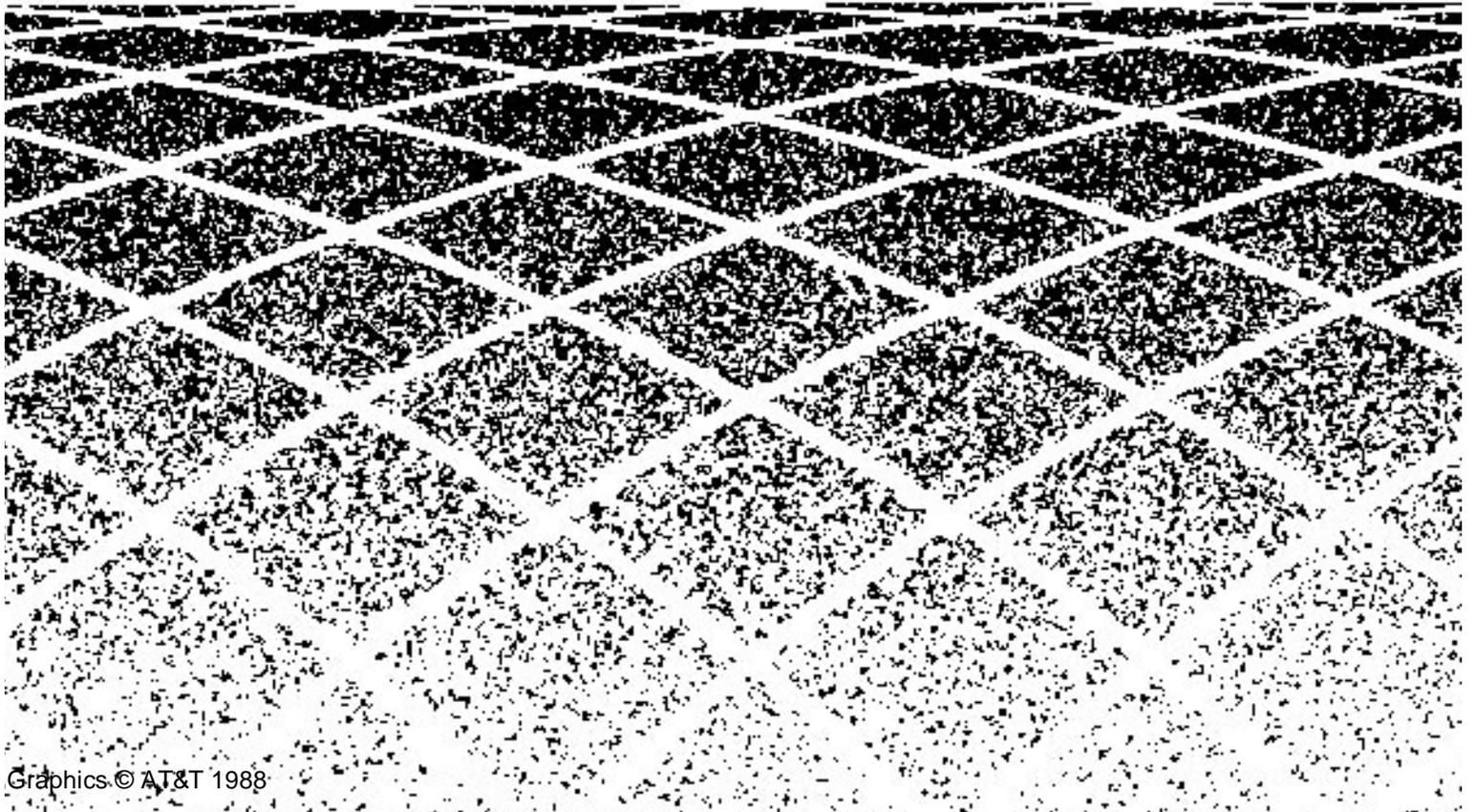




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# **INTUITY Message Manager Release 2.0 User's Guide Addendum**





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# INTUITY™ Message Manager Release 2.0 User's Guide Addendum

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This addendum covers changes between Release 2.0 and Release 2.2 of the INTUITY™ Message Manager message-handling software. It supplements the *INTUITY Message Manager Release 2.0 User's Guide* (585-310-731).

