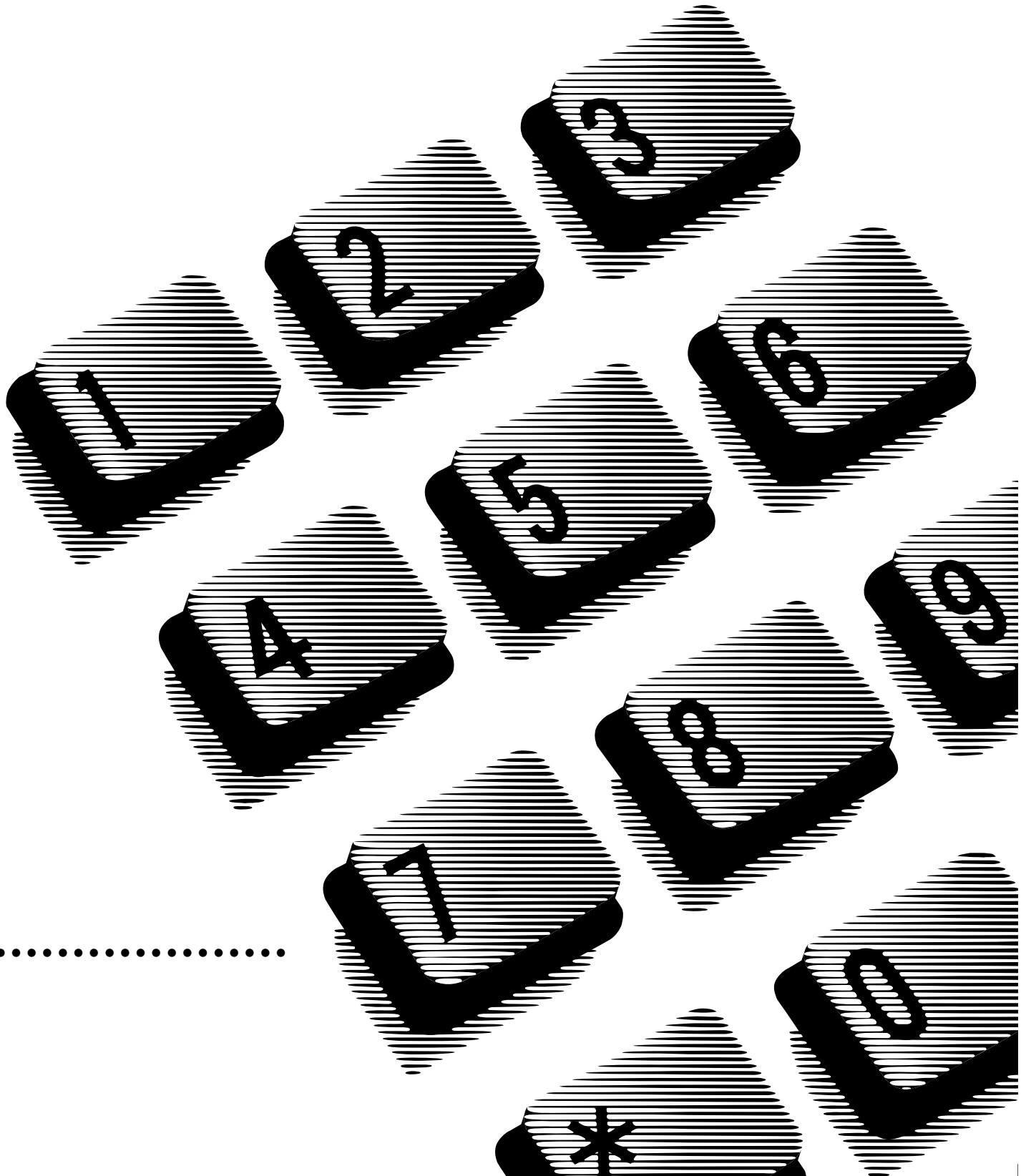

NORTEL NORSTAR

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Norstar Voice Mail 4.0 Desktop Accessories Client Software Installation Guide



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Installing the Norstar Voice Mail Desktop Accessories

Introduction

The Norstar Voice Mail Desktop Accessories consists of three features:

- Norstar Voice Mail Desktop Messaging
- Norstar Voice Mail Mailbox Manager
- Norstar Voice Mail Operator Manager

Norstar Voice Mail Desktop Messaging

The Norstar Voice Mail Desktop Messaging feature allows you to create and receive Norstar Voice Mail Voice or Fax messages on your personal computer (PC).

