

NP Admin Mailbox Administrator's Guide

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1 NP Admin and NuPoint Messenger

NP Admin is a mailbox administration tool that you use in a client-server relationship on a Microsoft Windows PC client in conjunction with NuPoint Voice™ on the NuPoint Messenger™ server. NP Admin connects to the server over a TCP/IP network. Use NP Admin to create and maintain mailboxes, create and maintain billing, and gather statistics for your server.

Requirements

The NP Admin client PC must meet these specifications:

Hardware

- 133 MHz Intel Pentium processor or better
- 32 MB RAM, 64 MB desired
- 50 MB available on hard disk
- Ethernet card
- VGA display

Note: The scroll wheel on a mouse is not supported.

Software

- Microsoft Windows NT 4.0 or greater, or Windows 95 or 98
- Microsoft Access 2000 database software
- Winsock and TCP/IP stack

The NuPoint Messenger server must meet these specifications:

Hardware

- Ethernet card
- 64 MB RAM

Optional Feature Software

- NP Admin Server
- Unified TCP/IP

Network Performance

Using NP Admin to administer mailboxes over a TCP/IP network can be slower than using NuPoint Voice on the NuPoint Messenger server. These conditions may slow performance:

- High network traffic on the LAN or WAN
- Multiple clients are accessing one server or one client is accessing multiple servers
- The server is processing a large volume of calls or another server-intensive task, such as gathering statistics

Installing NP Admin

In order to run, NP Admin software must be installed on both your client PC and the NuPoint Messenger server.

Installing NP Admin on the Client

To install NP Admin on the Client PC, obtain the three client installation diskettes and follow these steps:

1. Close all applications on your PC.
2. Insert NP Admin Installation diskette #1 in your floppy drive.
3. Click **Start**, select **Run**, then browse to your floppy drive, and select Setup.exe.
4. Click **OK**.
5. Follow the instructions on-screen, inserting additional diskettes when prompted.

Installing NP Admin on the Server

To install NP Admin on the NuPoint Messenger Server, see the *Installation and Service Manual*, chapter 3, and follow the steps to install an optional feature.

Running NP Admin With NuPoint Voice

Before you run NP Admin, contact your network or server administrator for the name and IP address of the NuPoint Messenger server and your user name and password.

Defining a Server

1. From the File menu, choose New server.
2. At the New Server dialog, enter the name and IP address for the server, then click **OK**.
3. At the Login dialog, enter your user name and password, then click **OK**.

Messages indicate the connection progress.

Connecting to a Server

1. From the File menu, choose Connect server.
2. At the Connect Server dialog, select a server, then click **OK**.
3. At the Login dialog, enter your user name and password, then click **OK**.

Messages indicate the connection progress.

Working on a Server

- To create or modify mailboxes, see chapter 2.
- To create or modify system parameters, such as classes of service or billing, see chapter 3.
- To work in a database format in MS Access, see chapter 4.
- To troubleshoot a problem, see chapter 5.

2 Mailboxes

This chapter describes how to administer mailboxes with NP Admin, including creating and modifying mailboxes and mailbox templates; maintaining the address book (a database of all mailboxes on the server); and working with Unified Integration mapping.

Selecting Mailboxes in NP Admin

While working in the various dialogs in NP Admin, you can select either a single mailbox or multiple mailboxes; Table 1 shows examples. To select consecutive mailboxes, enter the start and end numbers, separated by a dash (-). To select non-consecutive mailboxes, enter the numbers, separated by a commas (,) or spaces. You can mix dashes, commas, and spaces to select mailboxes.

Table 1 Mailbox Selection Examples

Enter These Mailbox Number(s)	To Create or Modify These Mailboxes
4441	4441
4441 4442 4443	4441 through 4443
4441,4442,4443	4441 through 4443
4441-4443	4441 through 4443
4441,4443-4445	4441 and 4443 through 4445
4441 4443-4445,5000 5002	4441, 4443 through 4445, 5000, and 5002

Creating Mailboxes

1. From the Mailbox menu, select New.
2. At the Create mailbox(es) dialog, enter the mailbox number(s). See Table 1 and Figure 1.

