



NOTICE!

June 2001

This notice is the first document on Nortel Networks' standard release of the Helmsman CD-ROM disc for Product Computing-module Load (PCL) MSLI0015, which is for Meridian SL-100 (MSL-100) Commercial Systems offices. This disc contains documentation supporting this PCL [and appropriate XPM-based information]. Please recycle any obsolete discs after verifying that the information on them is no longer needed.

MSL-100 documentation is a custom suite. For your reference and convenience, the DMS-100 NTPs are included on the MSL15 CD. If you need to access additional CDs, you can order them by calling 1-877-662-5669. Select option 2.

The MSL15 software delivery is part of an on-going evolution at Nortel Networks. The following table shows the MSL-100 documents that are part of the transition. These documents must be used with the DMS-100 and XPM counterparts for the complete software picture.

MSL15 Transitional documents

Document title	MSL-100 document number	DMS-100 document number	XPM document number
Translations Guide	555-4031-350	297-8001-350	297-8321-815
Routine Maintenance Procedures	555-4031-546	297-8001-546	Not applicable
Operational Measurements Reference Manual	555-4031-814	297-8001-814	297-8321-814
Log Report Reference Manual	555-4031-840	297-8001-840	297-8321-840
Customer Data Schema Reference Manual	555-4031-851	297-8001-351	297-8321-351

Please note the following documents have been revised for MSL15 CD, in addition to the standard documentation:

- 555-4001-026, *Meridian 1 Interworking Services Guide*
- 555-4001-131, *Nortel Networks Meridian SL-100 Corporate Directory Applications User Guide*
- 555-4001-136, *Meridian SL-100 M3900 Meridian Digital Telephones Reference Guide*

The following list shows the features are added for MSL15:

- LDAP Synching
- M3900 Release 3 Enhancements
- Call Forward Enhancements
- Virtual Office Worker Enhancements

Nortel Networks has begun delivering PCL information on Helmsman 4.0 discs only. Helmsman 4.0 is for Windows 95 and Windows NT software platforms. Helmsman 4.1 will support Mac and UNIX platforms (as well as Windows 95 and Windows NT). If you have Helmsman installation questions, please read the “README” file on the software disc, or call 1-888-HELMSMAN (1-888-435-6762). Alternatively, you may call (North America) 1-615-734-4848. (Nortel Networks employees should call 6-222-4848.)

This notice contains some supplementary information. Marketing-related information is Part A. Part B identifies changes to reflect PCL-based documentation deliveries. Part C provides Helmsman release information, installation instructions, and technical support numbers; Part D lists the Helmsman technical specifications; Part E is the Helmsman Windows font checklist, and Part F is the Helmsman tutorial loading instructions. Part G provides details of the CD-ROM recycling program.

Helmsman software and user’s guides for these platforms are also on this disc. Please install the latest Helmsman software for your platform if you have not previously done this. Additional Helmsman information is provided in Part C through Part H of this notice.

For information on the documentation suite, please refer to the *Commercial Systems Master Index of Publications*, 555-4031-001. This publication provides alphabetic and numeric lists of all NTPs that support an MSL-100 office, information on any canceled MSL-100 NTPs, abstracts for all MSL-100 NTPs, and a listing of related NTPs. For DMS-100 documentation information, refer to the *DMS-10 and DMS-100 Family Product Documentation Directory*, 297-8991-001, which replaces both the former *Master Index* (297-1001-001) and the former *Product Documentation Catalog* (50003.15). This particular *Product Documentation Directory* is valid only in the United States and Canada. For a cross-reference of old DMS-100 documents replaced by new DMS-100 documents, see the *DMS-10 and DMS-100 Cancellation Cross-reference Directory*, 297-8991-002. [For information regarding Nortel Networks new product structure and software delivery changes, read the Product and Service Information Bulletin, *Introduction to the New North American DMS-100 Product Structure* (50104.16).]

Part A: Marketing-related documents:

Number	Title
50041.08	<i>DMS-100/DMS-200 Hardware Planning Guide</i>
50104.16	<i>Introduction to the New North American DMS-100 Product Structure</i>
50105.16	<i>BCS to PCL Mapping</i>
50111.16	<i>DMS Switching Evolution Transition Guide</i>
50112.16	<i>DMS-100 Capacity Planner</i>
50170.11	<i>DMS-100 Software Portfolio</i>
57003.16	<i>Feature Group D Carrier Identification Code Expansion Planner</i>

Part B: Document changes supporting the new software architecture

In line with the software delivery evolution and key customer issues, Nortel Networks is streamlining customer documentation. Key customer issues that drove the streamlining include the following areas:

- increased usability
- accessibility of information
- elimination of duplication

For the MSL-100 product, several changes have been made to the documents that support the Product Computing-module Loads (PCLs).

