

VoiceSupport

Software Only Kit Installing Windows 2000 Operating and Voice Mail Software

Issue 1-0, November 2002

Nothing contained in this manual shall be deemed to be, and this guide does not constitute, a warranty of, or representation with respect to, any of the equipment covered. This guide is subject to change without notice, and CTL Corporation has no obligation to provide any updates or corrections to this guide. Further, CTL Corporation also reserves the right, without prior notice, to make changes in equipment design or components as it deems appropriate. No representation is made that this guide is complete or accurate in all respects, and CTL Corporation shall not be liable for any errors or omissions. In no event shall CTL Corporation be liable for any incidental or consequential damages in connection with the use of this guide.

Touch Tone is a trademark of AT&T

VoiceSupport Professional and Win2K Software Kit.....	1
Installing the Windows 2000 Server Operating System.....	2
Installing the Windows 2000 Service Pack.....	3
Installing Your Computer on the Network.....	4
Making Your Computer a Member of a Domain.....	5
Connecting the HASP Dongle.....	6
Installing the HASP Dongle Device Driver.....	7
Installing the Microsoft Data Access Components.....	8
Installing the Microsoft Data Engine.....	9
Installing MSDE Service Pack 3.0.....	10
Installing the Microsoft Scripting Host.....	11
Installing the Dialogic Software.....	12
Installing Speechworks 6.5.....	14
Installing SpeechWorks Service Pack 1.0.....	15
Installing the Windows 2000 Voice Mail Software.....	16
Sharing Your Drive.....	19
Setting Up DCOM.....	20
Installing the Feature Files.....	22
Installing the Voice Mail GUI on a Client's Computer.....	23
Starting Up the Voice Mail Service.....	25

Introduction

This supplement explains how to install a VoiceSupport Win2K Voice Mail System on any computer that meets the proper system requirements. See **System Requirements** on this page.

The instructions should be followed in the exact sequence of this supplement.

System Requirements

The computer that you use for your VoiceSupport Win2k Voice Mail System must meet the following hardware and software requirements.

Hardware

- The computer's cabinet assembly should contain:
 - 1 PCI slot for every 4 ports in the system
 - 1 PCI slot for an Ethernet Card
 - an available parallel port (for connecting the supplied HASP Dongle)
- Pentium 4-class microprocessor with a minimum speed of 2GHz
- VGA, or higher resolution, monitor
- VGA Card
- Hard Disk with 5.00GB minimum free disk space
- 1.44MB floppy disk drive
- CD-ROM Drive (24X)
- 56Kbs Modem
- 10/100 BaseT Ethernet Card
- D/41 JCT-LS Dialogic Voice/Fax Card(s)
- Keyboard and mouse
- A Zip Drive (100 or 250MB) is recommended for backing up your Voice Mail System
- A UPS (Uninterrupted Power Source) is also recommended in case of a power outage

Memory

- Minimum 256MB RAM

Software

- Windows 2000 Server Operating System, version 5.0 (with Service Pack 3.0)

Contents of the Software Only Kit

The VoiceSupport Win2K Software Only Kit contains the following items:

- VoiceSupport Win2K Voice Mail Installation CD-ROM
- HASP Dongle (for security purposes)
- Win2K Voice Mail Feature File Diskette
- Dialogic Device Driver CD-ROM
- Speechworks 6.5 CD-ROM (not included in VoiceSupport Professional kit)

VoiceSupport Professional and Win2K Software Kit

Installing the Windows 2000 Server Operating System

Installing the Windows 2000 Server Operating System

For the proper installation of your Windows 2000 Server Operating System, refer to your Windows 2000 Server Operating System Manual.

After the Windows 2000 Server Operating System has been installed:

After you have installed the Windows 2000 Server Operating System on your computer, perform the instructions in the exact sequence explained in this supplement for the following:

- Installing the Windows 2000 Service Pack 3.0
- Installing your computer on the Network
- Making your computer a member of a Domain
- Connecting the HASP Dongle to your Computer Cabinet
- Installing the HASP Dongle Driver
- Installing the Microsoft Data Access Components
- Installing the Microsoft Data Engine
- Installing the Microsoft Data Engine, Service Pack 3.0
- Installing the Microsoft Scripting Host
- Installing the Dialogic Device Driver Software
- Installing SpeechWorks 6.5¹
- Installing SpeechWorks Service Pack 1.0
- Installing the Voice Mail Software
- Sharing Your Drive
- Setting Up DCOM Security
- Installing the Feature Files
- Starting the Voice Mail
- Installing the Voice Mail Service on a Client's Computer (optional)

Note: By default, the CD-ROM drive's **Autorun** feature is enabled in the Windows 2000 Operating System. After you insert a CD-ROM into the CD-ROM drive, the CD-ROM should start on its own. If you find that the CD-ROM does not start on its own, refer to your Windows 2000 Operating System Manual or contact CTL's Technical Support Department for assistance.