Figure 1 Create Mailbox(es) Dialog

- (a) To populate the mailbox with settings from a template or another mailbox, click **Template or Existing mailbox**.
 - (b) To configure a single mailbox at this time, click **Mailbox Details**. Go to the “Modifying Mailboxes” section.
3. Click **Create**. The Mailbox creation result dialog appears and lists the new mailbox(es). Click **Close**.

Modifying Mailboxes

Reaching the Mailbox Modification Dialog

1. To modify a single mailbox, from the Mailbox menu, select Open.
To modify a range of mailboxes, from the Mailbox menu, select Modify range.
2. At the Mailbox dialog, enter the mailbox number(s). See Figure 2. For format information, see Table 1.

Figure 2 Mailbox Dialog

3. Click **Read**.

Configuring Mailbox Parameters

Configure the mailbox(es) according to the information in the configuration worksheets. Blank worksheets are located in the *Reference and Configuration Manual*.

1. In the Mailbox dialog, click a tab to set a groups of parameters.

General

Enter general information in the upper pane. Check mailbox statistics in the lower pane. See Figure 2.

- (a) Enter the user name, department, and such.
- (b) For new users, enable the mailbox tutorial and set a passcode.

Classes of Service (COS)

Select the FCOS, LCOS, GCOS, RCOS, NCOS, and TCOS. In a new mailbox, all COSs are set to 1, the default. See Figure 3.

Figure 3 Mailbox Configuration Dialog, COS Tab

- (a) From the drop-down list for each Class of Service, select a COS number, from 1 through 64.
- (b) If you want to check the features or parameters for a COS, click **Details**.
- (c) If you need to create or modify classes of service, go to chapter 3.

Note: For details about COSs, see the *Reference and Configuration Manual*, chapters 7 and 8.

Message Waiting

Set message waiting types 1, 2, and 3. The message waiting indicators for some integrations, including TNPP, must be configured in NuPoint Voice. Some types of message waiting indicators require additional configuration at the PBX. See Figure 4.

Figure 4 Mailbox Configuration Message Waiting Tab

- (a) Choose message waiting types 1, 2, and 3.
- (b) If you can configure details for the message waiting type (**Details** is active), configure the details.

Note: For details about message waiting, see the *Reference and Configuration Manual*, chapter 5.

Outdial Applications

Configure any of six Outdial Applications.

- (a) In the Fax tab, set the access type for outdialed fax calls and enter a default fax number. See Figure 5.

Note: For details about fax, see the *NuPoint Fax Manual*.

Figure 5 Mailbox Outdial Configuration, Fax Tab

- (b) In the NP WakeUp tab, enable wakeup, then set the frequency and interval for wakeup calls, enter the phone number (if different than the extension), and set the access type. See Figure 6.

Note: For details about NP WakeUp, see the *NP WakeUp Manual*.

Figure 6 Mailbox Outdial Configuration, Wakeup Tab

- (c) In the Pager tab, select primary and alternate pagers, then click **Details** to set parameters for each pager. See Figure 7.

Note: For details about pagers, see the *Reference and Configuration Manual*, chapter 4.

Figure 7 Mailbox Outdial Configuration, Pager Tab

- (d) In the Message Delivery tab, select primary and alternate message delivery (see Figure 8), then click **Details** to set parameters for each delivery method.

Note: For details about message delivery, see the *Reference and Configuration Manual*, chapter 4.

Figure 8 Mailbox Outdial Configuration, Message Delivery Tab

- (e) In the Call Placement tab, set the access type for placing calls. See Figure 9.

Note: For details about call placement, see the *Reference and Configuration Manual*, chapter 4.

Figure 9 Mailbox Outdial Configuration, Call Placement Tab

- (f) In the Access Types tab, define Internal, Billed and Unbilled access types. See Figure 10.

Note: For details about access types, see the *Reference and Configuration Manual*, chapter 4.

Figure 10 Mailbox Outdial Configuration, Access Types Tab

Pers. Distr. Lists. (Personal Distribution Lists)

Configure Personal Distribution Lists for the mailbox(es). See Figure 11.

Note: For details, see the *Reference and Configuration Manual*, chapter 6.

Figure 11 Mailbox Configuration Personal Distribution List Tab

System Distr. Lists: (System Distribution Lists)

View and configure System Distribution Lists. System Distribution Lists are created and edited only as Personal Distribution Lists for the Attendant's mailbox; these become the System Distribution Lists for that line group. See Figure 12.