## Release 2.2 Features

Message Manager Release 2.2 enhancements include:

- **Operating Systems.** Support has been added for the following Microsoft® Windows™ operating systems:
  - Windows NT version 3.51 or higher (16 MBs RAM recommended)
  - Windows 95

The Message Manager Setup program automatically tailors Message Manager to work with the operating system installed on your PC.

- Message Manager runs as a 16-bit application on Windows 95 and Windows NT.
- Windows NT users who install the optional fax software must log in as an administrator in order to install a print driver.
- If you change operating systems, you must reinstall Message Manager. Also, if your PC is set up to run multiple operating systems (such as Windows NT and Windows 95), Message Manager must be installed separately for each operating system.

- **Personal Folder.** Message Manager now displays all messages stored in a Personal folder, regardless of the user's extension. Prior to Release 2.2, users who shared a PC could see only their own messages when they accessed a Personal folder. With the Release 2.2 enhancement:
  - Users with multiple extensions can see all their messages at once.
  - Administrators can more easily change extension numbers.
  - Users monitoring another user's mailbox can save messages in a Personal folder and still have the other user be able to retrieve them.



- **FastCall.** Message Manager provides access to the FastCall call-control application, allowing users to handle telephone calls through their PCs. When integrated with Message Manager, FastCall allows you to:
  - Make external calls through your PC (for example, using numbers stored in your Personal Phonebook).
  - Associate FastCall with an application so an incoming call displays the appropriate card in the Personal Phonebook.
  - Place calls from the AUDIX® directory or return calls to a message sender directly, without needing to use the AUDIX system's Transfer Out of AUDIX feature.

FastCall is purchased and installed separately. Refer to the online help for details on integration options, features, and access.

- **Shared Executable.** Multiple users can now run Message Manager using a single shared copy installed on a LAN file server. Instead of simply distributing copies of software that are installed on each user's PC, LAN administrators can now install a single copy of Message Manager that can be shared by all users at their site. This enhancement is detailed in the following section.

## Message Manager Installation

Message Manager software can be installed in three ways:

- **Diskette.** Each user can install a personal copy of Message Manager on their PC using the application software diskettes.
- **Copy from LAN Server.** Each user can install a personal copy of Message Manager on their PC by accessing the software through a LAN server. This method allows administrators to easily distribute Message Manager through the LAN instead of passing around diskettes.
- **Run from LAN Server.** Multiple users can share a single copy of Message Manager that the LAN administrator has installed on a LAN server. Because the Message Manager software exists only on the LAN file server, it can be easily updated by the LAN administrator.

### **NOTE:**

If you copy Message Manager software to a LAN file server for easy distribution *and* install a shared copy of Message Manager software for users to run on the LAN, the copy of the software diskettes and the executable Message Manager software *must* be in different directories.

The chart on the following page summarizes the different types of Message Manager installation.

## Upgrading to Message Manager Release 2.2

If you plan to upgrade to Message Manager Release 2.2:

- Exit Message Manager. Do *not* install Message Manager Release 2.2 while an earlier release of Message Manager is running.
- To save a copy of your current Message Manager software, enter a new directory name and program group when you install Release 2.2.

See Chapter 1 in the *INTUITY Message Manager Release 2.0 User's Guide* for other important pre-installation information.

The following chart summarizes methods of Message Manager (MM) installation. Each procedure is fully described on the referenced pages.

Type	Who	What to Do	Result	See
Diskette Installation	Each user	Run Setup, do <i>not</i> check the “shared copy” box	Copy of MM on user’s PC	Pages 6 to 8 in the user’s guide
Copy of MM Distributed through LAN	1. LAN administrator	Copy the software diskettes to a LAN file server	Copy of MM diskettes on a LAN server	Page 5 in this addendum
	2. Each user	Copy the software through the LAN and run Setup, do <i>not</i> check the “shared copy” box	Copy of MM on user’s PC	Pages 5 to 7 in this addendum
Shared Copy of MM on a LAN Server	1. LAN administrator	Run Setup, <i>do</i> check the “shared copy” box	Copy of MM on a LAN file server	Page 7 in this addendum
	2. Each user	Run Setup through the LAN (the “shared copy” box does not appear)	MM data files for that user only on user’s PC	Page 9 in this addendum
Shared MM Phonebook (Optional)	1. LAN administrator	Move the Phonebook files to a shared directory	Phonebook accessible by all users	Page 8 in this addendum
	2. Each user	Make Phonebook icon point to the shared directory	Shared Phonebook now available	Page 10 in this addendum

