Lucent Technologies
Bell Labs Innovations

Implementation and Service Release Notes
Octel 100 Release 3.1

Enclosed is Octel 100 Release 3.1. This note includes important information regarding the enclosed software and documentation.

Getting Started with the Octel 100 System

The *Implementation and Service Manual* is designed to walk you through the steps necessary to set up and maintain an Octel 100 system at a customer site. Collectively, the steps presented in the manual allow you to effectively implement different types and sizes of Octel 100 systems and minimize the time necessary for supporting those systems after they are implemented.

The Feature and Functionality Introduction worksheet provides an overview of the messaging system features. See Chapter 1, "Implementation and Service Overview," for important information on using both the manual and the variety of other information tools available to you, such as the online help. See Chapter 4, "Understanding the Installation Process," for a high-level overview of the basic steps you must complete to get the system up and running. Subsequent chapters of the *Implementation and Service Manual* detail this high-level overview and provide additional information on setting up and using system features including the automated attendant, subscriber mailboxes, and system reports.

To properly complete the installation and implementation process, there are utilities such as the Integrator, which integrates the Octel 100 system with the site's phone switch, you may need to run even if the Octel 100 software was preinstalled. It is very important that you run the utilities; otherwise, the system may not operate as expected. See the *Installation Checklist* provided with the system and Chapter 4, "Understanding the Installation Process," for additional information on what utilities you must run to complete the installation process.

Octel 100 Software and Documentation Issues

Note the following important Release 3.1 considerations:

- The Call Educator tutor, when enabled on the General Parameters tab in System Setup, voices the first time subscribers log into their mailbox and references a *Subscriber's Guide.* Subscribers should reference the *Quick Reference Guide* for information on using Octel 100 features.

- There is an issue with distribution lists that are nested within other distribution lists. When you delete a nested distribution list from a list, then review the contents of the edited list, the entry after the deleted nested list is not voiced though it is still in the edited list. The system corrects itself when you exit, go back in, then review the contents of the list you previously edited. An example scenario is as follows: You have distribution list 2 that includes mailbox 101, distribution list 4, distribution list 5, mailbox 403, and mailbox 305. You delete distribution list 5 from distribution list 2. You review the contents of distribution list 2. The system indicates that list 2 includes

mailbox 101, distribution list 4, and mailbox 305. Even though list 2 still includes mailbox 403, this entry is not voiced. You exit the system and go back in. You review the contents of list 2. The contents are correctly stated as mailbox 101, distribution list 4, mailbox 403, and mailbox 305.

- When the system performs an unsupervised transfer from a voice to a fax channel, there is a possibility that the phone switch to which the Octel 100 system is connected may not require as much time as the system allows to perform the transfer. In this case, it is possible for an incoming call to come in on that voice channel before it goes back on hook. When this occurs, the caller hears no greetings or prompts until, after approximately 30 seconds, the system voices, "Goodbye," and hangs up. If this occurs, the G34 parameter in the SET_UP.CFG file should be lowered. For information on modifying this parameter setting, contact a technical support representative.

- When a subscriber uses the message locator feature to locate a message sent to a particular mailbox, the system is currently voicing messages sent to the mailbox specified, as expected. However, it is then voicing all other messages the subscriber sent to mailboxes on the system, as it would if the subscriber had pressed <#><#> to locate all messages sent.

- When installing a new system at a customer site, verify that all voice and fax boards are properly seated in the PC, especially if the Drop-n-Tell indicator indicates that the unit may have been jarred during shipment.

- It is strongly recommended that all sites run the Graham Utilities HPFSDfrg program at least once a week. For information on installing Graham Utilities and setting up the program to run the HPFSDfrg program automatically, see Chapter 6, "Installing the Software," in the *Implementation and Service Manual*. Note that Graham Utilities is preinstalled on all turnkey systems and necessary modifications are pre-made to the RUNVM.CMD file so the program can be run automatically on a weekly basis.

Enabling and Disabling Visual Mailbox

On new Octel 100 version 3.1 turnkey systems, Visual Mailbox is preinstalled. Whether Visual Mailbox is enabled or not depends on how the Octel 100 system was ordered:

- If you purchased the Octel 100 system with Visual Mailbox but do not want to enable it at this time, you can make a few simple modifications to accomplish this.

- If you originally purchased the Octel 100 system without Visual Mailbox, you can add it later. Note that adding Visual Mailbox to an Octel 100 system requires a sentinel upgrade to enable Visual Mailbox clients. Contact your authorized representative for information on adding Visual Mailbox to an Octel 100 system.

You can disable Visual Mailbox by completing the applicable procedures below.

Disabling Visual Mailbox on the Octel 100 System

If Visual Mailbox is configured to launch Visual Mailbox upon Octel 100 system PC bootup but you do not want to enable it at his time, you must complete the following steps:

- Disable the Visual Mailbox line in the RUNVM.CMD file

- Implement the CONFIG.SYS file that is not configured for Visual Mailbox

Disabling the Visual Mailbox line in the RUNVM.CMD file

1. If the Octel 100 system is running, shut it down. For information on logging into the system and shutting it down, see Chapter 20, "Starting, Logging Into, and Shutting Down the System," in the *Implementation and Service Manual*.

2. Open an OS/2 window.

3. From the C:\ prompt, type `CD CVR` then press <ENTER> to change to the \CVR directory prompt.

4. From the \CVR prompt , type `E RUNVM.CMD` then press <ENTER>. An OS/2 editor window displays the RUNVM.CMD file.

5. Use the down arrow key to move to the line that contains:
   ```
   CALL START /MIN RUNVFS.CMD
   ```

6. With the cursor at the start of the line, type `REM` then press <Spacebar>.

7. Make sure the line now reads:
   ```
   REM CALL START /MIN RUNVFS.CMD
   ```

8. Select Save from the File menu:
   a. If this is the first time you have saved the file, the Save Notification dialog box displays.
   b. Click Type. The Type dialog box displays.
   c. Click Plain Text, then click Set. The file is saved.

9. Double-click the icon in the upper-left corner of the window to close the editor.

Implementing the CONFIG.SYS file not configured for Visual Mailbox

1. In the OS/2 window, from the C:\ prompt, type `REN CONFIG.SYS CONFIG.NET` then press <ENTER>. The CONFIG.SYS file is renamed to a file named CONFIG.NET.

2. From the C:\ prompt, type `REN CONFIG.ALT CONFIG.SYS` then press <ENTER>. The CONFIG.ALT file is renamed to a file named CONFIG.SYS.

3. Type `EXIT` then press <ENTER> to close the OS/2 window.

4. Click the right mouse button on an empty area of the desktop and select Shutdown from the menu that displays. If you are prompted whether you want to close all windows and active programs, click OK.

5. When prompted to shut down or reboot, press <CTRL+ALT+DEL> to restart the PC.

Notes: