click Next, the task is accepted and runs immediately after you click Next.

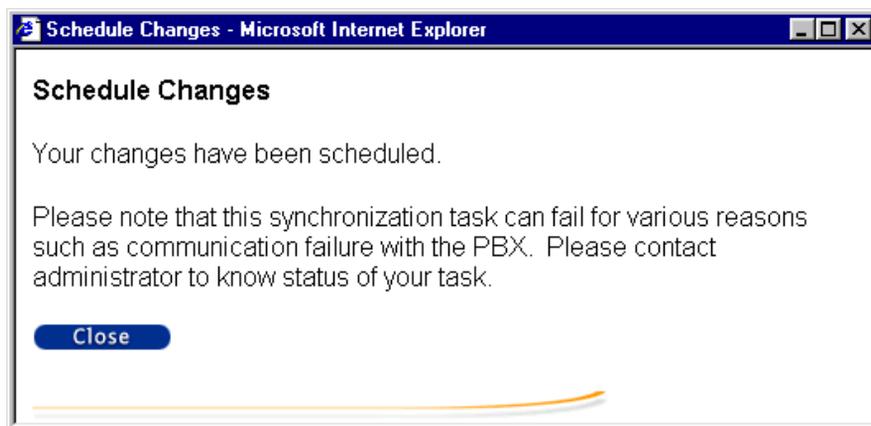
- 3 Click the “Do not transmit if the telephone is busy” check box to have the sync task check the status of the telephone before making changes to the telephone configuration.



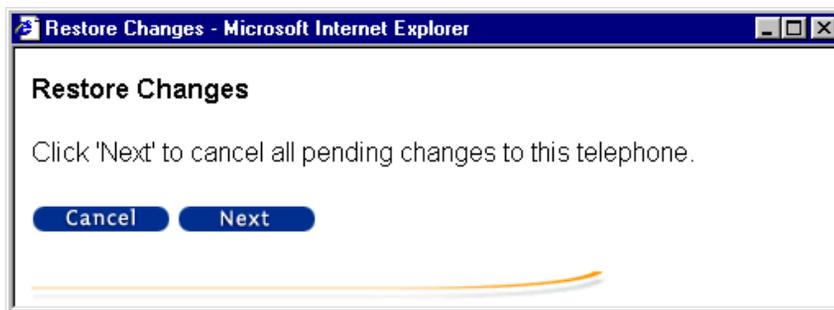
Note: If the telephone is busy, the changes are not made and the event is logged in the appropriate transmit log. The transmit is not automatically rescheduled. It is up to you to reschedule the transmit.

- 4 Click Next.

The Schedule Changes confirmation dialog box opens ([Figure 9](#)).

Figure 9 Schedule Changes confirmation**Restore button**

➔ Click Restore. The Restore Changes dialog box opens (Figure 10).

Figure 10 Restore Changes dialog box

If you click Cancel, the dialog box closes. If you click Next, the Restore Changes confirmation dialog box opens (Figure 11).

Figure 11 Restore Changes confirmation

When there are pending changes, and you do not have the “User can sync changes” option, the drop-down box along with the Validate and Restore buttons appear (Figure 12). You are not allowed to schedule synchronization. Your network administrator reviews your changes and schedules synchronization for you.

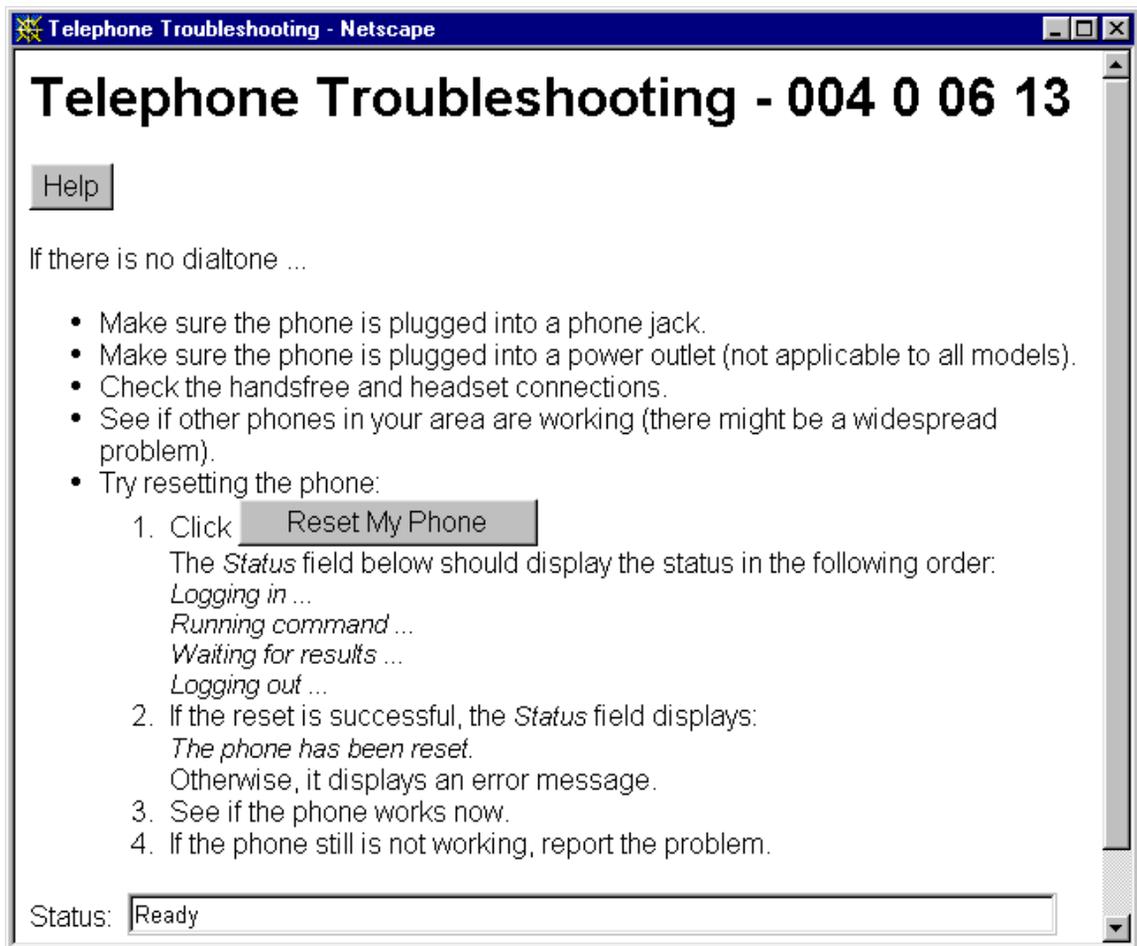
Figure 12 Configuration indication with option “User can sync changes” not selected

When the telephone and the system are synchronized, “Current Configuration” appears at the top of the page, and the drop-down box no longer appears (Figure 13).

Figure 13 Configuration indication when there are no pending changes

Telephone Troubleshooting page

You can access the Telephone Troubleshooting page from the Telephone pages via the “Troubleshoot Problems” link. The Telephone Troubleshooting page is shown in (Figure 14). The Reset My Phone button performs an enable and status command on this telephone via a Maintenance Windows API.

Figure 14 Telephone Troubleshooting page

Telephone—Keys page

The Telephone Keys page displays a graphical layout of the function keys assigned to the telephone. The layout varies for different telephone types.

All current feature key assignments are always visible. The key labels on the graphic match the labels in Station Administration. For M3900 series telephones these labels match the soft labels on the set, and the text is shortened to seven characters. When the page first appears, key 0 is selected.

→ Select other keys by clicking on a key.

(Figure 15) shows an example of the Telephone Keys page for an M3904 telephone.

M3903 and M3904 telephones have two layers of feature keys.

- Use the Shift key on the telephone graphic to toggle between the first and second layer.
- If you have either a key-based expansion module or a display-based expansion module installed on your telephone, click the Next link located below the graphic representing the second layer of feature keys to access the keys for the expansion module
- You may have up to two key-based expansion modules. Use the Next link below the graphic representing the first expansion module to access the keys for the second module.

The display-based expansion module has three layers of eight keys that are accessed by pressing the page key on the module. In OTM, the three layers of keys are represented by three separate pages.

- Use the Next and Previous links below the graphic representing the expansion module (Figure 17) to move between the layers.

When a key is selected, the following occurs:

- The key is highlighted. The method used to highlight depends on the phone type.
- The name of the key and its configurable parameters, if any, appear beside the telephone graphic.

A Help button takes you to Help on how to use the selected key.

Figure 15 Telephone Keys page—first layer

Telephone
Ext. 7003 Current Configuration
[Validate](#)
[Troubleshoot Problems](#)

Telephone Key Features
Select a key to view its settings.

Key: 7003

Directory Number	7003
CLID Entry (Numeric or D)	D
First Name	Jane
Last Name	Receptionist
Link To Directory	False

[Change](#) [Help](#)

Keys 0 to 5

If the telephone has one or two key-based modules, or a display-based module, a graphic indicates which set of keys appears. Next and Previous links enable you to “scroll” the graphic from one set of keys to another.

