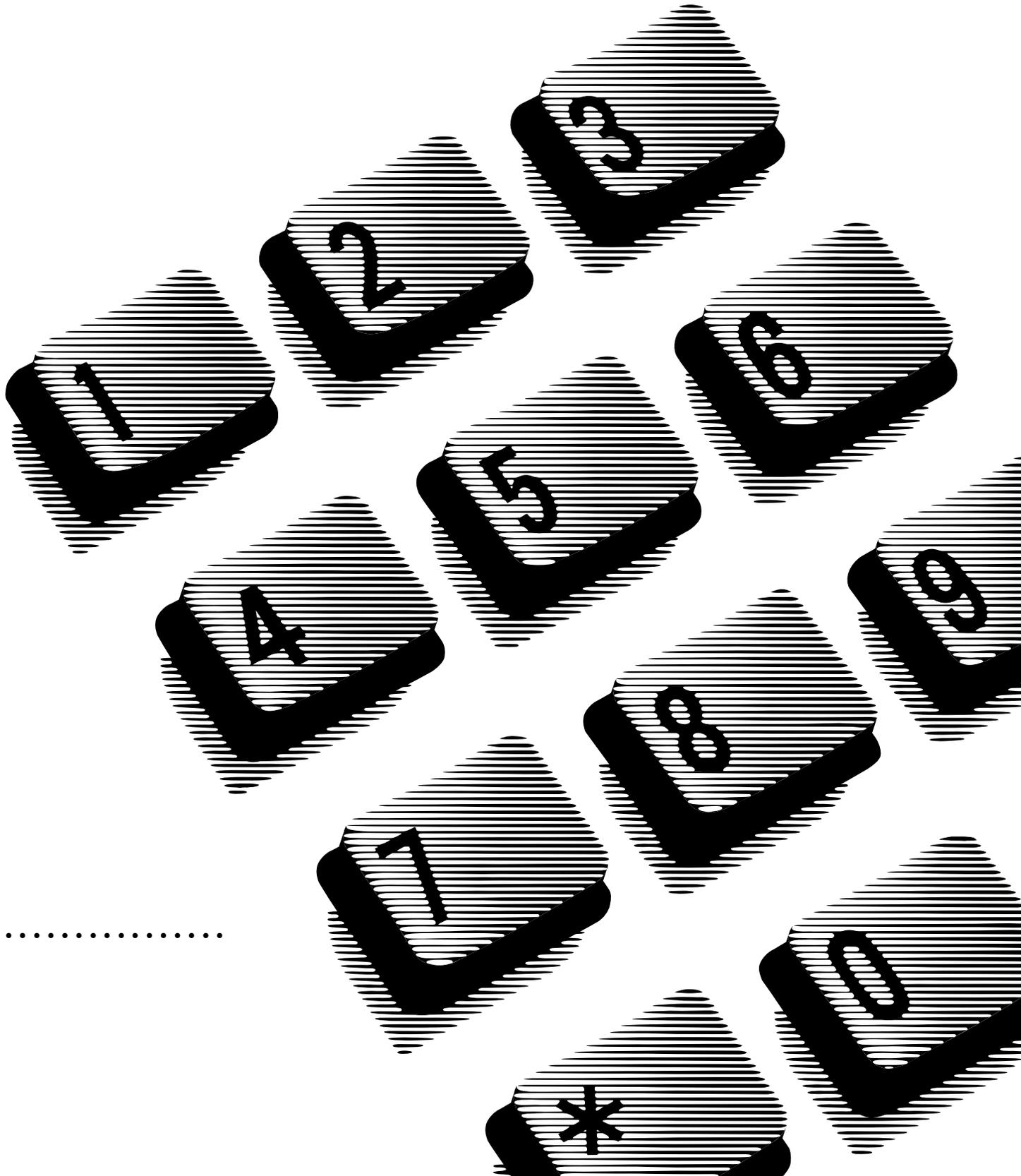


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# NORTEL NORSTAR

Norstar Voice Mail 4.0 Desktop Accessories  
Client Software Installation Guide



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# Installing Norstar Voice Mail Desktop Accessories

## Introduction

Norstar Voice Mail Desktop Accessories includes:

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

## Norstar Voice Mail Desktop Messaging

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

## Norstar Voice Mail Mailbox Manager

Norstar Voice Mail Mailbox Manager allows you to manage 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

Norstar Voice Mail Mailbox Manager also gives the System Administrator access to Information Mailboxes, the System Administrator Mailbox, the Business Open status tab and the record Company Greetings tab.

## Norstar Voice Mail Operator Manager

Norstar Voice Mail Operator Manager allows the System Administrator to manage the Norstar Voice Mail features and functions that are available through     from a PC. Norstar Voice Mail Operator Manager gives the System Administrator the ability to:

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

## Installing the Norstar Voice Mail Desktop Accessories software

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

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

For Norstar Voice Mail Desktop Messaging to be functional, the server part of Norstar Voice Mail Desktop Messaging, called a seat license, must be enabled on the Norstar Applications Module (NAM). The Norstar Voice Mail system comes with two Norstar Voice Mail Desktop Messaging seat licences that have been factory enabled. With two seat licences enabled, a maximum of two PCs running the Norstar Voice Mail Desktop Messaging software can be connected to the server at any one time.