I. The first major change is the delivery of those documents on a per-PCL basis, just like the software delivery. For the MSL15 product release for MSL-100 Commercial Systems, the PCL is MSLI0015.

II. Another major change is a reorganization of the documents. For the MSL-100 PCLs, first-level maintenance procedures have been combined into the following set of documents:

Number	Title
555-4031-543	<i>Alarm Clearing Procedures</i>
555-4031-544	<i>Trouble Locating and Clearing Procedures</i>
555-4031-545	<i>Recovery Procedures</i>
555-4031-547	<i>Card Replacement Procedures</i>

Other PCL-specific documents include:

Number	Title
PLN-4031-004	<i>Release Document</i>

Some NTPs, supporting all PCLs and previous BCS releases, have NOT changed, either in numbering or in their basic structure.

III. Documentation supporting Extended Peripheral Module (XPM) technology for remote products has also been streamlined. To support the latest XPM software load, which is being delivered with the PCLs for this product release, the documentation has been reorganized as described below.

First-level and advanced maintenance information for each remote product is now combined into one document for easier accessibility and presented in the following order:

- overview, signaling, and hardware information
- recovery procedures
- alarm-clearing procedures
- card replacement procedures
- trouble-locating and trouble-clearing information
- routine maintenance procedures

The following documents support the XPM81 software load for remote products:

Number	Title
297-8221-550	<i>Remote Switching Center (RSC) Maintenance Manual</i>
297-8223-550	<i>Remote Switching Center Multi-Access Maintenance Manual</i>
297-8231-550	<i>Subscriber Carrier Module—100S (SMS) Maintenance Manual</i>
297-8241-550	<i>Subscriber Carrier Module—100 Urban (SMU) Maintenance Manual</i>
297-8251-550	<i>Subscriber Carrier Module—100 Access (SMA) Maintenance Manual</i>
297-8253-550	<i>Subscriber Carrier Module—100 Access (MVI-20) Maintenance Manual</i>
297-8261-550	<i>RSC-SONET Maintenance Manual, Model A (DS-1)</i>
297-8263-550	<i>Expanded Subscriber Carrier Module—100 Access Maintenance Manual</i>
297-8271-550	<i>RSC-SONET Maintenance Manual, Model A (PCM30)</i>
297-8281-550	<i>RSC-SONET Maintenance Manual, Model B (DS-1)</i>
297-8291-550	<i>RSC-SONET Maintenance Manual, Model B (PCM30)</i>
297-8301-550	<i>SMS-100S Remote (SMS-R) Maintenance Manual</i>
297-8351-550	<i>Remote Line Concentrating Module Maintenance Manual</i>

Translations information for all remote products has been combined in one document (per signaling type):

Number	Title
297-8321-815	<i>Extended Peripheral Module (XPM) Translations Reference Manual (DS-1)</i>
297-8331-815	<i>Extended Peripheral Module (XPM) Translations Reference Manual (PCM30)</i>

Reference information for operational measurements and log reports for all remote products has been streamlined as follows:

Number	Title
297-8321-814	<i>Extended Peripheral Module (XPM) Operational Measurements Reference Manual (DS-1)</i>
297-8321-840	<i>Extended Peripheral Module (XPM) Logs Reference Manual (DS-1)</i>
297-8331-814	<i>Extended Peripheral Module (XPM) Operational Measurements Reference Manual (PCM30)</i>
297-8331-840	<i>Extended Peripheral Module (XPM) Logs Reference Manual (PCM30)</i>

Change information for all remote products is in the following document. Please note that this document number is new. The previous number, PLN-4001-005, has been canceled in MSL06 and replaced with 555-4001-599.

Number	Title
555-4001-599	<i>Meridian SL-100 Peripheral Module Release Document (PM RELDOC)</i>

If you have any questions or comments about Nortel Networks documentation, please call our Customer Information Service line:

- Canada: 800-634-1243 (Within Nortel Networks, call 6-333-4588.)
- United States: 800-684-2273, Option 1 (Within Nortel Networks, call 6-263-5838 or 6-263-8462.)

