NORTEL NORSTAR

**Norstar Voice Mail 4.0 Desktop Accessories
Client Software Installation Guide**
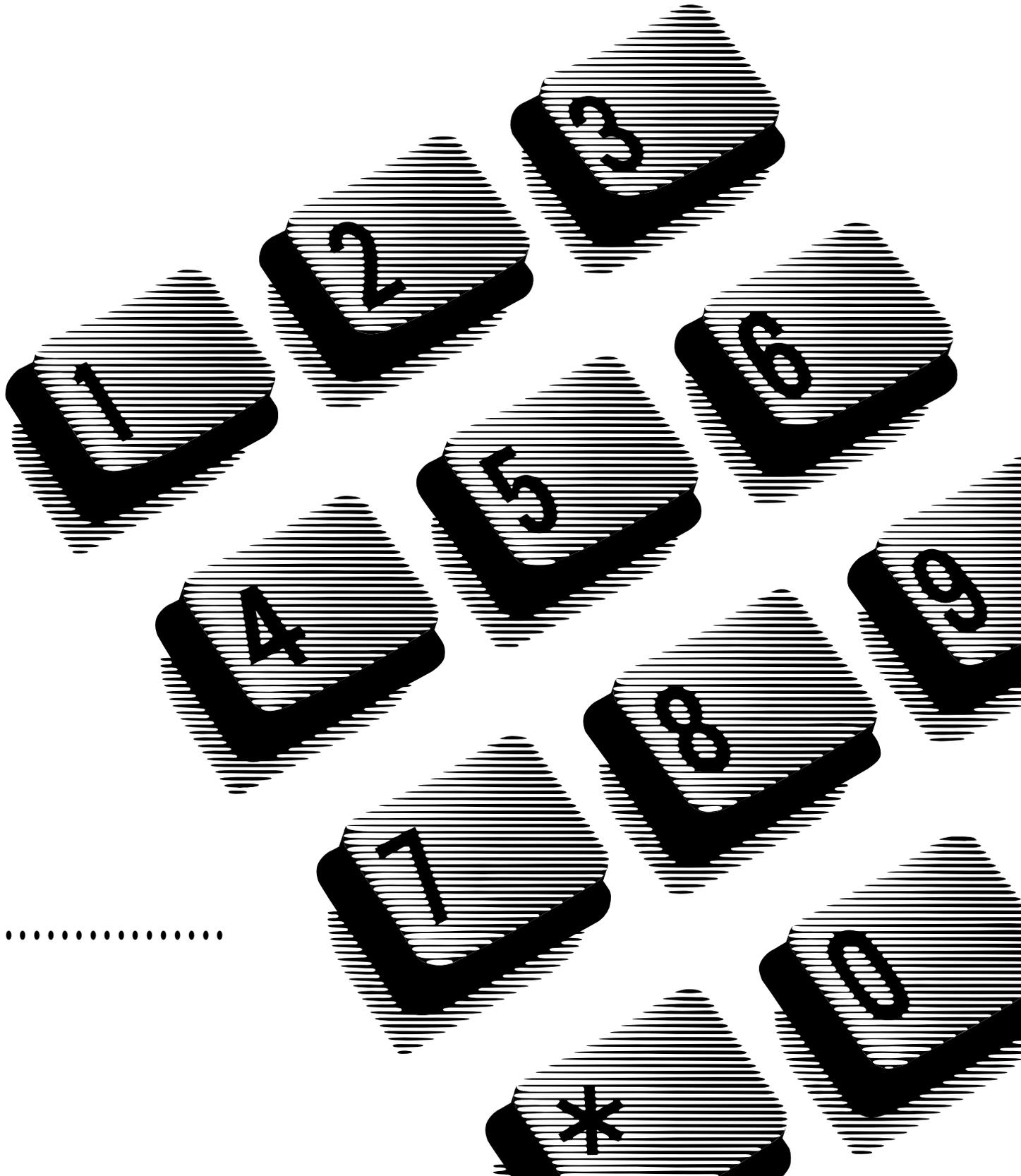
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Installing Norstar Voice Mail Desktop Accessories

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 ⌈Feature⌋ ⌈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 $\boxed{\text{Feature}}$ $\boxed{9}$ $\boxed{8}$ $\boxed{2}$ 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.

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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.