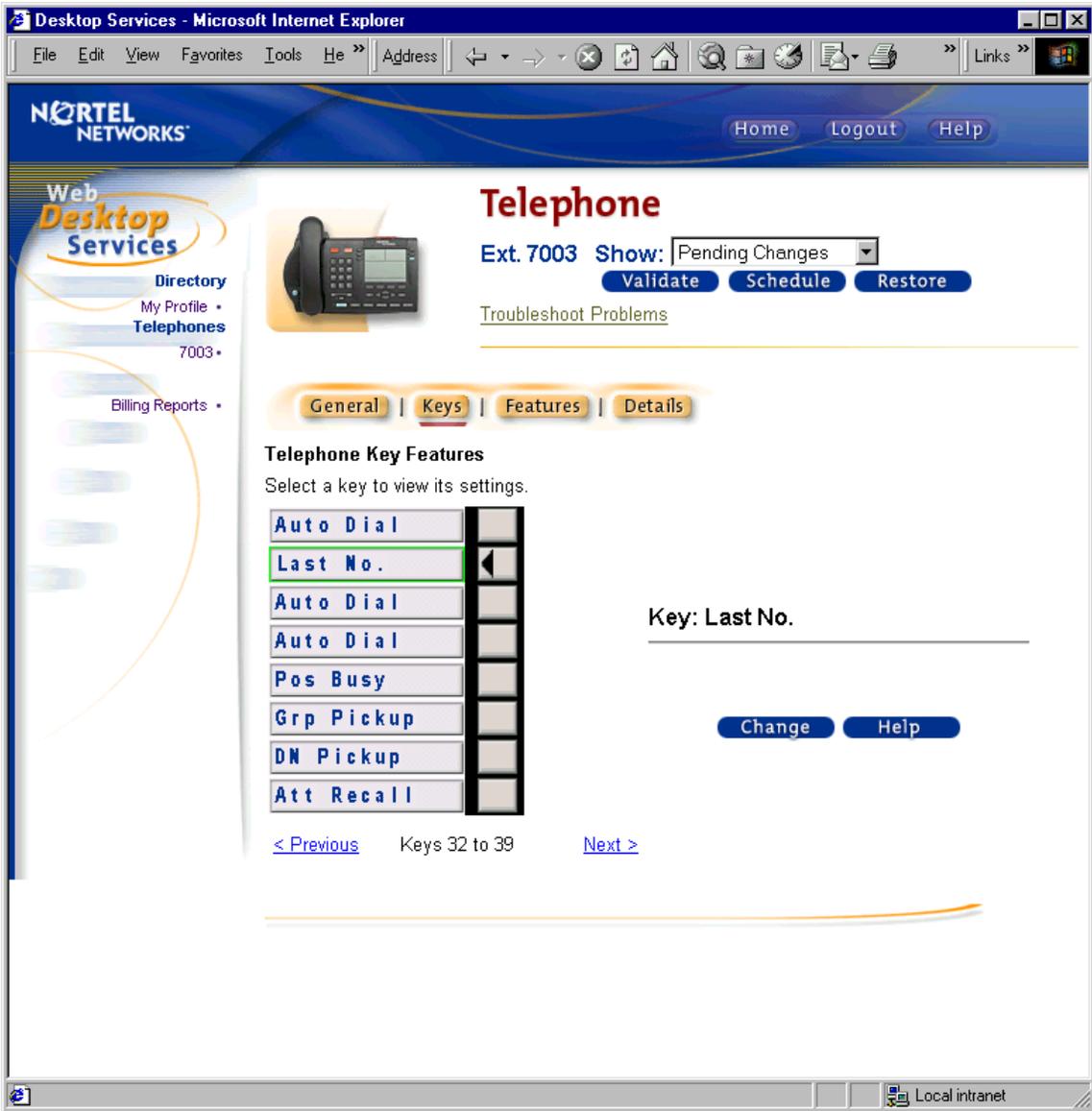
[Figure 16](#) shows the user interface for the keys on an M3904 telephone equipped with a display-based expansion module.

Figure 16 Telephone Keys page—second layer with an expansion module link

The screenshot shows a web browser window titled "Desktop Services - Microsoft Internet Explorer". The page is for "Nortel Networks" and is titled "Telephone". It shows a "Web Desktop Services" sidebar with a "Directory" section containing "My Profile", "Telephones", and "7003". The main content area is titled "Telephone" and shows "Ext. 7003" with a "Show:" dropdown menu set to "Pending Changes". There are buttons for "Validate", "Schedule", and "Restore", and a link for "Troubleshoot Problems". Below this is a navigation bar with tabs for "General", "Keys", "Features", and "Details". The "Keys" tab is selected, and the page title is "Telephone Key Features". The text says "Select a key to view its settings." Below this is a large image of a Nortel telephone with a screen displaying "Auto Dial" and "Mar 27 14:46 P". To the right of the phone image, the text "Key: Auto Dial" is displayed, followed by "Number of Autodial Digits" and "Autodial DN". There are "Change" and "Help" buttons. At the bottom of the phone image, it says "Keys 6 to 11" and a "Next >" link.

➔ Click the Next link to view the features assigned to the first layer of keys on the module (Figure 17).

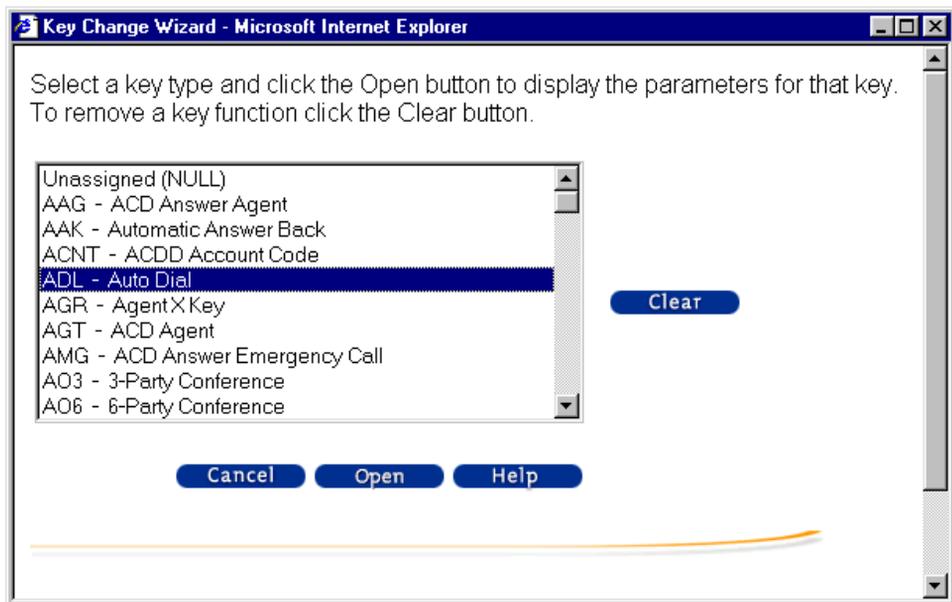
Figure 17 Display-based expansion module keys—first layer



Changing a key

If permitted by your access profile, when you click Change after selecting a key, a new browser window opens with the appropriate controls for changing the key you selected. In this browser window, a list of the possible key choices appears (Figure 18). This list is dynamic and is based on both the telephone type and the key selected. For example, key 17 on an M2317 telephone must be a transfer key.

Figure 18 Select Auto Dial key type



The Help button is context sensitive and accesses the information in the Input/Output guide on configuring a key for the selected feature or service.

The key's parameters, if any, appear on subsequent pages of the wizard.



Note: The Clear button removes the key function and takes you to the next page in the key change wizard. As shown in (Figure 18), if the telephone key that you have selected is currently unassigned (null), the Clear button does not appear.

Changing the parameters of an Auto Dial key

Use the following procedure to change the telephone number assigned to an Auto Dial key:

- 1 Click a key in the graphic on the Telephone Keys page.
- 2 Click Change. The Key Change Wizard launches.
- 3 Click “ADL — Auto Dial” in the list of key types (Figure 19).
- 4 Click Open.
- 5 Type the new maximum number of digits and the new Autodial DN in the edit boxes (Figure 19).



Note: If you change the number of Auto Dial digits to a value that is greater than the default number in the system, or if you enter an Auto Dial number that has more digits than the default value, you receive a validation error.



Note: You use the Find DN button to look up directory numbers. It appears whenever there is a DN edit box. For information on using the Find DN button, see “Finding directory numbers” on page 41.

Figure 19 Autodial key change wizard

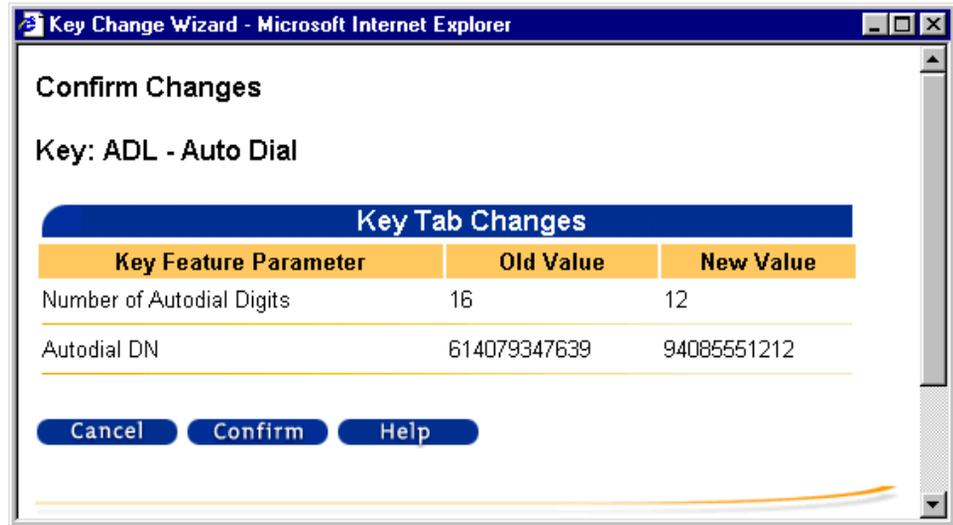
Key: ADL - Auto Dial

Key Tab Changes	
Key Feature Parameter	Value
Number of Autodial Digits :	12
Autodial DN :	94085551212 <input type="button" value="Find DN"/>

- 6 Click Submit.