Part C: Helmsman release information, installation instructions, and technical support numbers

MS-Windows installation instructions

Place the disc in the CD-ROM drive. After starting Windows, select the “File” menu from the Program Manager. Select the “Run” option. The command line you should enter is the letter of your CD-ROM drive, followed by “:\viewers\windows\setup”. For example, if the CD-ROM drive is S:, your command line would be “S:\viewers\windows\setup”. This will begin the installation of Helmsman into the sub-directory that you select or the default of C:\Helmsman. After installation is complete, a new program group will appear with the Helmsman and README.TXT icons. Be sure to restart Windows at this point.

Macintosh installation instructions

Place the disc in the CD-ROM drive. Double-click on the CD-ROM icon. Open the folder called “Viewers.” Click on the “Mac” file and drag it to your hard-drive to copy.

UNIX installation instructions

Because of system variations among different platforms and operation systems, please call the UNIX Helmsman Technical Support staff.

Helmsman technical support numbers:

Effective May 1, 1996, telephone numbers for Helmsman technical support will change. The new hours and the consolidated phone numbers are shown below.

Helmsman technical support hours and numbers:

Region	Hours (Mon. through Fri.)	Platform	Telephone
North America	Available 9 hours per day: 9:00 a. m. — 6:00 p. m. ET 6:00 a. m. — 3:00 p. m. PT	Windows, Macintosh, and UNIX (all supported platforms)	888-HELMSMAN (888-435-6762)
United Kingdom	Available 9 hours per day: 1400 — 2300 GMT	Windows, Macintosh, and UNIX (all supported platforms)	0-800-966-831

Customers outside of North America and the United Kingdom should call +1-615-734-4848. Nortel Networks employees should call 6-222-4848.

Part D: Helmsman technical specifications

Many types of Compact Disc Read-Only Memory (CD-ROM) drives exist. Helmsman CD-ROMs are manufactured to the International Standards Organization (ISO) 9660 standard, and all CD-ROM drives being sold today conform to it. Today's CD-ROM drives may also have other features that do not apply to Helmsman but may be significant for other applications. "IX" drives are generally incapable of multimedia applications. The performance characteristics of CD-ROM drives vary greatly. Among different drives at a particular speed, differences in access times (sometimes called seek times) often exist. Generally, the fewer number of milliseconds quoted for access time or seek time; the better will be Helmsman performance.

Performance prediction is described in each section below. However, the more windows that are open, the more Random-Access Memory (RAM) is consumed. If more than four Helmsman windows were allowed to open, users would be unhappy with the application speed. Consequently, Helmsman allows only four windows to be open at any one time.

D. I. Personal Computers (PCs)**D. I. (a) Configuration options**

The Personal Computer (PC) that is executing Helmsman must have access to the Helmsman database of documents. Four options exist:

1. CD-ROM player attached to the PC
2. CD-ROM player on a file server accessed across a Local Area Network (LAN)
3. database content copied to hard-drive on a file server accessed across a LAN
4. access across a Wide Area Network (WAN) to a file server (CD-ROM-based or hard-drive-based)

In Options 1 and 2, a suitable CD-ROM device must be purchased, a driver for the CD-ROM device must be installed, and, if the user is running Windows 3.1, the "MS CD Extensions" for MS-DOS must be installed.

Option 2 can be problematic because simultaneous accesses to any CD-ROM drive are slow. Therefore, in LAN environments, Nortel Networks recommends purchase of a 750 MB hard-drive (enough to hold the entire contents of a CD-ROM) for a file server and adoption of Option 3.

The choice of LAN or WAN for Options 2, 3, or 4 is at the user's discretion. Helmsman will function with any LAN or WAN supported by MS-DOS and Windows. In a LAN or WAN configuration, if a Helmsman database can be accessed by an MS-DOS DIR command or by the Windows File Manager (of Windows 3.1) or the Windows Explorer (of Windows 95), the database can be accessed by a Helmsman user. Helmsman has no specific LAN or WAN awareness and depends on the LAN or WAN software, working in conjunction with MS-DOS and Windows, to provide an environment similar to a stand-alone environment. Printer sharing and similar features are handled completely by the LAN or WAN manager.

LANs that have been used successfully with Helmsman include:

- Novell
- Banyan
- 3Com
- LANTASTIC
- NETBIOS
- Ethernet

Users of Option 4 will find that 64 kb/s WAN provides suitable browsing speed but not suitable searching speed. For suitable searching speed, 256 kb/s throughput is recommended.