Note: For details, see the *Reference and Configuration Manual*, chapter 6.

Figure 12 Mailbox Configuration System Distribution List Tab

Miscellaneous

Set parameters that are not categorized elsewhere. See Figure 13.

Figure 13 Mailbox Configuration Miscellaneous Tab

- (a) Set speech quality for messages, names, and greetings
- (b) Set NP Receptionist treatments.
- (c) Set an access code and time zone offset for the system.
2. When you are done, click **Save**, then **Close** to save your changes and exit.

Deleting Mailboxes

1. From the Mailbox menu, select Delete.
2. At the Delete mailbox(es) dialog, enter the mailbox number(s) to delete.
3. Click **OK**, then click **Yes** to confirm the action.
4. At the message about deleting the mailbox, click **Close**.

Using the Address Book

The address book is a list of all mailbox numbers and names on the server. It provides easy access to any mailbox to modify, copy settings from, or delete. Use the address book if you know the name for a mailbox, but not the number.

1. From the Mailbox menu, select Open.
2. In the Mailbox dialog, click **Address book**. The Select from address book dialog appears. See Figure 14. Mailboxes are listed alphabetically by name, or, if no name is assigned, by number.

Figure 14 Select From Address Book Dialog

3. To update the address book, click **Update addressbook**.
4. To select a mailbox from the list, highlight it, then double click.
5. When you are done using the address book, click **OK**.

Mailbox Templates

Use mailbox templates to quickly set parameters for commonly used types of mailboxes. Each template is stored on the client PC where it was created, rather than on the server. If you need to use a template on a different client, you must copy the template to the other client.

Creating a Mailbox Template

1. From the Options menu, select New mailbox template.
2. In the Edit mailbox template dialog, (see Figure 15) set configuration options for the template. For more details, see Configuring Mailbox Parameters, above.
3. When you are done, click **OK**, then enter a file name in the Save As dialog and click **Save**.

Figure 15 Mailbox Template Dialog

Creating a Mailbox From a Mailbox Template

1. From the Mailbox menu, select New.
2. At the Create mailbox(es) dialog, enter the mailbox number(s) (see Table 1), then click **Template**.
3. In the Open dialog, select a mailbox template and click **Open**.
4. At the Create mailbox(es) dialog, click **Create**. The Mailbox creation result dialog appears and lists the new mailbox(es). Click **Close**.
5. Modify the new mailbox(es) as needed. For more details, see Configuring Mailbox Parameters, above.

Working With Unified Integration Mappings

The Enhanced SMDI Integration optional feature supports Unified Integration (UI) mailbox mapping. You can assign mailbox mappings in NP Admin. For details on planning and using UI mapping, see the *Enhanced SMDI Integration Manual*.

1. From the Mailbox menu, select UI Mappings, then enter a mailbox number
or
at the Create mailbox(es) dialog, check Configure UI Mapping
or
at the Mailbox dialog, click **UI Mailbox Mappings**.
2. At the UI Mailbox Mappings dialog (See Figure 16):
 - (a) Enter a new extension number or choose an extension from the bottom pane.
 - (b) Choose a Switchgroup number and a Tenant number from the drop-down lists.
 - (c) Click or unclick In and Out permissions.
 - (d) Choose No Answer, Line Busy, and Call Forward greetings from the drop-down lists.
 - (e) To delete an extension, click **Delete**.

Figure 16 UI Mappings Dialog

3. When you are done, click **Save**.

3 System Administration

This chapter discusses tasks that affect the system.

Creating and Modifying COSs

You can reach the Class of Service dialogs either from the Configuration menu or through the Mailbox dialog (described above). To create a COS, you must open the dialog from the Configuration menu. You can only edit a COS from the Mailbox dialog; you must not have the COS configuration dialog open at the same time.

For details about the Features Class of Service (FCOS), see the *Reference and Configuration Manual*, Chapter 7. For details about the Group Class of Service (GCOS), Limits Class of Service (LCOS), and Restrictions Class of Service (RCOS), see the *Reference and Configuration Manual*, chapter 8. For details about the Network Class of Service (NCOS), see the *NP Net Administrator's Guide*. For details about the Tenant Class of Service (TCOS), see the *Enhanced SMDI Integration Manual*.