The key change summary page opens (Figure 20).

Figure 20 ADL key change summary



- 7 Click Confirm.

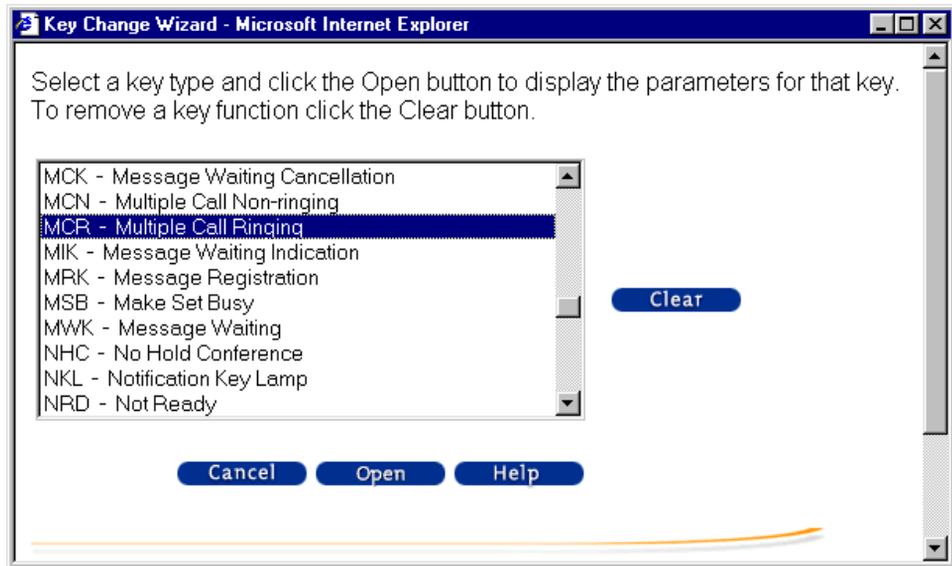
A confirmation page appears. See “Change confirmation pages” on page 49.

Changing the parameters of an MCR DN key

Use the following procedure to change the first name and last name parameters associated with an MCR DN key:

- 1 Click an MCR DN key in the graphic on the Telephone Keys page (Figure 15).
- 2 Click Change.

The Key Change Wizard launches. The current key type, MCR - Multiple Call Ringing, is highlighted (Figure 21).

Figure 21 Select Multiple Call Ringing key type

- 3 Since you are not changing the key type, simply click Open.

The key change wizard displays the current parameters for the selected key (Figure 22).



Note: You can only modify the DN, CPND, and CLID. You may not view or change the DN's voice mailbox, ANI, or MARP.



Note: When the Name Display Link to Directory check box is checked in Station Administration, the values for the First Name and Last Name fields are obtained from the directory and are not editable.



Note: If the key change wizard does not display a directory number, or if you want to change the directory number, see “Finding directory numbers” on page 41.

Figure 22 Current parameters for Multiple Call Ringing DN key

Key: MCR - Multiple Call Ringing

Key Tab Changes

Key Feature Parameter	Value
Directory Number :	7544 Find DN
CLID Entry (Numeric or D) :	0
First Name :	Dale
Last Name :	Coldiron
Link To Directory* :	<input type="checkbox"/>

*When 'Link To Directory' is checked, changes to First/Last Name are ignored.

Cancel Previous Submit Help

- 4 Change the first name and last name (Figure 23).

Figure 23 Changed parameters for Multiple Call Ringing DN key

Key: MCR - Multiple Call Ringing

Key Tab Changes

Key Feature Parameter	Value
Directory Number :	7544 Find DN
CLID Entry (Numeric or D) :	0
First Name :	JOHN
Last Name :	BRACKIN
Link To Directory* :	<input type="checkbox"/>

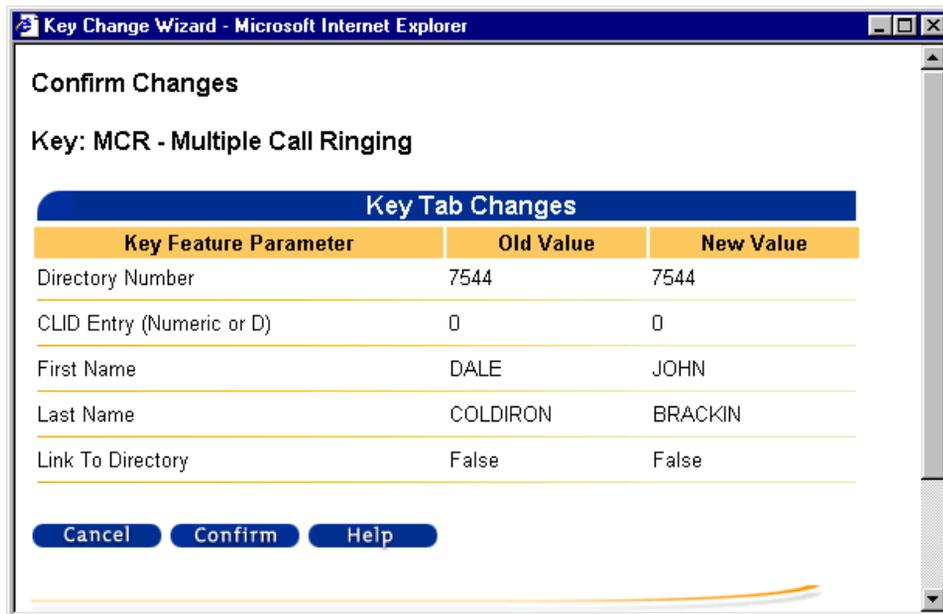
*When 'Link To Directory' is checked, changes to First/Last Name are ignored.

Cancel Previous Submit Help

- 5 Click Submit.

A summary page opens that displays your changes (Figure 24).

Figure 24 MCR key change summary page

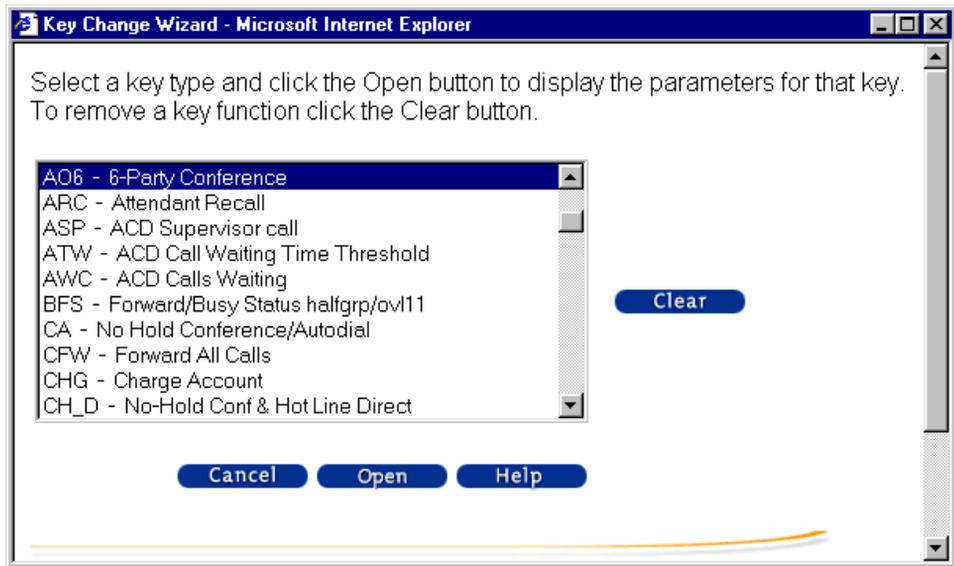


- 6 Click Confirm. A confirmation page appears. See “Change confirmation pages” on page 49.

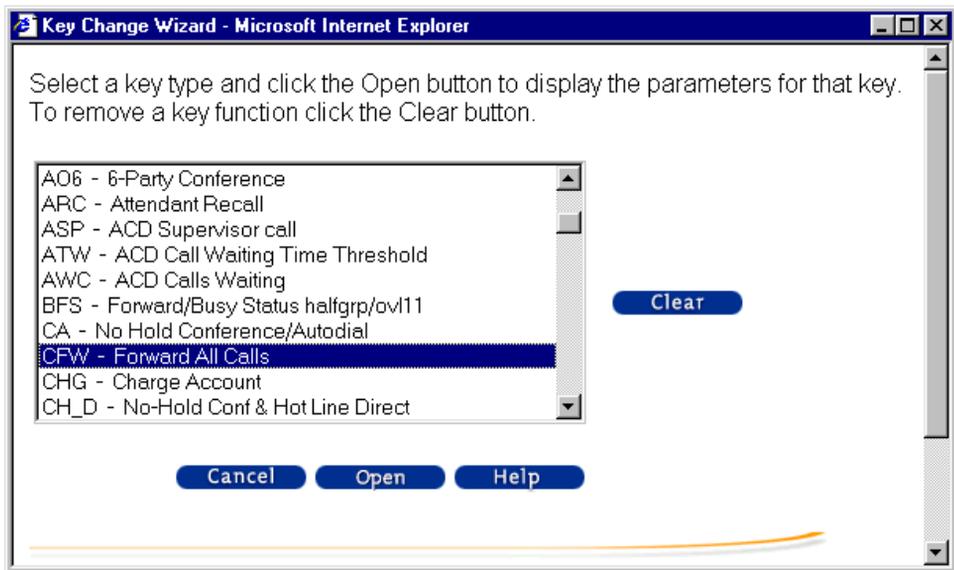
Changing a key type

In the following procedure, you change a Conference key to a Call Forward key.