1. Neither SpeechWorks 6.5 or the SpeechWorks Service Pack 1.0 will be installed if you have a VoiceSupport Professional, since the Speech Recognition and Text to Speech features are unavailable in the VoiceSupport Professional.

VoiceSupport Professional and Win2K Software Kit

Installing the Windows 2000 Service Pack

Installing the Windows 2000 Service Pack

The VoiceSupport Win2K requires **Windows 2000 Service Pack 3.0**.

Windows Service Pack 3.0 corrects defects that have been found in the Windows 2000 Server Operating System software.

To install Windows 2000 Service Pack 3.0:

1. Insert the **Voice Mail CD-ROM** into the CD-ROM drive.

In a few moments, a **Setup** window will appear on your monitor which displays a list of software programs contained on the CD-ROM.

2. On the list in the **Setup** window:
 - Click on **MS Windows 2000 Service Pack 3**.
 - Click **Install**.
3. On the **Windows 2000 Service Pack 3 Setup Wizard** screen:
 - Click **Next**.
4. On the **License Agreement** screen:
 - To accept the terms, click to select the **I Agree** radio button.
 - Click **Next**.
5. When prompted to **Archive Files** or **Do Not Archive Files**:
 - Click to select your chosen radio button (the default is **Do Not Archive Files**).

Note: If you choose to archive the files, but would like a different Uninstall Folder (default is: C:\WINNT\NtServicePackUninstall\$), click **Browse**, navigate to the new folder and click **OK**.

- Click **Next**.

The **Windows 2000 Service Pack 3 Setup Wizard** will begin updating your Windows 2000 Operating System.

6. When the **Windows 2000 Service Pack 3 Setup Wizard** has completed updating your Windows 2000 Operating System:
 - Click to select the **Do not restart now** check box.
 - Click **Finish**.
7. Proceed to **Installing Your Computer on the Network** on page 4.

Installing Your Computer on the Network

You must install your computer on the Network.

To install your computer on the Network:

1. Click **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections** ⇒ **Local Area Connection**.
2. On the **Local Area Connection Properties** dialog box.
 - Click on **Internet Protocol (TCP/IP)**.
 - Click **Properties**.
3. On the **Internet Protocol (TCP/IP) Properties** dialog box:
 - Click to select either of the following radio buttons:
 - **Obtain an IP address automatically**
 - OR
 - **Use the following IP address**

Note: If you choose to enter your own IP address, follow the IP scheme of your desktop. For Local Security, only an IP address is required. DNS Server addresses are required only when you set up Domain Security.

- Click **OK**.
4. On the **Local Area Connection Properties** dialog box:
 - Click **OK**.

Your computer has been installed on the Network.

5. Proceed to **Making Your Computer a Member of a Domain** on page 5.

VoiceSupport Professional and Win2K Software Kit

Making Your Computer a Member of a Domain

Making Your Computer a Member of a Domain

You must make your computer a member of a Domain.

To make your computer a member of a Domain:

1. Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
2. On the **Control Panel**:
 - Double-click **Network and Dial-up Connections**.
3. On the **Network and Dial-up Connections** window:
 - Click **Advanced**.
 - On the drop-down menu, click **Network Identification**.
4. On the **System Properties** dialog box:
 - Click the tab to select the **Network Identification** page.
 - On the **Network Identification** page, click **Properties**.
5. On the **Identification Changes** dialog box:
 - In the **Computer Name** box, enter your computer's name.
 - In the **Member Of** area, click to select the **Domain** radio button and enter your Domain name in the **Domain** box.
 - Click **OK**.
6. On the **Domain Username and Password** dialog box:
 - In the **Name** box, enter your username.
 - In the **Password** box, enter your password.
 - Click **OK**.
7. On the **Welcome** screen:
 - Click **OK**.
8. When prompted to restart your computer:
 - Remove the **Voice Mail CD-ROM** from the computer's CD-ROM drive.
 - Click **Start** ⇒ **Shutdown** ⇒ **Restart**.

When your computer has restarted, it will be a member of a Domain.

