
Meridian 1
Succession 1000
Succession 1000M
Succession 3.0 Software

Meridian Integrated Personal Call Director

Description, Installation, Administration, and Maintenance

Document Number: 553-3001-361
Document Release: Standard 1.00
Date: October 2003

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Revision history

October 2003

Standard 1.00. This document is a new NTP for Succession 3.0. It was created to support a restructuring of the Documentation Library. This document contains information previously contained in the following legacy document, now retired: *Meridian 1 Integrated Personal Call Director: Description, Installation, Administration, and Maintenance* (553-3001-117).

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About this document

This document is a global document. Contact your system supplier or your Nortel Networks representative to verify that the hardware and software described is supported in your area.

Subject

This manual explains how to install, configure, and maintain Meridian Integrated Personal Call Director (MIPCD). Follow the instructions in sequence.

To configure preferences in user accounts, see *Meridian Integrated Personal Call Director User Guide*.

Note on legacy products and releases

This NTP contains information about systems, components, and features that are compatible with Succession 3.0 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/>

Applicable systems

This document applies to the following systems:

- Meridian 1 Option 11C Chassis
- Meridian 1 Option 11C Cabinet
- Meridian 1 Option 51C

- Meridian 1 Option 61
- Meridian 1 Option 61C
- Meridian 1 Option 61C CP PII
- Meridian 1 Option 81
- Meridian 1 Option 81C
- Meridian 1 Option 81C CP PII
- Succession 1000
- Succession 1000M Chassis
- Succession 1000M Cabinet
- Succession 1000M Half Group
- Succession 1000M Single Group
- Succession 1000M Multi Group

Note that memory upgrades may be required to run Succession 3.0 Software on CP3 or CP4 systems (Options 51C, 61, 61C, 81, 81C).

System migration

When particular Meridian 1 systems are upgraded to run Succession 3.0 Software and configured to include a Succession Signaling Server, they become Succession 1000M systems. Table 1 lists each Meridian 1 system that supports an upgrade path to a Succession 1000M system.

Table 1
Meridian 1 systems to Succession 1000M systems (Part 1 of 2)

This Meridian 1 system...	Maps to this Succession 1000M system
Meridian 1 Option 11C Chassis	Succession 1000M Chassis
Meridian 1 Option 11C Cabinet	Succession 1000M Cabinet
Meridian 1 Option 51C	Succession 1000M Half Group
Meridian 1 Option 61	Succession 1000M Single Group

Table 1
Meridian 1 systems to Succession 1000M systems (Part 2 of 2)

This Meridian 1 system...	Maps to this Succession 1000M system
Meridian 1 Option 61C	Succession 1000M Single Group
Meridian 1 Option 61C CP PII	Succession 1000M Single Group
Meridian 1 Option 81	Succession 1000M Multi Group
Meridian 1 Option 81C	Succession 1000M Multi Group
Meridian 1 Option 81C CP PII	Succession 1000M Multi Group

Note the following:

- When an Option 11C Mini system is upgraded to run Succession 3.0 Software, that system becomes a Meridian 1 Option 11C Chassis.
- When an Option 11C system is upgraded to run Succession 3.0 Software, that system becomes a Meridian 1 Option 11C Cabinet.

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

- *Small System: Upgrade Procedures (553-3011-258)*
- *Large System: Upgrade Procedures (553-3021-258)*
- *Succession 1000 System: Upgrade Procedures (553-3031-258)*

Intended audience

This document is intended for individuals responsible for installation, configuration, and maintenance of the Meridian Integrated Personal Call Director (MIPCD).

Conventions

Terminology

In this document, the following systems are referred to generically as “system”:

- Meridian 1
- Succession 1000
- Succession 1000M

The following systems are referred to generically as “Small System”:

- Succession 1000M Chassis
- Succession 1000M Cabinet
- Meridian 1 Option 11C Chassis
- Meridian 1 Option 11C Cabinet

The following systems are referred to generically as “Large System”:

- Meridian 1 Option 51C
- Meridian 1 Option 61
- Meridian 1 Option 61C
- Meridian 1 Option 61C CP PII
- Meridian 1 Option 81
- Meridian 1 Option 81C
- Meridian 1 Option 81C CP PII
- Succession 1000M Half Group
- Succession 1000M Single Group
- Succession 1000M Multi Group

The call processor in Succession 1000 and Succession 1000M systems is referred to as the “Succession Call Server”.

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)
- *Call Detail Recording: Description and Formats* (553-3001-350)
- *Large System: Maintenance* (553-3021-500)

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CD-ROM

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

Product description

Contents

This section contains information on the following topics:

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Overview

Meridian Integrated Personal Call Director (MIPCD) allows 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.

Requirements

This section describes the hardware and software requirements for Succession 1000M, Succession 1000, and Meridian 1 systems.

Hardware requirements

The MIPCD is an Intelligent Peripheral Equipment (IPE) card that is compatible with all systems.

System software

MIPCD requires the following software packages:

- Digital Sets (DSET) package 88
- End-to-End Signaling (EES) package 10
- Call Park (CPRK) package 33
- Automatic Call Distribution, package A (ACDA) package 45
- Automatic Call Distribution, package B (ACDB) package 41
- Phantom TN (PHTN) package 254
- Call Detail Recording (CDR) package 4 (optional)

Required resources for each MIPCD card

Each MIPCD card requires the following resources:

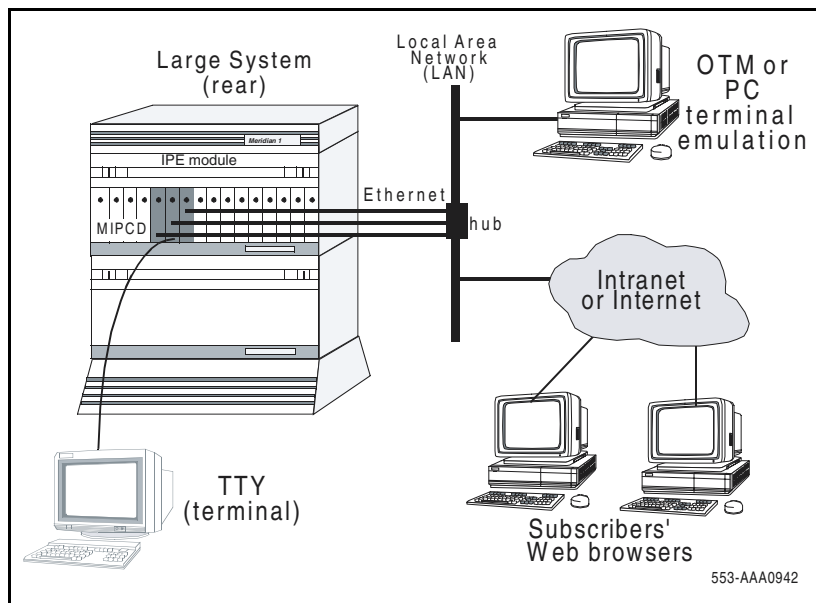
- One slot per card in the IPE module
- 3 Amp current from the 5 V supply (IPE power supply provides 28 Amp total)
- Access DNs:
 - One ACD DN (and its associated queue and data block)
 - One agentless ACD queue for TUI access
- Depending on configuration, MIPCD requires one Phantom TN per user, if not using the user's set
- Each configured port uses one digital ACD DN set block and one DN (for dialing out). This DN does not have to be accessible by DID
- You can define 8, 16, 24, or 32 ports.
- Each MIPCD card needs one IP address, gateway, and subnet mask address.
- System park DNs must be defined in the system if the No Call Reconnect option is to be used.

MIPCD overview

MIPCD is enabled by the installation of one or more MIPCD cards in an IPE module. Each card provides service to a specific set of users.

Connect MIPCD cards to the corporate LAN through an Ethernet connection (see Figure 1).

Figure 1
Basic MIPCD system configuration



An embedded Web server in each card allows users and administrators to manage system settings and individual accounts with a standard Web browser. A maximum of 10 users can access the Browser User Interface (BUI) at a time.

Administrators connect a TTY terminal to the MIPCD card for system setup, maintenance, and report generation. When the card has an IP address, a PC can use Telnet to enter most Command Line Interface (CLI) commands.

Network configuration

The MIPCD cards connect to a router as a subnet of the LAN. For proper operation of the TCP/IP, define the following network parameters in each MIPCD:

- 1 Assign each IP card a different address.
- 2 Define the Subnet mask.
- 3 Define the Gateway address (IP address of the router).

Note: You cannot access the MIPCD BUI until you enter the IP settings. See “Configure the IP addresses and system attributes” on [page 61](#) for more information.

Install one or more MIPCD cards into an IPE shelf.

Hardware description

The MIPCD faceplate contains two PCMCIA disk drive slots (see Figure 2 on [page 20](#)).

Drive A: (lower)

The lower disk drive (A:) is the main operation disk. This disk contains firmware files, database and log files, and voice prompt files. This disk must be present for the MIPCD to operate. Drive A: requires a 520 megabyte disk.

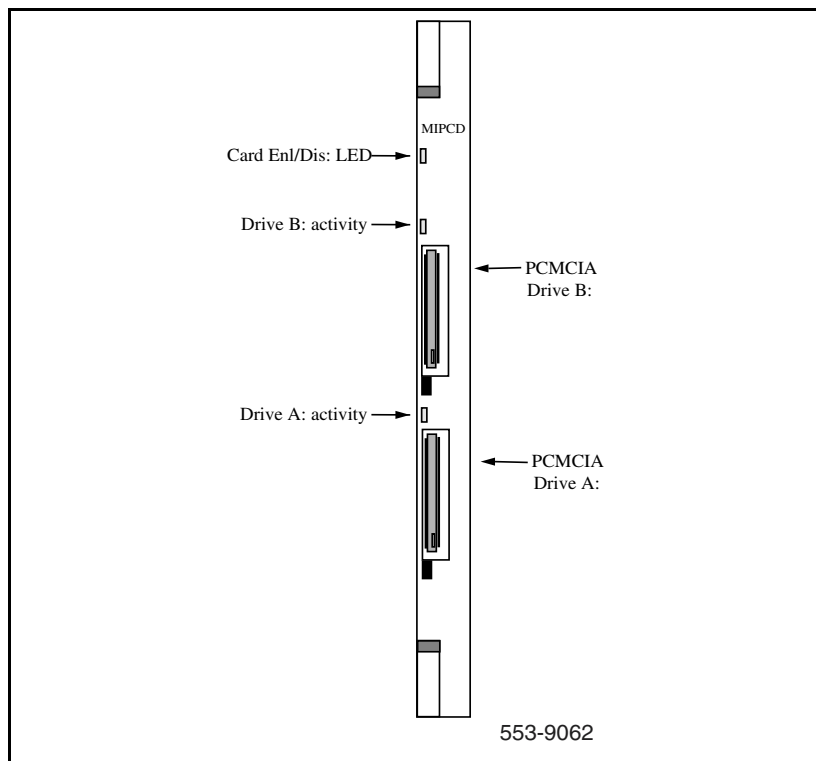
Drive B: (upper)

Use the upper disk drive (B:) for upgrades and backup. You can remove this disk when not in use. Drive B: can accept a 520 megabyte disk, or flash cards of 4, 8, and 20 megabyte capacity.

PCMCIA drive LEDs

- Red LED ON: PCMCIA card is disabled.
- Red LED OFF: PCMCIA card is ready for use.
- Red LED blinking: PCMCIA card is in use.

Figure 2
MIPCD card faceplate



Card Enl/Dis LED

- Red LED ON: MIPCD card is disabled.
- Red LED OFF: MIPCD card is enabled.
- Red LED blinking: MIPCD card is conducting a self test.

Firmware description

The firmware on the PCMCIA card in drive A: enables the operation of MIPCD hardware and features.

To upgrade the firmware, see “Upgrade the firmware or voice files” on [page 109](#).

Serial/Ethernet port adapter description

MIPCD ships with an adapter to connect the MIPCD card to a terminal (TTY) and an Ethernet network (see Figure 3 on [page 22](#)).

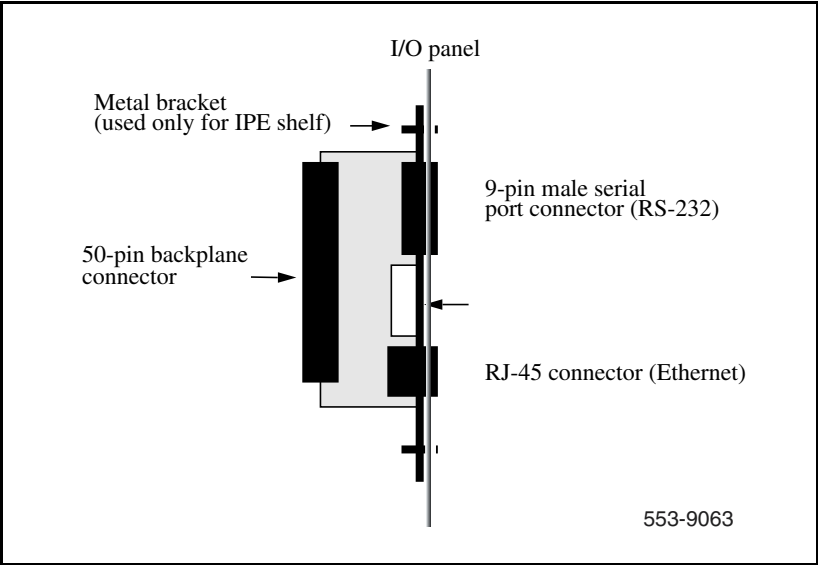
IPE module (NT5D52AB)

The adapter attaches to the back I/O panel through a 50-pin connector to the backplane. The adapter provides a 9-pin RS-232 serial connector and an RJ-45 Ethernet connector.

Small System cabinet (NT5D52BB)

The adapter attaches to a 50-pin Small System cabinet I/O connector. The adapter provides a 9-pin RS-232 serial connector and an RJ-45 Ethernet connector.

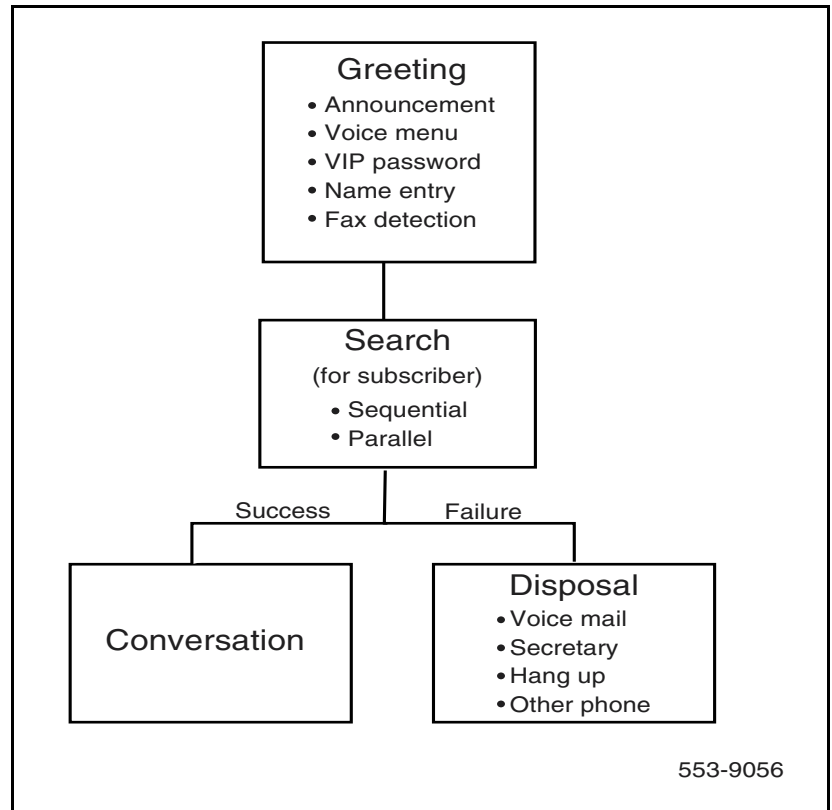
Figure 3
NT5D52BB Option 11C cabinet I/O adapter



How MIPCD handles incoming calls

Each user has a personal number. Personal profiles associated with that number allow the user to set the rules under which MIPCD forwards incoming calls. Users modify their profiles with a standard Web browser. MIPCD routes each call through the stages described in Figure 4.

Figure 4
Stages for incoming calls



Greeting stage

The Greeting stage prompts callers to select from different options and messages.

You can make each Greeting option inactive or active by the user through the Browser User Interface (BUI). You use the BUI to modify the settings for each option.

If you disable both the **Announcement** and **Voice** menu options, the MIPCD system immediately begins to search for the user.

Announcement menu

The **Announcement** menu is either a system default greeting or a personal greeting recorded by the user. The system default greeting is either the factory-supplied greeting or a greeting recorded by the administrator. You can also make the Announcement inactive.

The user can have up to four personal greetings for different callers or times of the day.