- 1 Click the Conference key in the graphic on the Telephone Keys page (Figure 16 on page 29).
- 2 Click Change.
The Key Change Wizard launches. The current key type is highlighted. (Figure 25).

Figure 25 Key Change Wizard displaying the current key type

- 3 Click CFW - Forward All Calls in the list of key types (Figure 26).

Figure 26 Select the Forward All Calls key type

- 4 Click Open.

- 5 Enter the redirection DN length and redirection DN in the edit boxes (Figure 27).



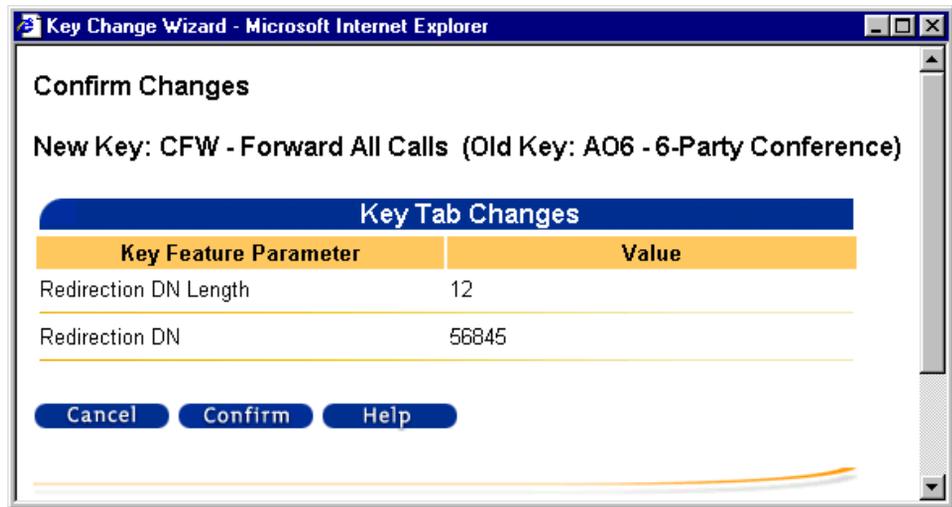
Note: When changing a key type, the default values do not appear. If you enter a redirection DN length that is greater than the default value in the system, or if you enter a redirection DN that has more digits than the default value, you receive a validation error.

Figure 27 Forward All Calls Key Change Wizard

Key Feature Parameter	Value
Redirection DN Length :	12
Redirection DN :	56845

- 6 Click Submit.

The key change summary page opens (Figure 28).

Figure 28 CFW Key change summary page

- 7 Click Confirm.

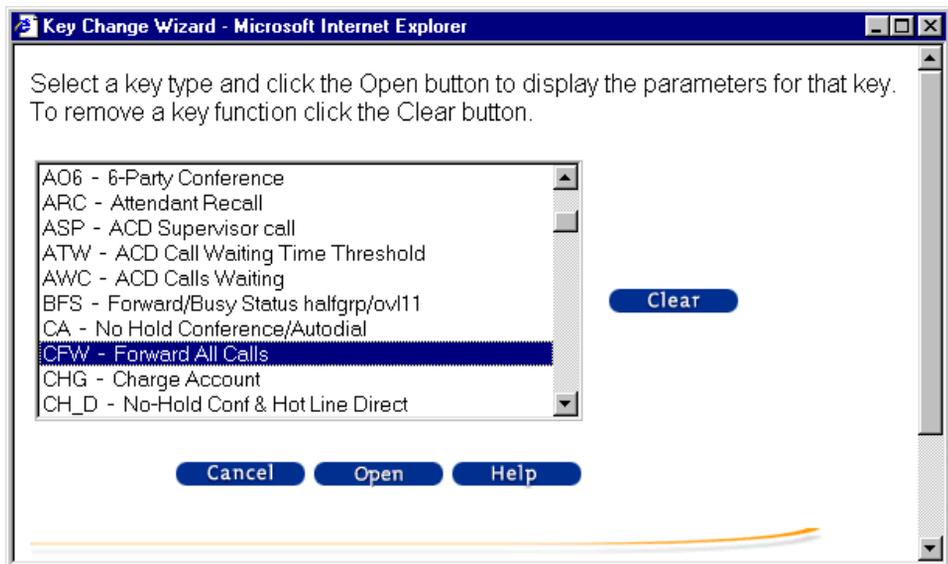
A confirmation page appears. See “Change confirmation pages” on page 49.

Removing a key

Use the following procedure to remove the function associated with a key, creating a blank, or unassigned, key:

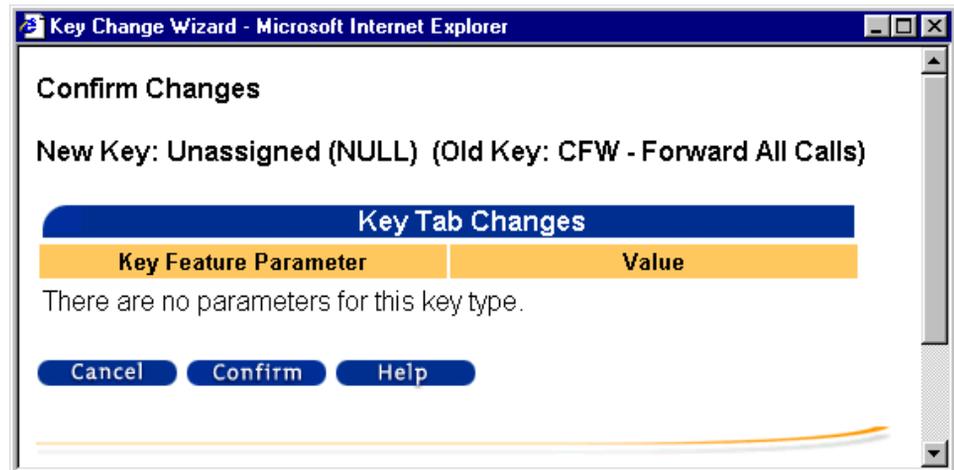
- 1 Click a key in the graphic on the Telephone Keys page (Figure 15 on page 27).
- 2 Click Change.

The Key Change Wizard launches. The function associated with the selected key is highlighted in the list (Forward All Calls in this example) (Figure 29).

Figure 29 Current key function displayed in the Key Change Wizard

- 3 Click Clear.

The key change summary page displays (Figure 30).

Figure 30 Unassigned Key Change summary page

- 4 Click Confirm.

A confirmation page appears. See “Change confirmation pages” on page 49.

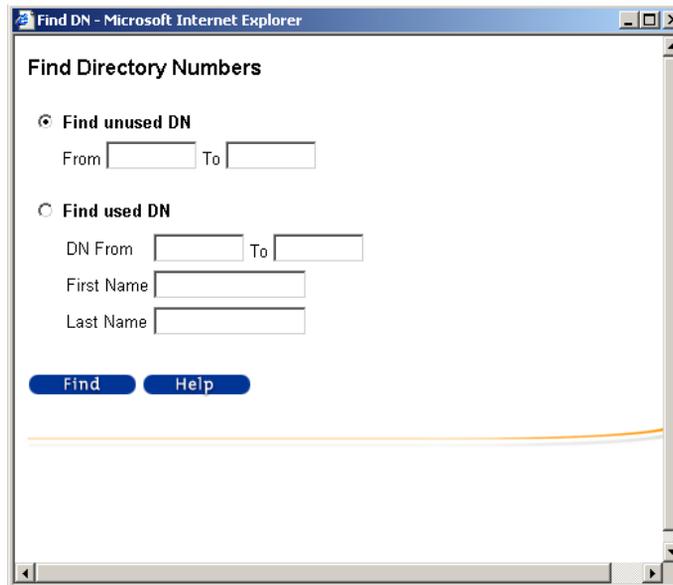
Finding directory numbers

You use the Find DN button to look up used or unused directory numbers. It appears next to the edit box for any DN key.

Find unused directory numbers

- 1 Click Find DN (Figure 27 on page 38). The Find Directory Numbers page opens (Figure 31).

Figure 31 Find Directory Numbers page



The screenshot shows a web browser window titled "Find DN - Microsoft Internet Explorer". The page content is titled "Find Directory Numbers". It features two radio button options: "Find unused DN" (which is selected) and "Find used DN". Under "Find unused DN", there are two input fields labeled "From" and "To". Under "Find used DN", there are four input fields: "DN From", "To", "First Name", and "Last Name". At the bottom of the form area, there are two blue buttons labeled "Find" and "Help". Below the buttons is a horizontal line and a scrollable area.

- 2 Click the Find Unused DN radio button.

- 3 Enter a range of DNs on which to search.



Note: You must have a numbering plan defined in the System Properties in OTM Windows Navigator to use the Find Unused DNs feature.

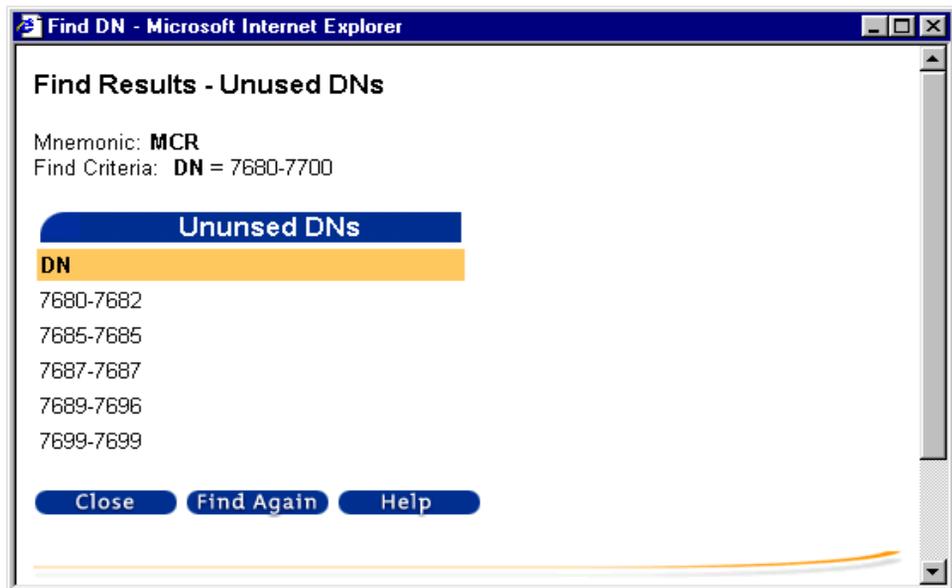
Error Messages

If the numbering plan is not defined in System Properties, an error message appears: “Numbering Plan is empty or not defined for this customer, or does not contain the appropriate DN type”.