 **NOTE:**

Release 2.2 software includes three (3) Message Manager diskettes, but only LAN administrators who are installing a shared copy of Message Manager are prompted for the third diskette.

## Distributing Message Manager through the LAN

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**Administrator Steps.** LAN administrators may copy the Message Manager software diskettes to a LAN file server for easy distribution as follows:

1. Create a directory for the Message Manager software on the LAN server (for example, **mmappl**). Copy *all* the voice-application diskettes to the same directory using any DOS or Windows copy method you like.



**CAUTION:**

*Do not run Setup!*

2. *Optional.* If you ordered the fax software, create a different directory for it on the LAN server (for example, **faxappl**) and copy the software to it.
3. Give Message Manager users read-only permission to access the network drive and directories where the software is stored.
4. Tell subscribers the software is available and how to access it.

**User Steps.** Release 2.2 users must use the following steps to install their own copy of Message Manager from a LAN file server:

1. Log in to Windows and the network.
2. Connect to the network directory where the Message Manager software has been copied as follows:
  - Access the Connect Network Drive screen using File Manager or the Map Network Drive screen on Windows 95.
  - Select the appropriate drive and path to access the shared directory that contains the Message Manager software (such as **mmappl**). See your LAN administrator for this information if needed.
  - When the correct directory is selected, choose **OK**.

3. *Copy* all the Message Manager software files to your own PC using any DOS or Windows method you like.

 **NOTE:**

This step is essential if the LAN file server is running a different version of software than your PC (for example, if the LAN server is running Windows NT and your PC is running Windows 95).

4. *Optional:* To install the fax software, repeat steps 2 and 3, this time accessing the network drive and directory where the fax software has been copied (such as **faxappl**) and copying it to your PC.
5. After you install the Message Manager software (see the following steps), you can erase the **mmappl** and **faxappl** files and directories from your PC to free up space.

To install the Message Manager software on your PC:

1. Access the Message Manager software directory that you copied to your own PC and run the **setup** program.
2. You can accept the default directory (**C:\MSG\_MGR**) or choose a different location.
3. You can use the default program group (**INTUITY Message Manager**) or enter another name. This group will contain the program icons.
4. Choose **Continue** to install the software. Message Manager installs the correct version for your PC's operating system.

 **NOTE:**

Do *not* check the box for installing a shared copy on a LAN server.

To install the optional fax software:

1. Change to the directory on your PC that contains a copy of the fax installation diskette, and run the **setup** program.
2. Install the fax software in the same directory that contains the rest of your Message Manager files. The default is **C:\MSG\_MGR**.

3. Select the **Continue** button. The fax software loads.
4. The INTUITY Message Manager Fax Setup screen then appears. Enter the following information (needed when you create a fax):
  - **AUDIX Server ID.** This is the name or IP address of the fax-enabled server you use to send or receive messages. See your LAN or system administrator for this information if needed.
  - **Mailbox Extension.** This is the extension number of the fax-enabled mailbox you'll be using to send and receive voice and/or fax messages. This is usually the same number as your regular AUDIX mailbox. Users with secondary fax extensions should not enter that number here, but type their regular mailbox extension.
5. Select the **OK** button to add this information. If you select **Skip**, you can add the information later using the Fax Options screen. The installation is now complete.

## Installing a Shared Copy of Message Manager on the Server

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**Administrator Steps.** Generally, a LAN administrator should take the following steps to set up a shared copy of Message Manager on a LAN:

1. On a LAN file server, run the Message Manager **setup** program. When the INTUITY Message Manager Setup screen appears:
  - Specify the directory (default **C:\MSG\_MGR**) and program group (default **INTUITY Message Manager**).
  - Check the box for installing a shared copy of Message Manager on a LAN server.