Voice menu

The **Voice** menu has six options as follows:

- 1 Digit 1: Begin the search for the user
- 2 Digit 2: Transfer to voice mail*
- 3 Digit 3: Transfer to secretary**
- 4 Digit 4: Transfer to fax machine***
- 5 Digit 5: transfer to a pager****
- 6 Star (*): VIP access

A timeout occurs when callers do not enter a digit for four seconds. A search for the user begins immediately.

*Available only if a voice mail number is defined in the user profile.

**Available only if the secretary number is defined in the user profile.

***Available only if the fax number is defined in the user profile. Note that this entry is intended only in a case where a call being started as a voice call by the caller is to be switched to a fax machine from which the fax is sent.

****Available only if the pager number is defined in the user profile.

Note: You can make the **Voice** menu inactive.

VIP password entry

The user can define a VIP password and provide the password only to specific people. Callers who enter the VIP password receive the treatment defined for VIPs in the user BUI.

The caller presses “*” during or after the greeting or the menu to activate the password entry prompt. MIPCD replies with a prompt for password, which the calling party can enter during the prompt.

The user can enable the **VIP password** option even when the Voice Menu option is disabled. If you disable the Announcement and Voice Menu options, MIPCD pauses to allow the caller to press “*” to enter the VIP password.

Name entry

Before the search starts, MIPCD prompts the caller to say his or her name. MIPCD records the name (fixed, two-second interval) and plays it to the user when found.

The user can enable or disable the name entry option in their profile.

If a caller selects a menu entry different from **search** (Digit 1) or VIP access (“*”), the name entry does not apply.

Incoming Fax Detection and Routing

When a call is from a fax machine, MIPCD automatically transfers the call to a fax number defined in the user profile. MIPCD follows the same dialing restrictions for fax numbers that apply for all dialed numbers.

MIPCD disconnects the call if it finds no appropriate fax number.

Search stage

The MIPCD system dials out to the destination telephone numbers defined by the user. There are two options for the Search stage:

- **Sequential**
MIPCD dials one number at a time, in order, until it locates the user. MIPCD considers busy and unanswered lines failed tries and the system continues with other destinations. If MIPCD is not successful at dialing all the destination numbers, the call passes on to the Disposal stage.
- **Parallel dialing**
MIPCD dials all or some of the numbers at the same time. If MIPCD reaches the user, it disconnects all other parallel calls immediately. Busy and unanswered lines are considered failed attempts and the system continues with other destinations. If MIPCD tries all the destination numbers with no answer, the call goes to the Disposal stage.

Search stage features

Additional user features add another level of security. The features related with the Search stage are:

1 Basic outdialing. To dial, MIPCD selects an idle port and sends the destination number to the switch. The source to determine the call result is:

- Time Compression Multiplexing (TCM) messages from the switch
- Call-progress tone detection

A *busy* tone or TCM message indicates busy condition. The search fails and MIPCD tries the next entry. Overflow tone indicates call failure. MIPCD tries the next entry.

In the normal condition, the call rings at the terminator, and the called party answers the call. If not a timeout occurs, MIPCD considers the call unanswered, and the search continues with the next entry.

2 Dial restrictions. Before MIPCD dials a selected destination, it checks the number against restrictions defined by the administrator. MIPCD does not dial a restricted call and logs the attempt in a report.

3 Caller entertainment. While the search is in progress, MIPCD plays an announcement until the search ends. The caller can press “*” to listen for the options that are still available on this stage, or directly above the search, by entering menu options **2** (voice mail) or **3** (secretary).

4 Call Answering password (optional feature). Users can define a personal user password in the BUI.

- When users answer a call, they must enter the password using a touch-tone telephone.
- A wrong password or no password causes failure of that call attempt and MIPCD tries the other destinations.

- 5 **Caller's Number announcement** (optional feature). MIPCD announces the Caller's Number (Calling Line Identifier [CLID]) when the user answers the destination telephone. MIPCD prompts the user to press keypad keys to either accept or reject the call.
- If accepted, the call passes to the Conversation stage.
 - If rejected, the call passes to the Disposal stage.
 - MIPCD announces the caller's number only after user enters a successful Call Answering password (when users enable both options).
 - If you define the Caller's Name announcement, MIPCD announces the Caller's Number without requesting keypad input to accept or reject the call. MIPCD requests keypad input for call acceptance after announcing the Caller's Name.
- 6 **Caller's Name announcement.** The name entry occurs during the Greeting stage described above. MIPCD plays the recorded name to the user when they answer the call. The user enters a key response to accept or reject the call.
- If accepted, the call passes to the Conversation stage.
 - If rejected, the call passes to the Disposal stage.
 - MIPCD plays the Caller's Name after users enter the **Call Answering** password, and after the CLID announcement, when those features are active.
- 7 **Voice Answer Recognition.** Voice Answer Recognition connects the call when a voice answers the telephone. MIPCD activates Voice Answer Recognition when the Call Answering password, Caller's Number announcement, and Caller's Name announcement are inactive. When MIPCD identifies a voice, the search ends, and the call passes to the Conversation stage.

Note 1: MIPCD recognizes the recorded voice on voice mail or answering machine as a voice answer.

Note 2: MIPCD does not play a voice prompt to the called party. The called party must speak first to make the connection.

Conversation stage

This section describes the Conversation stage and the supported features are as follows:

Call Reconnect

Users can enable the **Call Reconnect** option in the user BUI. This feature reconnects a disconnected call. If a call is dropped by the answering party, MIPCD plays a voice prompt to the caller, and the calling party can press “*” to reconnect the call again.

If users enable the **Call Reconnect** option, MIPCD establishes the Conversation stage through the MIPCD card. Two MIPCD ports are required for a conversation, in such a case, and the system uses both ports for the duration of the call. Therefore, it can have a negative impact on the capacity of the MIPCD card.

No Call Reconnect

The administrator can disable the **Call Reconnect** option and force the system to handle all calls. Disabling this option reserves limited MIPCD resources for new calls. The connection takes place without the MIPCD card and both MIPCD ports become available for new calls.

The administrator enables or disables the **Call Reconnect** option in the MIPCD **System Properties** window. If enabled, users can enable the feature for their accounts through the user BUI. The user option states “If call dropped, allow user to reconnect”.

Disposal stage

The purpose of the Disposal stage is to remove the call from the MIPCD and free the port for new calls. Four options are available to the caller when the Search stage does not locate the user:

- 1 **Transfer to voice mail:** MIPCD routes the caller to Express Messaging. When the call is transferred to voice mail, MIPCD disconnects the call, and the port is free for new calls.

The user defines the Express Messaging number and the mailbox number in the **Properties** window. The mailbox number should be followed by a character, such as “#”, if required by the voice mail system (Call Pilot).

- 2 **Blind transfer to the secretary:** The proper DN is defined by the user in the **Properties** window or another number. The call is transferred to free the MIPCD.
- 3 **Hang up:** MIPCD plays a standard announcement, “the number cannot be reached”, and disconnects the call. MIPCD performs this option as a default, if the other options fail.
- 4 **Transfer** to another number.

User profiles

Each user has personal profiles (or databases) associated with their personal telephone number. The administrator makes the default settings for the personal profile, which are modified later by the user.

The administrator controls some settings. See “Administration interfaces” on [page 33](#) for more information. The elements of the user profile fall under three main categories:

- Follow-me profiles
- Follow-me Schedule
- Programmed or immediate overrides

Follow-me Profiles

These are names entered by users that assign Call Forward rules for different callers at different times of the day. Examples of Follow-me Profiles names are: “work hours”, “after-work hours”, or “Sunday afternoon”. These titles are determined by the user.

To set up a Follow-me Profile, the user:

- 1 Defines a number of **Find Me at**: lists with the telephone numbers to be dialed when an attempt is made to locate the user.
- 2 Defines a number of **Calls from**: lists the prefixes or specific Caller's Numbers from which calls are expected.
- 3 Assigns the **Find Me at**: lists to specific **Calls from** lists so that calls from certain prefixes, or callers, are forwarded to specific groups of telephone numbers.

Example: A call from your boss after work can be assigned a specific **Find Me at**: list, while a call from a friend during golf hours is assigned a different list.

See “Follow-meProfiles overview” in the *MIPCD User Guide* for more information.

Follow-me Schedule

The Follow-me Schedule links Follow-me Profiles to actual time. For each weekday, the user specifies which Follow-me profile is active at which hour.

Different schedules can be defined for non-working times, such as National holidays.

Programmed or immediate overrides

Users can override the schedule and force activation of a specific Follow-me Profile.

Example: If a user is working late, they can activate the “working hours” profile to be active from 16:00 to 20:00 on that day.

Users can force a scheduled override through either a Web browser or over a telephone. See “User interfaces” on [page 32](#) for more information.

User interfaces

Users can utilize either a Web browser or telephone to change their MIPCD options and settings. See “Configure MIPCD Browser User Interface” and “Configure MIPCD Telephone User Interface” of the *MIPCD User Guide* for detailed instructions on the BUI and TUI for users.

Browser User Interface (BUI)

Each MIPCD card contains an embedded Web server. Once the system is operational and connected to the corporate LAN, users can utilize a BUI to modify options and settings.

The BUI is accessed with any standard desktop Web browser, eliminating the need for installation and maintenance of specialized software. Up to 10 users can simultaneously operate the BUI.

The recommended browser applications are:

- Microsoft Internet Explorer, Version 4.01 or higher
- Netscape Navigator, Version 4.5 or higher

Telephony User Interface (TUI)

The TUI allows users to change greetings, overrides, or passwords from remote locations using a telephone.

Record personal greetings

This allows the user to record or modify personal greetings. These greetings are assigned numbers from 1 to 4. Those numbered greetings are assigned to the various **Find me at:** lists through the BUI.

The TUI commands are:

- Record a greeting
- Play an existing greeting

- Modify an existing greeting

Once the choice is made, the user is prompted with additional instructions.

Overrides

These commands allow the user to select existing Follow-me profiles. Users can either force the activation of an existing Follow-me profile or force all calls to forward to a number entered by the user.

The methods to define the override are:

- **Programmed override:** The user specifies the start and end time of the programmed override. Each user can have up to eight programmed overrides.
- **Immediate override:** This override becomes active immediately and stays active until the user cancels it.

Modify passwords

This allows the user to change the TUI password, the VIP password, and the answering password.

Administration interfaces

System administrators use a Web browser and a terminal (TTY) to change MIPCD options and settings. Use a telephone to change customized system greetings.

Command Line Interface (CLI)

During initial installation and setup, a terminal (TTY) is connected to the MIPCD serial port connector (on the I/O panel). Use the terminal's CLI to enter the basic network and system settings, such as the IP address, and for a variety of maintenance and administration tasks including software upgrades and debugging.

Once the MIPCD system is connected to a LAN, the CLI commands can be entered with a Telnet connection instead of a TTY.

See “CLI command description” on [page 106](#) for information on specific commands.

Browser User Interface (BUI)

Each MIPCD card contains an embedded Web server. Once the system is operational and connected to the corporate LAN, administrators use a BUI to modify options and settings.

Access the BUI with any standard desktop Web browser, eliminating the need for installation and maintenance of specialized software. Up to 10 users can simultaneously operate the BUI.

The recommended browser applications are:

- Microsoft Internet Explorer, Version 4.01 or higher
- Netscape Navigator, Version 4.5 or higher

Some user options and default settings can only be made by the administrator. See “Configuring the MIPCD with the BUI” on [page 73](#) for detailed instructions.

Telephony User Interface (TUI)

Customized system greetings can be recorded and modified over a telephone using the administrator password for the TUI. These greetings can be modified for each supported language.

Administrators use the BUI to specify whether the custom system greeting or the **Built-In** system greeting is to be used.

Users can decide (through the BUI) whether to play a system greeting (Built-in or custom), a personal greeting, or no greeting at all. The administrator only decides if the system greeting is **Built-In** or **Customized**.

The administrator TUI commands are as follows:

- Choose a language from the languages supported (English is the default language)
- Record a new greeting

- Play an existing greeting
- Modify an existing greeting

Billing user

CDR bills MIPCD users, in conjunction with the **CDR Charge Account** feature. Each time MIPCD dials out, it operates the Charge Account feature and includes the user number preceded by a prefix. This feature allows you to relate CDR records originated by MIPCD to specific users.

Dial access to MIPCD service

This section contains a general overview of how telephone numbers are managed by the MIPCD cards. See “Installing and configuring the MIPCD cards” on [page 51](#) for specific instructions on installing and configuring the system.

Overview of user dial access

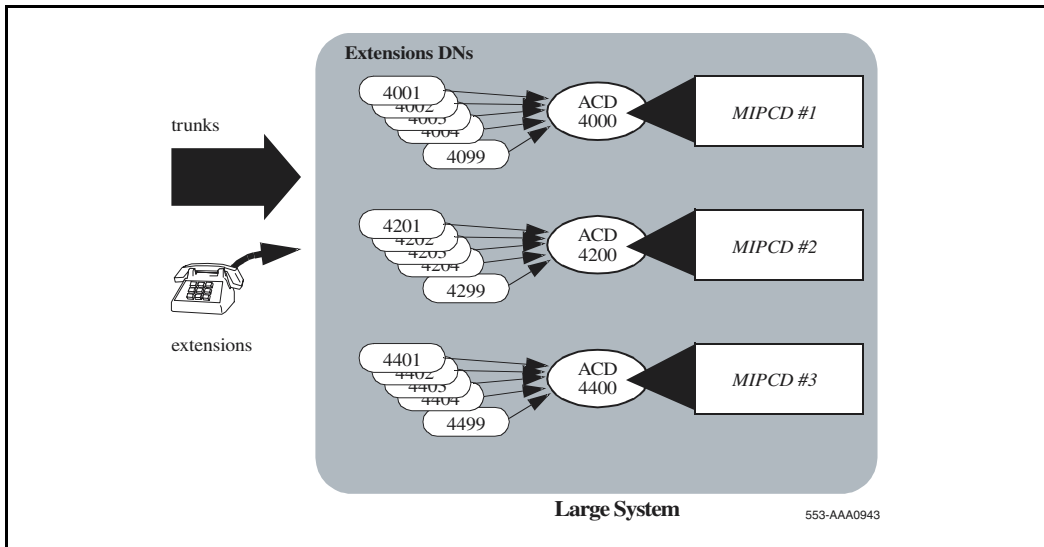
See Figure 5 for an example of MIPCD dial access.

Telephone calls enter the system through external *trunk* lines or internal *extensions*.

Each MIPCD card manages a specific set of user’s telephone numbers. All extensions 44xx, for example, are handled by one MIPCD card, while all extensions 42xx, are managed by another.

The MIPCD cards manage incoming calls based on the options outlined in “User’s personal number” on [page 36](#).

Figure 5
Dial access to MIPCD service



User's personal number

The user's number is a Directory Number (DN) of the system. This number can be implemented in three different ways:

- In-house service
- Service provider
- Direct access (**Auto Attendant** option)

In-house service

The users of the service are the system users, so each one already has a personal extension that also serves as their MIPCD Follow-me number.

To forward calls, users operate the **Call Forward** feature on their telephone. Other redirection features, such as no-answer and busy, also cause calls to forward.

Service provider

The system owner provides a single telephone number to outside customers. The user's number is a "Phantom" terminal number that forwards all calls to a dedicated MIPCD card.

Direct access (Auto Attendant option)

Calls arrive directly to the MIPCD ACD DN. With direct access, callers are prompted to enter the MIPCD extension number to be accessed. The MIPCD extension number is a number identifying the MIPCD user inside the MIPCD card.

The direct access method enables TNs to use DID functionality without using large ranges of DID numbers.

Each MIPCD has an additional number for TUI access. This number is implemented as an ACD DN with no agents (in "night" mode), which forwards all calls to the MIPCD, as a DN of a Phantom TN, or as a virtual extension number inside the MIPCD.

Dial access to MIPCD in a network

In a networking environment, it is also possible to have the MIPCD in one node and the extensions' DNs in another node. In this case, users forward their calls to LOC+ACD_DN (LOC is the location code of the node containing the MIPCD). In addition, the user number configured in MIPCD has to include the user's location code.

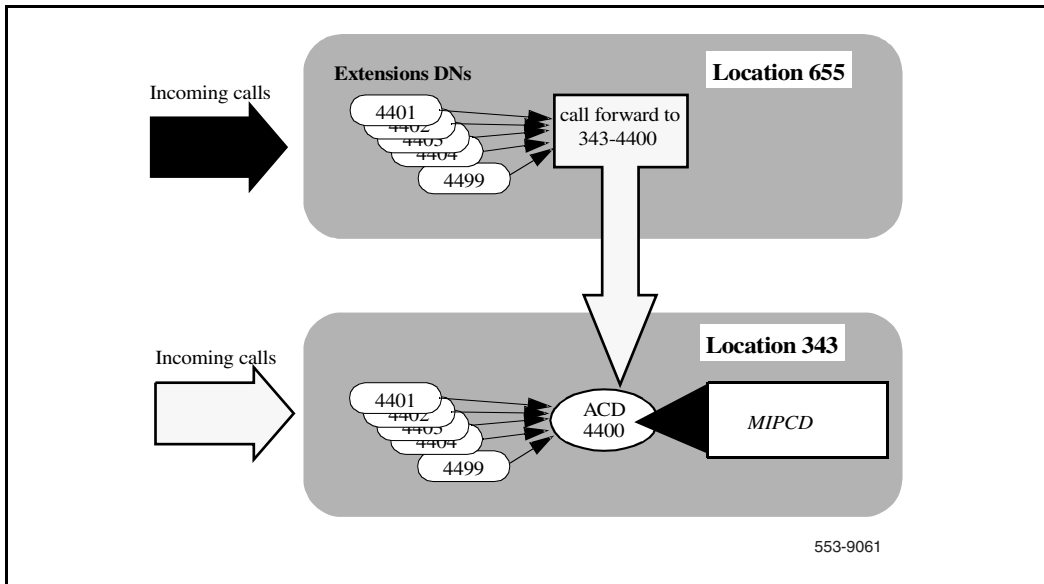
A networked configuration is shown in Figure 6. The example shows the same DNs in two different locations.