Over the next five years, Nortel Networks may deploy multimedia offerings that require a CD-ROM device or a high-speed LAN or WAN. Users who access the Helmsman database by means of 1980s' LAN or WAN technologies may be unable to utilize multimedia offerings. More details will be provided when they are available.

D. I. (b) Helmsman Viewer for Windows

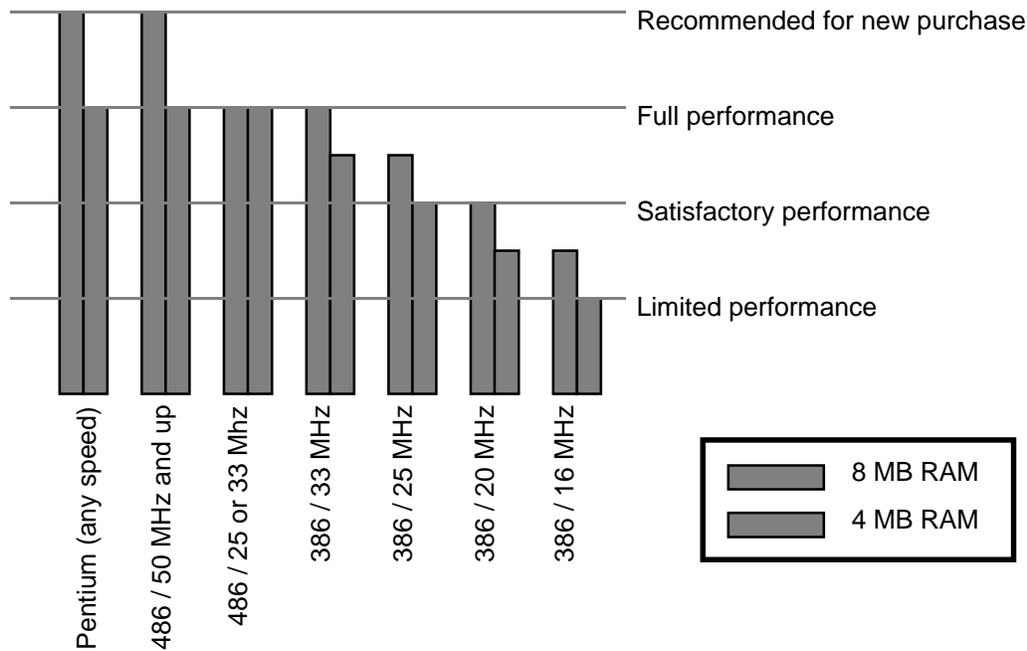
Nortel Networks tests and supports the Helmsman Viewer for Windows only:

- under Windows 3.1 and MS-DOS as released by Microsoft, or
- under Windows 95 as released by Microsoft; and
- executing on an Intel 386, 486, or Pentium processor

Users of Windows 3.1 compatibility features in other operating systems for Intel processors (for example, Windows NT and OS/2), or in non-Intel environments (for example, SoftWindows for Macintosh), are cautioned.

Predicting Helmsman performance under Windows is complex. To assist users, Nortel Networks provides the following chart of projected performance as a function of CPU type, CPU clock rate, and available RAM. RAM figures assume that no other application executes simultaneously with Helmsman. If users plan to execute another application simultaneously, they will probably need more RAM than the figures indicate. In all cases, RAM figures pertain to physical memory and exclude virtual and graphics card memory.

This chart was computed on the basis of Windows 3.1. If Windows 95 is used, Nortel Networks recommends that 4 MB of RAM be added to these figures.



In predicting Helmsman Viewer performance when documents are being retrieved from a CD-ROM, two additional factors are important. The first is the speed of the CD-ROM drive: an original speed CD-ROM drive or a newer CD-ROM drive, such as the so-called double-speed (“2X”) drives or triple-speed (“3X”) drives. The second additional factor is the use of Windows 95 (which provides caching of CD-ROM) or of MS-DOS 6.2 (which includes a utility, SMARTDRV, for caching of CD-ROM). The benefit of using a double-speed CD-ROM drive, compared to a single-speed drive, or using a CD-ROM cache, is equivalent to a one-step increase in CPU clock rate (for example, going from a 386/16 to a 386/20). Using both a double-speed CD-ROM drive and CD-ROM caching equals a two-step increase in CPU clock rate (for example, going from a 386/16 to a 386/25).

For new purchases of Helmsman Viewer, Nortel Networks recommends the following platform, which includes only components generally available on the market today. Nortel Networks will support electronically delivered customer information on this platform for five years. The complete platform is as follows.