Norstar Voice Mail Mailbox Manager

The Norstar Voice Mail Mailbox Manager allows you to administer all the mailbox features and functions that are available through 9 8 1 from your PC. Norstar Voice Mail Mailbox Manager gives you the ability to:

- Initialize your personal mailbox
- Record your primary, personal and alternate greetings
- Select your primary, personal and alternate greetings
- Change your spoken name that appears in the Company Directory
- Change your Target Attendant
- Set up and maintain Off-premise Message Notification
- Set up and maintain Outbound Transfer
- Set the preset fax printing destination (if Fax Mail is enabled)

Norstar Voice Mail Mailbox Manager also gives the System Coordinator access to Information Mailboxes, Fax-on-demand Mailboxes, the System Coordinator Mailbox, the Business Open status tab and the record Company Greetings tab.

Norstar Voice Mail Operator Manager

The Norstar Voice Mail Operator Manager allows the System Coordinator to administer the Norstar Voice Mail features and functions that are available through from a PC. Norstar Voice Mail Operator Manager gives you the ability to:

- Change the Operator password
- Change the Business Status to open or closed
- Enable and disable the system attendant (Operator)
- Change the Directory Number (DN) of the system attendant (Operator)
- Enable and disable Norstar Voice Mail Call Answer feature (Automated Attendant and call answering)

Installing the Desktop Accessories software

The Desktop Accessories software suite has both server and client components. The server portion resides on the Norstar Applications Module (NAM). The client portion of the Desktop Accessories software must be installed on the PC of each subscriber.

This guide describes the procedures for installing the client portion of the Desktop Accessories software. All three Norstar Voice Mail Desktop features are installed in a single procedure.

For the Desktop Accessories to be functional, the server portion of Desktop Accessories, called a seat license, must be enabled on the NAM. The Norstar Voice Mail system comes with two Desktop Accessories seat licences that have been factory enabled. With two seat licences enabled, a maximum of two PCs running the Desktop Accessories software can be connected to the NAM at any one time. For information on adding more Desktop Messaging seat licenses, contact your Customer Services Representative.

Installation prerequisites

To use this manual, you should be familiar with Norstar, Norstar Voice Mail and Windows™ terminology.

To install the Desktop Accessories client software, you will need the **Norstar Voice Mail 4.0 Documentation and Client Software CD-ROM**.

You can install the Desktop Accessories software directly from the CD-ROM or create three installation floppy disks from the CD-ROM and use the floppy disks to install the client software. Instructions for installing the Desktop Accessories software directly from the CD-ROM and creating installation floppy disks are included on the **Norstar Voice Mail 4.0 Documentation and Client Software CD-ROM**.

If you create floppy disks to install the Desktop Accessories client software, ensure you label the disks **Desktop Accessories 1 of 3**, **Desktop Accessories 2 of 3** and **Desktop Accessories 3 of 3**.

Prerequisites for installing Desktop Accessories software on a PC running Windows™ NT

Before you can install the Desktop Accessories software on a PC running Windows™ NT, you must have Administration privileges. The installation of Desktop Messaging requires the registration of several components in the Windows™ registry. If you log on as a User without Administration privileges and attempt to install the Desktop Accessories, the installation will fail.

After the Desktop Accessories have been successfully installed, the user's Administration privileges can be removed.

NAM prerequisites

Before attempting to use the Norstar Voice Mail Desktop Accessories software the following requirements must be met:

- a Network Interface Card (NIC) must be installed in the NAM
- the Norstar Voice Mail system must be assigned a local IP (Internet Protocol) address
- the Network Administrator must configure the TCP/IP parameters of the NAM
- the NAM and the PC(s) with Desktop Accessories software installed must be connected to the same TCP/IP network

Check with your System Coordinator or Network Administrator to ensure all the NAM prerequisites have been met.