In this example, user numbers configured in MIPCD at Location 343 are 4401, 4402... 4499.

For users attached to a **Single Group or Multi Group system**, at location 655, the numbers are H6554401, H6554402... H6554499.

For users attached to a Small System or a Succession 1000, at location 655, the numbers are 6554401, 6554402... 6554499.

Figure 6
Dial access in a network



System features configured by the administrator

This section contains general descriptions of MIPCD system features that are configured or modified by the administrator.

For specific configuration instructions, see the relevant sections in “Installing and configuring the MIPCD cards” on [page 51](#) and “Configure user properties” on [page 91](#).

User configuration

Each user profile must first be configured by the administrator before it can be accessed by the user.

Personal Profile attributes controlled by the administrator are:

- **Dial-out restrictions (call screening table):** See “Call screening dial restrictions” on [page 41](#).

- **Parallel search (allowed/denied):** If Parallel search is allowed, the administrator can define the maximum entries in a parallel search (1–8). See “Search stage” on [page 26](#).
- **Allow/deny call through MIPCD card:** See “Conversation stage” on [page 29](#).
- **User passwords:** The administrator sets a user’s initial password in the MIPCD **System Properties** window of the administration BUI (**Administration** tab). Users should change this password immediately. The administrator cannot view users’ passwords. If the password is forgotten, the administrator can reset it to the initial password. Passwords are reset in the BUI **Main** Administration window.

Network TCP/IP parameters

The TCP/IP parameters must be set by the administrator with a CLI terminal (TTY) before the card can be accessed through the Ethernet network.

Administrator login

There is a separate administrator password for the BUI and the CLI. See “Log in to the CLI Main Menu” on [page 104](#) for more information.

CLI login

The default administrator password is **user**.

The default administrator password should be changed after system installation.

BUI login

The default administrator login and password is as follows:

login: **admin**

password: **admin**

The default administrator password should be changed after system installation.

Multi-language service

MIPCD operates in a number of different languages.

Browser User Interface (BUI)

Two languages are available for the BUI: English (default) and French.

Voice prompts

MIPCD provides voice prompts in up to seven different languages: Chinese, English, French, Japanese, Korean, Portuguese, and Spanish. Each card is equipped with a set of languages according to customer request.

The administrator defines a default language for the system. Users can define their selected language, which they can adapt for a specific incoming telephone number.

Telephony User Interface (TUI)

TUI system voice prompts are available in up to seven different languages: Chinese, English, French, Japanese, Korean, Portuguese, and Spanish. Each card is equipped with a set of languages according to customer request.

The administrator defines a default language for the system. Users can define their selected language.

The administrator defines the MIPCD default BUI language for the system. Users cannot change the default BUI language.

System greetings

You can use a default system greeting or the administrator can record a custom greeting. Users can record and use personal greetings.

System calendar

The system calendar defines National holidays. The administrator defines the system calendar for each year, up to three years in advance.

Call screening dial restrictions

Administrators can control the telephone numbers to where users can forward a call. These restrictions, defined by “call screening tables”, define the telephone numbers or prefixes that MIPCD can, or cannot dial. The administrator assigns each user to one call screening table. Administrators can create up to 32 of these tables.

Administrators create call screening tables through the administration BUI (see “Configure call screening tables” on [page 86](#)).

The **Default Authorization (Free)**, which administrators can modify, allows MIPCD to connect all calls.

Note: For increased security, administrators can connect a TTY directly to the MIPCD to disable BUI access to the screening tables. Use **Lock/Unlock** for this procedure.

Call screening options

Each entry in the call screening table contains a prefix and the associated action. Possible actions for each entry are as follows:

- **Free:** Default; MIPCD can place the call.
- **Charged:** Call is allowed but charged to the MIPCD user.
- **Denied:** MIPCD cannot place the call.

Note: If the IP address and the gateway address defined are identical, this indicates that there is no gateway present; define the subnet mask as 255.0.0.0 or 255.255.0.0.

Administrators can define a default option for numbers not in the call screening table. The default is **Free**.

Example:

- The customer wants to allow access to all local numbers (default).
- Call screening tables deny calls through ESN access code **6**, **except** calls to ESN Location 646.

- The system allows calls through trunk access code **9** and charges the recipient.

The call screening table looks like Table 2 below.

Table 2
Call screening table example

Prefix	Action
6	Denied
6646*	Free
9	Charged
Note: *An entry can be the prefix of another entry.	

The length of the defined prefixes can be up to 20 digits. Tables can contain up to 100 entries.

Security

Hackers can try to steal telephone calls by breaking in to a user's account and forwarding calls to their destinations. The potential areas are:

TUI

An intruder can try to steal a user's TUI password.

Web interface

An intruder can try to steal a user's or administrator's BUI password.

Telnet or File Transfer Protocol (FTP)

An intruder can try to access the MIPCD directly through Telnet or FTP and damage the files.

Note: Most corporate networks are protected from the global Internet by firewalls or other security measures. Access to the MIPCD outside a firewall through the Web, Telnet, or FTP is not possible.

Security Solutions

Hacker alert

MIPCD triggers a “Hacker alert” when it sees multiple wrong login tries in a row. The system default for a Hacker alert is three incorrect login tries. The administrator can change this setting.

MIPCD counts the tries per session *and* per user (three errors in a row for the same user, even in separate sessions).

A Hacker alert triggers the following actions:

- MIPCD disconnects a TUI call and terminates the browser BUI.
- MIPCD disables the user’s password. The user cannot access the BUI until the administrator resets the password.
- MIPCD issues a warning record. MIPCD can output the record to a local file on the PCMCIA, a network (TCP/IP) location, or to the card’s serial RS-232 port.

Login activity file

MIPCD records all TUI and BUI login tries (successful and not successful), in the Event Logger files. MIPCD stores one Event Logger file per day on the PCMCIA disk for the past month.

The administrator can view the information through the BUI or receive automatic daily e-mails of the Event Logger. The administrator sets the automatic e-mail parameter through the administrator BUI.

Traffic data reports

MIPCD generates a daily traffic report file and stores it on the PCMCIA disk. MIPCD updates the file every hour. Traffic reports tell the administrator how many calls a user or MIPCD card receives for a period of hours or days.

Traffic reports are a record of the number of “pegs” for every user and for every MIPCD card. MIPCD counts a “peg” when a call occurs (see “Traffic Report categories (pegs)” on [page 45](#)).

MIPCD separates traffic reports by:

- **Common Traffic:** Data for the MIPCD card.
- **User Traffic:** Data accumulated for up to 50 selected users.

Administrators can view the traffic data for single users, or groups of users with the BUI **Main Administration** window (see “Reset user passwords” on [page 95](#)).

Administrators can retrieve traffic files from the card’s PCMCIA disk by:

- Automatic daily e-mails; “Configure system properties” on [page 78](#) contains instructions to configure automatic e-mails
- Over the Ethernet through FTP
- Direct download from the PCMCIA disk

Traffic Report categories (pegs)

Traffic Reports display a summary of the number of “pegs” that occur for each user and for the MIPCD card. The actions defined as “pegs” are:

Monthly statistics

- **Outdial attempts free:** Number of outdial attempts, Free.
- **Outdial attempts charged:** Number of outdial attempts, Charged.
- **All-ports-busy fatal:** Number of all-ports-busy—origination failed in either sequential search or parallel search because MIPCD found no available port (total congestion).
- **All-ports-busy service degradation:** Not enough ports were available for full parallel search, performance degraded.
- **Reoriginations:** Number of reoriginations when MIPCD disconnected call and reconnected immediately.
- **Total calls through override:** Calls through override.
- **Immediate override, direct:** Calls through immediate override, direct number.
- **Immediate override, routing:** Calls through immediate override, routing profile.
- **Programmed override, direct:** Calls through programmed override, direct number
- **Programmed override, routing:** Calls through programmed override, routing profile.
- **Incoming fax calls:** number of Calls automatically identified as fax calls.
- **VIP calls:** Calls when MIPCD accepted VIP password.
- **Late connections:** Number of late connections—number of calls where time to connect was longer than the threshold set by the administrator.
- **Average time to connect:** Average time to connect, in seconds, for successful searches.

Note 1: MIPCD counts “Total time to connect”, as a peg, which reflects the time needed for each connected call.

Note 2: BUI calculates “Average time to connect” as “Total time to connect”/“Total successful connections” when displayed.

- **Express Messaging:** Caller requested to be transferred directly to voice mail or MIPCD transferred the call to voice mail under disposal treatment.
- **Call Screening Violations:** MIPCD tried to a call a user with a prefix denied to that user by the administrator.
- **Auto Attendant successful:** Successful calls through the **Auto Attendant** option.
- **Auto Attendant failed:** Calls through the **Auto Attendant** option failed.

Daily statistics

- **Total calls:** Total number of incoming calls.
- **TUI calls:** Number of TUI calls (the user calls to change their database).
- **Follow-me calls:** Number of Follow-me calls (MIPCD calls searching for the user).
- **Service time exceeded:** Number of calls discontinued by service time exceeded.
- **Caller disconnects:** Number of abandoned calls, caller disconnects.
- **Total searches:** Number of searches in total.
- **Sequential searches:** Number of sequential searches.
- **Parallel searches:** Number of parallel searches.
- **Total successful connections:** Number of successful MIPCD connections.
- **Connections through card:** Number of successful through MIPCD connections.
- **Connections off card:** Number of successful off-MIPCD connections.
- **Search failures:** Number of search failures. Call passes to disposal stage.

- **Total outdial tries:** Number of outdial tries.
- **TUI change pswd:** Tries to use password change feature.
- **TUI record greeting:** TUI record greeting tries.
- **TUI immediate override:** TUI immediate override defining.
- **TUI programmed override:** TUI programmed override defining.

Event Logger reports

Event Logger reports are a record of different activities in an MIPCD card. See “Call Process (CP) application reports” below for a description of those activities.

The administrator uses the administration BUI to define which Event categories to record on the PCMCIA disk. The administrator also uses the BUI to define how large the files can be, and which categories to view in the BUI. See “Configure system properties” on [page 78](#) for more information.

MIPCD records events in order. The first three letters of each report (CP, TUI, and BUI) is an event category mnemonic.

Call Process (CP) application reports

- **CP Screening violation:** The user defined a number to call with a prefix denied by the administrator and MIPCD tried a call to this prefix.
- **CP Answering pswd violation:** The dialed party did not enter a valid password twice and search moved on to next call or to disposal.
- **CP VIP pswd failure:** MIPCD detected an attempt to enter an incorrect VIP password three times during an MIPCD call and terminated the MIPCD session.

Telephony User Interface (TUI) application

- **TUI Pswd failure:** Hacker alert. MIPCD discontinued a session after a TUI log-in try exceeded the maximum number of password tries.

- **TUI (BUI) Pswd reminder:** A TUI password moved into the reminder state, indicating that the user is reminded to change the password in each login.
- **TUI (BUI) Pswd expiration:** MIPCD disabled password, indicating that the user had passed reminder state, without changing the password being changed by the user.

Browser User Interface (BUI) application

- **BUI Non-existent login:** User typed in an incorrect login name.
- **BUI User pswd violation, further login blocked:** A BUI password newly blocked, the successive login failure counter for the user reached the maximum level as set by administrator.
- **BUI Administrator successive login failure violation:** An administrator BUI account has a new invalid login try beyond the value of maximum level set by the administrator.
- **BUI User list overflow:** A BUI add account failed, caused by having the maximum number of users limited by the keycode.
- **BUI Login/pswd database distorted:** Login not found for BUI action that operates on itself (on its own open session).
- **BUI New user added:** Administrator added a new user.
- **BUI User pswd reset:** User password reset to initial value.
- BUI User deleted by administrator
- BUI User pswd changed by user
- BUI Change login name by administrator
- BUI Successful login
- BUI Successful logout
- BUI Login session timeout
- BUI Login session polling disconnect

Command Line Interface (CLI) application

- CLI Screening table locking/unlocking

- CLI Administrator BUI password reset
- CLI password reset
- CLI password changed
- **INI Card Reset:** Records the reset reason, which can be one of the following:
 - Watchdog
 - S/W Reset
 - Cardlan Reset
 - BUS Error
 - Dongle Reset
 - Malloc Reset
 - Power-Up

MIPCD cards per system

The following factors limit the number of MIPCD cards per system:

- Number of IPE shelves.
- 5 Vdc power consumption by other cards installed on the same IPE.
- Number of ACD DN's defined (per customer)
- Superloop blocking factor: For nonblocking applications (or a nonblocking part of the system), one superloop is required for every 120 TNs. MIPCD can have up to 32 TNs (ports) defined.

MIPCD CPU capacity

CPU load is similar to M2616 ACD agents. However, the volume of calls depends on the number of users (not only number of calls).

Power requirements

Table 3 describes the MIPCD power requirements.

Table 3
MIPCD power requirements

Voltage	Source	Current (A)
+5 V	Backplane	3
+15 V	Backplane	0.1
Total power (maximum)		16.5 W

User capacity

If you enable the **Call Reconnect** feature, the system establishes the Conversation stage through the MIPCD card. MIPCD requires two ports for the duration of the call. This can have an adverse impact on MIPCD capacity of the MIPCD card. If you disable **Call Reconnect**, the system handles all calls. The MIPCD card can answer new incoming calls.

Installing and configuring the MIPCD cards

Contents

This section contains information on the following topics:

Overview	51
Install the card	52
Install the I/O adapter (terminal and Ethernet)	54
Connect the MIPCD to a LAN and terminal.	57
Connect a modem to the adapter.	59
Configure the IP addresses and system attributes	61
Configure the MIPCD on the system	65

Overview

The initial configuration of the MIPCD card must be done with a CLI. The card is unable to communicate with the system or the LAN until these settings have been made. Complete the following steps in order:

- 1 “Install the card” on [page 52](#).
- 2 “Install the I/O adapter (terminal and Ethernet)” on [page 54](#).
- 3 “Connect the MIPCD to a LAN and terminal” on [page 57](#).
- 4 “Configure the IP addresses and system attributes” on [page 61](#).
- 5 “Configure the MIPCD on the system” on [page 65](#).

Once the MIPCD card is configured with an IP address, a Telnet program (terminal emulation) can be used on a PC to enter the remaining CLI commands.

Install the card

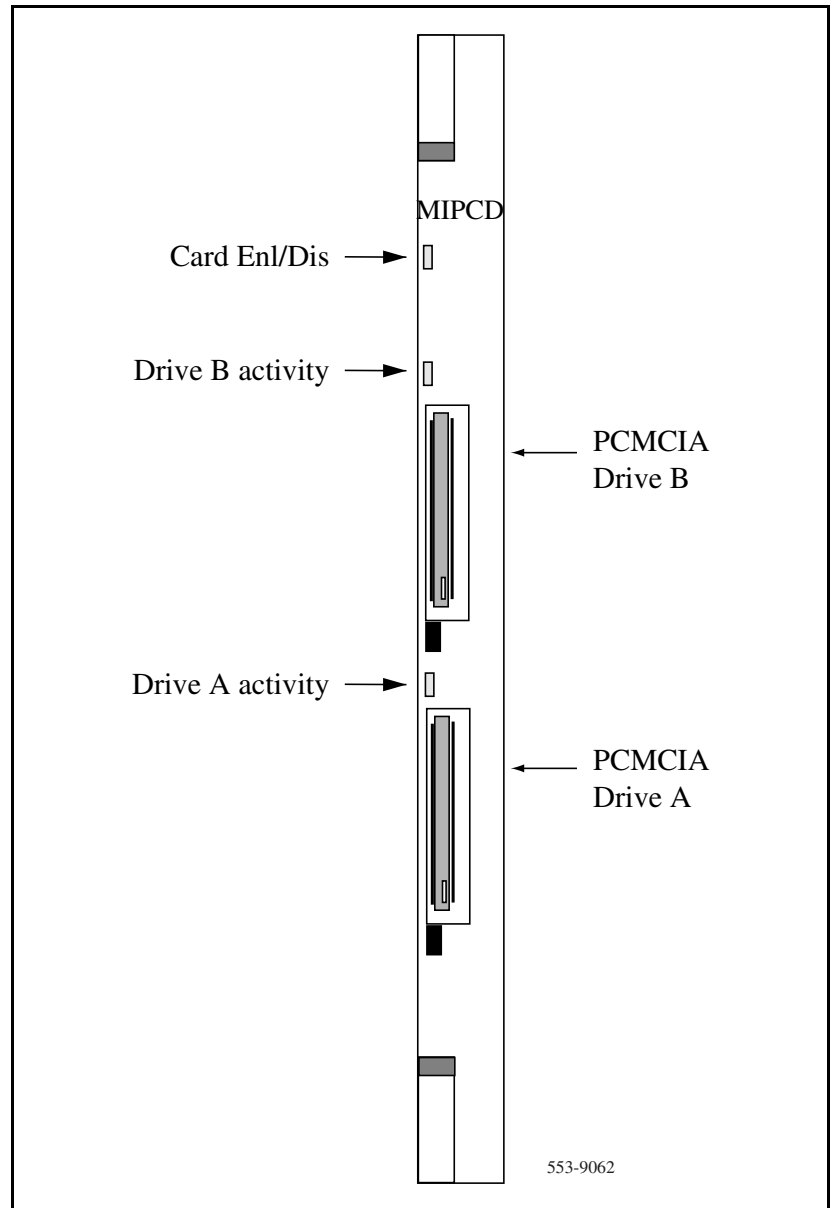
- 1 Review the “Requirements” on [page 16](#) for descriptions of the hardware, software, and system requirements.
- 2 Identify the IPE card slots selected for MIPCD card (see Table 4).