For customers using Windows 95:

- Windows 95
- Pentium processor (any clock rate) or 486 processor (50 MHz clock rate, minimum)
- SVGA color monitor and graphics card
- 16 MB RAM minimum
- 500 MB hard-disc minimum
- Mouse (Windows compatible)
- Graphics-capable printer (PostScript or non-PostScript) supported by Windows

for customers using Windows 3.1:

- MS-DOS 6.2 with SMARTDRV caching
- Windows 3.1 with TrueType installed and enabled
- Pentium processor (any clock rate) or 486 processor (50 MHz clock rate, minimum)
- SVGA color monitor and graphics card
- 8 MB RAM minimum
- 250 MB hard-disc minimum
- Mouse (Windows compatible)
- graphics-capable printer (PostScript or non-PostScript) supported by Windows

Nortel Networks believes that today's Helmsman will execute with full or satisfactory performance on the following platform, which may have less than five years of life remaining. Some components may have already been withdrawn from the market. The complete platform is:

for customers using Windows 95:

- Windows 95
- Pentium or 486 processor
- VGA or SVGA color monitor and graphics card
- 8 MB RAM
- 5 MB hard-disc free
- Mouse (Windows compatible)
- graphics-capable printer (PostScript or non-PostScript) supported by Windows

for customers using Windows 3.1:

- MS-DOS 6.2 with SMARTDRV caching
- Windows 3.1 with TrueType installed and enabled
- Pentium, 486, 386/33, 386/25, or 386/20 processor
- VGA or SVGA color monitor and graphics card
- 8 MB RAM for 386/20; 4 MB RAM for other processors
- 5 MB hard-disc free
- Mouse (Windows compatible)
- graphics-capable printer (PostScript or non-PostScript) supported by Windows

The following components may be substituted for those listed above at the risk of performance or usability degradation. An asterisk indicates substantial degradation.

for customers using Windows 95:

- Windows 95
- *386 processor with 8 MB RAM
- *any processor with less than 8 MB RAM
- gray-scale monitor
- *monochrome monitor
- *text-only printer supported by Windows

for customers using Windows 3.1:

- MS-DOS 3.3 or higher
- *Windows 3.1 with TrueType disabled or not installed
- 386/20 processor with 4 MB RAM
- 386/16 processor with 8 MB RAM
- *386/16 processor with 4 MB RAM
- gray-scale monitor
- *monochrome monitor
- *no mouse
- *text-only printer supported by Windows

D. II. Macintosh

D. II. (a) Configuration options

The Macintosh that is executing Helmsman must have access to the Helmsman database of documents. Four options exist:

1. a CD-ROM player directly attached to the Macintosh
2. a CD-ROM player on a file server accessed across a Macintosh
3. database content copied to hard-drive on a file server accessed across a Macintosh
4. access across a WAN to a file server (CD-ROM-based or hard-drive-based)

In Options 1 and 2, a suitable CD-ROM device must be purchased and a driver for the CD-ROM device, as well as the MacOS Foreign File Access and ISO 9660 File Access extensions, must be installed.

Option 2 can be problematic because simultaneous accesses to any CD-ROM drive are slow. Therefore, in LAN environments, Nortel Networks recommends purchase of a 750 MB hard-drive (enough to hold the entire contents of a CD-ROM) for a file server and adoption of Option 3.

For Options 2, 3, and 4, Macintosh users would normally use an AppleShare volume, the file sharing capabilities of System 7, or third-party software that connects to a non-Apple server, such as NFS. Helmsman will function with any LAN or WAN file system supported by the Macintosh. In a Macintosh environment, LAN connectivity is usually achieved with LocalTalk or Ethernet technology. In a LAN or WAN configuration, if a Helmsman database can be accessed by the Macintosh Finder, the database can be accessed by a Helmsman user. Helmsman has no specific LAN or WAN awareness and depends on the LAN or WAN software, working in conjunction with the MacOS, to provide an environment similar to a stand-alone environment. Printer sharing and backgrounding are handled completely by the Macintosh Print Monitor.

Users of Option 4 will find that 64 kb/s WANs provide suitable browsing speed but not suitable searching speed. For suitable searching speed, 256 kb/s throughput is recommended.

Over the next five years, Nortel Networks may deploy multimedia offerings that require a CD-ROM device or a high-speed LAN or WAN. Users who access their Helmsman database by means of LocalTalk may be unable to utilize multimedia offerings. More details will be provided when they are available.

