Meridian 1

# Meridian Companion

## Administration Terminal Operations Guide

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# Using the Administration Terminal

This guide is designed for system administrators using the Administration Terminal to program and maintain a Meridian Companion system.

***Note:*** If you are using Companion Manager to program and maintain a Meridian Companion system, refer to *Companion Manager Installation and Operations Guide*.

## Administration Terminal layout

### Feature and Release buttons

Feature Use the Feature button to begin a programming session on the Administration Terminal.

Rls Use the Release button to end a programming session on the Administration Terminal.

### Display buttons

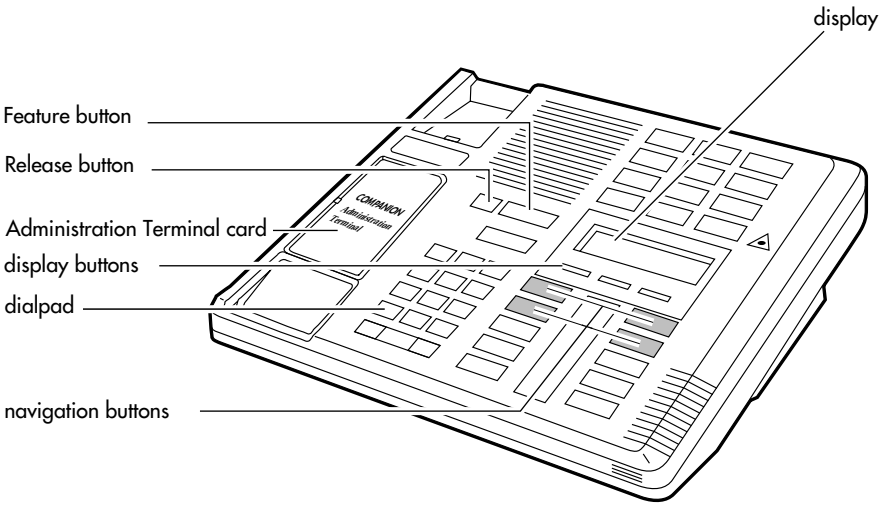
The Administration Terminal has three display buttons directly below the display. During programming, these display buttons provide further options for the top line of text on the display. Available options are shown on the bottom line directly above the corresponding display button.

- The options above the display buttons are indicated in this guide in a special underlined typeface (for example, OK).
- The other text in the display is shown in the special typeface but not underlined (for example, Minutes).

## Dialpad

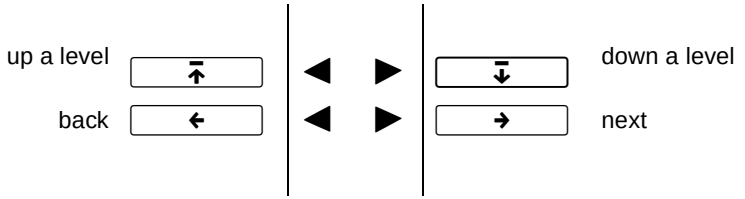
You use the Administration Terminal's dialpad buttons to enter feature codes and to select digits or letters when you need to enter a value on a display.

**Figure 1: Administration Terminal**




## Navigation buttons

The four navigation buttons below the display buttons allow you to search through programming options. When a navigation button is available, an arrow (◀ or ▶) appears in the window beside it. The navigation buttons are arranged as follows:




If the navigation buttons on your Administration Terminal do not correspond to this arrangement, remove the button caps and place them on the correct buttons. The blank buttons below the navigation buttons do not provide any features.

## Administration Terminal display

The Administration Terminal has a two-line, 16-character display. The top line on the display shows you text to assist you during programming and shows characters as you enter them. The bottom line shows functions you can select by pressing one of the three buttons (called softkeys) directly below the display.

### Adjusting the contrast

If you find the Administration Terminal's display difficult to read, adjust the contrast.