Table 4
MIPCD installation by module type

System modules	MIPCD card slots
NT8D37BA/EC IPE modules, NT8D11BC/ED CE/PE modules	All available IPE card slots.
NT8D37AA/DC IPE modules	0, 4, 8, and 12
NT8D11AC/DC CE/PE modules	0

- 3 Pull the top and bottom latches away from the MIPCD faceplate.
- 4 Insert the MIPCD card into the card guides. Gently push the card until it makes contact with the backplane connector.
- 5 Push the top and the bottom latches firmly towards the faceplate to lock the card in place.
- 6 Verify that the PCMCIA card is properly seated in the lower PCMCIA drive A: (see Figure 7).
- 7 The card Enl/Dis LED should blink three times and then remain ON. This indicates a successful self test.
- 8 Repeat steps 1 through 6 for each MIPCD card.

Figure 7
MIPCD card faceplate



Install the I/O adapter (terminal and Ethernet)

Each MIPCD card includes an adapter to connect the MIPCD card to a terminal (TTY) and a LAN.

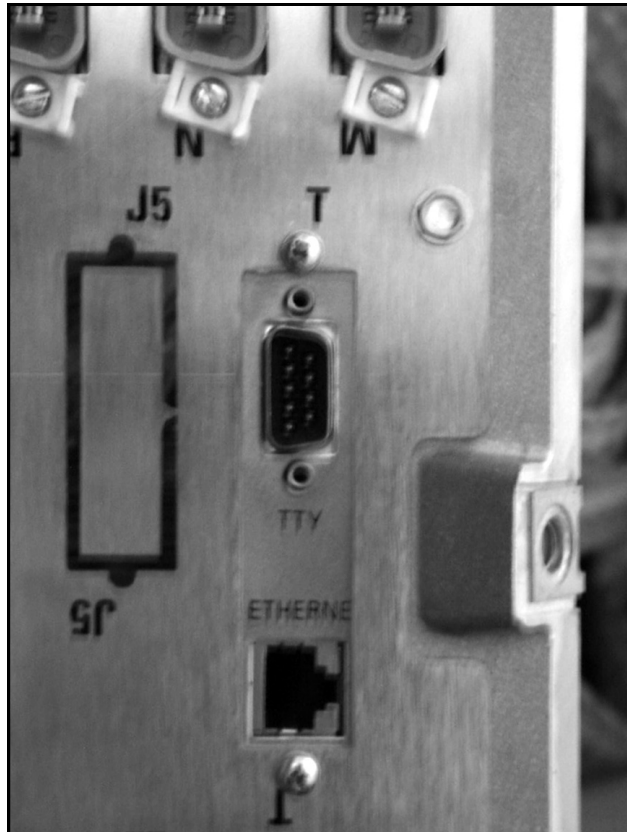
Two different adapters are available: the NT5D52AB for an IPE module and the NT5D52BB for a Small System.

IPE module (NT5D52AB)

The adapter attaches to the back I/O panel, with a 50-pin connector to the backplane, a 9-pin RS-232 serial connector for a terminal, and an RJ-45 Ethernet connection (see Figure 10 on [page 58](#)).

- 1 Remove the cover plate from the I/O panel at the rear of the IPE module.
- 2 Remove the retaining screws from the I/O panel and lift it from the module.
- 3 Disconnect the backplane cable 50-pin connector from the I/O panel filter connector.
- 4 Remove the existing filter connector from the I/O panel and save the retaining screws. This filter connector corresponds to the card slot designated for the MIPCD card installation.
- 5 Use the saved retaining screws to install the NT5D52AB Ethernet adapter card into the designated I/O panel connector cutout (see Figure 8).
- 6 Replace the I/O panel onto the module. Replace the module's cover plate.

Figure 8
Ethernet adapter card (NT5D52AB) in IPE I/O panel

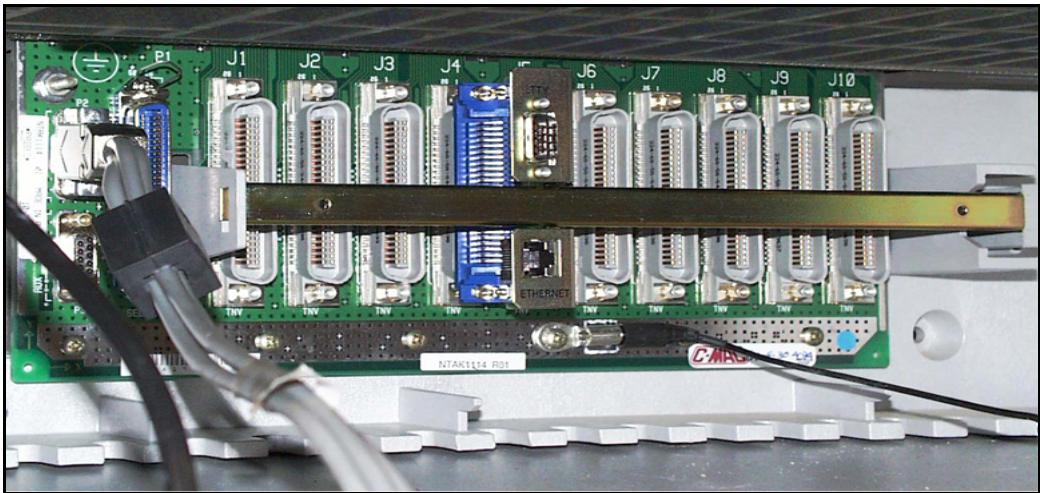


Option 11C cabinet tip/ring connector (NT5D52BB)

The adapter includes a 50-pin connector to the backplane 9-pin RS-232 serial connector for a terminal and an RJ-45 Ethernet connection (see Figure 9).

- 1 Identify the 50-pin tip/ring connector at the bottom of the cabinet that corresponds to the card slot position where the MIPCD will be installed.
- 2 Plug the 50-pin connector on the NT5D52BB Ethernet adapter card into the 50-pin tip/ring connector on the Option 11C cabinet.
- 3 Secure the Ethernet adapter to the cabinet.

Figure 9
Ethernet adapter (NT5D52BB) in a wall mount Option 11C cabinet



Connect the MIPCD to a LAN and terminal

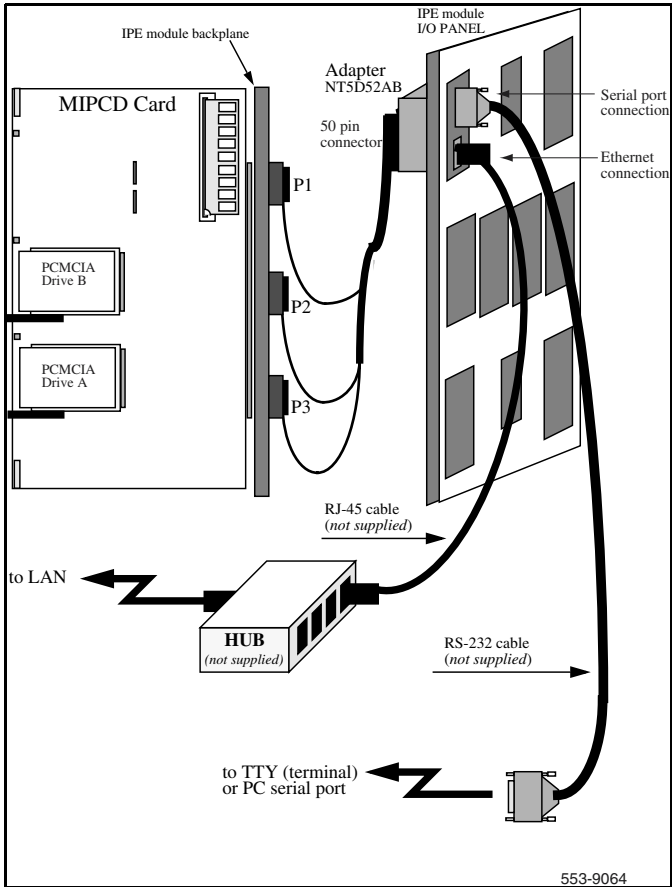
Terminal

Connect the TTY terminal to the serial port RS-232 connection on the Ethernet adapter.

Ethernet

Connect a RJ-45 Ethernet cable from the Ethernet port on the I/O adapter to the LAN hub. Multiple MIPCD cards can be connected to the same hub (see Figure 10 on [page 58](#)).

Figure 10
Ethernet adapter in an IPE module (NT5D52AB)



Connect a modem to the adapter

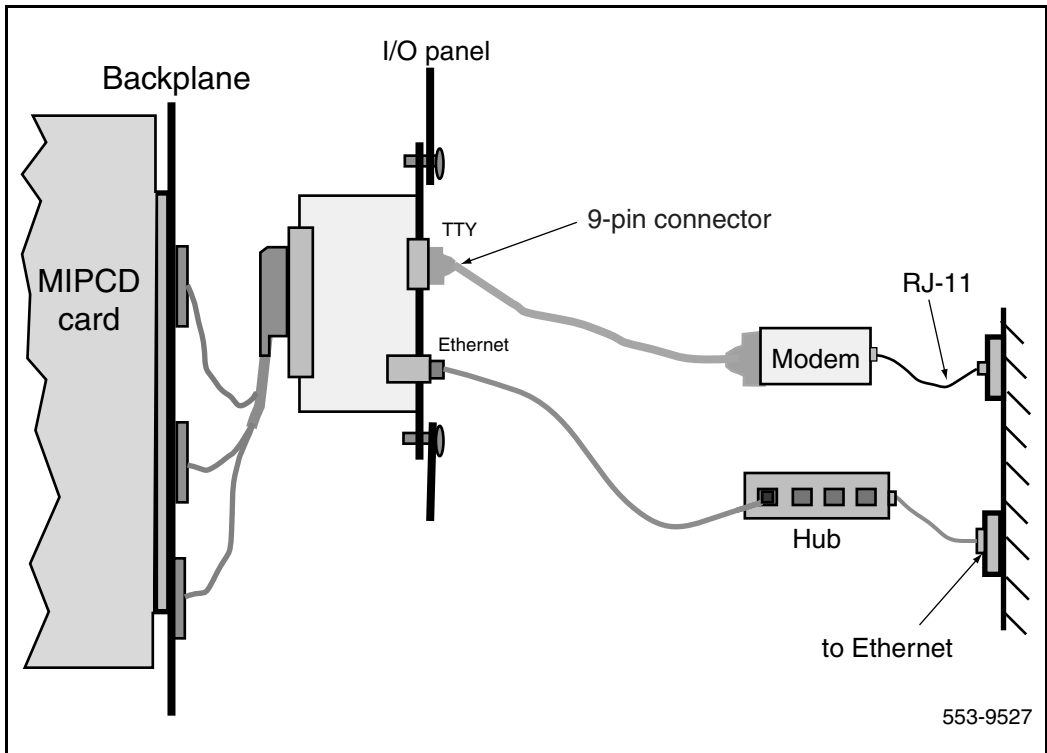
This procedure requires a modem, a 9-pin-to-DB-25 cable, an RJ-11 cable, and a null modem, if required (see Figure 11 on [page 60](#)). Table 5 describes the adapter pins.

Table 5
NT5D52 connector pin description

Connector	Pin Number	Signal Description
9-pin serial connector	2	RS-232 TX (transmit)
	3	RS-232 RX (receive)
	5	GND (ground)
RJ-45 Ethernet connector	1	LAN_TX +
	2	LAN_TX -
	3	LAN_RX +
	6	LAN_RX -

- 1 Connect cable between the TTY adapter and modem. Use the null modem, if required.
- 2 Connect the modem to phone plug.
- 3 Connect the Ethernet cable to adapter (see Figure 11 on [page 60](#)).

Figure 11
MIPCD modem and Ethernet connection example



Configure the IP addresses and system attributes

The IP address must be entered for BUI access. The BUI is used to configure individual and system user parameters. The IP address can only be entered with a terminal directly connected to the serial port of the card (using the I/O panel).

Before you begin

If applicable, define Agent ID and MQA parameters. Use LD 23 with the system TTY, and enter the appropriate responses to the prompts as listed in Table 6. Increase the IDUB as required for the MIPCD ports for the customer. Add 32 ports for every MIPCD card. For example, IDLB is 2000. If you add one MIPCD (32 ports), enter 2032 as the limit. If the IDUB is 2500, change the upper boundary to 2532.

Table 6
LD 23 - Define Agent ID and MQA parameters.

Prompt	Response	Description
REQ	NEW	Add new data.
TYPE	ADS	Auxiliary Data System
CUST	xx	Customer number, as defined in LD 15
AID	(NO) YES	Agent ID mode
- IDLB	(1)-9999	Agent ID Lower Boundary
- IDUB	<i>IDLB</i> -(9999)	Agent ID Upper Boundary
- MQA	(NO) YES	(Don't allow) Allow agents to use MQA functionality.

Enter the port, user, and keycode data

The card performs a self test once it is inserted into the system module and powered up. At the end of the test, a system prompt asks for the number of ports, the number of users, and the keycode.

The keycode enables the number of ports and users. The correct values must be entered.

- 1 Configure the terminal:
 - Transmission speed: 9600 bps
 - Data bits: 8
 - Stop bit: 1
 - Parity: No
 - Flow control: none (do not use X-on/X-off flow control)
- 2 Verify that the terminal is connected to the TTY adapter serial port.
- 3 Locate the key code in the MIPCD shipping carton.
- 4 At the **Modify, Save, Cancel** prompt, type **M**, and press **Enter**.
- 5 At the **max ports (0)**: prompt, enter the number of MIPCD prompts listed on the keycode label, and press **Enter**. 8, 16, 24, or 32 ports can be defined on an MIPCD card.
- 6 At the **max users (0)**: prompt, enter the maximum number of MIPCD users listed on the keycode label, and press **Enter**. Up to 300 users (in increments of 50) are supported by a single MIPCD card.
- 7 At the **Modify, Save, Cancel** prompt, type **S**, and press **Enter**.
- 8 Type in keycode1 and press **Enter**.
- 9 Type in keycode2 and press **Enter**.
- 10 Type in keycode3 and press **Enter**.
- 11 At the **Modify, Save, Cancel** prompt, type **S**, and press **Enter**.
The MIPCD terminal displays a keycode confirmation message.
- 12 MIPCD displays the user login prompt.
- 13 Enter the default user ID (**user**). MIPCD displays the Main menu (see Figure 12 on [page 64](#)).

Change card name and enter network address attributes

- 1 From the Main menu, enter **SA/SY** (see Figure 12 on [page 64](#)).
- 2 At the cursor, type **M**, and press **Enter**.
- 3 If required, change the card name, and press **Enter** three times.
- 4 Set card_acd definition.
- 5 Set agent ID value.
- 6 Set acd multiple queue value.
- 7 Press **Enter** five times.
- 8 Type in the subnet mask, gateway address, and IP address.
 - The **subnet mask** has XXX.XXX.XXX.XXX format, where every XXX is in the range of 0-255. A subnet mask in binary presentation of 32 bits has, at least, the first eight digits “1” and the last digit is “0.”
 - The **gateway address** has XXX.XXX.XXX.XXX format, where every token is in the range of 0-255.
 - The **IP address** is the MIPCD Internet Protocol address. It has the same format as the gateway address.
- 9 Press **Enter** three times.
- 10 Enter the mail server address.

MIPCD uses the **mail server address** to send daily Event Logger and Traffic Report files through e-mail. See “Traffic” on [page 85](#).