Customers with Macintoshes have two other options in deploying Helmsman. A Macintosh with an emulation package for a VT 100 terminal can dial into a UNIX system executing the Helmsman UNIX NGT, and a Macintosh with an X-Terminal package can connect to a UNIX system and execute the Helmsman Viewer for UNIX. These configurations can provide access to Helmsman from 68000-based Macintoshes, from Macintoshes still running System 6, and from Macintoshes that do not have CD-ROM drives or access to file servers.

The Apple StyleWriter and other non-PostScript printers for Macintosh computers are not supported by Helmsman. Only PostScript printers may be used. Third-party packages are available that emulate PostScript printers using ink-jet or other low-end printers. Helmsman has not been tested, and is not supported, with such third-party packages.

D. II. (b) Helmsman Viewer for Macintosh

Predicting Helmsman performance under Macintosh is a function of model and available RAM. RAM figures assume that no other application executes simultaneously with Helmsman. If users plan to execute another application simultaneously, they will likely need more RAM than the figures indicate. In all cases, RAM figures pertain to physical memory and exclude virtual and graphics card memory.

Helmsman requires MacOS System 7 and a 68020 or later processor, including a PowerPC processor. Helmsman is not supported under System 6 (or earlier) or on models that use a 68000 processor (the original Motorola chip). The 68000-based models are: Mac, Mac Lisa, Mac 512K, Mac Plus, Mac SE, Mac Portable, Mac Classic, and PowerBook 100. Users of System 6 (or earlier) or 68000-based models should see the alternative configurations described above.

Under MacOS System 7.0 or 7.1, Helmsman prefers 8 MB RAM, but will execute in 4 MB RAM as long as the MacOS is a “minimal” installation (refer to the Macintosh Installer for more information). Performance on a 4 MB RAM machine will be limited even on a model with a fast processor. Users of 4 MB RAM machines are urged to expand their RAM.

Under MacOS System 7.5, Helmsman requires 8 MB RAM for a 680X0-based model and 16 MB RAM for a PowerMac. For 680X0-based models, System 7.5 uses more RAM than System 7.0 or 7.1. RAM requirements for a PowerMac are higher than RAM requirements for 680X0-based models.

RAM requirements for the yet-to-be-released MacOS System 8 are unknown at this time. RAM requirements for Helmsman under System 8 may increase to 12 MB for a 680X0-based model and 24 MB for a PowerMac. With sufficient RAM, Helmsman will perform proportionally to the type and speed of the processor:

- performance is limited on a 68020 processor
- performance is satisfactory on a 68030 processor or a 6100 model PowerMac
- performance is full on a 68040 processor or other model PowerMacs

Helmsman is not available as a “native” PowerMac executable, so Helmsman is executed in 680X0 emulation mode on a PowerMac. This results in slower execution speeds on a PowerMac than on some 680X0-based models.

In predicting the performance of the Helmsman Viewer when documents are being retrieved from a CD-ROM, one additional factor is important: an original speed CD-ROM drive or a newer CD-ROM drive (so-called double-speed or “2X” drives, triple-speed or “3X” drives). The benefit of using a double-speed CD-ROM drive, compared to a single-speed drive, is equivalent to an increase in processor power (for example, going from a 68020 to a 68030).

For new purchases of Helmsman Viewer, Nortel Networks recommends the following platform, which includes only components generally available on the market today. Nortel Networks will support electronically delivered customer information on this platform for five years. The complete platform is:

- PowerMac
- 13-inch or larger color display
- 24 MB RAM minimum
- 250 MB hard-disc minimum
- PostScript printer

Nortel Networks believes that today’s Helmsman will execute with full or satisfactory performance on the following platform, which may have less than 5 years of life remaining. Some components may have already been withdrawn from the market. The complete platform is:

- 68030, 68040, or PowerPC processor
- 13-inch or larger color display
- 8 MB RAM minimum for 680X0; 16 MB RAM minimum for PowerMac
- 5 MB hard-disc free
- PostScript printer

The following components may be substituted for those listed above at the risk of performance or usability degradation. An asterisk indicates substantial degradation.

- *68020 processor
- *4 MB RAM for 680X0 (only under minimal install of MacOS System 7.0 or 7.1)
- gray-scale display
- *monochrome display
- *9-inch display

D. III. UNIX (X-Windows):

Helmsman is provided in five UNIX environments: HP Series 300/400 (but see note below), HP Series 700/800, SUN SPARC, IBM RS/6000, and AT&T StarServer.