1. From the Configuration menu, select Classes of service.
2. At the Classes of Service configuration dialog, select the tab for a COS. See Figure 17.

Figure 17 Classes of Service Dialog

3. To create a new COS, click **New**; the New COS dialog appears. Enter the name and number for the new COS, then click **OK**.
4. To copy a COS, highlight the name and number of the COS, then click **Duplicate**. The Copied COS Index dialog appears. Enter the name and number for the new COS (the next available number appears as a default), then click **OK**.
5. To modify the new COS, click **Edit**.
6. To edit an FCOS (see Figure 18):

Figure 18 Edit FCOS Dialog

- (a) From the drop-down list of feature bit categories, select a feature bit category.
- (b) To add a feature bit, click the check box for the feature bit. To remove a feature bit, unclick the check box for the feature bit.
- (c) When you are done adding and removing feature bits, click **OK**.

Note: For details about FCOSs, see the *Reference and Configuration Manual*, Chapter 7.

7. To edit a GCOS (see Figure 19):

Figure 19 Edit GCOS Dialog

- (a) At the GCOS dialog, highlight groups, then click **Include** or **Exclude** to move the groups to or from the Available list.
- (b) Click **OK**.

Note: For details about GCOSs, see the *Reference and Configuration Manual*, chapter 8.

8. To edit an LCOS (see Figure 20):

Figure 20 Edit LCOS Dialog

- (a) From the drop-down list of limit categories, select a limit category, such as Language.
- (b) Enter the new limit(s) or select a language, then click **OK**.

9. To edit an NCOS (see Figure 21):

Figure 21 Edit NCOS Dialog

- (a) From the list, select an NCOS, then click **Edit**.
- (b) To add a feature, click the check box for the feature. To remove a feature, unclick the check box for the feature.
- (c) When you are done adding and removing features, click **OK**.

Note: For details about NCOSs, see the *NP Net Administrator's Guide*.

10. To edit an RCOS (see Figure 22):

Figure 22 Edit RCOS Dialog

- (a) From the list, select an RCOS, then click **Edit**.
- (b) In the RCOS dialog, select a tab and change the parameters as needed.
- (c) Click **OK**.

Note: For details about RCOSs, see the *Reference and Configuration Manual*, chapter 8.

11. To edit a TCOS (see Figure 23):

Figure 23 Edit TCOS Dialog

- (a) From the list, select a TCOS, then click **Edit**.
- (b) At the TCOS dialog, highlight groups, then click **Include** or **Exclude** to move the groups to or from the Available list.
- (c) Click **OK**.

Note: For details about TCOSs, see the *Enhanced SMDI Integration Manual*.

12. When you finish editing the COSs, click **Close**.

Billing

A billing gather compiles billing information into the NP Admin database. It is not the same as a billing gather on the server. For complete information about billing, see the *Reference and Configuration Manual*, chapter 11.

Set Billing Rates

1. From the Billing menu, select Billing rates. The Billing Rates dialog box appears. See Figure 24.

Figure 24 Billing Rates Dialog

2. Select a tab for a billing category and enter your billing rates.

For more information about billing categories and rates, see chapter 11 in the *Reference and Configuration Manual*.

3. Click **Save**.

Configure Automatic Billing Gathers

To run an automatic billing gather with NP Admin, NP Admin must be running and connected to the server at the scheduled time, or no gather will occur.

1. From the Billing menu, choose Configure billing gather. The Automatic Billing Gather dialog appears. See Figure 25.

Figure 25 Automatic Billing Gather Dialog

2. Click the frequency for the gather, then set the time of day and the day of the month. To turn off automatic gathers, click **Never**. If you select Twice monthly gathers, set another day of the month.
3. Click **OK**.

Billing gathers run automatically until you change the time or frequency.

Run a Single Billing Gather

When you run a billing gather, all previous billing data is replaced with the new data. Either rename the previous billing data file or run a billing gather only if you no longer need the last billing data.

1. From the Billing menu, select Perform single gather.
2. Click **OK**. A single gather runs.

Run a Mailbox Billing Report

1. From the Billing menu, select Billing report.
2. At the Billing Report dialog box, enter a mailbox number, then click **Retrieve**. See Figure 26.

Figure 26 Billing Report Dialog

3. Click a tab to view the current, previous, or termination billing data.
4. To send the report to your printer, click **Print**.