Note: If the IP address and gateway address defined are identical, this indicates there is no established gateway; define the subnet mask as 255.0.0.0 or 255.255.0.0.
- 11 Enter **S** and press **Enter** to save changes.
- 12 MIPCD prompts a system message “restart card (Y or N)?”. Select **Y**. The PCMICA LED flashes.

MIPCD presents a login screen when the restart process is complete.

Figure 12
MIPCD Main menu

SYstem, CAT, USDN, CADence/, ?: SY

System Attributes:

card name: Alpha

idle timeout minutes: 20

report aging days: 60

short occupancy seconds: 5

card_acd : defined

agent id: not defined

acd multiple queue: no

revert dn:

application traffic report hours: 0

default coding law: Mu_law

complete trnsf delay seconds: 0

number of charge digits: 23

subnet mask:

gateway address:

IP address:

DBG IPaddress:

DBG port: not defined

CAS IPaddress:

mail server address:

Modify, Save, Cancel: █

Configure the MIPCD on the system

The system must be configured for the MIPCD card to operate.

Configure the ACD data block

To configure the Automatic Call Distribution (ACD) data block, use LD 23 with the system TTY, and enter the appropriate responses to the prompts, as listed in Table 7 (see Figure 13 on [page 66](#)).

Table 7
LD 23 - Define an ACD data block (LD 23)

Prompt	Response	Description
REQ	NEW	Add new data.
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number, as defined in LD 15
ACDN	xxx..x	Main ACD DN of the MIPCD card
MAXP	32	Maximum ports (the upper range)
NCFW	<voice mail DN directory>	Voice mail directory numbers

Figure 13
ACD definitions (LD 23)

TYPE ACD	OCN NO			
CUST 0	OVDN			
ACDN xxxx	IFDN			
MWC NO	OVBU LNK LNK LNK LNK			
DSAC NO	EMRT			
MAXP 32	MURT			
SDNB NO	RTPC NO			
BSCW NO	RAGT 4			
ISAP NO	DURT 30			
AACQ NO	RSND 4			
RGAI NO	FCTH 20			
ACAA NO	CRQS 100			
FRRT	IVR NO			
SRRT	CWNT NONE			
NRRT				
FROA NO	MEM AVAIL: (U/P): 390467	USED: 199356	TOT:	
NCFW	589823			
FNCF NO	DISK RECS AVAIL: 414			
CWTT NONE	ACD DNS AVAIL: 32728	USED: 39	TOT: 32767	
HMSB YES				
ACPQ NO				
FORC NO				
SPCP NO				
OBTN NO				
CWTH 1				
NCWL NO				
BYTH 0				
OVTH 2047				
TOFT NONE				
HPQ NO				

Define the TUI access DN

Telephony User Interface (TUI) access DN is defined for an ACD queue with no agents and the night DN leading to the ACD DN defined as the “Main ACD DN” in LD 23. Another possibility for the TUI DN is to define it as a Phantom TN (that is, an analog (500/2500-type) set on the Phantom Loop, in LD 10) with Call Forward to the Main ACD DN.

MIPCD users access DNs, depending on configuration:

- Phantom TNs for the users, with Call Forward to the Main ACD DN
- Regular user sets (for example, M2616). User activates Call Forward All calls to the Main ACD DN when the MIPCD service is to be activated (see Table 8).

Table 8
LD 23 - Define TUI access DN

Prompt	Response	Description
REQ	NEW	Add new data.
TYPE	ACD	Automatic Call Distribution
CUST	xx	Customer number, as defined in LD 15
ACDN	xxx..x	ACD DN of the MIPCD TUI
...	...	
NCFW	xxx..x	Main ACD DN (defined in Table 7)
...	...	

An example of the definitions for ACD is shown in Figure 13 on [page 66](#). ACDN is the main ACD DN.

Phantom DN

Enter the definitions for the Phantom DN (LD 10) as shown in Figure 14 on [page 69](#).

- The specific Terminal Number (TN) and Directory Number (DN) vary by site. Those variables are represented by “x” in Figure 14.
- CFXA is the Class of Service (CLS) that enables Call Forwarding.
- The last four variables in the screen (under FTR) is the main ACD DN in LD 23

Figure 14
Phantom DN definitions (LD 10)

```

DES  MIPCD
TN   xxx x xx xx  PHANTOM
TYPE 500
CDEN 4D
CUST 0
WRLS NO
DN   xxxxx x      MARP
AST  NO
IAPG 0
HUNT
TGAR 1
LDN  NO
NCOS 0
SGRP 0
RNPG 0
XLST
SCI   0
SCPW
SFLT NO
CAC   3
CLS   CTD DTN FBD XFD WTA THFD FND HTD ONS
      LPR XRD CWD SWD MWD LPD XHD CCSD LND TVD
      CFTD SFD MRD C6D CNID CLBD AUTU
      ICDD CDMD LLCN EHTD MCTD
      GPUD DPUD CFYA ARHD OVDD AGTD CLTD LDTD ASCD
      MBXD CPFA CPTA HSPD UDI RCC HBTD DDGA NAMA MIND
      NRWD NRCN NROD SPKD CRD PRSD MCRD
      EXR0 SHL ABDD CFHD DNAA
      CWND USRD BNRD OCBF RTDD FAXD
PLEV 02
AACS NO
MLWU_LANG 0
FTR   DCFW 12  <ACD DN>

```

Define each unit of the card as an M2616 digital set

In LD 11, define each unit of the MIPCD card as an M2616 digital set: The ACD DN is defined in Table 9. Define keys as follows:

Table 9
Define each unit of the card as an M2616 digital set (LD 11)

Prompt	Response	Description
REQ:	NEW	Add new data.
TYPE:	2616	Digital telephone set.
TN		Terminal number
	l s c u	For Large System
	c u	For Small Systems and Succession 1000 systems
DES	a...x	Designator
CUST	xx	Customer number, as defined in LD 15
CLS	CFXA	Call Forward eXternal Allow
...	...	
KEY	0 ACD xxx yyy	xxx = Main ACD DN, yyy = CLID <any DN>
KEY	1 SCN xxx	xxx = any DN of the port
KEY	2 NRD	
KEY	3 MSB	
KEY	4 TRN	
KEY	5 A03	
KEY	6 NHC	
KEY	8 PRK	See the Call Park feature in <i>Features and Services</i> (553-3001-306).
KEY	9 CHG	

Figure 15 shows an example of the definitions for MIPCD ports.

Figure 15
MIPCD port definitions in LD 11

TN	xxx x xx xx	HUNT	
TYPE	2616	PLEV	02
CDEN	8D	SPID	NONE
CUST	0	AST	
AOM	0	IAPG	0
FDN		AACS	NO
TGAR	7	ITNA	NO
LDN	NO	DGRP	
NCOS	6	PRI	01
SGRP	0	MLWU_LANG	0
RNPG	0	DNDR	0
SCI	0	KEY	00 ACD xxxxx 0 863702
SSU		AGN	
XLST		01 SCN	863703 0 MARP
SCPW		02 NRD	
SFLT	NO	03 MSB	
CAC	3	04 TRN	
CLS	UNR FBD WTA LPR MTD FND HTD ADD HFD	05 AO3	
	MWD AAD IMD XHD IRD NID OLD VCE DRG1	06 NHC	
	POD DSX VMD CMSD CCSD SWD LND CNDD	07	
	CFTD SFD MRD DDV CNID	08 PRK	
	ICDD CDMD LLCN MCTD CLBD AUTU	09 CHG	
	GPUD DPUD DNDD CFXA ARHD CNTD CLTD ASCD	10	
	CPFA CPTA HSPD ABDD DELD CFHD FICD NAID DNAA	11	
RDLA		12	
	UDI RCC HBTD AHD DDGA NAMA MIND PRSD NRWD NRCD	13	
NROD		14	
	EXR0	15	
	USRD ULAD RTDD OCBD FLXD		
CPND_LANG	ENG		

Note 1: CFXA is the Class of Service (CLS) that enables Call Forwarding.

Note 2: Access restrictions defined on the unit should take into consideration that MIPCD handles outdial screening.

Note 3: If only a subset of the card's units are configured, they should always begin from Unit 0 and on.

Enable the MIPCD card

After the MIPCD ACD block is configured, the MIPCD card can be enabled.

MIPCD does not support the autoconfiguration feature. Each MIPCD unit must be defined manually before the card can be used.

To enable the MIPCD card, do the following:

- 1 Use LD 32.
- 2 Enable the MIPCD card.
 - For large systems, use the system TTY to execute the **ENLC I s c** command, where **I** is the loop, **s** is the module or shelf, and **c** is the card to be enabled.
 - For Small Systems and Succession 1000 systems, use the **ENLC** command, where **c** is the card to be enabled.

Configuring the MIPCD with the BUI

Contents

This section contains information on the following topics:

Overview	73
Log in to the MIPCD BUI	74
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Configure call screening tables	86
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Traffic reports description	96
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Overview

The Browser User Interface (BUI) is used to configure each MIPCD card and its associated users. The BUI is accessed with a standard Web browser, such as Netscape Navigator (4.5 or higher) or Microsoft Internet Explorer (4.01 or higher).

The BUI has two branches, one for users and one for the administrator. This section describes how to use the administration BUI to configure system properties, call screening tables, and the calendar. These parameters must be set before the individual user accounts can be created and configured.

Complete the steps in sequence.

- 1 “Configure system properties” on [page 78](#)
- 2 “Configure call screening tables” on [page 86](#)
- 3 “Configure the calendar” on [page 90](#)
- 4 “Configure user properties” on [page 91](#)

Log in to the MIPCD BUI

- 1 Log in to the MIPCD BUI with a World Wide Web browser, enter the MIPCD card's IP address followed by **/mipcd.html** in the **Location** field:

 http://xxx.xxx.xxx.xxx/mipcd.htm (where “xxx.xxx.xxx.xxx” is the IP address assigned to the MIPCD card)
 Example: **http://47.82.46.92/mipcd.htm**

 — The MIPCD **BUI Login** window appears (see Figure 16 on [page 75](#)).
- 2 Enter the **administrator** login and password (default: **admin**).
- 3 Press **Enter**.
- 4 To change default passwords, see “Administration tab configuration procedures” on [page 80](#).

Figure 16
MIPCD BUI Login window



User properties description

The MIPCB card presents different windows to administrators and users.

The BUI **Main Administration** window (see Figure 17) provides access to system and user configuration windows. The parameters entered in these windows are only used for that particular MIPCD card and associated users. System and user configurations must be made for each installed MIPCD card.

Figure 17
BUI Main Administration window

[illegible]

BUI Main Administration window

The BUI **Main Administration** window provides access to four main pages. Click the appropriate tab to access a specific page described as follows:

Users

Used to add, delete, and configure individual user accounts; appears automatically when the BUI **Main Administration** window is accessed.

Calendar

Defines National holidays.

Call Screening

Used to configure the call screening tables. These tables define users' dial restrictions. One table is assigned to each user.

Reports

Used to view and analyze Traffic and Event Logger reports.

Top menu bar

The BUI **Main Administration** window includes a menu bar along the top:

Properties

Opens the MIPCD **System Properties** window, which is used to set the global parameters for each MIPCD card and its associated users. "Configure system properties" on [page 78](#) describes the fields available in this window.

? Help

Opens the online **Help** window.

Apply

Used to permanently save the configuration changes. The changes are operable on the MIPCD card after about three minutes. The MIPCD remains in service throughout the process.

Revert

Used to clear the configuration changes made since the last **Apply** command. Changes made in the session are erased, and the previously saved changes are used.

Exit

Used to quit the MIPCD BUI.

Configure system properties

Click **Properties** at the top of the BUI **Main Administration** window. The **MIPCD System Properties** window appears (see Figure 18). By default, the **General** tab appears first.

Figure 18
MIPCD System Properties window—General tab

The screenshot shows a window titled "MIPCD System Properties" with four tabs: "General", "Administration", "Card", and "Reports". The "General" tab is selected. It contains two main sections: "DN Definitions" and "Timeout Definitions".

DN Definitions:

- TUI DN: 8111
- Local DN length: 04 digits

Timeout Definitions:

- Timeout for no input: 04 seconds
- Successive input errors: 05
- Maximum search duration: 180 seconds

CDR Charge Account operation:

- ☒ CDR Charge Account operation
- Charge Account Number: (empty field)
- Subscriber number prefixed by: 655

At the bottom are "OK" and "Cancel" buttons. A status bar at the very bottom indicates "Unsigned Java Applet Window".

General tab configuration procedures

DN Definitions

- 1 Enter the **TUI DN**. This is the Directory Number to access the Telephony User Interface.
- 2 In the **Local DN length** field, enter the length of the local Directory Numbers. The range is 2-7; the default is 4.

Timeout Definitions

- 1 In the **Timeout for no input** field, enter the number of seconds the system waits for input from the caller. The default is 3.
- 2 In the **Successive input errors** field, enter the number of input errors allowed.
- 3 In the **Maximum search duration** field, enter the maximum number of seconds allowed for a search.

CDR Charge Account operation

- 1 Check the **CDR Charge Account operation** box to enter the prefix for a user's personal charge account number. The charge account number is a prefix added to the user's number for each phone call.
For information on CDR Charge Account Reports, see the *Call Detail Recording: Description and Formats* (553-3001-350) NTP.

CDR Charge Account operation description: The CDR bills MIPCD users, in conjunction with the CDR Charge Account feature. Every time MIPCD dials out, it operates the Charge Account feature and enters the user number preceded by a prefix. This feature allows you to relate CDR records originated by MIPCD to specific users.

- 2 Click **OK** to accept all field entries.

Administration tab configuration procedures

Click the **Administration** tab in the MIPCD **System Properties** window (see Figure 19).

Figure 19
MIPCD System Properties window—Administration tab

The screenshot shows the 'MIPCD System Properties' window with the 'Administration' tab selected. The window has four tabs: 'General', 'Administration', 'Card', and 'Reports'. The 'Administration' tab contains two main sections: 'Administration Definitions' and 'System Options'. The 'Administration Definitions' section includes fields for 'Login ID' (set to 'admin'), 'Login Password' (masked with asterisks), 'Administrator TUI Access' (with sub-fields for 'TUI Access ID' set to '8888', 'TUI Password' set to '123', and 'TUI Language' set to 'English'). The 'System Options' section includes 'System Greeting' (set to 'Built-In') and 'Auto Attendant Option' (set to 'On-Failures'). Below these are 'System Definitions' including 'System Language' (set to 'English'), 'Initial User Password' (set to 'user'), 'Threshold for successive invalid logins' (set to '05 attempts'), and 'BUI No Action' timeout (set to '20 minutes'). At the bottom are 'OK' and 'Cancel' buttons. A status bar at the very bottom indicates 'Unsigned Java Applet Window'.

Administration Definitions

- 1 The **Login ID** field is read only. The default login **admin** cannot be changed.
- 2 In the **Login Password** field, enter a new administrator password. The password can be up to 10 characters and/or digits. Always change the **admin** password from the default.

System options

- 1 In the **System Greeting** pull-down menu, choose either the **Built-In** or **Customized** voice greeting.
- 2 In the **Auto Attendant Option** pull-down menu, choose among the following options:
 - **Not Used**: Only the MIPCD Call Forward entry is used.
 - **On-Failures**: The **Auto Attendant Option** is used when automatic recognition is unsuccessful. Automatic recognition is unsuccessful, if there is no personal number served by the MIPCD, or if there are no Call Forward instructions.
 - **All Calls**: Automatic recognition of the personal number is disabled. The caller is immediately connected to the Auto Attendant.

Administrator TUI access

- 1 In the **TUI Access ID** field, enter the touch tone code for the administrator login.
- 2 In the **TUI Password** field, enter or change the administrator TUI password.
- 3 In the **TUI Language** pull-down menu, choose the TUI language (English is the default language).

System definitions

- 1 In the **System Language** pull-down menu, select the default language (**English**) for the voice prompts.
- 2 In the **Initial User Password** field, enter the default user password (**user**). This is the password for new users. This is also the default password when a user's password is reset by the administrator.

- 3 In the **Threshold for successive invalid logins** field, enter the number of consecutive erroneous login attempts that can be made before a user's password is automatically disabled (from 3 to 10, the default is **3**).

Note: This is a security feature to prevent unauthorized users from learning a user's password through trial and error.

Note: If a user's password is disabled due to invalid login attempts, the password must be reset by the administrator. To reset a user password, click **Reset Password** in the **Users** tab of the **BUI Main Administration** window. The default password is **user**. The user's password is reset to the value in the **Initial User Password** field.

- 4 In the **BUI 'No Action' timeout** field, enter the minutes for a user or administrator to perform a change to the BUI settings.

Note: If an **Apply** or **Revert** command is not issued during this time, a warning window appears to inform the user that the BUI session is automatically disconnected in 60 seconds.