### Prerequisites for installing Norstar Voice Mail Desktop Accessories software on a PC running Windows NT®

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

After Norstar Voice Mail Desktop Accessories has been successfully installed, remove the user's Administration privileges.

## PC prerequisites

Before you can install and use the Norstar Voice Mail Desktop Accessories, 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 server
- 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 Norstar Voice Mail Desktop Accessories software

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

## Installing the Norstar Voice Mail Desktop Accessories

To install the Norstar Voice Mail Desktop Accessories software:

1. Exit any Windows® programs that are running.
2. Place the **Norstar Voice Mail 4.0 Documentation and Client Software** CD-ROM in the CD-ROM drive of your computer.
3. Start the **Norstar Voice Mail 4.0 Documentation and Client Software** CD-ROM and navigate to the **Norstar Voice Mail 4.0** main screen.
4. Click on **Client Software**.
5. Click on **Desktop Messaging Install** and follow the instructions that appear on the screen.

After the Norstar Voice Mail Desktop Messaging client software is installed, continue with "Configuring the Messaging Application Program Interface (MAPI) profile" on page 6. You **must** configure your PC MAPI file before using the Norstar Voice Mail Desktop Messaging software.

**Note:** If your computer is not equipped with a CD-ROM drive, ask your System Coordinator to create **Desktop Messaging Install** diskettes from the **Norstar Voice Mail 4.0 Documentation and Client Software** CD-ROM.

## Configuring the Messaging Application Program Interface (MAPI) profile

Before using Norstar Voice Mail Desktop Accessories software, you must configure the messaging profile on your PC.

Although most PCs have only one messaging profile, some PCs can have multiple profiles, especially if the PC is routinely shared by several users or is a laptop PC that is connected to different networks. These instructions assume that your PC has a single messaging profile. If you have multiple messaging profiles, you must 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 vary depending on the configuration of your PC.

To configure the MAPI profile:

1. On the taskbar, click the **Start** button, point to **Settings** and then click **Control Panel**.  
The Control Panel window opens.
2. Double-click the **Mail and Fax** icon.  
Your Properties dialog box appears.
3. Click the **Add** button.  
The Add Service to Profile dialog box appears.
4. Click **Nortel Address Book** and then click the **OK** button.
5. Click **Nortel.nab** and then click the **Open** button.
6. Click the **Add** button to install the Norstar Voice Mail Desktop Messaging Folders.  
The Norstar Voice Mail Desktop Messaging Folders are now installed into the directory and are part of your information services.
7. Select **Nortel Folders** from the list and click the **OK** button.  
The Create/Open Personal Folders File dialog box appears.
8. Move to the destination directory where you want to put the Norstar Voice Mail Desktop Messaging Folders. Put the **Norstar Voice Mail Desktop Messaging** Folders in the folder where you installed the Norstar Voice Mail Desktop Accessories software.
9. In the **File name** box, type **NortelMS.pst** and click the **Open** button.

10. Click the **OK** button to accept the default settings for the Norstar Voice Mail Desktop Messaging Folders.  
The MS Exchange Settings Properties dialog box appears, with Norstar Voice Mail Desktop Messaging Folders added to the list.
11. Click the **Add** button. A list of available information services is displayed
12. Select **Nortel Messaging** and click the **Add** button to add Norstar Voice Mail Desktop Messaging to the information service directory.
13. Select **Nortel Messaging** and click the **OK** button. Norstar Voice Mail Desktop Messaging is now installed.
14. Select **Norstar Voice Mail Desktop Messaging** and click the **Delivery** tab.
15. Select **Nortel Folders** and click the up arrow key to move **Nortel Folders** to the top of the list and then click the **OK** button.

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

If you have multiple messaging profiles, continue with "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 Norstar Voice Mail Desktop Messaging software. You can skip any messaging profiles that do not have network connections.

To configure multiple MAPI profiles:

1. On the taskbar, click **Start**, point to **Settings** and then click **Control Panel**.  
The Control Panel window opens.
2. Double-click the **Mail and Fax** icon.  
Your Properties dialog box is displayed.
3. Click the **Show Profiles** button.  
The Mail and Fax dialog box appears with a list of the profiles set up on the computer.
4. Click the profile you want to configure, and then click the **Properties** button.  
The Properties dialog box appears for the selected profile.
5. Repeat the steps in "Configuring the Messaging Application Program Interface (MAPI) profile" on page 6 to add the Nortel Address Book, Nortel Folders and Nortel Messaging to the messaging profile.

You are ready to use Norstar Voice Mail Desktop Messaging.

## Starting the Norstar Voice Mail Desktop Accessories software

To start the Norstar Voice Mail Desktop Accessories software:

1. On the taskbar, click **Start**, then click **Programs**, and then click **Norstar Desktop Messaging**.
2. Click the Norstar Desktop Accessories feature you want to use.