***Note:*** You cannot adjust the contrast during a programming session.

1. Press Feature * 7 .
2. The display shows `Contrast level` followed by the current contrast level shown as a digit.
3. Press any dialpad button (1 through 9) or DOWN or UP to select a new contrast level.
4. Press OK or Rls to select the contrast level you want.

# Recording and reporting alarm messages

Alarm messages appear on the display when an alarm is raised by the Meridian Companion system. Your Meridian Companion distributor uses the alarm messages to diagnose problems.

This is an example of an alarm message:

```
Alarm:    51-3
TIME      CLEAR
```

## Alarm message reporting procedure

1. Record the alarm message.
2. Press TIME and record the time and date displayed.
3. As soon as you record this information, press CLEAR.
4. Call your system distributor to report the alarm message.

# Programming the Meridian Companion system

## Changing the Administration password

The Administration password, which is a combination of one to six characters, is used on the Administration Terminal to access an Administration programming session. The default password is 9 9 9 9 . You should change this password after system installation and record it in *Meridian Companion Programming and Provisioning Record.*

1. Press Feature * * 9 and enter the Administration password. The display shows `1. Registration` .
2. Press → until the display shows `4. Passwords` .
3. Press ↓ . The display shows `Admin. password` .
4. Press CHANGE . The display shows `New pswd:` .
5. Enter up to six digits for the new password. Use BKSP for corrections.

> **ATTENTION!**
>
> If you leave the Administration password blank (by entering no digits in step 5), the password will be erased. If you erase the password, anyone can enter Administration programming without restriction.

6. Press OK to confirm the new password. The display shows `Re-enter:` .

7. Reenter the new password and press OK .

   The display shows Password changed . If the display shows Pswd not changed, you did not enter the same password again. Go back to step 4.

8. Record the new password in *Meridian Companion Programming and Provisioning Record*.

9. To continue in Administration programming, press → . To exit, press Rls .

## Changing the Registration password

The Registration password, which is a combination of one to six characters, is used when registering portables on the system. The default password is 7 2 3 4 6 . Record the password in *Meridian Companion Programming and Provisioning Record.*

1. Press Feature * * 9 and enter the Administration password. The display shows 1. Registration .

2. Press → until the display shows 4. Passwords .

3. Press ↓ . The display shows Admin. password .

4. Press → . The display shows Reg. password .

5. Press CHANGE. The display shows New pswd: .

6. Enter a new one- to six-digit Registration password. Use BKSP for corrections.

7. Press OK . The display shows Re-enter: .

   ***Note:*** If you do not enter any digits and press OK , the display shows Pswd not changed .

8. Reenter the digits and press OK . The display shows Password changed .

   If the display shows Pswd not changed , you did not reenter the same password. Go back to step 5.

9. Record the new Registration password in *Meridian Companion Programming and Provisioning Record*.

10. To continue in Administration programming, press [→] . To exit, press [Rls] .

# Changing the system time and date

Program the time and date as soon as your system is operating, and adjust the time and date whenever necessary. You will need to reprogram the time (and other settings) if the system has been powered down for maintenance or for seasonal changes.

***Note:*** The Meridian Companion system maintains its own time management system independent of the Meridian 1 system. The Meridian Companion system time must be set separately.

## Setting the system time

1. Press [Feature] [*] [*] [9] and enter the Administration password. The display shows **1. Registration** .
2. Press [→] until the display shows **3. Time and Date** .
3. Press [↓] . The display shows **Time** and the current setting.
4. Press **CHANGE** . The display shows **Hour:** . If you do not want to change the hour, go to step 7.
5. Press **CHANGE** . The display shows **Hour:** .
6. Enter the hour in 12- or 24-hour format, as one or two digits. (The Administration Terminal shows the time in 12-hour format.)
7. Press [→] . The display shows **Minutes:** .

   If you do not want to change the minutes, press [→] twice to continue in the Administration session. To exit, press [Rls] .
8. Press **CHANGE** . The display shows **Minutes:** .
9. Enter the minutes as one or two digits.
10. Press [→] . If you entered an hour less than or equal to 12, the display prompts you with **AM** or **PM** . Press **CHANGE** to select AM or PM.
11. Press [→] to continue in Administration programming. To exit, press [Rls] .