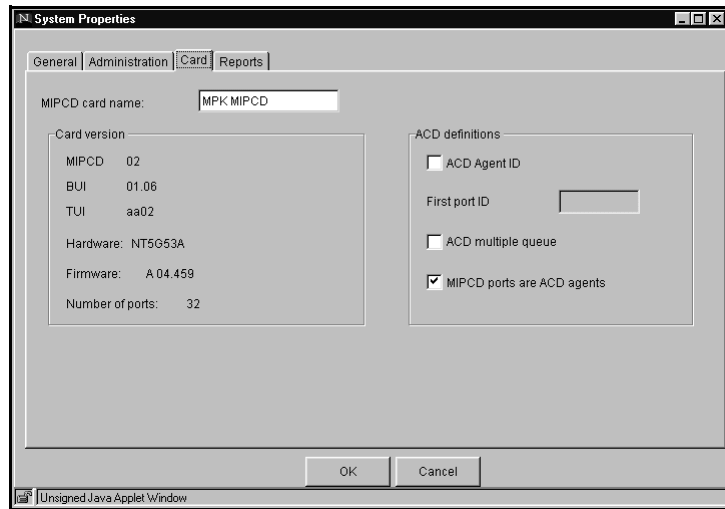
Note: You can click **OK** in this window to prolong the session for one additional period (the value set in this field). If no action is taken during the second period, the BUI session automatically terminates.

- 5 Once the administration variables have been selected, click **OK** to accept the settings.

Card tab configuration

Click the **Card** tab in the MIPCD **System Properties** window (see Figure 20).

Figure 20
MIPCD System Properties window—Card tab



Card version

- 1 In the **MIPCD card name** field, enter the text to be displayed in the BUI **Main Administration** window. Each MIPCD card requires a different name. The hardware version and firmware version are displayed. These fields are read-only.
- 2 The number of ports configured by the keycode are displayed. This field is read-only.

ACD definitions

The parameters for ACD definition setup must match the system configuration.

- **ACD Agent ID:** Indicates if the ACD is configured with the agent ID option. The default is **OFF**.

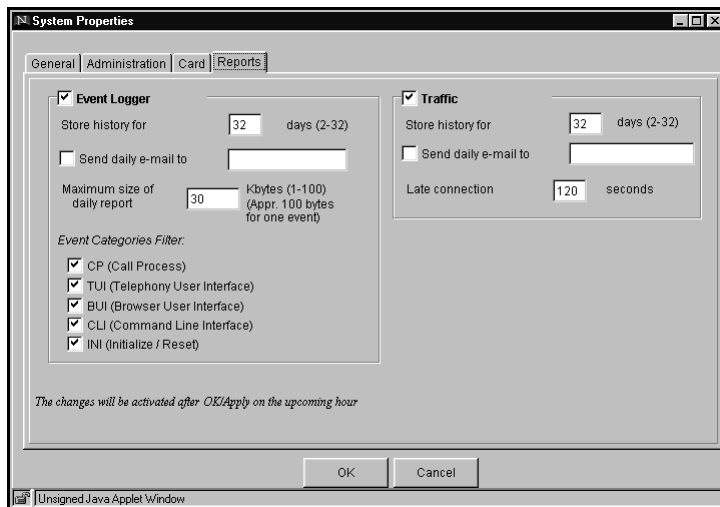
- **First port ID:** If the agent ID is enabled (the **ACD Agent ID** box is checked), the **First port ID** field contains the four-digit first agent ID for MIPCD ports. The other ports use the succeeding agent IDs. For example, if the first agent ID is 3000 and MIPCD has 24 ports, the system uses agent IDs 3000 through 3023.
- **ACD Multiple queue:** Indicates if the ACD is configured with the multiple-queue option. This is required because it affects the agent login process. The default is **OFF**.
- Check the **MIPCD ports are ACD agents** box.

Click **OK** to accept field entries.

Traffic tab configuration procedures

Click the **Reports** tab in the MIPCD **System Properties** window (see Figure 21). This feature is used to activate and deactivate traffic and log reports, identify events to record, and determine how long to save the log reports. See “Traffic data reports” on [page 43](#) for descriptions of the various report categories.

Figure 21
MIPCD System Properties —Reports tab



Traffic

- 1 Click the **Traffic** box to enable traffic reports.
- 2 Enter the number of days between 2 and 32 that the records keep.
- 3 To receive daily e-mails of the Traffic reports, click **Send daily e-mail to**, and enter the address of the person who receives the report.

Traffic E-mail Report description: MIPCD generates and stores traffic measurement files on the PCMCIA disk, one file for each day. MIPCD sends one traffic report every hour to the file. Traffic data includes the common card traffic data and per-user data accumulated for up to 50 selected users. The MIPCD administrator can program MIPCD to send traffic files for the previous day attached to an e-mail.

See “Reset user passwords” on [page 95](#) for more information on Traffic Reports.

- 4 In the **Late connection** field, enter the threshold for a call to be connected.

Event Logger

- 1 Click **Event Logger** to enable Event Logger reports.
- 2 Enter the number of days between 2 and 32 that MIPCD keeps the Event Logger records.
- 3 To receive daily e-mails of the Event Logger reports, click **Send daily e-mail to**, and enter the address of the person who receives the daily Event Logger file.

Event Logger E-mail Report description: MIPCD records all TUI and BUI login attempts (successful and unsuccessful) in the Event Logger files. MIPCD stores one file per day for the last month on the PCMCIA disk. You can view Event Logger data in the BUI **Traffic** window.

The MIPCD administrator can also program MIPCD to send Event Logger files for the previous day attached to an e-mail. The administrator enters the recipient's e-mail address in the MIPCD System Properties **Traffic** tab.

See “Event Logger reports” on [page 47](#) for more information.

- 4 Enter the maximum size of the daily report in Kbytes (1 to 100); (approximately 100 bytes for one event).

- 5 Check the applicable **Event Categories Filter** options of Event Logger reports to be kept.

Configure call screening tables

The **Call Screening** tab in the BUI **Main Administration** window (see Figure 22) is used to configure a maximum of 32 call screening tables. These tables define a user's dialing restrictions. One table is assigned to each user.

Note: For increased security, administrators can use a TTY directly connected to the MIPCD to disable BUI access to the screening tables.

Figure 22
Call Screening window

[illegible]

Call screening options

Each entry in the call screening table contains a prefix and the associated action. Possible actions for each entry are:

- **Free:** Default; the call can be placed.
- **Charged:** The call is allowed but charged to the recipient.
- **Denied:** The call cannot be placed.

Default Authorization

Choose the appropriate **Default Authorization** from the pull-down menu for numbers not covered by the table.

Guidelines

- The length of the defined prefixes can be up to 20 digits.
- Tables can contain up to 100 entries.
- An entry can be the prefix of another entry.

Validation table

Table 10 contains an example call screening table based on the preferences below:

- The customer wants to allow access to all local numbers (default).
- Calls through ESN access code **6** are to be denied, **except** calls to ESN location 646, which are allowed.
- Calls through trunk access code **9** are allowed, but charged.

Table 10
Validation table example (Part 1 of 2)

Prefix	Action
Default	Free
6	Denied

Table 10
Validation table example (Part 2 of 2)

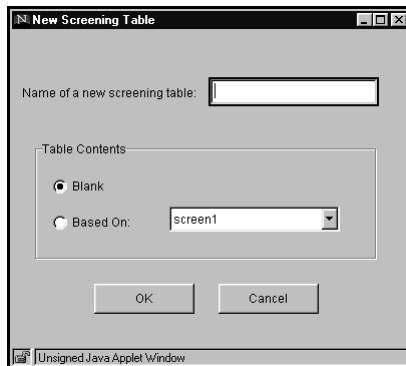
Prefix	Action
6646	Free
9	Charged

Add a table

The **Screening Tables** field lists the currently defined tables.

- 1 To add a table, click **New**. The **New Screening Table** window appears (see Figure 23).

Figure 23
New Screening Table window



- 2 Name the table.
- 3 Under the **Table Contents** field, click the appropriate radio button to choose between a blank table or one based on an existing table.
- 4 Click **OK** to create the table or **Cancel** to exit the window. Once you click OK, the **Call Screening** window appears with the new screening table name.
- 5 From the **Call Screening** window, you can add, modify, and delete restrictions in the **Details** field to the right.

- a. Click **Add Entry** to add a new restriction line.
 - b. Enter the prefix in the **Dialed Prefix** line on the left.
 - c. To enter the **Authorization** category, click once in the field. A pull-down menu becomes accessible. Click again on the line to choose from the three categories (**Free**, **Denied**, or **Charged**).
 - d. To delete an entry, highlight the appropriate line, and click **Delete Entry**.
- 6 Click **Apply** at the top of the window to save the changes.

Delete a table

- 1 From the **Call Screening** window, click once on the table name to highlight it.
- 2 Click **Delete**.
- 3 Click **Apply** at the top of the window to save the changes.

Modify a table

- 1 From the **Call Screening** window, click once on the table name to highlight it. The details for that table appears in the **Entry Details** field.
- 2 Click on the line you want to modify. To change the **Authorization** category, click once in the field. A pull-down menu becomes accessible. Click again on the line to choose from the three categories (**Free**, **Denied**, or **Charged**).

Configure the calendar

From the Main Administration window, click the Calendar tab to define national holidays or other special non-working days (see Figure 24).

- 1 To add an entry line, click **Add Entry**.
- 2 To delete an entry, click once to highlight the line, then click **Delete Entry**.
- 3 Enter the range of dates for each holiday or non-working day.
- 4 For a single day, only the **From:** field is required. The **To:** field can be left blank.

Figure 24
National holidays calendar

The screenshot shows the 'Meridian Integrated Personal Call Director - Administration' window. At the top, there's a 'Card Name: MPK MIPCD' field and buttons for 'Properties', '? Help', 'Apply', 'Revert', and 'Exit'. Below this is a timestamp 'Thu Mar 09 2000 15:17'. A tabbed interface at the bottom has 'Users', 'Calendar', 'Call Screening', and 'Reports' tabs, with 'Calendar' being the active tab. The main content area is titled 'National holidays' and contains a 'Definitions for year:' dropdown set to '2000'. Below this is a table with columns 'From: Month', 'From: Day', 'To: Month', and 'To: Day'. The first row is filled with 'January', '01', 'January', and '01'. There are empty rows below it. At the bottom of the table are 'Add Entry' and 'Delete Entry' buttons.

From: Month	From: Day	To: Month	To: Day
January	01	January	01

Modify the National Days table

The national holidays associated with each category are defined in the **From:** and **To:** columns.

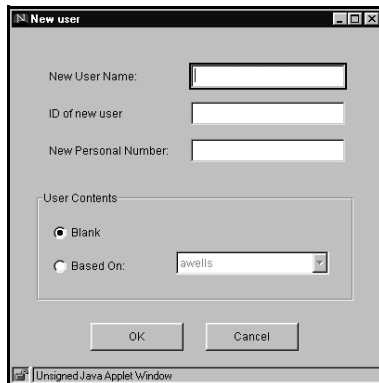
- Select a line with a single click.
- Double-click a line to edit the line.
- To sort the table by user name, user ID, or personal number, click on the appropriate column title.

Add users

Add MIPCD users to the MIPCD card as follows:

- 1 From the **Users** tab, click **Add User...**. The **New User** window appears (see Figure 26).

Figure 26
New User window



- 2 Enter the user's information in the appropriate fields:
 - a. **New User Name:** The user's actual name.
 - b. **New User ID:** The user's BUI login ID.
 - c. **New Personal Number:** The number dialed by callers to reach the user (this is the Directory Number [DN] from which the call is forwarded to MIPCD).

If attached to a **Small System cabinet** and the forwarding set (or Phantom TN) is in the same system as MIPCD, only the local extension DN is entered here. If the forwarding set is in a remote ESN node, the remote ESN location code, or steering code must also be entered.

If attached to a **Large System**, only the local extension DN is entered here for local *and* remote ESN nodes.

- 3 If the **Details** parameters are based on an existing user, click the **Based on** radio button in the **User Contents** section. Choose the user whose **Details** parameters are to be copied, and then click **OK**.
The user account is now configured.
- 4 If an existing set of parameters are not used, click the **Blank** radio button, and then click **OK**.
- 5 Complete the **Details** section in the **Users** tab as follows:
 - From the **Screening Tables** pull-down menu, choose a call screening table.
 - From the **Caller List Size** pull-down menu, select the maximum number of callers the user can enter.
 - Under the **Ports Usage** section, check the **Parallel Search** box to enable parallel searches. Enter the maximum number of ports allowed in the search. This number cannot exceed the number of ports supported by the MIPCD card.
 - To enable the **Call Reconnect** feature, check the **Re-origination Allowed** box. The conversations of users who choose this feature occupy two ports on the MIPCD card for the duration of the call.
- 6 Click **Apply** to save the changes. Click **Revert** to restore the original settings.

Delete users

- 1 From the **Users** tab, click once on the user entry to select the user line.
- 2 Click **Delete User** to delete the user entry.
- 3 Click **Apply** to save the changes or click **Revert** to restore the original settings.

Modify user configurations

- 1 From the **Users** tab, to modify a user entry, click once in the field to activate that field.
- 2 Enter the new parameters.
- 3 Modify the user information in the appropriate fields:
 - a. **User Name:** The user's actual name.
 - b. **User ID:** The user's BUI login ID.
 - c. **Personal Number:** The number dialed by callers to reach the user (this is the Directory Number [DN] from which the call is forwarded to MIPCD. If the forwarding set (or Phantom TN) is in the same system as MIPCD, only the local extension DN is entered here. If the forwarding set is in a remote ESN node, the remote ESN location code, or steering code must also be entered.
- 4 Revise the **Details** section in the Users tab as follows:
 - a. From the **Screening Tables** pull-down menu, choose a call screening table.
 - b. From the **Caller List Size** pull-down menu, select the maximum number of callers the user can enter.
 - c. Under the **Ports Usage** section, check the **Parallel Search** box to enable parallel searches. Enter the maximum number of ports allowed in the search. This number cannot exceed the number of ports supported by the MIPCD card.
 - d. To enable the **Call Reconnect** feature, check the **Re-origination Allowed** box. The conversations of users who choose this feature occupy two ports on the MIPCD card for the duration of the call.
- 5 Click **Apply** to save the changes or click **Revert** to restore the original settings.

Filter users

Use the **Filter** section to find and display a selected subset of users.

- 1** Enter the appropriate name, user ID, or personal number in the **Text to find:** field.
- 2** Choose the column to be searched from the **In Columns** pull-down menu.
- 3** Click **Filter**. Matching entries display in the user table to the left.
- 4** Click **Apply** to accept changes or **Revert** to restore original settings.
- 5** Click **Show All** to display all the users on the MIPCD card.

Reset user passwords

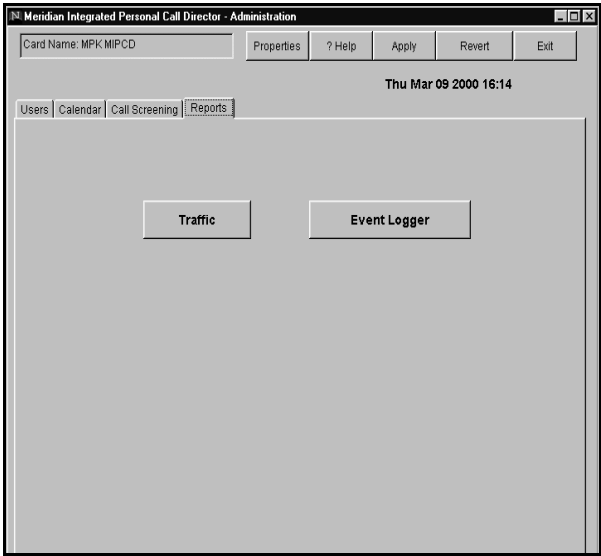
Click **Reset Password** to reset a user's password to the default password. The default is defined in the MIPCD **System Properties** window under the **Administration** tab.

If a user's password is disabled due to invalid login attempts, the password must be reset by the administrator.

Traffic reports description

To access Traffic Reports, click the **Reports** tab from the BUI **Main Administration** window. Use the **Reports** tab to view and analyze Traffic and Event Logger reports (see Figure 27). For a complete description of the traffic reports and the various categories counted as “pegs”, see “Traffic data reports” on [page 43](#).

Figure 27
Main traffic reports window



View monthly traffic reports

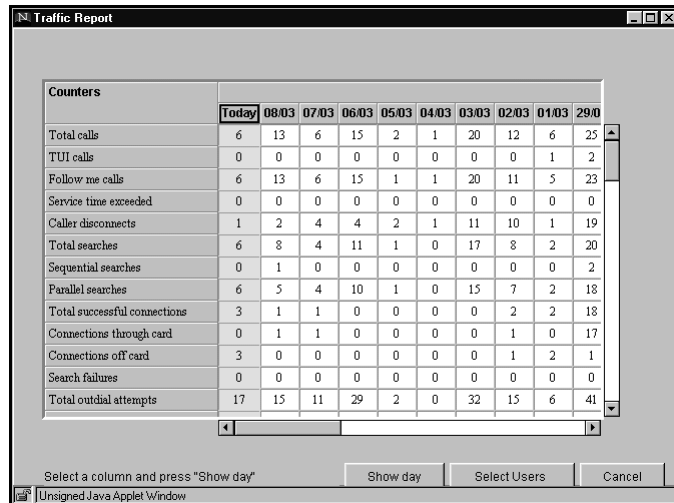
To view monthly Traffic Reports, click **Traffic** to display the **Traffic Report** window (see Figure 28). By default, the monthly reports appear first, once you click **Traffic**.