**Note:** If you select Norstar Voice Mail Operator Manager, you must enter the Operator password (Feature  9  8  2 password).

## Removing the Norstar Voice Mail Desktop Accessories software from a PC

You can remove the Norstar Voice Mail Desktop Accessories software from your PC any time. Before you remove the Norstar Voice Mail Desktop Accessories software, you must remove all Norstar Voice Mail Desktop Messaging references from the messaging profiles.

### Removing the Norstar Voice Mail Desktop Messaging references from the messaging profiles

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

1. On the taskbar, click **Start**, point to **Settings** and then click **Control Panel**. The Control Panel window opens.
2. Double-click the **Mail and Fax** icon. Your Properties dialog box appears.
3. In the list, click **Nortel Messaging** and then click the **Remove** button. A message appears asking you to confirm the deletion.
4. Click the **Yes** button to confirm the deletion.
5. In the list, click **Nortel Folders** and then click the **Remove** button. A message appears asking you to confirm the deletion.
6. Click the **Yes** button to confirm the deletion.
7. In the list, click **Nortel Address Book** and then click the **Remove** button. You are asked to confirm the deletion.
8. Click the **Yes** button to confirm the deletion.

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

## Removing the Norstar Voice Mail Desktop Accessories software

To remove the Norstar Voice Mail Desktop Accessories software:

1. On the taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.  
The Control Panel window opens.
2. Double-click the **Add/Remove Programs** icon.  
The Add/Remove Programs Properties dialog box appears.
3. In the list, click **Nortel Desktop Messaging** and then click the **Add/Remove** button. A message appears asking you to confirm the deletion.
4. Click the **Yes** button to confirm the deletion. The Uninstall program takes several seconds to remove the Norstar Voice Mail Desktop Accessories software.
5. Click the **OK** button.  
The Norstar Voice Mail Desktop Accessories software is now removed from your PC.

# Norstar Voice Mail Desktop Messaging Quick Reference Guide

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# Welcome to Norstar Voice Mail Desktop Messaging

## About Norstar Voice Mail Desktop Messaging

Norstar Voice Mail Desktop Messaging gives you access to voice messages from your personal computer. You can manage all your voice, fax and e-mail messages in one graphical interface. You can access your mailbox from your telephone at any time.

In Norstar Voice Mail Desktop Messaging, you can send and receive messages that include any combination of voice, fax and text. Here are some of the many ways you can use Norstar Voice Mail Desktop Messaging:

- Listen to voice messages
- View and print fax messages
- Record and send voice messages
- Create and send fax messages
- Forward and reply to voice and fax messages
- Add message options such as urgent and private
- Add voice, fax or text file attachments to messages
- Create personal distribution lists
- Change your password

Refer to the online Help available with Norstar Voice Mail Desktop Messaging for detailed information not covered in this Quick Reference Guide.

This Guide shows examples in Microsoft Outlook. The way your screen looks can vary in Microsoft Exchange.

## System requirements

To record and play Norstar Voice Mail Desktop Messaging voice messages from your computer, your computer must have:

- a sound card
- a microphone
- speakers

To use any of the fax options, your system must have the Norstar Voice Mail FAX option installed. Ask your System Administrator to install this option.

## Logging on

Use your Enterprise Edge password to log on to Norstar Voice Mail Desktop Messaging.

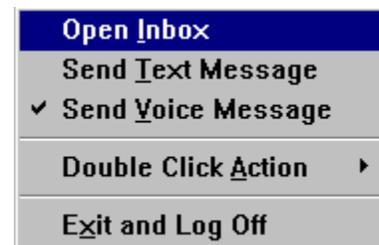


### To log on from your PC

1. On your desktop, click the **Microsoft Outlook** icon.  
The Nortel Messaging Logon dialog box appears.
2. In the **Mailbox** box, type your mailbox or extension number.
3. In the **Password** box, type your password.
4. Click the **OK** button.  
The Microsoft Outlook window appears.

### Shortcut log on

1. Right-click the mailbox icon on the Windows taskbar and then click **Open Inbox**.  
The Nortel Messaging Logon dialog box appears.
2. In the **Mailbox** box, type your mailbox or extension number.
3. In the **Password** box, type your password.
4. Click the **OK** button.  
The Microsoft Outlook window appears.



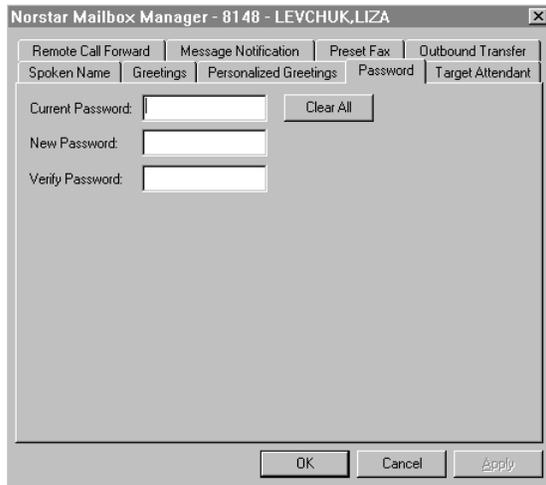
### Remote log on

You can log on to Norstar Voice Mail Desktop Messaging from another computer, such as your laptop, if Norstar Voice Mail Desktop Messaging is installed and configured in the same way as your office computer. You can work offline and use a dial-up connection to reach the server.