### Setting the system date

1. Press Feature * * 9 and enter the Administration password. The display shows `1. Registration` .
2. Press → until the display shows `3. Time and Date` .
3. Press ↓ . The display shows `Time` and the current setting.
4. Press → . The display shows `Date` and the current setting.
5. Press CHANGE . The display shows `Year:` . If you do not want to change the year, go to step 8.
6. Press CHANGE. The display shows `Year:` .
7. Enter the last two digits of the year.
8. Press → . The display shows `Month:` . If you do not want to change the month, go to step 11.
9. Press CHANGE . The display shows `Month:` .
10. Enter the month as one or two digits.
11. Press → . The display shows `Day:` . If you do not want to change the day, go to step 14.
12. Press CHANGE . The display shows `Day:` .
13. Enter the day of the month as one or two digits.
14. Press → to continue in Administration programming. To exit, press Rls .

## Programming Transfer on Radio Loss

If a portable user moves out of the coverage area or the portable's batteries fail, the radio connection may be lost. You can program the system to transfer calls to another number if a portable loses its radio connection.

***Note:*** There can be a delay of about 10 seconds between the time the link is lost and the time the call is transferred.

You can program a system default telephone number that all portables can use (for example, the receptionist's telephone number). You can also program exceptions to the system default telephone number. For example, you can

program a portable so that it routes lost calls to the individual's secretary or answering machine rather than to the receptionist.

## Programming system-wide Transfer on Radio Loss

1. Press Feature * * 9 and enter the Administration password. The display shows `1. Registration` .
2. Press → . The display shows `2. User Options` .
3. Press ↓ . The display shows `Radio loss hdlng` .
4. Press ↓ to specify a default phone number. The display shows `Change Default` .
5. Press ↓ . The display shows `Dflt:None` or `Dflt:` followed by the default number.
6. Press CHANGE .
7. Enter up to 16 digits for the default phone number using 0 to 9 and *. The * will add a two second pause. Use BKSP for corrections.
8. Press OK to confirm the phone number. The display shows `Change Default` .

   ***Note:*** If you do not enter digits and press OK , `Dflt: None` appears. Go back to step 7.
9. Record the default phone number for Transfer on Radio Loss in *Meridian Companion Programming and Provisioning Record*.
10. Press ↑ to continue in Administration programming. To exit, press Rls .

## Programming Individual Transfer on Radio Loss

There are three settings for individual lines:

- None: The call is not transferred if the link is lost.
- Default: The call is transferred to the phone number chosen for the whole system.
- nnn: A specific phone number to which a call is transferred if a link is lost.

1. Press Feature * * 9 and enter the Administration password. The display shows `1. Registration` .
2. Press → . The display shows `2. User Options` .
3. Press ↓ . The display shows `Radio loss hdlng` .
4. Press ↓ to specify a default phone number. The display shows `Change Default` .
5. Press → . The display shows `Change WTN:` .
6. Enter the wireless terminal number (WTN). The display shows `Wccuu:None` or `Wccuu:` followed by the phone number.
7. Press CHANGE to specify a new phone number or press DFLT to specify the default phone number.
8. Enter up to 16 digits for the phone number using 0 to 9 and the *. The * will add a 2-second pause. The DFLT softkey appears only if a default phone number has been previously specified. Use BKSP for corrections.
9. Press OK to confirm the phone number. The display shows `WTN ccuu:` followed by the number.

   ***Note:*** If you do not enter digits and then press OK , the phone number is deleted and `Wccuu: None` appears on the display. Go back to step 7.
10. Press → to go to the next WTN.
11. Record the individual Transfer on Radio Loss defaults in *Meridian Companion Programming and Provisioning Record*.
12. Press → or ← to search through the WTNs.
13. To continue in Administration programming, press ↑ . To exit, press Rls .