Please note that Helmsman support for AT&T StarServer platforms will continue only until September 1996.

SUN — SPARC Station II Series Workstation:

- MOTIF 1.1
- 16 MB RAM
- Monochromatic or color monitor
- X-Windows X-11 Release 4 or later 4.X release
- 200 MB SCSI hard-drive
- Mouse
- SUN OS 4.1 or later 4.X release

IBM — IBM RS/6000-350-1 workstation with:

- MOTIF 1.1 or later
- AIX Windows 3.2 or later
- 30 MB available disc space
- X-Windows X-11 Release 4 or later 4.X release
- Monochromatic or color monitor
- 3-button mouse
- 32 MB RAM

CD-ROM players:

- UNIX: CD-ROM drives with SCSI adapters that support High Sierra/ISO 9660 format

Local Area Networks:

- Novell
- Banyan
- 3Com Plus
- LANTASTIC
- NETBIOS
- AppleShare

UNIX:

- Ethernet TCP/IP
- PostScript-compatible printers

Part E: Helmsman Windows 3.1 font checklist

Listed below is a suggested MS-Windows configuration check procedure if you are experiencing difficulty in viewing fonts.

Step Actions

1. Verify that a VGA or SVGA monitor and Windows 3.1 are in use.
2. Under the Windows Control Panel for Fonts, verify that "Arial" and "Times New Roman" are installed (TrueType fonts). Also, click the TrueType button and verify that TrueType fonts are enabled.
3. Look at the \WINDOWS\WIN.INI file and find the [FontSubstitutes] paragraph. It should include "Helvetica=Arial" and "Times=Times New Roman."
4. Ensure that the Viewer Configuration Options does not have the Scale Factor set to an unreasonably small number (less than 100%). Subsequent zoom-ins are relative to the scale factor.
5. Ensure that the user understands what the Scale Factor and Zoom-in capabilities are. For example, if the Scale Factor is set to 100% (remember that it was fixed prior to 2.2), two zoom-in commands may be needed in order to read a document produced on an IBM mainframe in DCF/Script, and one zoom-in command may be required to read a "What You See Is What You Get" (WYSIWYG) document (except for small fonts in graphics, headers, and footers wherein an additional zoom-in may be needed). The trade-off of a high Scale Factor is document fit within the available window. In the presence of TrueType fonts, the document will zoom-in nicely, but the user may find it necessary to scroll horizontally within the available window.
6. Users should know how to maximize the Helmsman application window and how to maximize the Browser and any document windows within the Helmsman application window.

Part F: Loading instructions for the Helmsman Tutorial (Version 2.0) for Windows 3.X

(Note: These instructions are valid only for Windows 3.X. The tutorial requires approximately 11 MB of hard-disk space.)

Step Actions

1. The graphics used in this Tutorial were developed in 640x480 256-color resolution. Consequently, the video driver is a factor during installation. In order to have the correct graphics, text, and placement of objects on the screen, the 640x480 video driver must be loaded and running prior to installing the program on your computer's hard drive. If the files are copied before loading this driver, the placement of objects on your screen will not be correct.
2. In the Windows "Program Manager," open the "Main group" icon (your video card may provide an icon to make the change in a location other than this one). Double-click on the "Windows setup" icon. A window will open that shows the current configuration of the Display, Keyboard, Mouse, and Network settings. Using the mouse, click on the "Options" pull-down menu and select the "Change System Settings..." option.

3. A new window will open, showing a pull-down option for each setting of the configuration. Click on the "down" arrow to the right of the "Display" box to view a list of driver options from which you may choose. The driver entitled "VGA" that came with your Windows Setup software will provide the proper resolution. Click on this option to select the VGA driver.
4. After making this selection, click on the "OK" button and answer the dialogue box. If the VGA driver is already on the machine, click "CURRENT" to continue. If this driver is not on your machine, you must obtain the MS Windows software and install it from the original diskettes. You will be prompted to insert the Windows disk and load the new driver. You will then have to restart Windows to reset your monitor's resolution before you can proceed. (After the Helmsman Tutorial is installed, the video driver can be changed back to what was previously installed.)
5. After Windows has been initiated with the VGA monitor resolution setting, initialize the "SETUP.EXE" file that is in the NRTLHELM sub-directory of the CD-ROM. This will install the complete program on your hard-drive and will create the Nortel Networks Tutorial Group, which contains the tutorial icon. To install the files, click on the "File" pull-down menu in the Windows "Program Manager." Select "Run" from the menu and type "d:\nrtlhelm\setup.exe" but replace the letter "d" in our example with the letter that represents your CD-ROM drive. Then click on the "OK" button to begin installation.
6. During the set-up, you will be prompted to select the path for installation, or the default can be used. This set-up process will also create the Nortel Networks Tutorial Group. After installation is complete, open the Windows "Program Manager" and the "Nortel Networks Tutorial Group." Double-click on the Helmsman Tutorial icon to begin the tutorial.