# Changing your Enterprise Edge Voice Messaging password

You can change your Enterprise Edge password from Norstar Voice Mail Desktop Messaging.

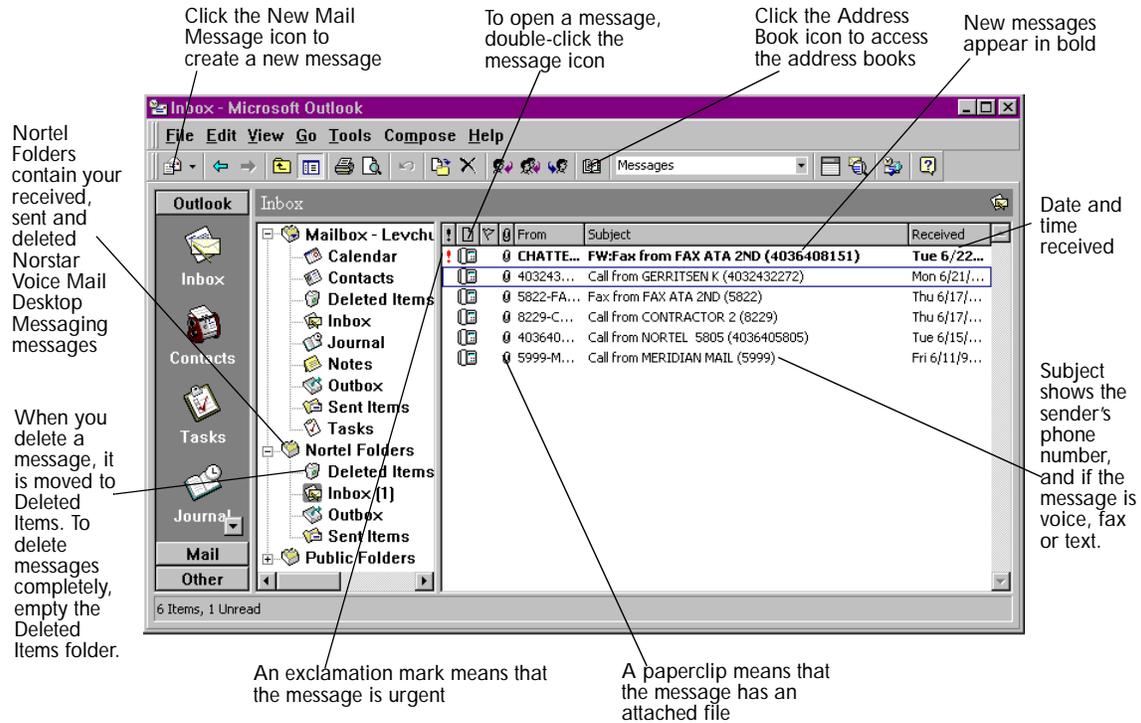
## To change your Enterprise Edge password from Microsoft Exchange or Microsoft Outlook



1. On the Outlook window, click **Tools** and then click **Norstar Mailbox Manager**.  
The Norstar Mailbox Manager window appears.
2. Click the **Password** tab.
3. In the **Current Password** box, type your current password.
4. In the **New Password** box, type your new password.
5. In the **Verify Password** box, type your new password.
6. Click the **OK** button.

# Norstar Voice Mail Desktop Messaging for Microsoft Exchange and Outlook

When you open Microsoft Exchange or Microsoft Outlook, display your Norstar Voice Mail Desktop Messaging messages by clicking the Inbox icon under the Nortel Networks icon. From the Inbox you can move, copy and delete messages, and create new messages.



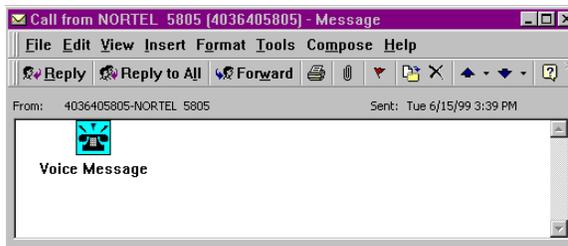
# Reviewing your messages

To play Norstar Voice Mail Desktop Messaging voice messages from your computer, your computer must have a sound card and speakers.

## Message notification

When you have a new message the mailbox icon on your Windows taskbar displays an exclamation mark. 