# Registering portable telephones

Registering portable telephones on a Meridian Companion system involves

- enabling the system for registration
- registering each portable individually
- verifying the operation of each portable

If a portable does not operate properly after registration, see “Troubleshooting portable telephones” on page 15.

You can register up to 32 portables for each Meridian Companion card on the system. For systems prior to Meridian Companion with Enhanced Capacity (Package 350 and feature MC32 on Release 24), you can register up to 16 portables per card. The Meridian Companion Base Station Card is an exception. It supports only Base Stations.

## Enabling the system for registration

1. Press Feature * * 9 and enter the Administration password. The display shows `1. Registration` .
2. Press ↓ . The display shows `Mstr Reg Enbl:`
3. Press CHANGE until the display shows `Mstr Reg Enbl: Y`.

## Locking Registration on (optional)

`Mstr Reg Enbl:` automatically returns to `N` 30 minutes after the last registration. It is recommended that you allow Registration to time out in most circumstances. Leaving Registration enabled can interfere with registration in

neighboring systems. However, if you are registering a large number of portables and do not want registration to time out, you can lock it on.

1. On the Administration Terminal, press Feature * * 9 . The display shows `Password:` .
2. Enter the Administration password (default password is 9 9 9 9 ). The display shows `1. Registration` .
3. Press ↓ until the display shows `Mstr Reg Enbl:` .
4. If required, press CHANGE until the display shows `Mstr Reg Enbl: Y` .
5. Press → until the display shows `Reg Locked: N, Y`
6. Press CHANGE until the display shows `Reg Locked: Y`.

## Registering the portable telephones

For registration information, refer to the registration instructions for your portable telephone.

## Ensuring the availability of a wireless terminal number

With Release 24/Package 350, 32 WTNs are available for each Meridian Companion card in the system. Only one portable telephone can be registered with any WTN.

When you register a portable telephone, you assign it a WTN that corresponds to the portable user's telephone number. If another portable is already registered to that line number, registration will fail.

1. Press Feature * * 9 and enter the Administration password. The display shows `1. Registration` .
2. Press ↓ . The display shows `Mstr Reg Enbl:` followed by the Master Registration setting.
3. Press → . The display shows `WTN Reg. Status` .
4. Press ↓ . The display shows `Show WTN:` .
5. Enter the four-digit WTN. The display shows `Wccuu:` followed by the current status (`available` or `registered`) of that WTN.
6. Press ← or → to search through WTNs.

7. To continue in Administration programming, press [↑] . To exit, press [Rls] .

## Deregistering a wireless terminal number

If you want to reuse a WTN that is already registered, you must first deregister that WTN. Deregistration makes the WTN available for registration.

Deregister a portable when it must be replaced due to loss or breakage or when you want to assign it to another person.

***Note:*** This procedure does not clear registration data in the portable.

1. Press [Feature] [*] [*] [9] and enter the Administration password. The display shows `1. Registration` .
2. Press [↓] . The display shows `Mstr Reg Enbl:` followed by the Master Registration setting.
3. Press [→] . The display shows `WTN Reg. Status` .
4. Press [↓] . The display shows `Show WTN:` .
5. Enter the four-digit WTN. The display shows `ccuu:registered` .
6. Press `DEREG` . The display shows `ccuu:available` .
7. To continue in Administration programming, press [↑] . To exit, press [Rls] .

## Ending Administration programming

After registering all the portables, turn off Administration programming on the Administration Terminal.

1. Press CHANGE until the display shows `Mstr Reg Enbl:N`.
2. Press [Rls] . The display shows `End of session`.

***Note:*** Administration programming turns off 30 minutes after the last successful registration unless you lock it on.