Traffic measurement files are generated and stored on the disk. One file is created and stored for each day. The file is updated every hour.

Monthly Traffic Reports include:

- Common traffic data
- User data for up to 50 selected users (scroll down to see the user data which is listed after all common report categories)

Figure 28
Monthly Traffic Report window



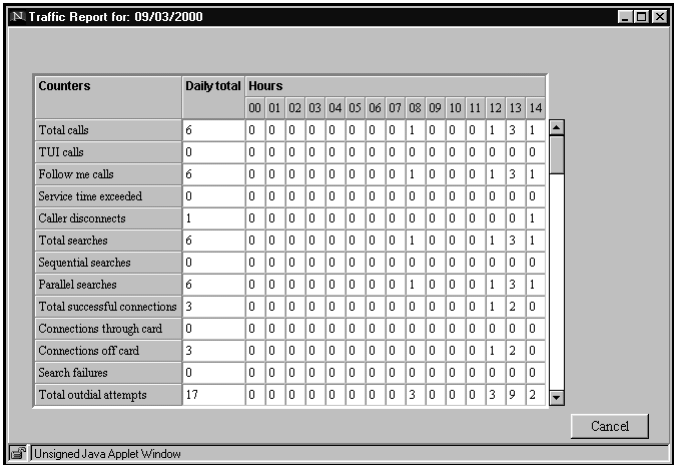
View daily Traffic Reports

To view daily Traffic Reports, select an appropriate date column, and click **Show day** (see Figure 28).

The daily **Traffic Report** window appears (see Figure 29). This window displays the same data as the monthly report, but only for the chosen day. Data is broken down by hour.

Click **Cancel** to close the window and return to the monthly **Traffic Report** window.

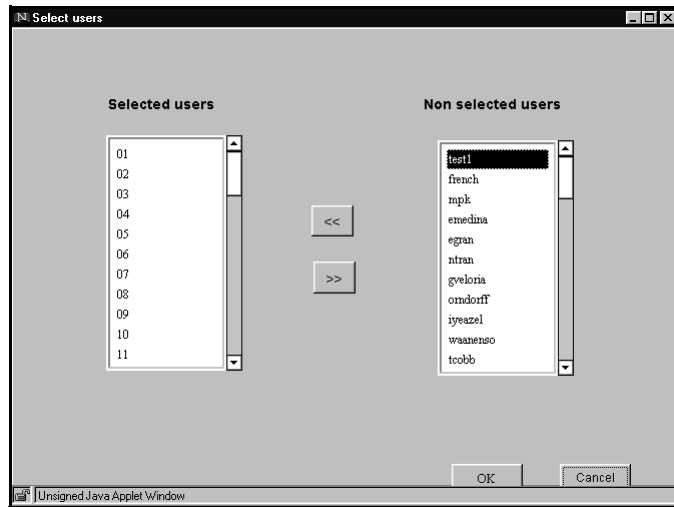
Figure 29
Daily Traffic Report window



User Traffic Data

The **User** section of the monthly and daily Traffic Reports displays data for a maximum of 50 users. To select the users to include in the daily and monthly reports, click **Select Users** in the monthly **Traffic Reports** window. The **Select Users** window appears (see Figure 30). To select or de-select a user for inclusion in the reports, click the username to highlight it, and then click the appropriate set of arrows.

Figure 30
Select Users Window



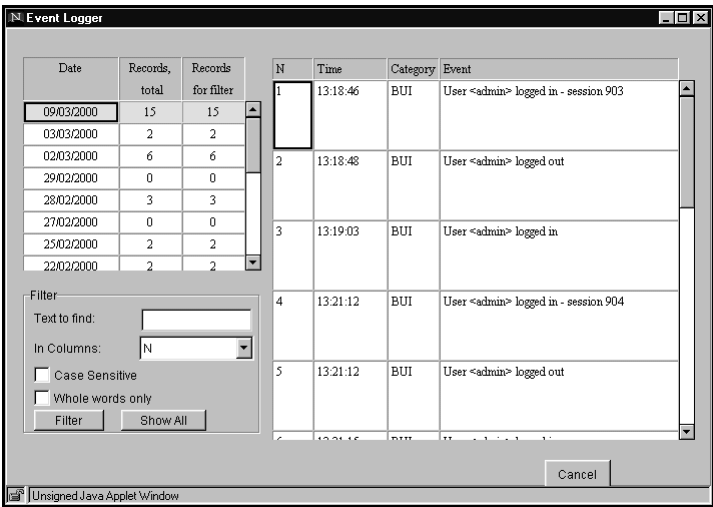
Click **OK** to accept selected entries or **Cancel** to go back to the monthly **Traffic Reports** window.

Event Logger report description

Event Logger reports (see Figure 31) are a record of various activities in a single MICPD card. See “Call Process (CP) application reports” on [page 47](#) for a description of those activities.

Events are recorded chronologically. One file (record) is saved per day.

Figure 31
Event Logger window



Click **Cancel** to go back to the monthly **Traffic Reports** window.

How to use Event Logger filter

Use the Event Logger filter to search for and display selected information contained in a Number, Category, Time or Event column for a specific date.

- 1 In the **Event Logger** window, click on a date.
- 2 In the **Text to find** field, enter the information you want to search for.
- 3 In the **In columns** field, click the drop-down menu and select **N, Time, Category or Event**.

4 Click **Case Sensitive** or **Whole words only** as required.

5 Click **Filter**.

MIPCD searches for the text and displays the selected records. The number in the **Records for filter** column changes to reflect the number of records found in the search.

6 Click **Show All** to return to the default Event Logger display.

Maintenance

Contents

This section contains information on the following topics:

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Overview

This chapter explains how to administer, troubleshoot, upgrade, and back up the MIPCD. Most of the maintenance and upgrade procedures detailed in this chapter are accomplished using the CLI.

Log in to the CLI Main Menu

Use Telnet or a serial emulation program to log in to the MIPCD CLI. Use the CLI to change passwords, backup, restore, upgrade the MIPCD, and perform other administrative tasks.

If you use a terminal emulation program to access the CLI, configure the terminal to the settings listed below:

- Transmission speed: 9600 bps
- Data bits: 8
- Stop bit: 1
- Parity: No
- Flow control: none (do not use X-on/X-off flow control)

The login screen appears after you connect to the MIPCD card. The default login is **user**.

Change or reset MIPCD CLI administration passwords

To change the default administrator password, do the following:

- 1 Access the MIPCD CLI with the default password **user**.
- 2 From the **Main Menu**, access the Password Editor (**PSweditor**) menu from the **Protected Administration (PAdmin)** menu.
- 3 Follow the instructions on the screen to change the default password.

Example:

To modify the administrator passwords, the screen displays the following:

```
PSweditor, SWupgrade, ?: ps
Current Password:
admin: user
Modify, Save, Cancel: m
admin: newpassword
New password:
admin: newpassword
Modify, Save, Cancel: Save
Passwords have been updated.
PSweditor, SWupgrade, ?:
```

Note 1: The maximum password length is 10 characters.

To reset a forgotten administrator password, do the following:

- 1** Establish a serial connection directly to the MIPCD card adapter port. Enter the **rst** command when prompted.
- 2** Follow the prompts to enter the MIPCD keycode.
- 3** After MIPCD validates the keycode, MIPCD resets the password to the default **user**. The password is reset only if the keycode is correct.
- 4** Log in to the card and change the default password.

CLI command description

This section describes the menus and commands most commonly used in MIPCD administration.

System administration: SAdmin

- **SYstem**: Defines the card name, ACD settings, and IP address.

System maintenance: SMaint

- **Archive Database (ARchivdb)**: Backs up the database from the active lower PCMCIA drive A: to a card in the upper drive B:. This command backs up only voice, data, and report files, not application, firmware, or BUI. The MIPCD card must be disabled for this command.
- **Restore Database (REstordb)**: Restores the database from a backup disk in the upper PCMCIA drive B to the active lower PCMCIA drive A:. This command overwrites existing files with the same names. The MIPCD card must be disabled for this command.
- **Card Restart (CRestart)**: Use this command to reset the PCMCIA card after you restore the database.

Directory PAdmin

- **Password Editor (PSweditor)**: Allows modification of the CLI administrator password. This is the same password for FTP password access.
- **Functionality Upgrade (FUpgrade)**: Allows modification of the number of ports being used on the card. To save the modification, a new key code must be inserted. The administrator is prompted to reset the card, because the card must be restarted for the change to take effect.
- **Software Upgrade (SWupgrade)**: Used to upgrade the card firmware. The new firmware is copied from the upper PCMCIA drive B: to the active lower drive A:. New firmware takes effect after you restart the MIPCD. A new keycode is requested upon reset with a major feature change.

- **Administrator BUI Reset (ABreset):** Returns the administrator BUI password to its default value **admin**.
- **Screening Table Lock/Unlock (SCReen):** Used to “lock” or “unlock” screening tables. This prevents or allows their modification from BUI. This command has one parameter: **u** for unlock, **l** for lock. Type in **p** for print (prints current state). The default setting for screening tables is unlocked.

Directory PMaint

- **PStatus:** Prints the MIPCD card’s port status.

LOgout

- **LOgout:** Allows the user to log out of the CLI.

? Help

- **? Help:** Used to access the **Help** menu, which provides short explanations of the CLI commands.

Backup or restore the MIPCD configuration database

When you back up the MIPCD configuration database, you do not have to re-enter the data when you upgrade the PCMCIA card. Use the *backup* procedure to back up the database from the active lower PCMCIA drive A: to a card in the upper drive B:. Use a PCMCIA ATA flash card (Type II and Type III cards) as the target backup disk. Be sure you select a backup disk with enough space to store the entire database. The backup procedure backs up only voice, data, and report files, not application, firmware, or BUI files. Disable the MIPCD card for this procedure.

Note: If the target backup PCMCIA flash card memory is too small to accept the entire database, the CLI displays an error indicating that there is not enough memory.

- 1 Disable the MIPCD using LD 32.
- 2 Place a PCMCIA disk in the secondary drive B: of the first MIPCD.

- 3 Type the **SMaint (SM)** command.
- 4 Type **AR (Archive Database)** command) and follow the prompts.
- 5 Type **CR** to restart the MIPCD.
- 6 Enable the MIPCD using LD 32.

Example:

```
MReport, ARchivdb, REstordb, CRestart, ?: AR  
Backup Database? (Yes, (No)) Y  
Please wait, performing backup... completed.  
MReport, ARchivdb, REstordb, CRestart, ?: CR
```

Use the procedure below to restore the customer database to the MIPCD PCMCIA card in the lower PCMCIA drive A:. The files from the backup PCMCIA card in upper drive B are copied to the active PCMCIA card in the lower drive A:. Filenames are restored are specified in the DB Description file.

- 1 Place the backup PCMCIA disk in the MIPCD secondary drive B:.
- 2 Type the **SMaint (SM)** command to access the **System Maintenance** menu.
- 3 Type **RE** for the **Restore Database** command and follow the prompts.

Example:

```
MReport, ARchivdb, REstordb, CRestart, ?: RE  
Restore Database? (Yes, (No)) Y  
Please wait, performing restore... completed.  
MReport, ARchivdb, REstordb, CRestart, ?: CR
```

Upgrade the firmware or voice files

The firmware and voice files needed for MIPCD operation are stored on a PCMCIA card in lower drive A:. This card must be installed before the software upgrade command is executed.

A card with the new files is inserted into the upper drive B:. Those files are then copied onto drive A:. The old files are overwritten.

- **Voice files (language set):** To add a new language, all necessary voice files must also be copied before the MIPCD card is reset. If the necessary language directory is not loaded, the language is unavailable.
- **Firmware:** When the firmware upgrade includes a functionality change, a new keycode file must also be transferred. The administrator can also enter the keycode through the CLI.

To upgrade the firmware or voice files, do the following:

- 1 Insert the PCMCIA flash card with the new files into the top PCMCIA drive B:. The PCMCIA card must still be installed in the lower PCMCIA drive A:.
- 2 Enter **PAdmin (PA)** to access the **Software Upgrade** menu.
- 3 Follow the steps outlined in the example below.

```
PSweditor, SWupgrade, ?: SW
Software release: 03, issue: 07
Modify, Save, Cancel: M
Modify software? (Yes, (No)) Y
Modify, Save, Cancel: S
Installation of software in progress...
New s/w will be used following MIPCD restart.
Restart MIPCD? (Yes, (No)) Y
PSweditor, SWupgrade, ?:
```

- 4 After the upgrade is complete, remove the PCMCIA card from the upper PCMCIA drive B:.

Note 1: Because all upgrades (except voice files) are enabled by keycode, the new keycode file must also be transferred. The keycode can also be entered through the CLI.

Note 2: Restart the MIPCD to load the new firmware. The exception is for voice files, which do not require you to restart the card.

View maintenance reports

Maintenance reports are used to analyze system problems based on error messages compiled for a specified date. Use the **MReport** command to access these reports.

The selected date must be in the past, not future. Old files that exceed the report aging number of days are discarded. If a date entered is too old, an error message is displayed. If the date is within the correct date range, but there are no report entries for that day, a message indicating there are no entries is displayed.

- 1 Enter **sm** or **SM** or the full command (**SMaint**) to access the **System Maintenance** menu from the **Main Menu**.
- 2 Follow the instructions as shown in the example below.

Example: Display the maintenance report for March 15, 1996.

```
STest, MReport, SCon, ARchivdb, REstordb, CRestart, ?: mx
year(1996): 1996
month (11): 03
day (22): 15
1234:timer101 ch01 16:16:18:111 9000 "Num: 100 Timing Stop. 00."
1235: sig100 ch00 16:17:05:234 9900 "SIG: Q_APP in msg:0000005A"
0001:HW PCMCIA001 ln0077 ch01 16:25:29:836 PCMCIA card
inserted in socket 1
year (1996): .
STest, MReport, SCon, ARchivdb, REstordb, CRestart, ?:
```

- 3 To exit the report, enter "." (dot); to interrupt the report display, and enter ***<cr>** (asterisk and press **Enter**).

Note: All reports are time-stamped and contain information regarding the cause of the problem. After the data is displayed, the system returns to the *year-month-day* prompt using the last selected date as default.

Report format

The maintenance reports have the following format:

<serial number>: <MON_REPORT_ID> <channel #> <time>
<Applic_Manager_cycle> <Message Body>

Identify the card type in the field

In the system, the contents of the ID EEPROM is displayed by the **IDC** command in LD 32. MIPCD has a specific NT code burned in its ID EEPROM. The contents of this EEPROM can be read by the core software.

Replace the MIPCD card

To replace an MIPCD card, do the following:

- 1 Disable the faulty MIPCD card by loading LD 32 and executing the **DISC l s c** command, where **l** is the loop, **s** is the shelf or module, and **c** is the card in the module.
- 2 Remove the faulty MIPCD card.
- 3 Remove all PCMCIA cards from the faulty MIPCD card. Insert the PCMCIA card(s) into the replacement MIPCD card. The keycode installed on the original PCMCIA card is reused.
- 4 Transfer the Security Device from the faulty MIPCD card to the replacement.
- 5 Locate the card slot for installation of the replacement MIPCD card.

Table 11 lists the system module slots suitable for MIPCD installation.

Table 11
MIPCD installation by PE type

System modules	MIPCD card slots
NT8D37BA/EC IPE modules, NT8D11BC/ED CE/PE modules	All available IPE card slots.
NT8D37AA/DC IPE modules	0, 4, 8, and 12

- 6 Pull the top and bottom latches away from the MIPCD faceplate.

- 7 Insert the replacement MIPCD card into the card guides. Gently push the card until it makes contact with the backplane connector.
- 8 Push the top and the bottom latches towards the faceplate to insert and lock the card into the faceplate connector.
- 9 To enable the MIPCD card, load the Network and PE Diagnostic program LD 32. Type the **ENLC I s c** command, where **I** is the loop, **s** is the module or shelf, and **c** is the card to be enabled.

Diagnostic tools

Use the diagnostic tools to troubleshoot problems with the MIPCD. More than one of these tools can be used to diagnose a problem.

System diagnostic tools include the following:

- LED indicators
- Sanity monitoring
- Overlay commands

LED indicators

The LED indicator at the top of the MIPCD faceplate indicates the status of the card.

- If the MIPCD card functions correctly during start up, the LED blinks three times and stays ON.
- If the MIPCD card does **not** function correctly during start up, the LED turns ON and stays ON without blinking.
- The LED turns OFF when the card is software enabled.
- If the LED stays ON when the card is software enabled, the card is faulty or disabled.

Sanity monitoring

Sanity monitoring is a background routine that checks the operation of system resources, such as CPU activity and memory allocation.

- If the system performance has degraded to an unacceptable level, this background routine attempts to restore normal system operation.
- If normal operations cannot be restored, this routine resets the system.
- If the system reset is not effective, a full-board level reset is initiated.
- If the board level reset is unsuccessful, the maintenance LED stays ON.