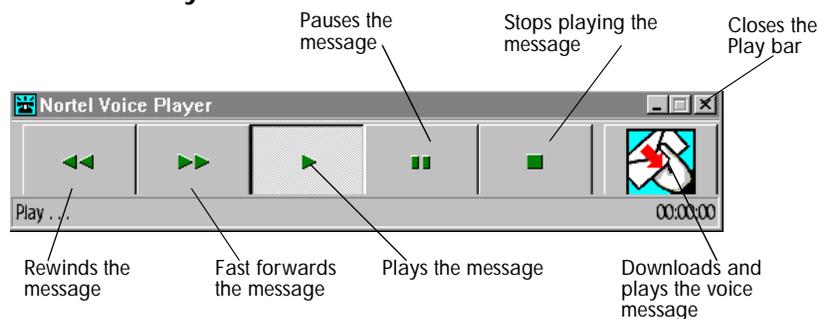
After you play your message, the exclamation mark disappears. 



## To play a voice message

1. Double-click the voice message icon in the Norstar Voice Mail Desktop Messaging Inbox. The message appears in a separate window.
2. Double-click the Voice Message icon to play the voice message. The Nortel Voice Player appears.

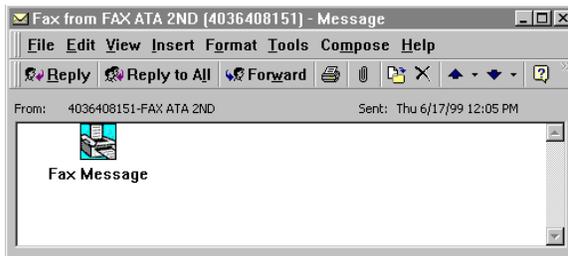
## The Nortel Voice Player



### To view a fax message

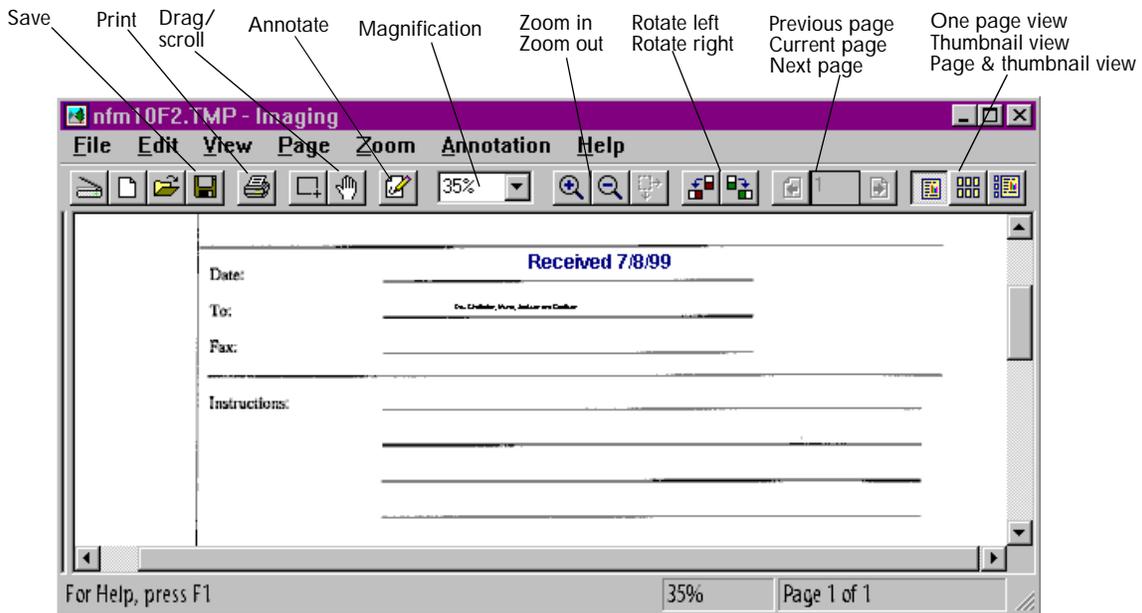
To view faxes in Norstar Voice Mail Desktop Messaging you must have Imaging for Windows installed on your PC. To use any of the fax options, your system must have the Norstar Voice Mail FAX option installed. Ask your System Administrator to install this option.

While you view the fax, you can enlarge or reduce the image, rotate it, move it, copy it and print it.



### To view a fax message

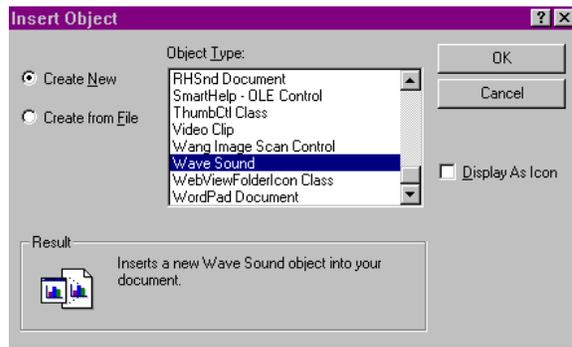
1. Double-click the fax message icon in the Norstar Voice Mail Desktop Messaging Inbox. The message appears in a separate window.
2. Double-click the Fax Message icon to view the fax message.
3. Save the fax message to the desired location.
4. Double-click the fax message icon to open it. The fax message is displayed in Imaging for Windows.