Statistics

Use the statistics reports to gather information about usage, and server configuration. For information about other reports you can run on the server, see the *Reference and Configuration Manual*, chapter 12.

Reporting Individual Line Usage

1. From the Statistics menu, choose Line usage report.
2. At the Line Usage Report dialog, highlight line triplets, then click **Include** or **Exclude** to move them to or from the Selected list. See Figure 27.

Figure 27 Usage Report Dialog

3. Click a Report resolution, then set the time and date to start and end the report.
4. Click **OK**. The new status appears.
5. To send the report to your printer, click **Print**.

Reporting Line Group Usage

1. From the Statistics menu, choose Linegroup usage report.
2. At the LineGroup Usage Report dialog, highlight line groups, then click **Include** or **Exclude** to move them to or from the Selected list. See Figure 28.

Figure 28 Line Group Usage Report Dialog

3. Click a Report resolution, then set the time and date to start and end the report.
4. Click **OK**. The new status appears.
5. To send the report to your printer, click **Print**

Reporting Speech Usage

1. From the Statistics menu, choose Speech usage report.
2. At the Speech Usage Report dialog, set the time and date to start and end the report.
3. Click **OK**. The new status appears.
4. To send the report to your printer, click **Print**.

4 MS Access

You can track the system mailboxes or billing and statistics with a database, Microsoft Access. The installation process for NP Admin sets up the data types to communicate with Access. For complete details on using Access, see the documentation provided with the application.

To configure the database before you use NP Admin, follow these steps:

1. From the Start Menu, choose Settings, then Control Panels.
2. In the Control Panel window, double click the ODBC Data Sources (32 bit) icon. This launches the ODBC Data Source Administrator window.
3. Click the USER DSN tab, then select Add.
4. Select "Microsoft Access Database (*.mdb)," then click Finish.
5. In the ODBC Microsoft Access Setup window, find the DataSource Name field, then type "npadmin."
6. In the Database section, click Select, then change the directory to "C:\Program

Files\Baypoint\NP Admin," highlight "npadmin.mdb," and click OK.

7. Click OK until you exit both the ODBC Microsoft Access Setup window and the ODBC Data Source Administrator window.

To use the Access database with NP Admin, follow these steps:

1. In NP Admin, from the Mailbox menu, select Mailbox retrieval.
2. At the Mailbox dialog, enter the mailbox number(s). For format information, see Table 1.
3. In Windows, launch Access.
4. In Access, from the File menu, select Open, then browse to the NP Admin folder and select a database.
5. View the data and create reports as described in the Access documentation.

Data Types

You can work with six NP Admin databases with various data types in each database.

Address Book

ABSystem ABNumber
ABName

Billing Counters

SYSTEM	MailboxNUMBER
BIDATE	BIBASERATECHARGE
BILOGIN1COUNT	BILOGIN1CHARGE
BILOGIN2COUNT	BILOGIN2CHARGE
BILOGIN3COUNT	BILOGIN3CHARGE
BILOGIN4COUNT	BILOGIN4CHARGE
BILOGIN5COUNT	BILOGIN5CHARGE
BILOGIN6COUNT	BILOGIN6CHARGE
BILOGIN7COUNT	BILOGIN7CHARGE
BILOGIN8COUNT	BILOGIN8CHARGE
BILOGIN9COUNT	BILOGIN9CHARGE
BILOGIN10COUNT	BILOGIN10CHARGE
BILOGIN11COUNT	BILOGIN11CHARGE
BILOGIN12COUNT	BILOGIN12CHARGE
BILOGIN13COUNT	BILOGIN13CHARGE
BILOGIN14COUNT	BILOGIN14CHARGE
BILOGIN15COUNT	BILOGIN15CHARGE
BILOGIN16COUNT	BILOGIN16CHARGE
BIGREET1COUNT	BIGREET1CHARGE
BIGREET2COUNT	BIGREET2CHARGE
BIGREET3COUNT	BIGREET3CHARGE
BIGREET4COUNT	BIGREET4CHARGE
BIGREET5COUNT	BIGREET5CHARGE
BIGREET6COUNT	BIGREET6CHARGE
BIGREET7COUNT	BIGREET7CHARGE
BIGREET8COUNT	BIGREET8CHARGE
BIGREET9COUNT	BIGREET9CHARGE
BIGREET10COUNT	BIGREET10CHARGE
BIGREET11COUNT	BIGREET11CHARGE
BIGREET12COUNT	BIGREET12CHARGE
BIGREET13COUNT	BIGREET13CHARGE