9. Proceed to **Connecting the HASP Dongle** on page 6.

VoiceSupport Professional and Win2K Software Kit

Connecting the HASP Dongle

Connecting the HASP Dongle

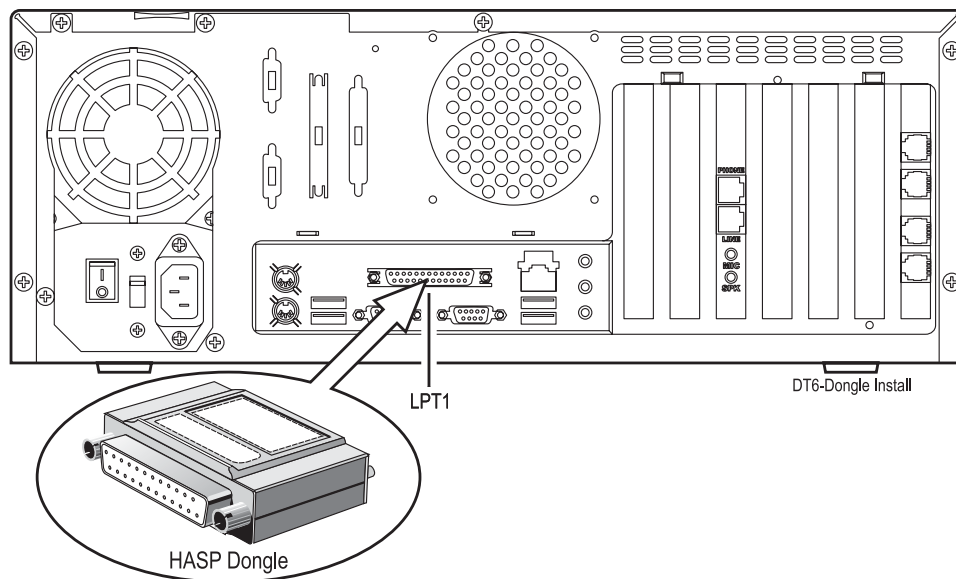
The HASP Dongle must be installed for the Voice Mail Service program to run. Since the specific Feature Files and the specific serialized HASP Dongle are linked to each other, both must be installed on the same computer.

To connect the HASP Dongle to your computer:

1. Connect the HASP Dongle to the printer port connector (LPT1) at the rear of your computer. See Figure 1.

Note: The rear of your cabinet may appear different from the one shown.

Figure 1: Install the HASP Dongle on LPT1



VoiceSupport Professional and Win2K Software Kit

Installing the HASP Dongle Device Driver

Installing the HASP Dongle Device Driver

You must install the Hasp Dongle Driver on your computer.

To install the HASP Dongle Device Driver:

1. Insert the **Voice Mail CD-ROM** into your computer's CD-ROM drive.

In a few moments, a **Setup** window will appear on your monitor.

2. On the list in the **Setup** window:
 - Click on **HASP Device Driver**.
 - Click **Install**.
3. On the **InstallShield Self-Extracting EXE** window:
 - Click **Yes**.
4. On the **Warning** window:
 - Click **Yes**.
5. On the **HASP Device Driver Status** window:
 - Review the information.
 - Click **Next**.
6. On the **Setup Options** window:
 - Click to select **Typical**. (recommended)
7. On the **Confirm Selection** window:
 - Review your settings.
 - If satisfied with your settings, click **Next**.
 - If unsatisfied with your settings:
 - Click **Back**.
 - Click to select **Custom**.
 - Click to select an alternate **Key Search** radio button, click **Next**.
 - Click to select an alternate **Parallel Port Mode** radio button, click **Next**.
 - Click to select an alternate **Computer Type** radio button, click **Next**.
 - To confirm, click **Next**.
8. When you are informed that the **HASP Device Driver** has been installed:
 - Click **OK**.
9. On the **Setup Complete** window:
 - Click **Finish**.

The HASP Dongle Device Driver has been installed on your computer.

10. Proceed to **Installing MS Data Access Components** on page 8.

VoiceSupport Professional and Win2K Software Kit

Installing the Microsoft Data Access Components

Installing the Microsoft Data Access Components

You must install the **Microsoft Data Access Components** on you computer.

To install the Microsoft Data Access Components:

1. On the list in the **Setup** window:
 - Click on **MS Data Access Components (MDAC)**.
 - Click **Install**.
 2. On the **Microsoft Data Access Components 2.6 Setup** window:
 - Read the **End User License Agreement**.
 - To accept the terms, click to select the **I Accept the Terms** check box.
 - Click **Next**.
 3. If another **MDAC 2.6 Setup** window appears with the following message:

Shutting Down Tasks

Setup has detected that the following tasks are using files that setup needs to install. In order to avoid rebooting the machine at the end of the setup, it is recommended that you shutdown the following tasks:

 - >Microsoft SQL Server
 - >svchost.exe
 - Click **Next**.
 4. On the next **MDAC 2.6 Setup** window:
 - To install the software, click **Finish**.
 - To close the **MDAC 2.6 Setup** window, click **Close**.
- The Microsoft Data Access Components are now installed on your computer.
5. Proceed to **Installing the Microsoft Data Engine** on page 9.

VoiceSupport Professional and Win2K Software Kit

Installing the Microsoft Data Engine

Installing the Microsoft Data Engine

You must install the **Microsoft Data Engine** on your computer.