If there are no unused DNs, an error message appears: “All DNs are in use”.

- 4 Click Find. If unused DNs are found, a page similar to the example shown in [Figure 32](#) appears.

Figure 32 Find results when Unused DNs exist



Note: Only the unused DNs belonging to the same site, system, and customer as your telephone are shown.



Note: If you click Find Again, you return to the previous page, and you can enter a different range of DNs.

Find used directory numbers

- 1 Click Find DN ([Figure 27 on page 38](#)). The Find Directory Numbers page opens ([Figure 31](#)).
- 2 Click the Find Used DN radio button.
- 3 Click the radio button that corresponds to your search criteria:
 - To search by DN, enter a range of DNs on which to search.
 - To search by last name, enter the last name of the person whose name is assigned to the DN you are seeking.
 - To search by first name, enter the first name of the person whose name is assigned to the DN you are seeking.
- 4 Click Find. If DNs that match your search criteria are found, a page similar to the example shown in [Figure 33](#) opens. If there are no DNs that match your search criteria, a message similar to the one shown in [Figure 34](#) opens.

Figure 33 Find results when there are matching used DNs

Find DN - Microsoft Internet Explorer

Find Results - Used DNs

Mnemonic: **MCR**
Find Criteria: **DN = 7650-7700**

Found: 5

Used DNs			
DN	Location	Key	MARP
7665	SC9-Ph1	0	Yes
7675	004-0-05-09	1	No
7684	004-0-01-03	1	No
7697	004-0-07-00	1	No
7698	004-0-07-01	1	No

Close Find Again Help

Figure 34 Find results when there are no matching used DNs

Find DN - Netscape

The following error(s) occurred on your change request:

Station Validation Results

Validation Entry

No Used DNs for user given input

Close Find Again Help

Telephone—Features page

The Telephone Features page allows you to view and change features that are not assigned to keys. Features are related to individual prompts in LD 10 or 11, with one or more configurable parameters.

Your network administrator determines which features you can see in the list. If your access profile allows changes, the Submit and Reset buttons appear ([Figure 35](#)).

Whenever possible, a drop-down list box containing all possible values for the feature is provided. In cases where this is not possible (for example, when entering a call forward DN), an edit box is provided.

Figure 35 Telephone Features page

The screenshot shows a web browser window titled "Desktop Services - Microsoft Internet Explorer". The page header includes the Nortel Networks logo and navigation links for Home, Logout, and Help. The main content area is titled "Telephone" and shows "Ext. 7003" with a "Current Configuration" status and a "Validate" button. Below this, there are tabs for "General", "Keys", "Features", and "Details", with "Features" currently selected. The "Telephone Features" section includes instructions to "Change one or more features and click 'Submit'." and a list of 24 features, with the first one displayed. The features list includes AEFD, AEHT, AFD, AHA, AHNT, ARHA, and ARTO, each with a description and a value field.

Telephone Features
 Change one or more features and click 'Submit'.

1 - 24 of 24
 [1]

Submit Reset

Features		
Feature	Description	Value
AEFD	Alternate External Flexible Call Forward	Find DN <input type="text"/> Help
AEHT	Alternate External Hunt DN	Find DN <input type="text"/> Help
AFD	Alternate Flexible Call Forward DN	Find DN <input type="text"/> Help
AHA	Automatic Hold	Denied <input type="text"/> Help
AHNT	Alternate Hunt DN	Find DN <input type="text"/> Help
ARHA	Audible Reminder of Held Call	Denied <input type="text"/> Help
ARTO	Alternate Redirection Time Option	0 <input type="text"/> Help

Telephone—Details page

The Telephone Details page provides a summary of the complete telephone configuration. It consists of two sections, one for the keys (Figure 36), and one for the features (Figure 37).

Figure 36 Telephone Details layout (keys)

The screenshot shows the Nortel Networks Web Desktop Services interface. The main content area is titled "Telephone" and displays "Ext. 7003" with a "Current Configuration" link and a "Validate" button. Below this, there are tabs for "General", "Keys", "Features", and "Details", with "Details" being the active tab. The "Telephone Details" section provides the following information:

Keys and Features for:
DN: 7003, **Station Location:** 004-0-01-04
System: Sample Site - Sample Meridian 1, **Phone Type:** M3904
Terminal Number: 004 0 01 04, **Designation:** 004001

A "Help" button is located below the text. The "Keys" section is presented in a table:

Keys			
Key	Description	Attribute	Value
0	7003	Directory Number	7003
		CLID Entry (Numeric or D)	D
		First Name	Jane
		Last Name	Receptionist
1	Auto Dial	Number of Autodial Digits	
		Autodial DN	

Figure 37 Telephone Details layout (features)

The screenshot shows a web browser window titled "Desktop Services - Microsoft Internet Explorer". The page header includes the Nortel Networks logo and navigation buttons for "Home", "Logout", and "Help". A left sidebar contains a "Web Desktop Services" logo and a "Directory" menu with options like "My Profile", "Telephones", "7003", and "Billing Reports". The main content area displays a table titled "Features" with three columns: "Feature", "Description", and "Value".

Feature	Description	Value
AEFD	Alternate External Flexible Call Forward	
AEHT	Alternate External Hunt DN	
AFD	Alternate Flexible Call Forward DN	
AHA	Automatic Hold	Denied
AHNT	Alternate Hunt DN	
ARHA	Audible Reminder of Held Call	Denied
ARTO	Alternate Redirection Time Option	0
CFHA	Call Forward/Hunt Override	Denied
CFTA	Call Forward by Call Type	Denied
DRG1	Distinctive Ringing Tone	High Fast Tone
EFD	CFNA DN for External Calls with CFTA	
EHT	Hunt DN for External Calls with CFTA	
FBA	Call Forward Busy for DID Calls	Denied
FDN	Flexible Call Forward No Ans DN	
FDSA	Force Disconnect	Denied
FNA	Call Forward No Answer	Denied
HUNT	Hunt DN - All Calls, or Internal Calls for CFTA	

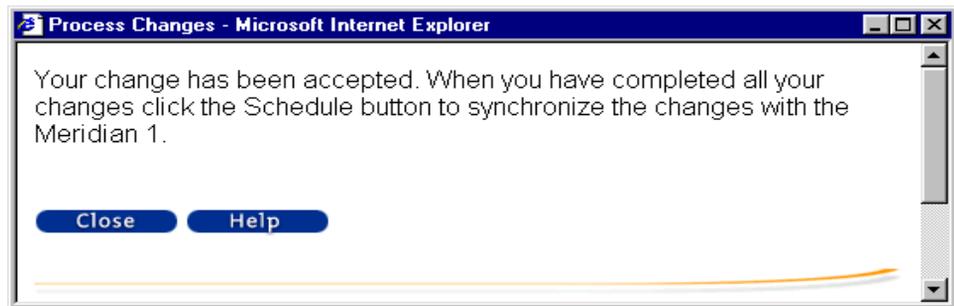
The browser status bar at the bottom shows "Done" and "Local intranet".

Change confirmation pages

A confirmation page appears when you click the Confirm button in the change summary page for the General, Keys, or Features tab. The confirmation page varies based on your access profile.

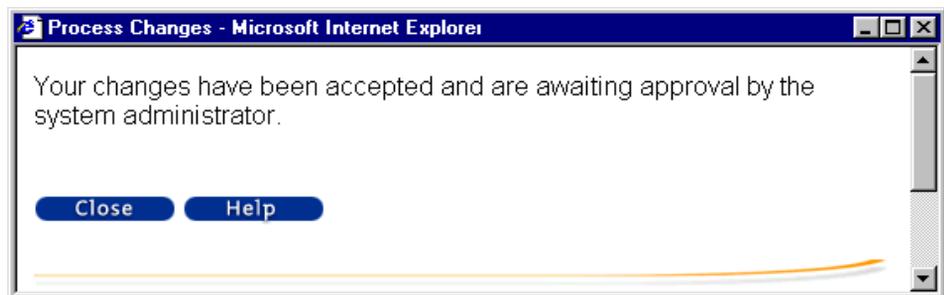
When your access profile allows the synchronization option, the page shown in [Figure 38](#) appears.

