

MerAssistant Switch Manager

Perform MACs quickly and easily!



Switch programming with the average telecom manager in mind!

Discover the most intuitive Meridian switch configuration solution on the market!

MerAssistant is a powerful tool that allows businesses to easily manage their Nortel voice telephony platforms in-house. MerAssistant reduces your dependency on outside vendors for moves, adds and changes (MACs). The software takes the mystery out of switch configuration. MerAssistant was designed to empower non-technical personnel to perform day-to-day programming of the switch.

Discover the benefits of MerAssistant:

- ✓ **Print commands**
Often outside vendors will ask for information about your switch. Select a command, click 'Send' and MA does the rest.
- ✓ **Quick Stat Commands**
Get status of telephones, Identify telephones that are not working and plus many more one-click commands.
- ✓ **Quick Change Commands**
Easily change Names of users, NCOS (phone restrictions), and Class of Service by clicking a button.
- ✓ **Assist Your Technician**
MerAssistant 'assists' your technician by automatically performing many morning activities. The unique Single Point of Entry feature keeps your system in sync and up to date.
- ✓ **Reporting**
MerAssistant provides a comprehensive set of detailed and mission critical reports that identify irregularities when they arise.
- ✓ **Product Support**
24/7 live support for critical issues.



RSI

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MerAssistant is the only software of its kind that supports Dial Up, Direct Connection and IP Connection. You can now perform remote MAC activity with a modem or an attached Site Event Buffer.

Multi Site Support

MerAssistant can be your control center for all your Nortel Meridian PBXs. A single graphical user interface can manage all your locations.

Features

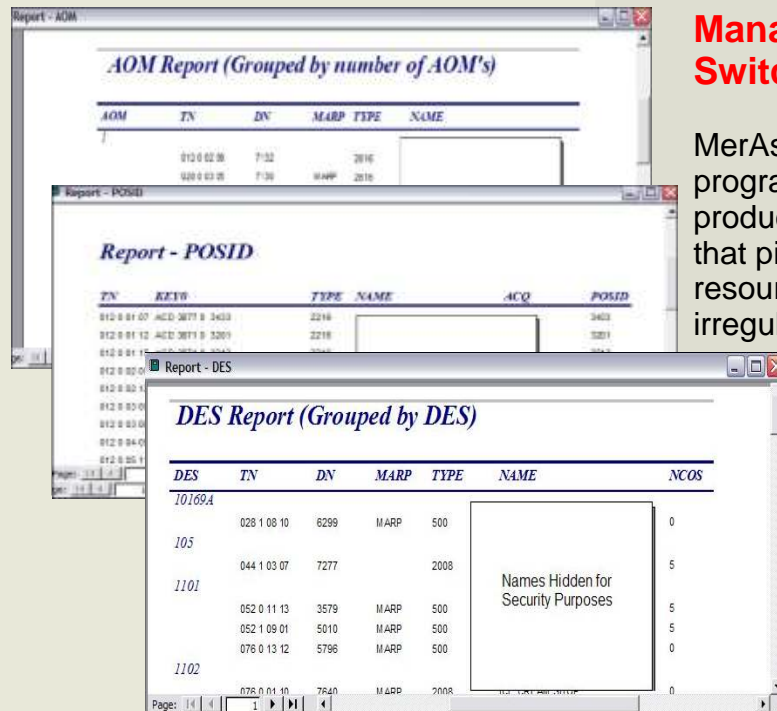
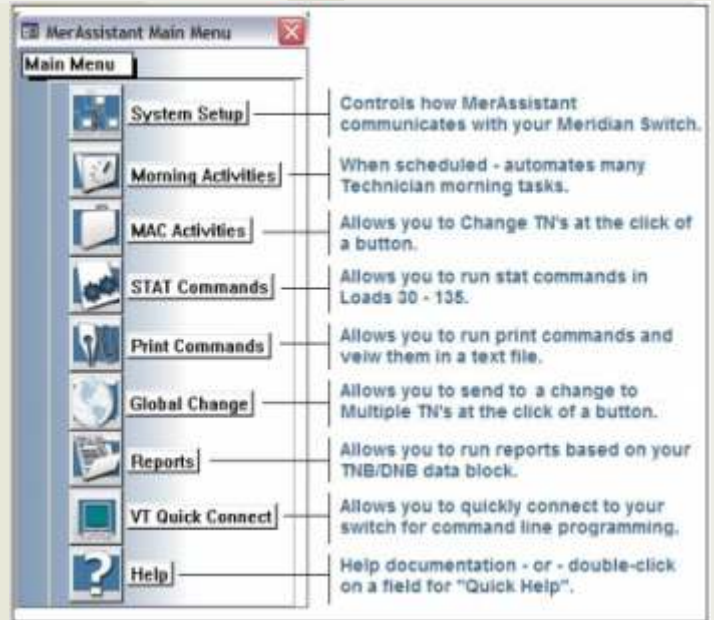
- ✓ Easy Setup
- ✓ Easy to Use
- ✓ Over 70 Reports
- ✓ Call Accounting Integration
- ✓ Switch Print Commands
- ✓ Automated Morning Reports
- ✓ PSAP Data Collection

Empowering the PBX Manager

The intuitive programming interface makes it easy for virtually any authorized personnel to make changes to the telephone system.

CHANGE SETS WITH THE CLICK OF A BUTTON

It is very easy! Simply change the NCOS value of a set and click on the CHG button. MerAssistant connects, saves the current set as historical data and performs the requested change.



Managing Your Switch

MerAssistant not only programs your switch, it produces many reports that pinpoint your resources and highlight irregularities.

“I found this program takes the mystery out of MAC activity. It's great to be able to assist my internal customers when the technician isn't available.”

J. Haley, Pbx Manager



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