To install the Microsoft Data Engine:

1. On the list in the **Setup** window:
 - Click on **MS Data Engine (MSDE)**.
 - Click **Install**.

The Microsoft Data Engine will be installed on your computer.

2. Proceed to **Installing MSDE Service Pack 3.0** on page 10.

VoiceSupport Professional and Win2K Software Kit

Installing MSDE Service Pack 3.0

Installing MSDE Service Pack 3.0

The **MSDE Service Pack 3.0** is a program that corrects defects found in the Microsoft Data Engine.

To install the MSDE Service Pack 3.0:

1. On the list in the **Setup** window:
 - Click on **MSDE Service Pack 3**.
 - Click **Install**.
2. On the **Welcome** window:
 - Click **Next**.
3. On the **Software License Agreement**:
 - To accept the terms, click **Yes**.
4. On the **Connect to Server** window:
 - Click to select the **SQL Server Authentication** radio button (recommended).
 - Leave the **Password** box blank.
 - Click **Next**.
5. On the **Start Copying Files** window:
 - Click **Next**.
6. On the **Authentication Mode** dialog box:
 - Click to select the **Mixed Mode** radio button.
 - Leave the **Enter Password** box blank.
 - Leave the **Confirm Password** box blank.
 - Click to select the **Blank Password** check box.
7. On the **Setup Complete** window:
 - If you wish to read the **readme** document, click the **View Me** check box.
 - Click **Finish**.

An SQL70SP3\readme.htm window will appear if you chose to read the **readme** document. If so, read the document and close the readme.htm window when finished.

The **MSDE Service Pack 3.0** is now installed on your computer.

8. Proceed to **Installing the MS Scripting Host** on page 11.

VoiceSupport Professional and Win2K Software Kit

Installing the Microsoft Scripting Host

Installing the Microsoft Scripting Host

You must install the **Microsoft Scripting Host** on your computer.

To install the Microsoft Scripting Host:

1. On the list in the **Setup** window:
 - Click on **MS Windows Scripting Host**.
 - Click **Install**.
2. On the **Select Folder** window:
 - If you prefer the default, **C:\WSH** location to install the Windows Scripting Host:
 - Click **OK** and proceed to step 3.
 - If you prefer to install the Windows Scripting Host in a different folder:
 - Click **Browse**.
 - In the **Browse for Folder** window, navigate to a new folder.
 - Click **OK**.
3. On the **cdsetup** box:
 - Click **OK**.
4. Close the **Setup** window.
5. Remove the **Voice Mail CD-ROM** from the CD-ROM drive.
6. Proceed to **Installing the Dialogic Device Driver** on page 12.

VoiceSupport Professional and Win2K Software Kit

Installing the Dialogic Software

Installing the Dialogic Software

The following procedure applies to the following Dialogic Port Cards:

- **D/41 JCT-LS**
 - The D/41 JCT-LS is a 4-Port card.
 - In this application, the D/41 JCT-LS card is capable of supporting both voice and fax.
- **D/120 JCT-LS**
 - The D/120 JCT-LS is a 12-Port card.
 - In this application, the D/120 JCT-LS card is only capable of supporting voice.

To install the Dialogic System software:

1. Insert the **Dialogic Device Driver 5.1.1 CD-ROM** into the CD-ROM drive.
In a few moments, a **Welcome and Setup** window will appear on your monitor.
 2. On the **Welcome to Setup** window:
 - Click **Next**.
 3. On the **Warning** window:
 - If you do not want to view the Release Guide, click **No** and proceed to step 4.
 - If you prefer to view the Release Guide, click **Yes**.
 - Close or minimize the Release Guide window when you are done.
 4. On the **License Agreement** window:
 - To accept the terms, click **Yes**.
 5. On the **Registration** window:
 - In the **Name** box, enter your name.
 - In the **Company** box, enter your company's name.
 - Click **Next**.
 6. On the **Setup Options** window:
 - Click **Custom**.
 7. On the **Custom Component Selection** window:
 - Click to check the **Continuous Speech Processing** check box.
 - Click **Next**.
 8. On the **Online Documents Access Location** window:
 - If you prefer to install the documents on your hard drive, click to select the **Install Documents Locally** radio button.
- Note:* Choosing **Install Documents Locally** will use up approximately 20 Mega Bytes of disk space.
- Click **Next** and proceed to step 9.
 - If you prefer to access the documents from the CD-ROM, click to select the **Access Documents From CD** radio button.
 - Click **Next**.
9. On the **Destination Location** window:
 - If you prefer the default, **C:\Program Files\Dialogic** location to install the driver:
 - Click **Next** and proceed to step 10.
 - If you prefer to install the driver in a different folder:
 - Click **Browse**.
 - In the **Browse for Folder** window, navigate to a new folder.
 - Click **Next**.
 10. On the **Program Group Folder** window:
 - If necessary, enter, Intel Dialogic System Software in the **Program Folder** box and click **Next**.