Figure 38 User confirmation with automatic synchronization

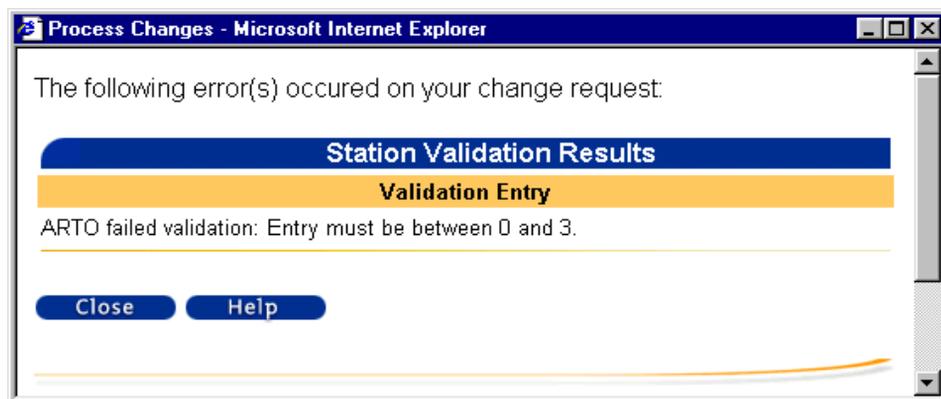


If your access profile does not permit automatic synchronization, the changes must be approved by the network administrator, and the page shown in [Figure 39](#) appears.

Figure 39 User confirmation when network administrator approval is required



If there is a validation error, you are presented with an error message similar to the example shown in [Figure 40](#).

Figure 40 Example of a validation error message

Telephone change procedure

The following procedure outlines the steps that you take to make changes to your telephone.

- 1 Launch a web browser, and then navigate to the OTM host name or IP address provided by your network administrator.
- 2 Log in to Desktop Services using the login name and password provided by your network administrator.

The My Profile web page appears. This contains your OTM directory information ([Figure 2 on page 13](#)).

- 3 Click a telephone extension link in the navigation bar.

The General page appears. If allowed by your network administrator, you can change the Station Location, Key Based Modules, and Designation fields ([Figure 3 on page 16](#)).

To make a change:

- a Enter the new value, and then click Submit.

A page containing a summary of your changes opens ([Figure 4 on page 18](#)).

- b Click Confirm.

A confirmation message appears ([Figure 38](#) through [Figure 40](#) beginning on [page -49](#)).



Note: The sync status of the telephone appears at the top of the Telephone pages. When the information for the telephone has been changed, but the changes have not been synchronized with the system, a Show Current configuration/Pending changes drop-down box allows you to select which configuration is shown. Once the telephone and the system have been synchronized, “Current configuration” appears at the top of the page, and the drop-down box no longer appears.

4 Click Keys.

The Keys page appears. If allowed by your network administrator, you can change the key-based features, or functions, assigned to any of the keys. To make a change:

a In the graphical representation of your telephone, click the key you want to change ([Figure 16 on page 29](#)).

b Click Change.

A list of the available choices for the selected key appears in the Key Change Wizard ([Figure 18 on page 31](#)).

c Select a new key-based feature to assign to the key, and then click Open.

d If required, the Key Change Wizard opens a page that requests that you enter the parameters for the selected key ([Figure 19 on page 32](#)). Enter the parameters.

e Click Submit.

A page containing a summary of your changes opens ([Figure 20 on page 33](#)).

f Click Confirm.

A confirmation message appears ([Figure 38](#) through [Figure 40](#) beginning on [page -49](#)).

5 Click Features.

The Features page appears. If permitted by your network administrator, you can change the allowed/denied status of features assigned to your extension ([Figure 21 on page 34](#)).

To make a change:

a Do one of the following:

- Select the appropriate value for the desired feature from the drop down box.
- Enter the value of the parameter associated with the desired feature in the edit box.

b Click Submit.

A page containing a summary of your changes opens.

c Click Confirm.

A confirmation message appears.

6 Click Details.

Information on the keys and features currently assigned to your telephone appears on the Details page. This page is always read only.

7 If a Schedule button appears at the top of the Telephones pages, your network administrator has permitted you to automatically synchronize all of the changes you have made with the information stored on the system. If there is no Schedule button, your network administrator reviews your changes and manually synchronizes the changes with the system. If the Schedule button is present:

a Click Schedule.

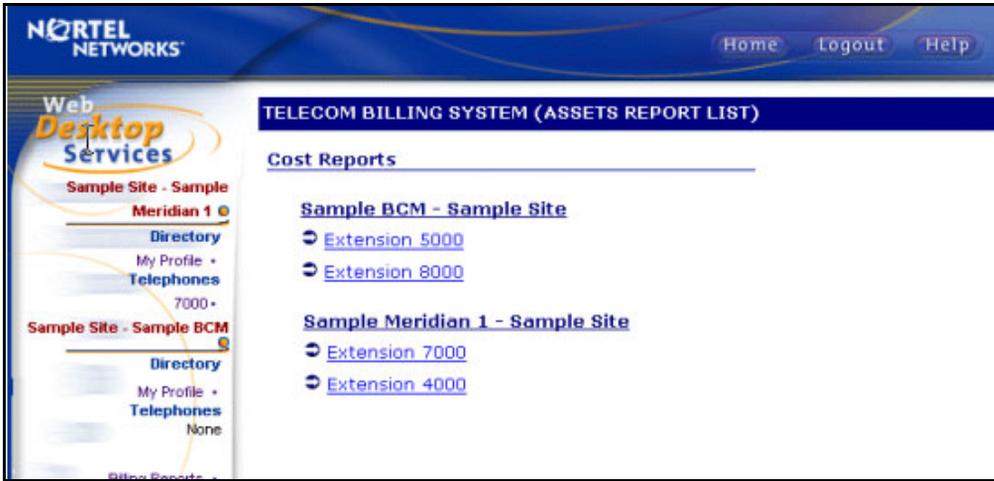
b Wait a few moments for the synchronization to occur.

c Click Refresh in your browser.

When the Show Current configuration/Pending changes drop-down list no longer appears, all of your changes have been made and the telephone has the new configuration.

8 If it has been configured by your network administrator, click the Billing Reports link in the Navigation Bar to view your telephone billing reports from the Telecom Billing System (TBS). TBS Web Reporting is available with OTM 1.2 and later.

Figure 41 Telephone Billing Reports



Telecom Billing System Web Reporting

Overview

Telecom Billing System (TBS) Web Reporting is the Optivity Telephony Manager's web-based reporting and telephone cost accounting and billing application for your telecom network.

With the Telecom Billing System you can:

- generate reports containing data from the Telecom Billing System through your intranet or Internet server about your organization's calling activities.
- collect call records from your telephone system.
- calculate usage costs based on defined rates and configurations.
- allocate costs to the appropriate users in your organization.
- generate reports summarizing and detailing these costs.

Accessing Telecom Billing System Web Reports

To log in to OTM Web and run Telecom Billing System Web Reporting, perform the following steps.

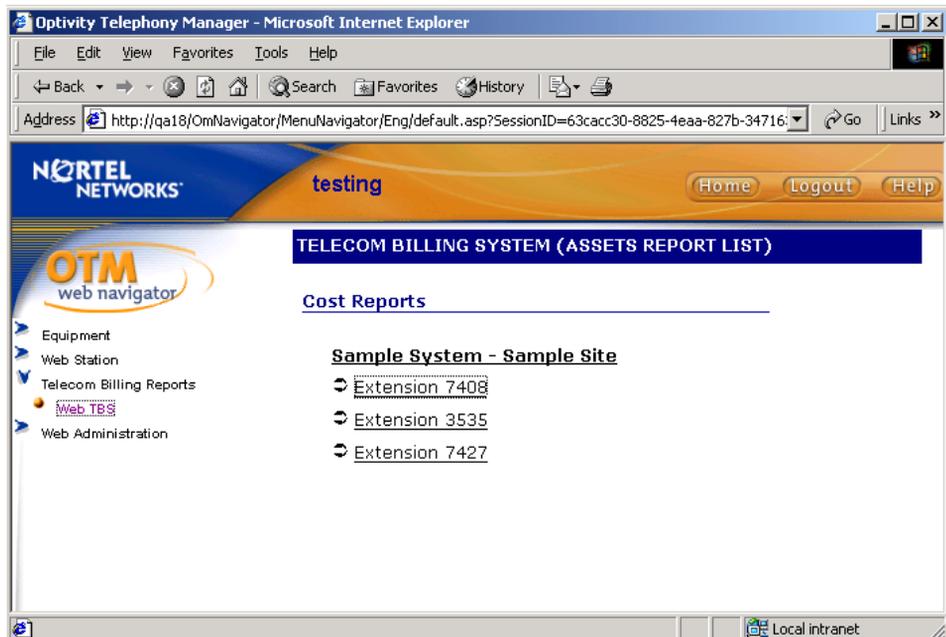
- 1** Log on to OTM Web by pointing your browser to the OTM Server.
- 2** From the Login page, enter your login name and password. This accesses the My Profile page. This page contains your user information, as well as links to the Web reporting applications to which you have access.
- 3** From the Desktop Services menu tree in the My Profile page, select Billing Reports. This accesses the Billing Reports page, which contains links to your Telecom Billing System reports.
- 4** From the Billing Reports page, access the Telecom Billing System Reports page by clicking a system link. You can also access your reports through any defined personal assets. This accesses the Telecom Billing System Reports page for the selected system or asset.

- 5 To view a report from the Telecom Billing System, click the report name in the Telecom Billing System Reports page. From here, you can select a telephone configuration table and any filters for the report.
- 6 Click Run Report to view the selected report.

Telecom Billing System Web Reports

Once you have logged in to OTM Web, you can view the Telecom Billing System Web Reports. The following is a sample page listing these reports:

Figure 42 Telecom Billing System Web Reports page



The following sections briefly describe the reports available for Telecom Billing System Web Reporting. Based on your access rights, some or all of these reports appear in this list.