PC prerequisites

Before you can install and use the Desktop Accessories software, your PC must meet the following requirements:

- your PC must be running either Windows™ 95, Windows™ 98 or Windows™ NT
- your PC must be connected to the same TCP/IP network as the NAM
- Microsoft Exchange™*, Microsoft Outlook™ or Windows Messaging client software must be installed on your PC
- your PC will require at least 5 MB of free disk space to install the Desktop Accessories software

For more information about the configuration and software on your PC, ask your Computer Support Administrator.

*Microsoft Exchange versions 4.0.834.839, 4.0.837.6 and 4.0.835.1374 are **not** compatible with Norstar Voice Mail Desktop Messaging. You must upgrade to a higher version of Microsoft Exchange before attempting to install the Desktop Accessories software.

Installing the Desktop Accessories software from floppy disks

To install the Desktop Accessories software:

1. Exit all other applications and any anti-virus utilities that are running.
2. Insert the disk you labeled **Desktop Accessories 1 of 3** into the floppy disk drive of the PC.
3. Click on the **Start** button and select **Run**.
4. Type **a:setup.exe** and click the **OK** button.
5. Choose the language for the installation and click the **OK** button.
6. Click on the **Next** button to continue.
7. The directory that the Desktop Accessories software will be installed into appears. Click on **Next** to accept the default destination folder.
To select another directory, click on the **Browse** button. After you have changed the destination folder, click on the **Next** button to continue.
8. Click on the **Yes** button.
9. Click on **Locate Fax Viewer** to locate the fax viewer application if your PC has a fax viewer installed. Click on the **Add the Message Waiting Icon to Startup** checkbox to enable or disable the automatic log on at restart. Click on the **Next** button to continue.
10. Enter the Internet Protocol (IP) address of the NAM. The IP address cannot contain any spaces and must be separated by periods.



Caution

Ensure the IP address is correct before proceeding. If the IP address is entered incorrectly, the Desktop Accessories software will not function.

11. Click on the **Next** button after entering the IP address.
12. Click on the **Next** button to add the Desktop Messaging icons to the selected folder, or you can enter a new folder name or select an existing folder. Click on the **Next** button to continue.
13. All your Desktop Accessories software settings will be shown. If the information is correct, click on the **Next** button.
If you want to change any of the information, click on the **Back** button and change the necessary information and click on the **Next** button to continue.

14. When prompted, remove the **Desktop Accessories 1 of 3** disk from the floppy disk drive. Insert the disk you labeled **Desktop Accessories 2 of 3**. Click on the **OK** button to continue.
15. When prompted, remove the **Desktop Accessories 2 of 3** disk from the floppy disk drive. Insert the disk you labeled **Desktop Accessories 3 of 3**. Click on the **OK** button to continue.
16. The **instdrv** window appears over the **Nortel Desktop Messaging** window. Press the **Enter** key to continue.
17. Click both the checkboxes: **Yes, I want to view the README file** and **Yes, I want to configure my Mail settings**. Click on the **Finish** button to continue. The **README** text window appears followed by the **Mail** window, from which you can set up your profiles.

After you have viewed the README file, close the window and continue on to ["Configuring the Messaging Application Program Interface \(MAPI\) profile"](#) on page 6. You **must** configure your PC MAPI file before the Desktop Accessories software can be used.

Configuring the Messaging Application Program Interface (MAPI) profile

Before the Desktop Accessories software can be used, you will have to configure the messaging profile on your PC.

Although most PCs have only one messaging profile, some PCs may have multiple profiles, especially if the PC is routinely shared by several users or is a laptop PC that may be connected to different networks. These instructions assume that your PC has a single messaging profile. If you have multiple messaging profiles, you will need to repeat these instructions for each profile.

The windows that appear in this section are examples of configuring the Messaging Application Program Interface (MAPI) profile. Folder and file names will vary depending on the configuration of your PC.

To configure the MAPI profile:

1. Open the **MS Exchange Settings Properties** window. Microsoft Exchange is used in our example. If you are using Microsoft Outlook, open the corresponding window.

The window is similar to the one that appears below.



2. Click on the **Add** button. You will be presented with a list of available information services.
3. Select **Nortel Address Book** and click on the **OK** button.
4. Ensure **Nortel.nab** is selected and click on the **Open** button.