Part G: CD-ROM recycling program

Nortel Networks has developed a CD-ROM recycling program to recycle materials whenever feasible. Its Reclamation Facilities use reliable outlets for recycling compact discs and the clear jewel cases. If you have any questions about this program, please contact your regional Helmsman coordinator or, in the U. S. you may call the Reclamation Facility directly: 919-687-3928. (Within Nortel Networks, call 6-262-3928.) In Canada, call our Customer Information Service line: 800-634-1243. (Within Nortel Networks, call 6-333-4588.)

The procedure for recycling is listed below.

Step Actions

1. CD-ROM user collects a minimum of 10 CD-ROMs. CD-ROM user packages material and ships to Nortel Networks. Sender is responsible for packaging and shipping costs. (CD-ROMs do not need to be well cushioned.)

In the United States:

via U. S. Postal Service:

Nortel Networks Asset Disposal
CD-ROM Recycle Program
P. O. Box 15009
Durham, North Carolina 27704
(Please, no more than 5 pounds.)

via UPS or other direct delivery:

Nortel Networks Asset Disposal
CD-ROM Recycle Program
1431 East Geer Street
Durham, North Carolina 27704

via Nortel Networks internal mail:

Nortel Networks Asset Disposal
CD-ROM Recycle Program
Dept. 8800/Geer

In Canada:

via external mail:

Nortel Networks Recycling Center
CD-ROM Recycling Program
200 Brock Street
Barrie, Ontario
L4M 2M4

via Nortel Networks internal mail:

Nortel Networks Recycling Center
CD-ROM Recycling Program
Dept. 6610, Barrie

2. Nortel Networks collects materials until adequate quantity for shipment to recycler is reached. Nortel Networks is responsible for packaging and shipment costs. Nortel Networks sends shipment to recycler.
3. Recycler receives CD-ROM material in pre-approved minimum quantities.

Part H: Helmsman 4.x

Helmsman 4.x is built on an industry standard search engine and the popular Adobe Acrobat Reader® viewer software. Multiple deliver options offer distinct advantages. An on-screen option allows users to access documentation on a local CD-ROM drive, networked device (such as a CD_ROM “jukebox”), or a data server. With the optional network server software, Helmsman works in a true client/server mode, taking advantage of the power of a larger computer. Helmsman offers two access methods, local or network, with one viewer.

A wide range of features makes Helmsman 4.x efficient and easy to use. The power search feature uses an industry-standard search engine and give you a range of search options, including cross-collection search, title and number search, full-text search, and word-list search. A new browser window simplifies document access, allowing you to determine how you want the documents listed and allowing you to get the document you want quickly. Browser features include resizable columns, sort by column, all-on-one design, and icon-based interface. The document features include multiple views, hand cursor, annotation and bookmarks, document sizing, and icon-based interface. Help-system enhancements give you the ability to tailor help

text to accomplish a specific task. The security feature allows a server administrator to restrict document access.

Helmsman 4.1 for Windows technical requirements

- Pentium or Pentium Pro
- 32 Mbyte RAM
- 8 Mbyte hard disk space required for Helmsman
- Windows 95 or Windows NT 4.0 or later
- Adobe Acrobat Exchange 3.0 (requires additional hard disk space)
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Helmsman Web

Helmsman Web provides viewing searching, printing and email feedback for Nortel Networks documentation. It requires no Helmsman software on a user's machine-only Netscape navigator and Adobe Acrobat Reader. If you are planning access Helmsman Web using Solaris or HP, Adobe Acrobat Reader 3.01 is recommended because of its byte-serving capabilities. Helmsman Web will be accessible through Nortel Networks Access.

Helmsman Web technical requirements

- PowerPC, Windows 95/NT Pentium, Solaris, or HP
- 32 Mbyte RAM
- Netscape navigator 3.01
- Adobe Acrobat Exchange 3.0 or 3.01 (requires additional hard disk space)