BIGREET14COUNT	BIGREET14CHARGE
BIGREET15COUNT	BIGREET15CHARGE
BIGREET16COUNT	BIGREET16CHARGE
BIUSERCONNECT1COUNT	BIUSERCONNECT1CHARGE
BIUSERCONNECT2COUNT	BIUSERCONNECT2CHARGE
BIUSERCONNECT3COUNT	BIUSERCONNECT3CHARGE
BIUSERCONNECT4COUNT	BIUSERCONNECT4CHARGE
BIUSERCONNECT5COUNT	BIUSERCONNECT5CHARGE
BIUSERCONNECT6COUNT	BIUSERCONNECT6CHARGE
BIUSERCONNECT7COUNT	BIUSERCONNECT7CHARGE
BIUSERCONNECT8COUNT	BIUSERCONNECT8CHARGE
BIUSERCONNECT9COUNT	BIUSERCONNECT9CHARGE
BIUSERCONNECT10COUNT	BIUSERCONNECT10CHARGE
BIUSERCONNECT11COUNT	BIUSERCONNECT11CHARGE
BIUSERCONNECT12COUNT	BIUSERCONNECT12CHARGE
BIUSERCONNECT13COUNT	BIUSERCONNECT13CHARGE
BIUSERCONNECT14COUNT	BIUSERCONNECT14CHARGE
BIUSERCONNECT15COUNT	BIUSERCONNECT15CHARGE
BIUSERCONNECT16COUNT	BIUSERCONNECT16CHARGE
BICALLERCONNECT1COUNT	BICALLERCONNECT1CHARGE
BICALLERCONNECT2COUNT	BICALLERCONNECT2CHARGE
BICALLERCONNECT3COUNT	BICALLERCONNECT3CHARGE
BICALLERCONNECT4COUNT	BICALLERCONNECT4CHARGE
BICALLERCONNECT5COUNT	BICALLERCONNECT5CHARGE
BICALLERCONNECT6COUNT	BICALLERCONNECT6CHARGE
BICALLERCONNECT7COUNT	BICALLERCONNECT7CHARGE
BICALLERCONNECT8COUNT	BICALLERCONNECT8CHARGE
BICALLERCONNECT9COUNT	BICALLERCONNECT9CHARGE
BICALLERCONNECT10COUNT	BICALLERCONNECT10CHARGE
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BICALLERCONNECT15COUNT	BICALLERCONNECT15CHARGE
BICALLERCONNECT16COUNT	BICALLERCONNECT16CHARGE
BICALLPLACEMENTCONNECTCOUNT	BICALLPLACEMENTCONNECTCHARGE
BIDISKUSAGECOUNT	BIFAXDISKUSAGECHARGE
BIFAXDISKUSAGECOUNT	BIDISKUSAGECHARGE
BIUSERMSGRECCOUNT	BIUSERMSGRECCHARGE
BICALLERMSGRECCOUNT	BICALLERMSGRECCHARGE
BICALLPLACEMENTMSGCOUNT	BICALLPLACEMENTMSGCHARGE
BIFUTUREDELIMSGCOUNT	BIFUTUREDELIMSGCHARGE
BIURGMSGCOUNT	BIURGMSGCHARGE
BIWAKEUPMSGCOUNT	BIWAKEUPMSGCHARGE
BIRECEIPTRESPONSESCOUNT	BIRECEIPTRESPONSESCHARGE
BIFAXMSGRECCOUNT	BIFAXMSGRECCHARGE
BIFAXMSGCOUNT	BIFAXMSGCHARGE
BIFAXMSGRETNONBILLED	BIFAXMSGRETNONBILLEDCHARGE
BIFAXMSGRETBILLED	BIFAXMSGRETBILLEDCHARGE
BIFAXMSGUNDELICOUNT	BIFAXMSGUNDELICHARGE
BIFAXPAGESRECCOUNT	BIFAXPAGESRECCHARGE
BIFAXPAGESCOUNT	BIFAXPAGESCHARGE
BIFAXPAGESRETNONBILLED	BIFAXPAGESRETNONBILLEDCHARGE
BIFAXPAGESRETBILLED	BIFAXPAGESRETBILLEDCHARGE
BINETMSGCOUNT	BINETMSGCHARGE
BINETMSGURG	BINETMSGURGCHARGE
BINETMSGPERNODECOUNT	BINETMSGPERNODECHARGE
BINETMSGURGPERNODECOUNT	BINETMSGURGPERNODECHARGE
BINETMSGREMRECIPCOUNT	BINETMSGREMRECIPCHARGE
BINETMSGURGREMRECIPCOUNT	BINETMSGURGREMRECIPCHARGE
BINETMSGRECCOUNT	BINETMSGRECCHARGE
BINETMSGRECURG	BINETMSGRECURGCHARGE