5. Click on the **Add** button to install the Nortel Address Book. The Nortel Address Book is now installed into the directory. The Nortel Address Book is now part of the information services.
6. Select **Nortel Folders** from the list and click on the **OK** button. The **Create/Open Personal Folders File** window appears. The window is similar to the one that appears below.



7. Navigate to the destination directory where you would like to place the **Nortel Folders**. You should place it in the same folder you chose when you installed the Desktop Accessories software.
8. In the **File name** field, type in **NortelMS.pst** and click on the **Open** button.
9. Click on the **OK** button to accept the default settings for the **Nortel Folders**. The **MS Exchange Settings Properties** window will appear and **Nortel Folders** will now be added to the list.
10. Ensure **Nortel Messaging** is selected and click on the **Add** button to add **Nortel Messaging** to the information service directory.
11. Select **Nortel Messaging** and click on the **OK** button. **Nortel Messaging** is now installed.
12. Select **Nortel Messaging** and click on the **Delivery** tab at the top of the menu.
13. Select **Nortel Folders** from the menu and click on the **OK** button.

If you only have a single messaging profile, the MAPI profile is configured and Desktop Messaging is ready to use.

If you have multiple messaging profiles, continue on to ["Configuring multiple MAPI profiles"](#) on page 8.

Configuring multiple MAPI profiles

If your PC has multiple messaging profiles, you must configure each messaging profile you intend on using to access the Desktop Accessories software. You can skip any messaging profiles that do not have network connections.

To configure multiple MAPI profiles:

1. Click on the **Start** button and select **Settings** and then **Control Panel**. The **Control Panel** window appears.
2. Double-click on the icon labeled **Mail** or **Mail and Fax**.
3. Click on the **Show Profiles** button.
4. The **Mail** window will appear with a list of available profiles. Select the next profile and click on the **Properties** button. The **Properties** window will appear for the selected profile. The information in the window below is an example.



5. Repeat the steps in **Configuring the Messaging Application Program Interface (MAPI) profile** to add the Nortel Address Book, Nortel Folders and Nortel Messaging to this messaging profile.

You are now ready to begin using the Desktop Accessories.

Removing the Desktop Accessories software from a PC

The Norstar Voice Mail Desktop Accessories software can be removed from your PC at any time. Before the Desktop Accessories software can be removed, all Nortel references must be removed from the messaging profiles.

Removing the Nortel references from the messaging profiles

To remove the **Nortel Address Book**, **Nortel Folders** and **Nortel Messaging** from your messaging profile:

1. Click on the **Start** button and select **Settings** and then **Control Panel**.
2. Double-click on the **Mail** or **Mail and Fax** icon to open it.
3. Select **Nortel Messaging** and click on the **Remove** button. You will be asked to confirm this deletion. Click on the **Yes** button. **Nortel Messaging** will be removed from the list of services.
4. From the same window, select **Nortel Folders** and click on the **Remove** button. You will be asked to confirm this deletion. Click on the **Yes** button. The **Nortel Folders** will be removed from the list of services.
5. From the same window, select **Nortel Address Book** and click on the **Remove** button. You will be asked to confirm this deletion. Click on the **Yes** button. The **Nortel Address Book** will be removed from the list of services.

If you have configured multiple MAPI profiles, you must repeat this procedure for each profile that was configured.

Removing the Desktop Accessories software

To remove the Norstar Voice Mail Desktop Accessories software:

1. Click on the **Start** button and select **Settings** and then **Control Panel**. The **Control Panel** window appears.
2. Double-click on the **Add/Remove Programs** icon to open it. The **Add/Remove Programs Properties** window appears.
3. Select **Norstar Desktop Messaging** and click on the **Add/Remove** button. When you are asked to confirm this deletion, click on the **Yes** button. The Uninstall program starts removing the items associated with Desktop Accessories software. This procedure takes several seconds.
4. Click on the **OK** button. The Norstar Voice Mail Desktop Accessories software is now removed from your PC.

Starting the Desktop Accessories software

To start the Norstar Voice Mail Desktop Accessories software:

1. Click **Start** and select **Nortel**.
2. Point to the Norstar Voice Mail Desktop Accessories feature you want to use and click on it.

Note: If you select the Norstar Voice Mail Operator Manager, you must enter the Operator password (9 password).

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