## Creating messages

You can create a message that is any combination of voice, fax or text. Your message can be a new message, a reply to a received message or an introduction to a forwarded message. Before you send your message, you can add attachments and options.

Create a voice message by opening an Norstar Voice Mail Desktop Messaging new mail message and recording a message from your microphone. You can send the message or save it to send later.



### To record and send a voice message

1. On the Microsoft Exchange or Microsoft Outlook toolbar, click the **New Mail Message** icon.  
A new message window appears.
2. Click inside the body of the message.
3. Click the **Insert** menu and then click **Object**.  
The Insert Object dialog box appears.
4. In the **Object Type** list, click **Wave Sound**.
5. Select the **Create New** option.
6. Click the **OK** button.  
The Sound Object dialog box opens.
7. Record your voice message and click the **Close** button to return to your message.
8. Click the **to** button to open the address books and address your message.
9. Add the attachments and options you require. See [Adding attachments to messages](#) on page 13 and [Setting message options](#) on page 16.
10. Click the **Send** icon to send your voice message.



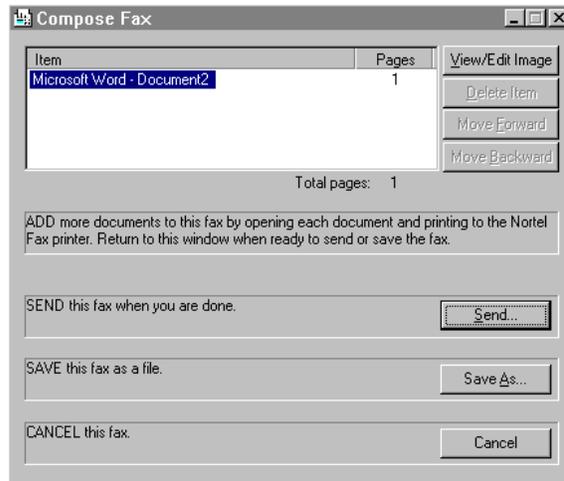
### To save a voice message

You can record a voice message and save it as a file to use later.

1. In an Norstar Voice Mail Desktop Messaging message, record a message.
2. On the **File** menu, click **Save As**.  
The Save As dialog box appears.
3. In the **File name** box type a name for the file and in the **Save as type** list box select .rtf.
4. Select a folder to keep the file in and then click the **Save** button.

## To create and send a fax message

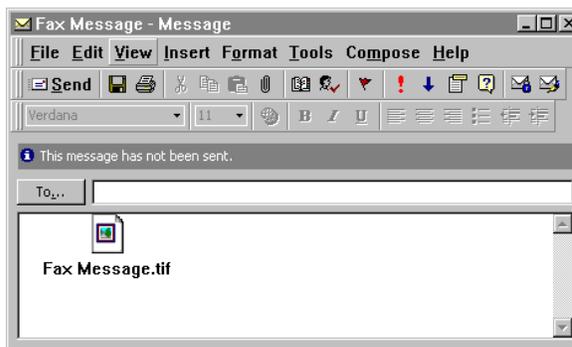
To send a fax, your system administrator must have installed Enterprise Edge FAX capability for your mailbox. The recipients of your fax must also have fax capability enabled to view the fax on their computer. If your recipients access their messages from their telephone, they must print the fax to view it. You can send your fax to a fax machine by entering the fax number as the address.



## To send a fax message

1. Open the document that you want to fax. It must be 8.5 inches wide or less.
2. On the **File** menu, click **Print**.
3. From the list of printers, select **Nortel Fax**.
4. Click the **OK** button.  
The Compose Fax dialog box appears. From here you can view the fax, add more documents to the fax or save the fax as a file.

5. Click the **Send** button.  
The Optional Voice Annotation dialog box appears.
6. If you want to add a voice introduction to the fax, click the **Yes** button and record the voice message or if you want to send just the fax message, click the **No** button or if you want to cancel the fax, click the **Cancel** button.



7. On the Fax Message window, click the **To** button to select a recipient from your Personal Address book, or type the recipients' s e-mail address in the **To** box.
8. Click the **Send** icon to send the fax.

### To create and send a text message

1. Open an Norstar Voice Mail Desktop Messaging new mail message.
2. Type or paste text into the message and then click the **Send** button.

### To save a text message

1. On the **File** menu, click **Save As**.  
The Save As dialog box appears.
2. In the **File name** box type a name for the file and in the **Save as type** list box select .rtf.
3. Select a folder to keep the file in and then click the **Save** button.

## Forwarding and replying to messages

You can forward a message and create an introduction to send with it. You can create a reply to the sender of a message, or to the sender and all recipients of a message.