# Troubleshooting portable telephones

| Problem | Causes | Recommended actions |
|---|---|---|
| No link. Link icon does not light up. | • Batteries are defective, not charged, or not installed.<br>• Base Station is out of range or defective.<br>• The portable is not registered.<br>• All Base Stations are busy. | • Refer to the user guide for your portable to replace, charge, or install batteries.<br>• Ask Technical Support for assistance.<br>• Refer to the portable telephone registration instructions.<br>• Try the call again or move to another cell. |
| Link is established but you hear no dial tone. | • Telephones are configured for MADN but the other telephone is off- hook.<br>• There is a Meridian 1 programming problem. Line is enabled but not configured. | • Ensure the other telephone is on-hook.<br>• Refer to the Meridian 1 documentation to check that the Meridian 1 system is programmed correctly. |
| Link is established but there is overflow tone. | • The Line Module of the Meridian Companion system is disabled or defective.<br>• The Meridian 1 TN or card is disabled or defective. | • Ask Technical Support for assistance.<br>• Refer to the Meridian 1 documentation for information about correcting the Meridian 1 problem. |

| Problem | Causes | Recommended actions |
|---|---|---|
| Poor voice quality or frequent call drops. | • Portable problem.<br>• System problem. | • Try another portable.<br>• If problem does not exist with new portable, the original portable is defective and must be replaced.<br>• If problem still exists, it is related to the system (poor coverage). Report problem to Technical Support. |
| Link flashes. Portable gives visual and audio indication that call has failed. | Portable has accessed a Base Station that is too far away. | • Try the call again. |
| Portable appears to be registered but doesn't work | Portable is registered to a system other than the one you want | • Use the System key on the portable to change to another system<br>• Compare the system LID to the system LID of a working portable<br>• Deregister the portable from the wrong system. Turn Registration off on the wrong system. Register the portable to the right system |

# Informing your users

Each portable user receives a card describing the basics of using the portable telephone. Add the following information to these cards before distributing them to users:

- Write your name and telephone number so that users can contact you for information about the system.
- Write the special prefix (SPRE) for the Meridian 1 system.
- If flexible feature codes (FFCs) are used on the Meridian 1 system, record them for the features available for each user.

### Distributing the portables

- Inform your users that voice quality degrades and calls may drop if they move out of the coverage area.
- Remind your users to review the information in the portable telephone user guide about how to charge batteries.
- Show your users how to switch from one system to another if the portables have been registered to more than one Meridian Companion system.
- If their portable has been twinned with a desk telephone, tell your users whether Wireless Privacy has been activated.
- Inform your users how to switch calls between a desk telephone and a portable telephone.
- Inform your users of Meridian 1 switch features that can be accessed by portables.

# Administration programming overview

The following table summarizes the settings available when you are in an Administration session.The letters "ccuu" represent Meridian 1 card and unit addresses. A value that you must enter is shown in *italics*. Default values are in **bold**.

| B.Administration |
| --- |
| 1. Registration<br>Mstr Reg. Enbl: N, Y<br>*set to N unless portables are being registered*<br>Total and available Portable Credits<br>WTN Reg. Status<br>WTN *enter a four-digit wireless telephone number*<br>ccuu Registered, ccuu Available<br>DEREG<br>Reg Locked: N, Y |
| 2. User Options<br>Radio loss hdlng<br>Change Default<br>Change WTN: *enter a four-digit Wireless Terminal N number* |

B.Administration

3. Time and Date

Time 1:00 at system startup on current system time

Hour: *enter the correct hour as one or two digits*

Minutes: *enter the correct minutes as one or two digits*

AM, PM

Date

Year: *enter the last two digits of the correct year*

Month: *enter the correct month as one or two digits from 1 to 12*

Day: *enter the correct day as one or two digits from 1 to 31*

4. Passwords

Admin. password 9 9 9 9

New pswd: *enter a new Administration password, to a maximum of six digits*

Re-enter: *enter the new Administration password again*

Password changed, Pswd not changed

New pswd: *do not enter any digits*

Password erased

Reg. password 7 2 3 4 6

New pswd: *enter a new Registration password, to a maximum of six digits*

Re-enter: enter the new Registration password again

Password changed, Pswd not changed

New pswd: *do not enter any digits*

Password erased

Meridian 1

# Meridian Companion

## Administration Terminal Operations Guide

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