VoiceSupport Professional and Win2K Software Kit

Installing the Dialogic Software

Installing the Dialogic Software (cont'd)

11. On the **Setup Options Summary** window:
 - If the information is correct:
 - Click **Next**.
 - Proceed to step 12.
 - If the information is incorrect:
 - Click **Back** until you return to the **Registration** window.
 - Repeat steps 5 through 10.
 - If the information is correct at the **Setup Options Summary** window, click **Next**.
 12. On the **Please Make Your Selection Now** window:
 - Click to check the **Run Board Configuration (DCM)** check box.
 - Also click to check the **View Release Guide** check box if you prefer.(optional)
 - Click **Next**.
 13. On the **Computer Name** window:
 - If necessary, click to select the **Local** radio button.
 - Click **Connect**.
 14. On the **Intel Dialogic Configuration Manager** window:
 - Double-click a Port card
 15. On the **Intel Dialogic Configuration Manager-Properties for D/41 JCT-LS** window:
 - Click the tab to select the **Misc** page.
 16. On the **Misc** page:
 - Click in the **Firmware File** box.
 - If the card that you are configuring is a 4-Port card (D/41 JCT-LS):
 - Enter **D41JCSP.FWL** in the **Value** box.
 - Click **Apply**.
 - Click **OK**.
 - If the card that you are configuring is a 12-Port card (D/120 JCT-LS):
 - Enter **d120csp.fwl** in the **Value** box.
 - Click **Apply**.
 - Click **OK**.
 - If necessary, repeat steps 14 through 16 for the remaining cards installed in your computer.
 17. Close the **Intel Dialogic Configuration Manager** window.
 18. On the **Information** window:
 - Click **OK**.
 19. Remove the **Dialogic Device Driver 5.1.1 CD-ROM** from the CD-ROM drive.
 20. On the **Setup Complete** window:
 - If you prefer to restart your computer now:
 - Click to select the **Yes, I want to restart my computer now** radio button.
 - Click **OK**.
 - If you prefer to restart your computer later:
 - Click to select the **No, I will restart my computer later** radio button.
 - Click **OK**.
- Note:** In either case, the Dialogic Device Driver will not be effectively installed until the computer has been restarted.
21. If you selected the **No, I will restart my computer later** radio button in step 20, an **Information** would have opened. If so:
 - Click **OK** on the **Information** window.
 - Close any other windows that may be opened at this time.
 22. If your system will be a VoiceSupport Win2K, proceed to **Installing SpeechWorks** on page 14. If your system will be a VoiceSupport Professional, skip to **Installing the Windows 2000 Voice Mail Software** on page 16.

VoiceSupport Professional and Win2K Software Kit

Installing Speechworks 6.5

Installing Speechworks 6.5

You must install **SpeechWorks 6.5** on your computer.

To install Speechworks 6.5:

1. Insert the **SpeechWorks 6.5 CD-ROM** into the CD-ROM drive.

In a few moments, a **SpeechWorks 6.5 for Windows NT** screen will appear on your monitor.

2. On the **SpeechWorks 6.5 for Windows NT** screen:

- Click **Install Products**.

3. On the **Install Products** screen:

- Click **SpeechWorks 6.5**

4. On the **SpeechWorks 6.5** screen:

- Click **Install SpeechWorks 6.5**

5. On the **Welcome** window:

- Click **Next**.

6. On the **Software License Agreement** window:

- To accept the terms, click **Yes**.

7. On the **User Information** window:

- In the **Name** box, enter your name.
- In the **Company** box, enter your company's name.
- Click **Next**.

8. On the **Select Components** window:

- If necessary, click to select the following:
 - **SpeechWorks 6.5 Run-time**
 - **SpeechWorks SDK**
 - **SpeechWorks Documentation**

Note: By default, all three components should have already been selected.

- Save the **SpeechWorks** files in: **C:\SpeechWorks**.
- Click **Next**.

9. On the **Select Program Folder** window:

- Click **Next**.

10. On the **Information** window:

- If the information is correct, click **OK**.

11. On the **SpeechWorks Configuration Tool** window:

Note: At this point, the default settings are acceptable.

- Click **OK**.

12. If a **Dialogic DNA Warning** box appears on your monitor:

- Click **OK**.

13. On the **Setup Complete** window:

- If you prefer, click to read the **readme** document. (optional)
- Click **Finish**.

14. On the **SpeechWorks 6.5** window:

- Click **Exit**.

Speechworks 6.5 is now installed on your computer.

15. Remove the **SpeechWorks 6.5 CD-ROM** from the CD-ROM drive.

16. Proceed to "Installing SpeechWorks Service Pack 1.0" on page 15.

VoiceSupport Professional and Win2K Software Kit

Installing SpeechWorks Service Pack 1.0

Installing SpeechWorks Service Pack 1.0

SpeechWorks Service Pack 1.0 is a program that corrects defects that were found in the **SpeechWorks 6.5** Software.