Cost reports

The following reports provide summaries and details of your organization's telephone usage costs. These are based on your extensions, authorization codes, or account codes:

- Extension Report
- Authorization Code Report
- Account Code Report

Level reports

The following reports provide roll-up summaries of telephone usage costs for your organization based on extensions, authorization codes, or account codes. They access summary and detail reports displaying this data based on the organizational level. For example, the Extension Roll-up Report consists of the Extension Roll-up Report for the current organizational level, the Extension Summary Report for its sublevel, and so on, until you have reached the detail report for each user:

- Extension Roll-up Report
- Authorization Code Roll-up Report
- Account Code Roll-up Report

Frequency/Digits reports

The following reports provide roll-up summaries of your calling activity based on frequency of calls to specific numbers and locations:

- Frequently Called Numbers Report
- Frequently Called Location Report
- Area Code Summary Report
- Ring Time by Time of Day Report
- Ring Time by Extension Report
- Hold Time by Time of Day Report
- Hold Time by Extension Report

Trunk reports

The following reports provide call usage details for each trunk or trunk group in your organization:

- Trunk Group Utilization Report
- Trunk Utilization Report

Diagnostic reports

The following reports list all of the extensions and trunks that are entered in the telephone configuration that have no call activity, as well as all of the extensions and trunks that have call activity but have not been entered in the telephone configuration:

- Extension Diagnostic Report
- Trunk Diagnostic Report

Filters and configurations

The Filters page selects the reporting criteria for your reports, enabling you to generate reports based on very specific requirements. Whenever you select a report from the Telecom Billing System page, the Filters page displays a selection of filters.

The following is a sample Filters page for the Extension Report. Based on the report you select, the Filters page displays different filters:

Figure 43 Filters and Configuration page

**Sample System - Sample Site
Extension Report**

Corporation: **Acme Inc**

Costing Configuration: Web Reporting

Minimum Date: 9 / 10 / 2001

Maximum Date: 9 / 10 / 2001

Call Direction: Both

Duration(Seconds): *enter minimum call duration*

Cost: *enter minimum call cost*

Specific Extension(s): *example:100,250-300*

Employee First Name: *? matches 1 character, * matches 0 or more*

Employee Last Name: *? matches 1 character, * matches 0 or more*

Role/Project Name: *? matches 1 character, * matches 0 or more*

External Party Name: *? matches 1 character, * matches 0 or more*

Organization Level: Acme Inc

Exclude Sublevels:

Telecom Billing System Web Reporting Sample Reports

The following are some sample reports that are available from Telecom Billing System Web Reporting.

- [Extension Summary Report](#)
- [Extension Detail Report](#)
- [Authorization Code Detail Report](#)
- [Extension Roll-Up Report](#)
- [Authorization Code Roll-Up Report](#)
- [Frequently Called Numbers Report](#)
- [Frequently Called Locations Report](#)
- [Area Code Summary Report](#)
- [Trunk Utilization Report](#)
- [Trunk Diagnostic Report](#)

Extension Summary Report

The Extension Summary Report provides a summary of telephone usage for the extensions in your system. For each extension, it displays a summary of the total number of calls, the sum of the duration, and the sum of the cost.

From this report, you can drill-down to the Extension Detail Report to view the telephone usage details for each extension.

Figure 44 Extension Summary Report

Sample Meridian 1 - Sample Site
Extension Summary Report

Extension: **1500-7400**
 Corporation: **MyCompany**

Extension	Name	Cost Field	Calls	Duration	Cost
1500	ACD Agent1	All Calls	4	29:23	0.00
			4	29:23	0.00
1501	ACD Agent2	All Calls	4	19:40	0.00
			4	19:40	0.00
7000	Bill President	All Calls	10	3:32:18	7.26
			10	3:32:18	7.26
7001	Sally VicePresident	All Calls	14	59:03	2.68
			14	59:03	2.68
7002	Joe Secretary	All Calls	16	2:34:44	4.28
			16	2:34:44	4.28
7003	Jane Receptionist	All Calls	17	18:13	0.00
			17	18:13	0.00
7400	ACD Agent1	All Calls	4	28:14	0.36
			4	28:14	0.36
			69	8:41:35	\$14.58

Filters Close Help

Extension Detail Report

The Extension Detail Report provides a detailed listing of calls and summary totals for each extension in your system.

Figure 45 Extension Detail Report



Authorization Code Detail Report

The Authorization Code Detail Report provides a detailed listing of calls and summary information for each authorization code user (such as Employee, External Party or Role/Project).

Calls having no authorization code or an authorization code which is not assigned to another user are charged back using the extension on the call. For security purposes, this report suppresses the display of the authorization code.

Figure 46 Authorization Code Detail Report

**Sample Meridian 1 - Sample Site
Authorization Code Detail Report**

Trunk Number: **50100**

Corporation: **MyCompany**

Direction	Digits	Location	Date	Time	Cost Field	Route	Duration	Cost
Outgoing	764 032-010000		10/26/2002	8:53	All Calls	DDD	8:34	0.00
Outgoing	764 032-010000		10/31/2002	15:42	All Calls	DDD	4:39	0.00
Incoming	4032010459		11/2/2002	13:43	All Calls	DDD	20:13	0.00
Outgoing	764 032-010000		11/6/2002	17:13	All Calls	DDD	15:36	0.00
Incoming	4032010459		11/14/2002	14:16	All Calls	DDD	6:43	0.00
							55:45	\$0.00

Back Filters Close Help

Extension Roll-Up Report

The Extension Roll-Up Report provides roll-up summaries of the telephone usage costs for entities in specific levels in the Corporate Directory. It lists each person and immediate sub-unit (that is, one level lower) attached at each level.

From this report, you can drill-down to the Extension Summary and Extension Detail reports to view the telephone usage details for the entities at these levels.

Figure 47 Extension Roll-Up Report

Extension Roll-Up Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sample Meridian 1 - Sample Site Extension Roll-Up Report

Corporation: **MyCompany**

Level	Cost Field	Calls	Duration	Cost
MyCompany	All Calls	92	12:48:34	38.09
		92	12:48:34	38.09
Accounting	All Calls	26	2:13:31	9.40
		26	2:13:31	9.40
Marketing	All Calls	18	1:03:44	2.59
		18	1:03:44	2.59
Sales	All Calls	45	7:11:27	13.97
		45	7:11:27	13.97
		181	23:17:16	\$64.05

Filters Close Help

Authorization Code Roll-Up Report

The Authorization Code Roll-Up Report displays cost totals for calls made using an authorization code, extension, or trunk grouped by organizational node. For each organizational node, a summary is displayed that shows the total number of calls, the sum of the duration, and the sum of the cost.

From this report, you can drill-down to the Extension Summary and Extension Detail reports to view the telephone usage details for these authorization codes.

Figure 48 Authorization Code Roll-Up Report

Authorization Code Roll-Up Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sample Meridian 1 - Sample Site Authorization Code Roll-Up Report

Corporation: **MyCompany**

Level	Cost Field	Calls	Duration	Cost
MyCompany	All Calls	102	14:40:04	38.09
		102	14:40:04	38.09
Accounting	All Calls	26	2:13:31	9.40
		26	2:13:31	9.40
Marketing	All Calls	18	1:03:44	2.59
		18	1:03:44	2.59
Sales	All Calls	45	7:11:27	13.97
		45	7:11:27	13.97
		191	25:08:46	\$64.05

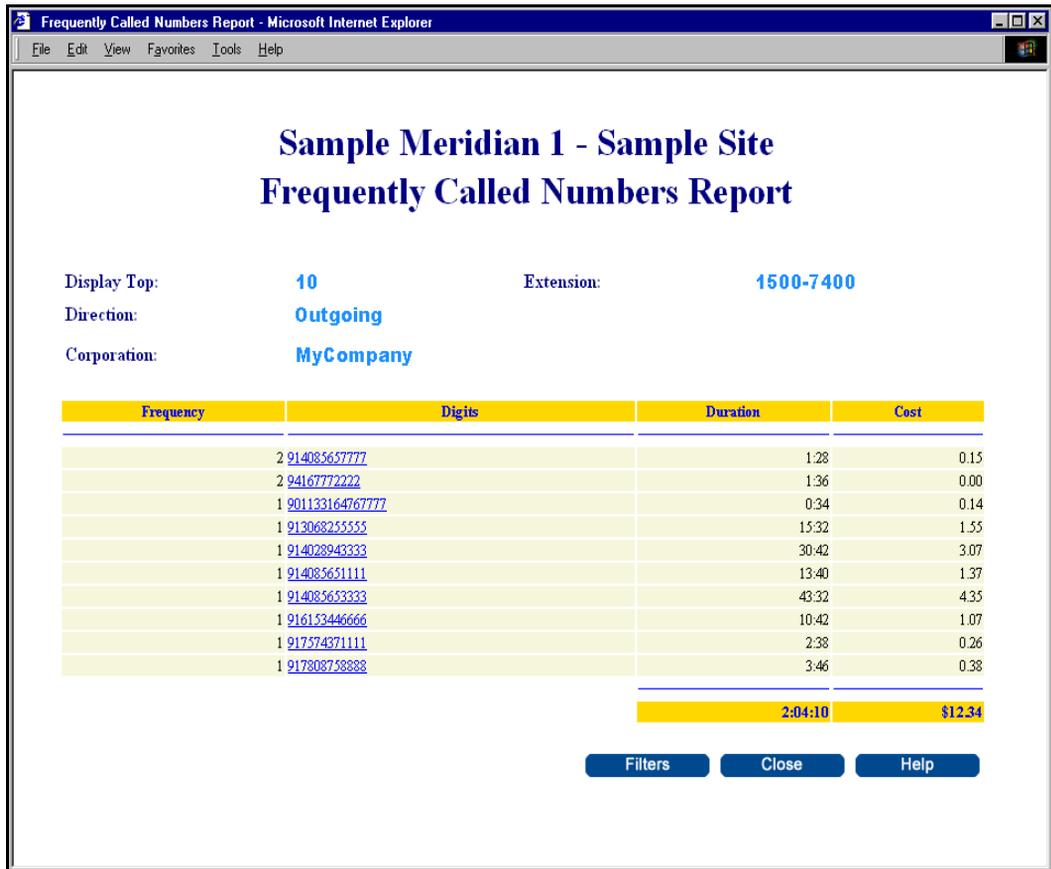
Filters Close Help

Frequently Called Numbers Report

The Frequently Called Numbers Report provides roll-up summaries of your calling activity based on the frequency of calls.