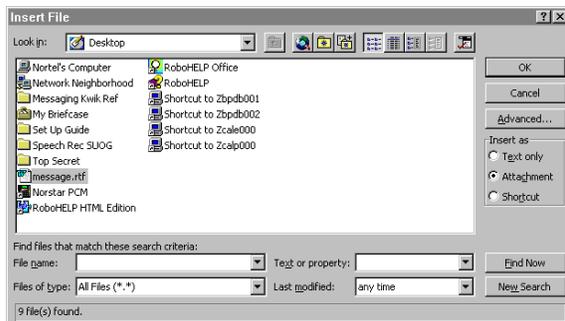
### To forward or reply to a message

1. Open the message you want to forward or reply to.
2. If you want to forward the message, click the **Forward** icon and address the message  
or  
if you want to reply to the sender of the message, click the **Reply** icon  
or  
if you want to reply to the sender and all the recipients of the message, click the **Reply to all** icon.
3. Click the **Send** button.

## Adding attachments to messages

Before sending a message, you can attach a voice, fax or text file to it. Text files must be .txt files and fax files must be .tif-f files.

### To attach a file to a message

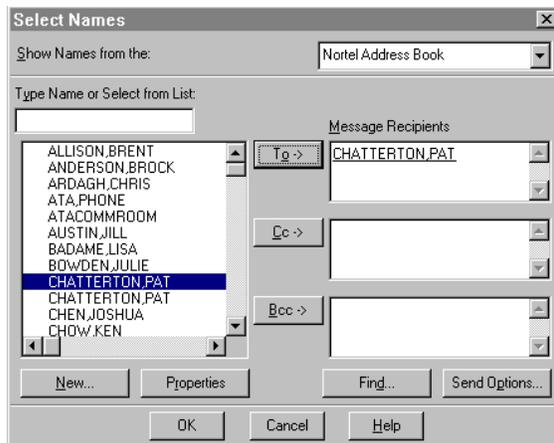


1. In an open message, click the **Insert File** icon.  
The Insert File dialog box appears.
2. Type the name of the file that you want to attach in the **File name** box and click the **OK** button, or double-click the file's icon to attach it.
3. In the **Insert as** option, select **Attachment**.
4. Click the **Send** icon.

## Addressing messages

With Norstar Voice Mail Desktop Messaging you can address a message by selecting a name from the Nortel Address Book or your Personal Address Book. Your Personal Address Book can include distribution lists and names.

### To add a Nortel Address Book address to your Personal Address Book

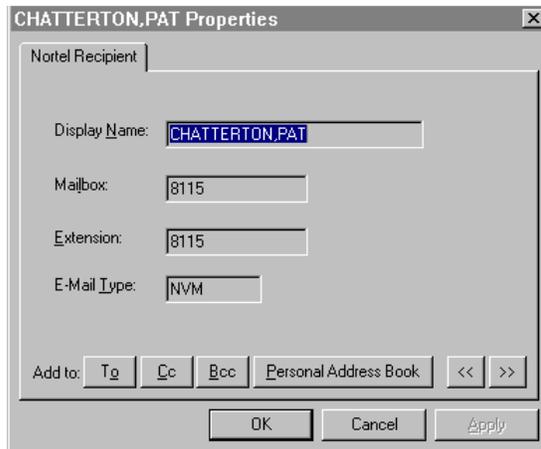


1. On the Microsoft Outlook or the Microsoft Exchange toolbar, click the **Address Book** icon. The Address Book dialog box appears.

2. In the **Show Names from the:** list box select **Nortel Address Book**.

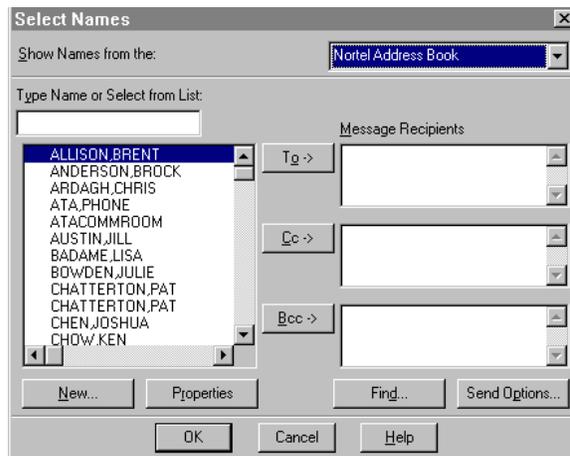
3. Select the name you want from the Nortel Address Book and click the **Properties** button.

The Properties dialog box for the name you selected appears.



4. Click the **Personal Address Book** button and then click the **OK** button in the next two dialog boxes to add the name to your Personal Address Book.