To install SpeechWorks Service Pack 1.0:

1. Insert the **Voice Mail CD-ROM** into the CD-ROM drive.
In a few moments, a **Setup** window will appear on your monitor.
2. On the list in the **Setup** window:
 - Click on **SpeechWorks Service Pack 1.**
 - Click **Install.**
3. On the **Welcome** screen:
 - Click **Next.**
4. On the **Software License Agreement** screen:
 - To accept the terms, click **Yes.**

At this point, **SpeechWorks Service Pack 1** will be installed on your computer. **SpeechWorks 6.5** must also be configured.

To configure SpeechWorks 6.5:

5. Click **Start** ⇒ **Programs** ⇒ **SpeechWorks 6.5** ⇒ **SpeechWorks Configuration Tool**
6. On the **SpeechWorks Configuration Tool** window:
 - Click to select the **Dialogic CSP** radio button.
 - Click **OK.**
7. A **Dialogic DNA Version Warning** box may appear on your monitor. If so:
 - Click **OK.**

SpeechWorks Service Pack 1 has been installed your computer, and **SpeechWorks 6.5** has been configured.

8. Proceed to “**Installing the Voice Mail Software**” on page 16.

VoiceSupport Professional and Win2K Software Kit

Installing the Windows 2000 Voice Mail Software

Installing the Windows 2000 Voice Mail Software

You may now install the **Voice Mail** software on your computer.

To install the Windows 2000 Voice Mail software:

1. On the list in the **Setup** window:
 - Click on **Voice Mail Windows NT/2000 Service**.
 - Click **Install**.
2. On the **Voice Mail Server Setup** window:
 - Click **Next**.

The **Voice Mail InstallShield Wizard** will run. After a few moments, a **License Agreement** window will appear.

3. On the **License Agreement** window:
 - To accept the terms, click **OK**.
4. On the **Setup Type** window:
 - Click to select the **Full Installation** radio button.
 - Click **Next**.
5. On the next **Setup Type** window:
 - Click to select the **Dialogic-DNA Driver** radio button.
 - Click **Next**.
6. On the next **Setup Type** window:
 - Click to select one or more of the following that you need:
 - **Fax Feature**
 - **Speech Recognition¹**
 - **Text to Speech²**
 - **E-mail Integration**
 - Click **Next**.
7. Selecting **Speech Recognition** in step 6 will cause a **Select ASR Languages** window to appear. If so, perform the steps below. Otherwise, proceed to step 8:
 - To select your first language, click to select the **First:** box.
 - If you require a second language, click to select the **Second:** box.
 - Click **Next**.
8. Selecting **E-mail Integration** in step 6 will cause an **E-mail Integration** window to appear. If so, perform the steps below. Otherwise, proceed to step 9:
 - Click to select the appropriate **E-mail Integration** radio button for your system. Your choices are:
 - **MS Outlook and Exchange**
 - **Lotus Notes and Domino**
 - Click **Next**.
9. On the next **Setup Type** window:
 - Click to select the **Dialogic JCT** radio button.
 - Click **Next**.
10. On the **Select Prompt Languages** window:
 - To select your first prompt language, click to select the **First:** box.
 - If you require a second prompt language, click to select the **Second:** box.
 - Click **Next**.
11. On the **Select VM Disks** screen:
 - To select your first Voice Mail disk, click to select the **First:** box.
 - If you require second, third or fourth Voice Mail disks, click to select the **Second:**, **Third:**, or **Fourth:** boxes.
 - Click **Next**.

1. Speech Recognition is not available in the VoiceSupport Professional.
2. Text to Speech is not available in the VoiceSupport Professional.

VoiceSupport Professional and Win2K Software Kit

Installing the Windows 2000 Voice Mail Software

Installing the Windows 2000 Voice Mail Software (cont'd)

12. On the **Voice Mail Server Setup** window:
 - If necessary, enter your Domain Name in the **Domain** box.
 - If necessary, enter your User Group Name in the **User Group** box.
 - Click **Next**.