BINETMSGLENCOUNT	BINETMSGLENCHARGE
BINETMSGLENURGCOUNT	BINETMSGLENURGCARGE
BINETMSGLENRECCOUNT	BINETMSGLENRECCHARGE
BINETMSGLENRECURGCOUNT	BINETMSGLENRECURGCARGE
BINETMSGLENPERNODECOUNT	BINETMSGLENPERNODECHARGE
BINETMSGLENURGPERNODECOUNT	BINETMSGLENURGPERNODECHARGE
BINETMSGLENREMRECIPCOUNT	BINETMSGLENREMRECIPCHARGE
BINETMSGLENURGREMRECIPCOUNT	BINETMSGLENURGREMRECIPCHARGE
BISUCCESSFULPAGERCALLSCOUNT	BISUCCESSFULPAGERCALLSCHARGE
BISUCCESSFULMSGDELICOUNT	BISUCCESSFULMSGDELICHARGE

Fax Usage

SYSTEM	TIME
GROUP	TRANSACTIONS
USE SECONDS	TOTAL SPEECH BLOCKS
ATB COUNT	ATB SECONDS

Line Group Usage

SYSTEM	TIME
GROUP	ATBSECONDS
ATBCOUNT	

Line Usage

SYSTEM	TIME
MODULE	BOARD
LINE	BUSYSECONDS
CALLSANSWERED	

Mailboxes

SYSTEM	MAILBOXNUMBER
NAME	MBDEPTCODE
MBACCESSCODE	MBEXTNUM
MBEXTDIAL	ATTENDEXTNUM
ATTENDEXTDIAL	TIMEZONE
PASSCODE	TUTORIAL
FCOSNUM	LCOSNUM
GCOSNUM	RCOSNUM
NCOSNUM	TCOSNUM
INTERNALACCESSINDEX	BILLEDACCESSINDEX
UNBILLEDACCESSINDEX	BILLINGNUM
BILLINGDIAL	CALLPLACEMENTACCESSTYPE
CALLPLACEMENTACCESSINDEX	DAYTREATMENTON
DAYTREATMENTINDEX	NIGHTTTREATMENTON
NIGHTTTREATMENTINDEX	WakeUp
WKUPNUMBER	WKUPACCESSTYPE
WKUPACCESSINDEX	WKUPFREQ
WKUPINTERVAL	MSGWAIT1
MSGWAIT2	MSGWAIT3
CHANGERIGHTS	REVIEWRIGHTS
SPEECHQUALITY	GREETINGS
FAXRETRIEVALTYPE	FAXRETRIEVALINDEX
DEFAULTFAX	ROTATIONALPERIOD
ROTATIONALTIME	ROTATIONALINDEX
MBCREATION date	TOTALMSGS

PLAYEDMSG
RECEIPTS
BADLOGINS
PAGERNUMBER

URGENTMSG
MINUTES
LASTLOGIN

5 Troubleshooting

This chapter discusses isolating faults only within the NP Admin feature. For other server problems, refer to the troubleshooting information and diagnostics for the system.

Check the symptom and explanation, then follow the steps to diagnose the problem.

Symptom: No connection to the system.

- Check the NuPoint Messenger server to be sure it is running.
- Try to log in to the server.

Symptom: NuPoint Messenger system slows noticeably while you run statistics on NP Admin.

- Run statistics on NP Admin when call traffic on the server is low.

Symptom: In Mailbox menu, Mailbox retrieval selection is not available.

- Install MS Access on the Windows server.