Overlay commands

The system recognizes the MIPCD card as an Extended Digital Line card. All relevant system maintenance commands for an Extended Digital Line card are used with MIPCD (see Table 12).

System diagnostics are performed for every card as part of the daily routines. See *Large System: Maintenance* (553-3021-500) for more information.

Table 12
Commands to enable/disable MIPCD channels

LD 32 Commands	Operation performed
DISC/ENLC	Disable/Enable specified card
DISU ENLU	Disable/Enable specified channel
LOOP	Performs a network memory test, continuity test, and signaling test on the specified loop.
STAT	Get status of specified card/channel
LD 30 Command	Operation performed
UNTT	Performs self-test on the MIPCD

Use LD 32 to enable and disable ACD digital telephone set M2616.

MIPCD fault isolation and correction

MIPCD faults are cleared with the same procedures as other IPE cards. Refer to *Large System: Maintenance* (553-3021-500) for more information.

Table 13 details service problems specific to MIPCD cards. Use the two test procedures below to resolve these problems. Also refer to *Software Input/Output: Administration* (553-3001-311) for a list of messages and their description. Based on the code's description, take the appropriate action to resolve the problem.

If the problem is not resolved after all available diagnostic tools and test procedures are attempted, make a list of all the symptoms and contact the field service representative.

Table 13
MIPCD equipment problems

Symptoms	Diagnosis	Solution
Red LED on the MIPCD Card is permanently on.	Card is disabled or faulty.	Check the card status.
Display on the controller card shows fault codes.	Card faulty, failed self-test or communication problem with peripheral equipment.	Go to <i>Reset MIPCD card command</i> . Refer to <i>Software Input/Output: Administration</i> (553-3001-311) for a list of codes.
Error messages printed on the terminal or the system TTY.	Hardware or software problems with the MIPCD.	Note various error messages. Refer to <i>Software Input/Output: Administration</i> (553-3001-311) for a list of these messages and their description. Based on the code's description, take the appropriate action to resolve the problem.

Reset MIPCD card command

- 1 Software sends a reset message to the card if no channels are busy.
- 2 The card sets all appropriate resources to a disabled state and turns on the faceplate LED.
- 3 The MIPCD card resets.
- 4 The card LAN polls the card.
- 5 Card LAN requests configuration data.
- 6 The card returns configuration data (card type, signaling type, and TN mapping Type 2) and enables the DS-30X link.
- 7 Card LAN enables the DS-30X signaling channel.
- 8 The MIPCD card waits until the configuration data (trunk type, signaling type, and balance impedance) is received over the DS-30X. The data is then discarded.
- 9 The card enters its main program loop.

Hardware descriptions

MPU

The Micro Processor Unit (MPU) is the QUad Integrated Communications Controller (QUICC) MC68EN360 running at 25 MHz. The MPU is using a 128 Kbytes boot flash, downloading the firmware from the PC card to a 16 Mbytes Dynamic Random-Access Memory (DRAM). The communication to the card LAN and the Ethernet controller is done by the Serial Communication Channels (SCCs) and the maintenance port by the Serial Management Controller (SMC). The interfaces to the DS-30X is done by access to a voice memory buffer.

Digital Signaling Processor (DSP)

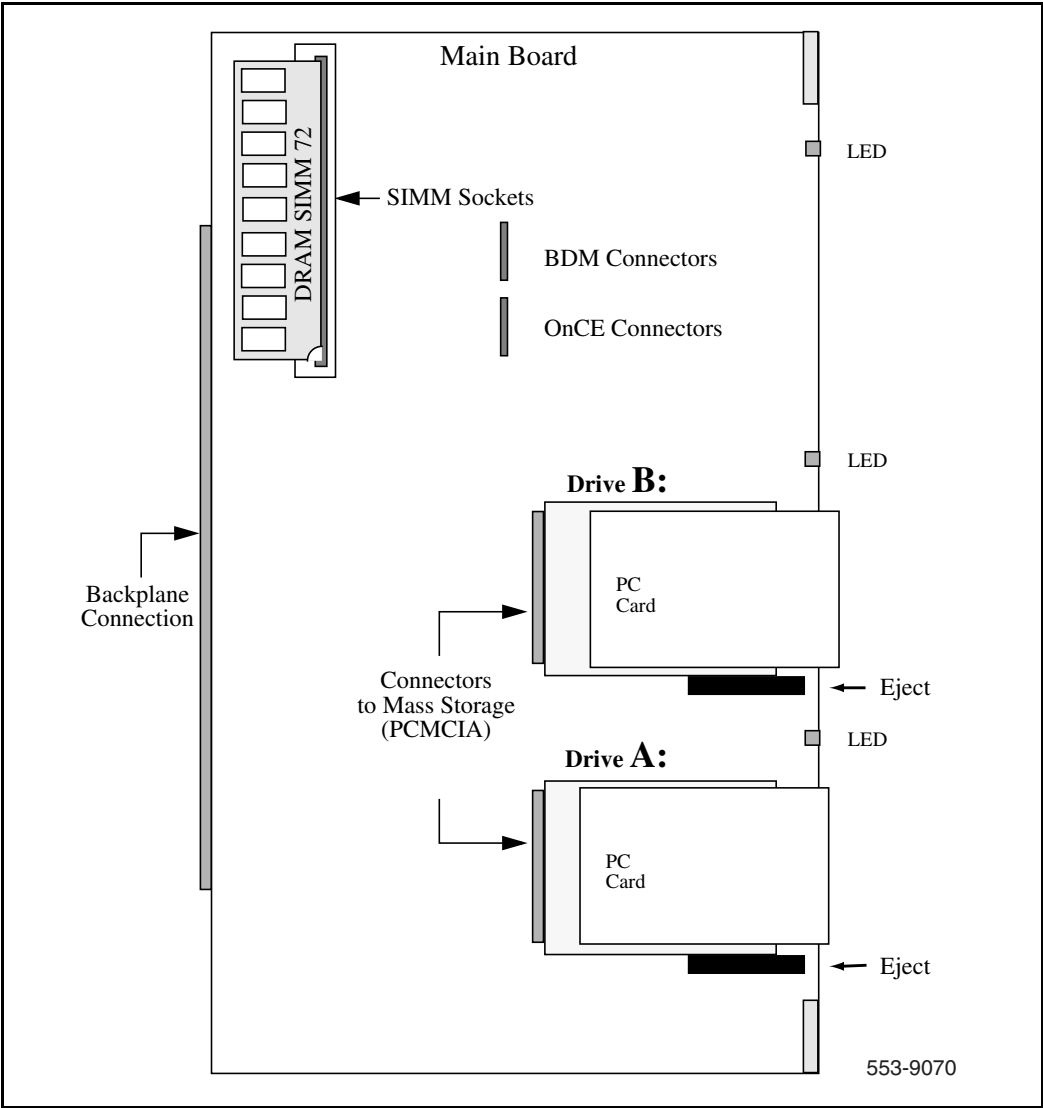
The DSP is a Motorola 56002 running at 66 MHz. The DSP has access to fast local memory. This memory is divided into program memory and two data memory areas. It also has access to a voice memory buffer, which is used to interface the DSP to the DS-30X. The DSP communicates with the MPU using a Host Interface (HI), and another set of memory buffers.

PCMCIA specifications

The mass storage interface is a PC card-compatible 520-MegaByte disk used to store the voice prompts and the MPU and DSP firmware. The MPU communicates with the PC card through a CL-PD6720 (CIRRUS LOGIC PCMCIA host adapters). MIPCD has two PCMCIA sockets.

The lower disk drive (drive A:) is the main operation disk. It contains firmware files, database files, log files, and voice prompt files. It must always be present. The upper disk (drive B:) is used for upgrades and backup. It can be removed when not in use.

Figure 32
MIPCD side view



Appendix A: Maintenance terminal cable pin assignments

Table 14 lists the pin assignments for the maintenance terminal cable that connects the IPE module I/O panel connector to the null modem for direct terminal connection. Use this table to connect a modem for a remote maintenance terminal connection.

Table 14
A0660348 maintenance cable (Part 1 of 2)

J2 Pin Number (DB 25-pin Connector)	J1 Pin Number (50-pin I/O Panel Connector)	Description
1	25	Reserved
2	22	RS-232 Tx
3	20	RS-232 Rx
4	18	Reserved
5	10	Reserved
6	16	Reserved
7	21	GND
8	17	Reserved
9	11	Reserved
10	24	LAN_Tx+
11	49	LAN_Tx-

Table 14
A0660348 maintenance cable (Part 2 of 2)

J2 Pin Number (DB 25-pin Connector)	J1 Pin Number (50-pin I/O Panel Connector)	Description
12	12	Reserved
13	23	LAN_Rx+
14	48	LAN_Rx-
15	13	Reserved
16	14	Reserved
17	15	Reserved
18	36	Reserved
19	37	Reserved
20	19	Reserved
21	38	Reserved
22	39	Reserved
23	40	Reserved
24	41	Reserved
25	N.C.	Not Connected

NT5D52AB/BB Ethernet adapter pinout

Table 15 lists the pinout for the NT5D52AB/BB Ethernet adapter.

Table 15
NT5D52AB/BB Ethernet adapter pinout

Connector	Pin	Description
9-pin for CRT	2	RS-232 TX
	3	RS-232 RX
	5	GND
RJ-45 Ethernet	1	LAN_TX +
	2	LAN_TX -
	3	LAN_RX +
	6	LAN_RX -

Appendix B: Product integrity

Contents

This section contains information on the following topics:

Reliability	123
Environment specifications	123
Electrical regulatory standards	125

Reliability

The MIPCD card Mean Time Between Failure (MTBF) is better than 20 years.

Environment specifications

Measurements of performance in regards to temperature and shock were made under test conditions as described in Table 16 on [page 124](#).

The MIPCD pack is capable of withstanding the following environmental conditions without any performance degradation or damage. The phrase “short term” means 72 consecutive hours with a maximum of 15 days per year. The temperatures indicated in Table 16 are used for the environment of the circuit pack and not for the total system. The following environmental parameters are affected by the presence of the PCMCIA disk (Viper 8340PA of INTEGRAL). The card without the disk has better performance.

Temperature-related conditions

Table 16 displays the acceptable temperature and humidity ranges for the MIPCD.

Table 16
MIPCD environmental specifications

Specification	Minimum	Maximum
Normal Operation		
Operating temperature	0° C	45° C
Short-term operating temperature	0° C	50° C
Relative humidity	5% to	90% (non-condensing)
Rate of change	Less than 1° C per three minutes	
Storage		
Relative Humidity	5%	95% (non-condensing)
Temperature	-40° C to +70° C, non-condensing	
Temperature Shock		
In three minutes	-40° C	25° C
In three minutes	25° C	70° C
	-40° to 70° C, non-condensing	

Electrical regulatory standards

The following three tables list the safety and electromagnetic compatibility regulatory standards for the MIPCD by geographic region. Specifications for the MIPCD meet or exceed the standards listed in these regulations.

Safety

Table 17 lists the safety regulations met by the MIPCD by country/region.

Table 17
Safety regulations

Regulation Identifier	
UL 1459	Safety, United States, CALA
CSA 22.2 225	Safety, Canada
EN 41003	Safety, International Telecom
EN 70950/IEC 950	Safety, International
BAKOM SR 784.103.12/4.1/1	EMC/Safety (Switzerland)
AS3260, TS00–TS004, TS006	Safety/Network (Australia)
JATE	Safety/Network (Japan)

Electromagnetic compatibility (EMC)

Table 18 lists electromagnetic emissions regulations met by the MIPCD card.

Table 18
Electromagnetic emissions (Part 1 of 2)

Regulation Identifier	
FCC part 15 Class A	United States Radiated Emissions
CSA C108.8	Canada Radiated Emissions
EN50081-1	European Community Generic Emission Standard

Table 18
Electromagnetic emissions (Part 2 of 2)

Regulation Identifier	
EN55022/CISPR 22 CLASS B	Radiated Emissions (Basic Standard)
BAKOM SR 784.103.12/4.1/1	EMC/Safety (Switzerland)
SS-447-20-22	Sweden EMC standard
AS/NZS 3548	EMC (Australia/New Zealand)
NFC 98020	France EMC standard

Table 19 lists electromagnetic immunity regulations met by the MIPCD card.

Table 19
Electromagnetic immunity

Regulation Identifier	
CISPR 22 Sec. 20 Class B	I/O conducted noise
IEC 801-2 (level 4)	ESD (Basic Standard)
IEC 801-3 (level 2)	Radiated Immunity (Basic Standard)
IEC 801-4 (level 3)	Fast transient/Burst Immunity (Basic Standard)
IEC 801-5 (level 4, preliminary)	Surge Immunity (Basic Standard)
IEC 801-6 (preliminary)	Conducted Disturbances (Basic Standard)
BAKOM SR 784.103.12/4.1/1	EMC/Safety (Switzerland)
SS-447-20-22	Sweden EMC standard
AS/NZS 3548	EMC (Australia/New Zealand)
NFC 98020	France EMC standard

List of terms

ACD

Automatic Call Distribution

AS

American Standard

ASIC

Application Specific Integrated Circuit

ATA

Analog Terminal Adapter

AVTS

Application Voice & Tone Server

BUI

Browser User Interface

BUS

Broadcast and Unknown Server

CALA

Caribbean and Latin America

CCITT

The International Telegraph and Telephone Consultative Committee

CDR

Call Detail Recording

CE

Common Equipment

CE-MUX

Common Equipment MULTipleXed

CFXA

Call Forward eXternal Allow

CLI

Command Line Interface

CLID

Calling Line IDentification

CO

Central Office (Public Switch)

CP

Call Processor

CPU

Central Processing Unit (Main Processor)

CRT

Continuous Ring Tone

CSA

Canadian Standards Association

dB

Decibel

dBm	Decibel (w.r.t) Milliwatt
DID	Direct Inward Dialing (from CO to PABX)
DIP	Dual In-Line Package
DMA	Direct Memory Access
DN	Directory Number
DRAM	Dynamic Random-Access Memory
DS-30X	A 32-time slot (10 bits per time slot, 8000 time slots per second) link between the controller and IPE peripheral cards, serving both for voice connections and signaling connection to the CPU
DSP	Digital Signal Processor
DTMF	Dual-Tone Multi-Frequency
EEPROM	Electrically Erasable Programmable Read-Only Memory device
EES	End-to-End Signaling
EMC	Electromagnetic Compatibility

ESD

Electro-Static Discharge

ESN

Electronic Switched Network

FCC

Federal Communications Commission

FTP

File Transfer Protocol

GUI

Graphical User Interface

HI

Host Interface (for example, DSP56002)

ID

IDentification

INI

INItialization

IEC

International Electro-Technical Commission; based in Geneva, Switzerland

I/F

Interface

I/O

Input/output

IP

Internet Protocol (layer of TCP/IP)

IPE	Intelligent Peripheral Equipment (i.e. Viking)
LAN	Local Area Network
LCA	Logic Cell Array
LED	Light Emitting Diode
OOS	Out of Service
Mbps	Megabits per second
Mbyte	1,048,576 megabytes
MDF	Main Distribution Frame
MIPCD	Meridian Integrated Personal Call Director
MMI	Man-Machine Interface
MPU	Micro Processor Unit on cards (not the CPU)
MSD	Mass-Storage Device (for example, a disk)
MTBF	Mean Time Between Failure

NEBS

Network Equipment Building System

NFC

New Flexible Code

NTP

Nortel Networks technical publication

OA&M

Operation, Administration, and Maintenance

PBX

Private Branch Exchange

PC

Personal Computer

PCI

Present Call Information

PCM

Pulse Coded Modulation

PCMCIA

PC Memory Card International Association

PE

Processor Element

PGA

Pin Grid Array

PRD

Product Requirements Document

RISC	Reduced Instruction Set Computer
ROM	Read-Only Memory
R/W	Read-Write
SCC	Serial Communication Channel
SIMM	Single In-Line Memory Module
SMT	Surface Mounting Technology
SOS	Support Operating System/Switch Operating System
SR	Service Request
SRAM	Static Random Access Memory
SSD	Signal Scan & Distribution; the generic name for messages from the MSL-1 CPU and Peripheral Equipment cards
TCM	Time Compression Multiplexing
TN	Terminal Number

TCP/IP

Transmission Control Protocol / Internet Protocol.

TTY

Teletypewriter

TUI

Telephony User Interface

UART

Universal Asynchronous Receiver/Transmitter

UI

User Interface

User

An MIPCD user; the MIPCD administrator defines the list of users

XDLC

eXtended Digital Line Card

XPEC

eXtended Peripheral Equipment Controller

XT

eXtended Tone

XUS

X-Calibur Universal Server; an IPE card for tone and announcement services, developed by Telrad

X12

Signalling mechanism between XDLC and XPEC

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Meridian 1, Succession 1000,
Succession 1000M

Meridian Integrated Personal Call Director

Description, Installation,
Administration, and Maintenance

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Publication number: 553-3001-361

Document release: Standard 1.00

Date: October 2003

Produced in Canada