VoiceSupport Professional and Win2K Software Kit

Installing the Windows 2000 Voice Mail Software

Installing the Windows 2000 Voice Mail Software (cont'd)

13. On the next **Voice Mail Server Setup** window:
 - In the **Computer Name** box, enter your computer's name.
 - In the **User Name** box, enter your user name. (default is **sa**)
 - In the **Password** box, enter your password.
 - Click **Next**.
 14. On the next **Voice Mail Server Setup** window:
 - If you prefer the default, **C:\vm\fod** location to install the **Fax-On-Demand** software:
 - Click **Next** and proceed to step 15.
 - If you prefer to install the **Fax-On-Demand** software in a different folder:
 - Click **Browse**.
 - In the **Browse for Folder** window, navigate to a new folder.
 - Click **Next**.
 15. On the next **Voice Mail Server Setup** window:
 - Verify that the information is correct, then click **Next**.
- In a few moments, a **C:\WINNT\system32\cmd.exe** DOS window appears.
16. When prompted, press any key.
 17. Continue to press any key until the **Voice Mail Server Setup** window reappears.
- At this point, the **InstallShield Wizard** will be complete.
18. Click **Finish**.
 19. Close the **Setup** window.
 20. Remove the CD-ROM from the CD-ROM drive.
 21. Proceed to "**Sharing the Drive**" on page 18.

Sharing Your Drive

You must allow your computer's hard drive to be shared.

To share your hard drive:

1. From the desktop, double-click the **My Computer** shortcut.
2. On the **My Computer** window, right-click on the hard drive that the Voice Mail software is installed on.
 - On the drop-down menu, select **Properties**.
3. On the hard drive's **Properties** dialog box:
 - Click the tab to select the **Sharing** page.
4. On the **Sharing** page:
 - Click to select the **Share This Folder** radio button.
 - Click **New Share**.
5. On the **New Share** window:
 - In the **Share Name** box, enter a name for the drive.
 - In the **Comment** box, enter a comment.
 - For **User Limit**, the **Maximum Allowed** radio button should be checked.
6. On the hard drive's **Properties** dialog box:
 - Click **Apply**.
 - Click **OK**.
7. Close the **My Computer** window.
8. Proceed to **Setting Up DCOM Security** on page 19.

VoiceSupport Professional and Win2K Software Kit

Setting Up DCOM

Setting Up DCOM

You must set up **DCOM** on your computer.

To set up DCOM:

1. Click **Start** ⇨ **Run**.
2. In the **Run** box:
 - Type in: **dcomcnfg**
 - Click **OK**.
3. On the **Distributed COM Configuration Properties** window:
 - Click the tab to select the **Applications** page.
4. On the list in the **Applications** page:
 - Double-click on **SWSpeech**.
5. On the **SWSpeech Properties** window:
 - Click the tab to select the **Security** page.
6. On the **Security** page:
 - Click to select the **Use Custom Launch Permissions** radio button.
 - Click **Edit**.
7. On the **Registry Value Permissions** window:
 - Click **Administrators**.
 - Click **Add**.
8. On the **Add Users and Groups** window:
 - In the **Names** section:
 - Click **Show Users**.
 - In the list, click on your account.
 - Click **Add**.
 - In the **Add Names** section:
 - In **Type of Access** box, click **Allow Launch**.
 - Click **OK**.
9. On the **Registry Value Permissions** window:
 - Click **OK**.
10. On the **SWSpeech Properties** window:
 - Click the tab to select the **Identity** page.
11. On the **Identity** page:
 - Click to select the **This User** radio button.
 - Click **Browse**.
12. On the **Browse for Users** window:
 - Click on your Voice Mail account name.
 - Click **Add**.
13. On the **Identity** page:
 - Click to select the **This User** radio button.
 - In the **Password** box, enter your password.
 - In the **Confirm Password** box, enter your password again.
 - Click **Apply**.
 - Click **OK**.
14. Repeat steps 4 through 12 for the following applications:
 - **VMCRCenter**
 - **VMSservice**
15. On the **Distributed COM Configuration** window:
 - Click **OK**.

Setting Up DCOM (cont'd)

16. From the Windows 2000 Voice Mail desktop:
 - If you have a **Services** shortcut on your desktop:
 - Double-click the **Services** icon.
 - If you do not have a **Services** shortcut on your desktop:
 - Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
 - On the **Control Panel** window, double-click the **Administrative Tools** icon.
 - On the **Administrative Tools** window, double-click the **Services** icon.
17. On the **Services** window:
 - Double-click **Voice Mail Service**.
18. On the **VMSERVICE Properties** page:
 - Click the tab to select the **Log On** page.
19. On the **Log On** page:
 - Click to select the **This Account** radio button.
 - Click **Browse**.
20. On the **Select User** window:
 - Click on your Voice Mail account name.
 - Click **OK**.
21. On the **Log On** page of the **Voice Mail Service Properties** window:
 - In the **Password** box, enter your password.
 - In the **Confirm Password** box, enter your password again.
 - Click **Apply**.
 - Click **OK**.
22. Close the **Services** window.
23. Proceed to **Installing the Feature Files** on page 21.

VoiceSupport Professional and Win2K Software Kit

Installing the Feature Files

Installing the Feature Files

The Feature Files must be installed on your computer for your Voice Mail to run.

To install the Feature Files:

1. Insert the floppy diskette with the Feature Files into the floppy drive.
2. Double-click the desktop's **My Computer** shortcut.
3. Double-click the floppy drive icon.