## To address a message from the Nortel Address Book or your Personal Address Book

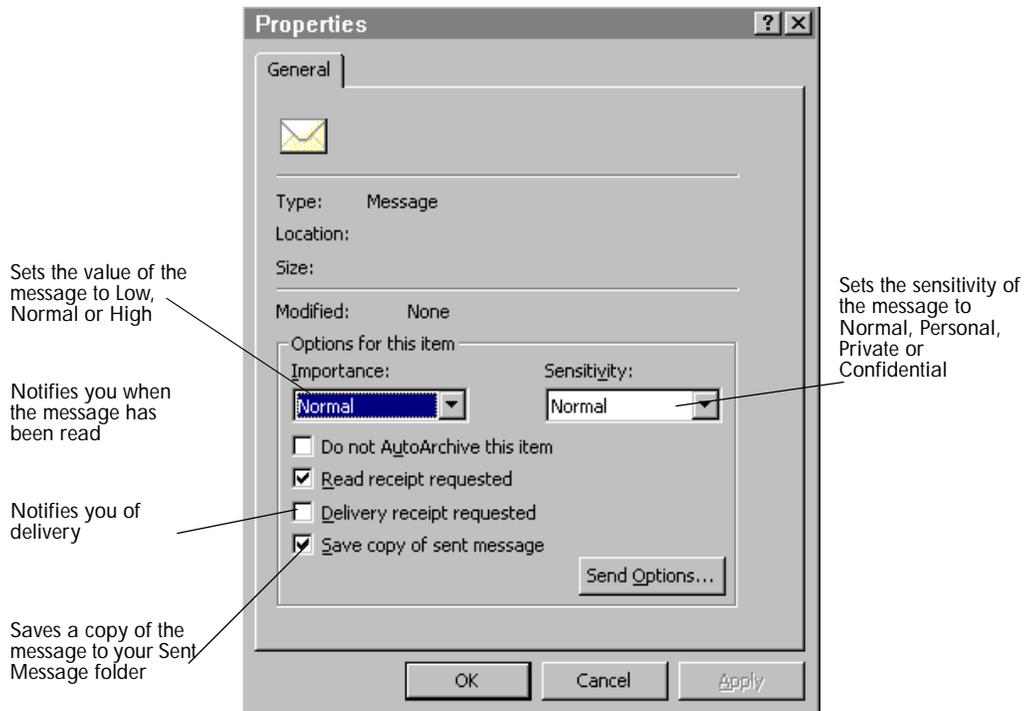


1. On the Microsoft Outlook or Microsoft Exchange toolbar, click the **Address Book** icon. The Address Book dialog box appears.
2. In the Show Names form the list box, select **Nortel Address Book** or **Personal Address Book**.
3. Select the name of the recipient or a distribution list.
4. Click the To button.
5. Click the OK button to return to the message window.

## Setting message options

From a Norstar Voice Mail Desktop Messaging message window you can set priority, sensitivity and delivery options.

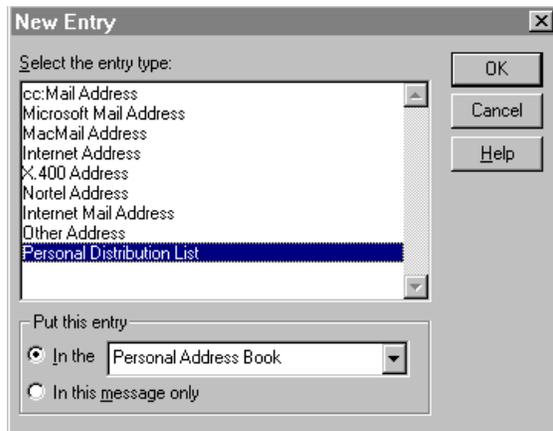
On the open message window click **File** and then click **Properties**.  
The Properties dialog box appears.



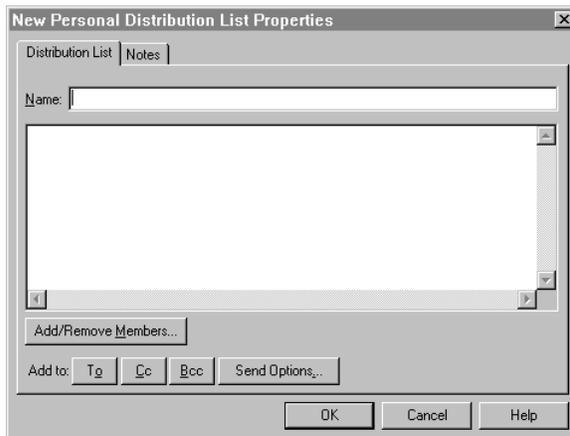
# Creating personal distribution lists

You can create a personal distribution list for a group of persons that you often send messages to. After you create a list, it appears in your Personal Address Book. When you want to address a message to the group, select the list..

## To create a personal distribution list



1. On the Microsoft Outlook or Microsoft Exchange toolbar, click the **Address Book** icon. The Address Book dialog box appears.
2. Click the **New Entry** icon. The New Entry dialog box appears.
3. In the list of entry types, select **Personal Distribution List**  click the **OK** button. The New Personal Distribution List Properties dialog box appears.



4. In the **Name** box type the name of the distribution list.
5. Click the **Add/Remove Members** button and type or select members from the list to add to your new personal distribution list.
6. Click the **OK** button in the current and the next dialog boxes to create your new personal distribution list.