The report lists summaries of the calling frequencies as well as details listing each digit range, the number of times a call was made or received on the number and the cost.

Figure 49 Frequently Called Numbers Report

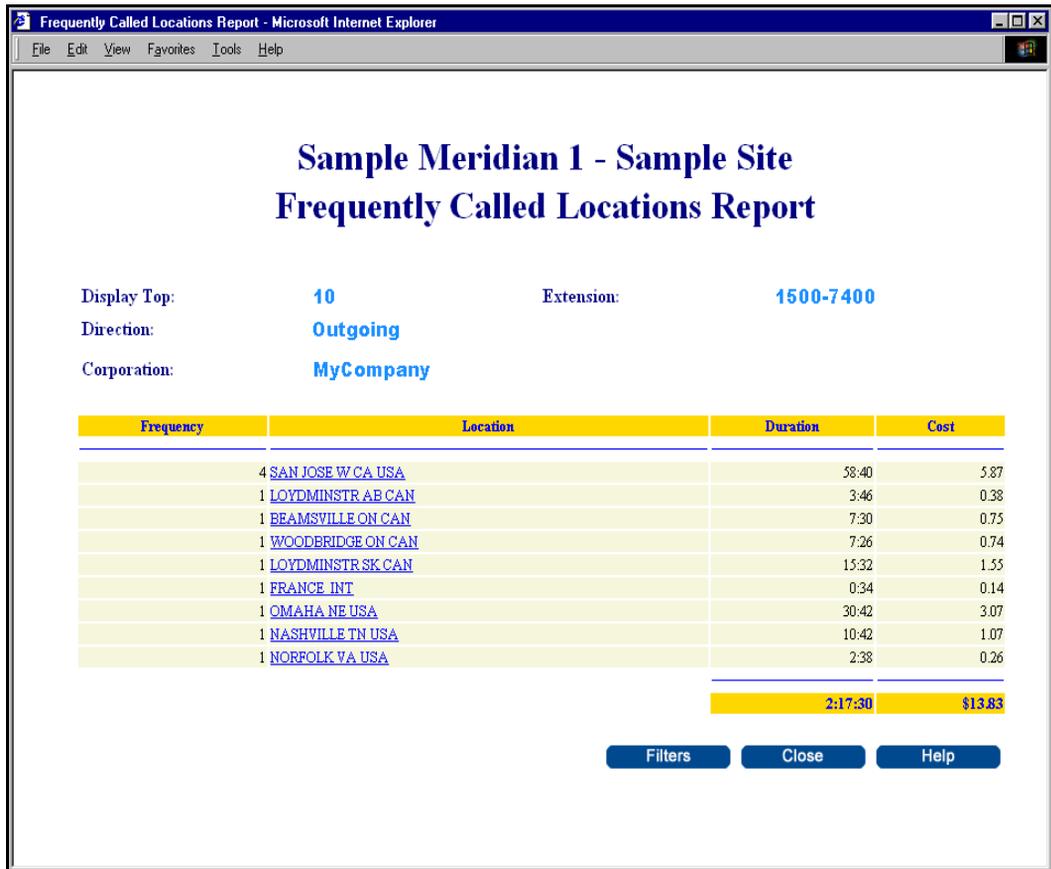


Frequently Called Locations Report

The Frequently Called Locations Report provides roll-up summaries of your calling activity based on the frequency of calls to locations.

The report lists summaries of the location frequencies as well as details listing each digit range, the number of times a call was made or received to the location including province/state and country, duration and cost.

Figure 50 Frequently Called Locations Report



Area Code Summary Report

The Area Code Summary Report summarizes calling patterns by area code. The report includes the total count, duration and the cost of incoming and outgoing calls for each area code.

Figure 51 Area Code Summary Report

Area Code Summary Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sample Meridian 1 - Sample Site Area Code Summary Report

Extension: **1500-7400** Direction: **Outgoing**
 Corporation: **MyCompany**

Area Code	Location	Direction	Calls	Duration	Cost
306	SK CAN	Outgoing	1	15:32	1.55
33	INT	Outgoing	1	0:34	0.14
402	NE USA	Outgoing	1	30:42	3.07
408	CA USA	Outgoing	4	58:40	5.87
615	TN USA	Outgoing	1	10:42	1.07
757	VA USA	Outgoing	1	2:38	0.26
780	AB CAN	Outgoing	1	3:46	0.38
905	ON CAN	Outgoing	2	14:56	1.49
			12	2:17:30	\$13.83

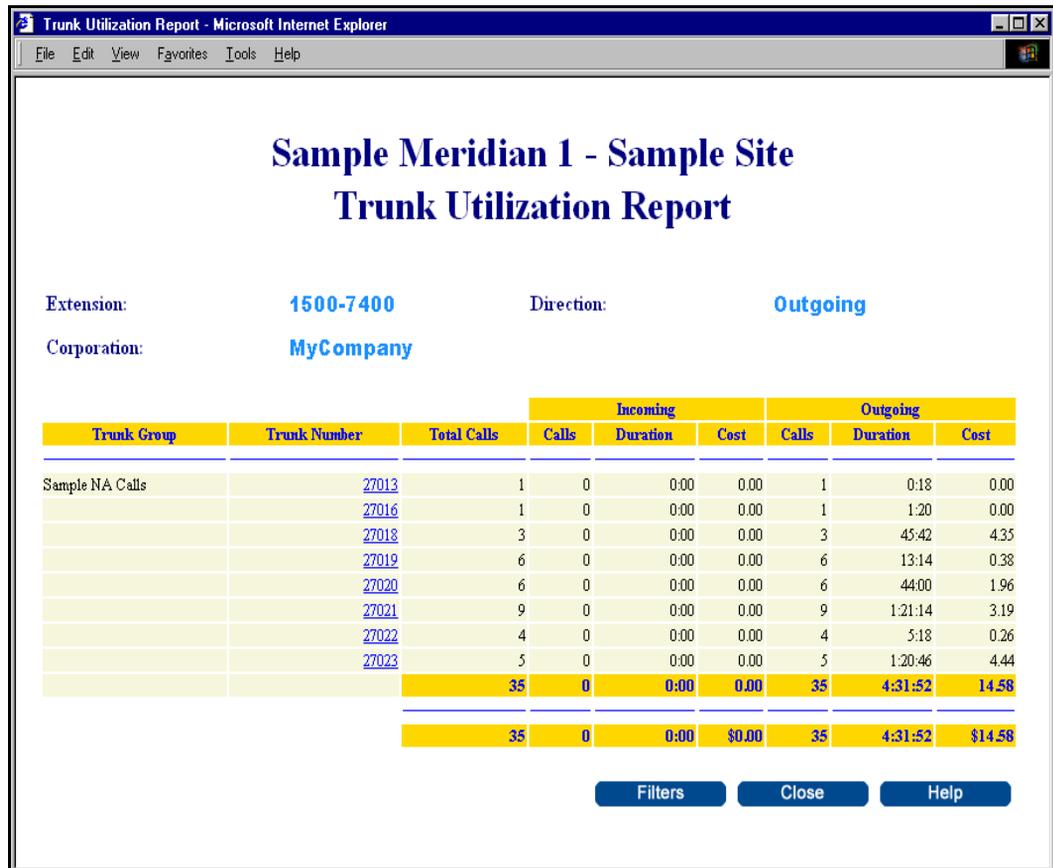
Filters Close Help

Trunk Utilization Report

The Trunk Utilization Report displays call usage details for each trunk or service in your system.

For each trunk, a summary is displayed that shows the number of incoming and outgoing calls, as well as the duration and cost for these calls.

Figure 52 Trunk Utilization Report



Trunk Diagnostic Report

The Trunk Diagnostic Report compares trunk ranges that you have entered in the telephone configuration with the trunks that have actual call activity during the filtered period.

The report lists all of the trunks that are entered in the telephone configuration but have no call activity, as well as all of the trunks that have call activity but have not been entered in the telephone configuration.

Figure 53 Trunk Diagnostic Report

Trunk Group	Trunk Range	Inactive Trunks
Sample NA Calls	1-9999999	1-4002
		4004-26000
		26019-26020
		26023-27011
		27024-30009
		30011-50099
		50101-86104
		86106-9999999
Unconfigured Trunks		
None		

Index

C

- change a feature/DN key 31
 - Auto Dial key 32
 - feature key type 36
 - find DNs 41
 - MCR DN key 33
 - remove a key 39
- change confirmation pages 49

D

- Desktop Services 11
 - change confirmation pages 49
 - changing a key 31
 - current configuration 18
 - finding Directory Numbers 41
 - unused 41
 - used 43
 - My Profile page 13, 15
 - pending changes 18
 - Restore button 22
 - Schedule button 20
 - telephone change procedure 50
 - Telephone pages 15
 - Details page 47
 - Features page 45
 - General page 17
 - Keys page 26
 - Telephone Troubleshooting page 24
 - User Login page 11
 - Validate button 19

F

- finding Directory Numbers 41
 - unused 41
 - used 43

M

- My Profile page 13, 15

T

- telephone change procedure 50
- Telephone pages 15
 - Details page 47
 - Features page 45
 - General page 17
 - Keys page 26
- Telephone Troubleshooting page 24