The contents of the floppy diskette are shown.

4. Click **Edit** ⇒ **Select All**.

All the files should be highlighted.

5. Click **Edit** ⇒ **Copy**.
6. Return to **My Computer**.
7. Navigate to and open **C:\vm**.

8. Click **Edit** ⇒ **Paste**.

The Feature Files are now installed in the Voice Mail directory (**C:\vm**).

9. Close any open windows.
10. Remove the floppy diskette from the floppy drive.
11. Proceed to **Installing the Voice Mail on a Client's Computer**.

VoiceSupport Professional and Win2K Software Kit

Installing the Voice Mail GUI on a Client's Computer

Installing the Voice Mail GUI on a Client's Computer

You have the option to install the Voice Mail GUI (Graphical User Interface) on a client's computer to allow remote programming of the Voice Mail.

To install the Voice Mail GUI on a client's computer:

1. Click **Start** ⇒ **Programs** ⇒ **Administrative Tools** ⇒ **Computer Management**.
2. In the **Computer Management** window:
 - Expand **Local Users and Groups**.
 - Click on **Groups**.
 - Double-click **VMService Group**.
 - Click **Add**.
3. On the **Look in** box:
 - Click on the location of the Group.
4. On the list of **Names**:
 - Click on the client's name.
 - Click **OK**.
5. On the **VMService Group** window:
 - Click **OK**.
6. Close the **Computer Management** window.
7. Refer to step 16 on page 21 and open the **Services** window:
 - On the list of services, click on **VMService**.
 - On the **Services** window, click on **Action**.
 - In the **Action** drop-down menu, click **Stop**.
 - On the **Services** window, click on **Action**.
 - In the **Action** drop-down menu, click **Start**.
8. Boot up and log into a client's computer.
9. Insert the **Voice Mail CD-ROM** into the client's CD-ROM drive.
10. On the list in the **Setup** window:
 - Click on **Voice Mail Windows 2000 Client**.
 - Click **Install**.
11. On the **InstallShield Wizard Welcome** window:
 - Click **Next**.
12. On the **Choose Destination Location** window:
 - If you prefer the default, **C:\vm** location to install the Voice Mail software:
 - Click **Next** and proceed to step 13.
 - If you prefer to install the Voice Mail software in a different folder:
 - Click **Browse**.
 - In the **Browse for Folder** window, navigate to a new folder.
 - Click **Next**.
13. On the **Select Program Folder** window:
 - On the **Existing Folders** list, click **Next**.
14. On the **Start Copying Files** window:
 - Verify that the settings are correct and click **Next**.
15. On the **Setup Type** window:
 - If the client's computer has Windows 95 or 98 installed:
 - Click to select the **Yes** radio button.
 - If the client's computer has any Operating System other than Windows 95 or 98 installed:
 - Click to select the **No** radio button.
 - Click **Next**.
16. On the **InstallShield Wizard Complete** window:
 - Click **Finish**.
17. Remove the **Voice Mail CD-ROM** from your client's CD-ROM drive.

VoiceSupport Professional and Win2K Software Kit

Installing the Voice Mail GUI on a Client's Computer

Installing the Voice Mail GUI on a Client's Computer (cont'd)

18. Double-click the **Voice Mail** shortcut on the client's desktop.
19. On the **Voice Mail Service Location** window:
 - Navigate to the computer's name.
 - Click the shared drive that was created.
 - Click **OK**.

In a few moments, the Voice Mail GUI will appear on the client's monitor.

VoiceSupport Professional and Win2K Software Kit

Starting Up the Voice Mail Service

Starting Up the Voice Mail Service

To startup the Voice Mail service:

1. Refer to step 16 on page 21 and open the **Services** window on your computer.
2. At this time, the status of **VMService** should indicate that it is **Started**.
 - If **VMService** is **Started**, proceed to step 4.
 - If **VMService** is **Stopped**, proceed to step 3.
3. On the **Services** window:
 - On the list of services, click on **VMService**.
 - Near the top of the window, click on **Action**.
 - In the **Action** drop-down menu, click **Start**.

The Status for **VMService** should change to **Started**.

4. Close any open windows.
5. Double-click the **Voice Mail** desktop shortcut.
A **Voice Mail Service Location** window will appear.
6. On the **Voice Mail Service Location** window:
 - Expand **Microsoft Windows Network**.
 - Locate the **Voice Mail Service** and **Drive Name**.
 - Click on the drive that your Voice Mail software is stored on.The **Selected Drive Name** and **Selected Machine Name** boxes should reflect your selection.
 - Click **OK**.

The Voice Mail GUI (Graphical Users Interface) will appear on your monitor.

VoiceSupport Professional and Win2K Software Kit

Starting Up the Voice Mail Service