**NOTE:**

If you do not check the “shared copy” box, you will simply install a working version of Message Manager on the LAN file server.

2. Select **Continue**. The Setup program installs a shared copy of Message Manager in the directory you specified, and creates a modified Setup program for users to run through the LAN.
3. *Optional:* If you ordered the fax software, insert the fax diskette and run the Setup program. Be sure to install the fax software in the same directory where you installed the Message Manager software.

If you checked the “shared copy” box in step 1, the Setup program creates an **inst\_fax** directory. This directory contains a modified Setup program for fax users to run through the LAN.

4. Share the directory containing the Message Manager software. Allow read-only permission to protect the software.
5. *Optional:* If you wish to share the Message Manager Phonebook (for example, if users access a common database):
  - Create a new directory for the Phonebook (such as **pbook**) that is *not* a subdirectory under the Message Manager directory. Share the new directory with full permissions so users can read and write to it.
  - If you already have a Phonebook you would like to share, copy the following files from the Message Manager directory to the new Phonebook directory: **pbook.ldb** and **pbook.mdb**.

 **NOTE:**

For a new Message Manager installation, these two files do not exist until the Phonebook is accessed and at least one entry made.

6. Run Message Manager. You must execute it at least once on the LAN server in order to set up the Document subdirectory.
7. Tell subscribers the software is available and how to access it.

**User Steps.** Generally, users should use the following steps to access a shared copy of Message Manager from a LAN file server:

1. Log in to Windows and the network.
2. Connect to the network directory where Message Manager is installed:
  - Access the Connect Network Drive screen using File Manager or the Map Network Drive screen on Windows 95.
  - Check the “Reconnect at Startup” (or “Reconnect at logon”) box. This allows you to reconnect to this drive automatically when you run Message Manager.
  - Select the appropriate drive and path to access the shared directory that contains the Message Manager software (default **MSG\_MGR**). See your LAN administrator for this information if needed.
  - When the correct directory is selected, choose **OK**. The mapped directory files will appear.
3. Run the Setup program from the Message Manager directory.
  - At the directory prompt, type the name of the *working* directory you wish to store Message Manager files in (default **C:\MSG\_MGR**).
  - Answer the program group prompt however you wish (default **INTUITY Message Manager**). This group will contain the Message Manager icons. Select **Continue**.

The Setup program creates a data file in your working directory. You are now ready to run the voice-only Message Manager software.

4. *Optional:* To install the fax software, access the network directory where the fax software is installed (for example, **inst\_fax**). Run the Setup program. Answer the prompts as follows:
  - Specify the same working directory you used for the Message Manager software (for example, **C:\MSG\_MGR**).
  - Answer the prompts for **AUDIX Server ID** (fax-enabled server name or IP address) and **Mailbox Extension** (your AUDIX mailbox number). See page 7 in this addendum for details if needed.

- Select the **OK** button to add this information, or select **Skip** to add it later using the Fax Options screen.
- 5. *Optional:* To access a shared Message Manager Phonebook (for example, if you share a database with other users), do the following:
  - Select the Phonebook icon from the Message Manager program group (the default group name is **INTUITY Message Manager**).
  - Change the Properties to point to the network drive and directory where the shared Phonebook is located. The command line must end with a **/B** (for example, **m:\pbook /B**).
- 6. You can now run Message Manager through the LAN. If you checked the “Reconnect at Startup” box (see step 2), the network drive containing Message Manager is accessed automatically.

 **NOTE:**

Message Manager makes a local (temporary) copy of its software in your PC's RAM when it is first accessed, so shared-copy users might notice a slight delay when bringing up Message Manager over the LAN.

- 7. *Optional:* The shared copy of Message Manager uses by default the Personal and Document folders on the LAN server. To create your own message-storage folders (for example, on your PC):
  - On the main screen, choose Select Personal Folder from the File menu. Navigate to the correct directory and drive, and choose **OK**. Message Manager will create a **pfolder** subdirectory for messages.
  - Fax users may choose Select Document Folder from the File menu. Navigate to the correct directory and drive, and choose **OK**. Message Manager will create a **document** subdirectory for storing fax-only messages.