

NEC

NVM-2000WS

**Installing PCI Fax Cards and
Activating the Fax Features**

This manual has been developed by NEC America, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Installing PCI Fax Cards and Activating Fax Features

Introduction

This supplement provides instructions for installing PCI Fax Cards as well as activating the Fax Mail/Fax-On-Demand and the Fax Server features.

You can install up to 8 ports of fax in your NVM-2000WS depending on the configuration of your cabinet. You can install either 2-Port or 4-Port PCI Fax Cards to provide you with the number of fax ports you need. A maximum of two 2-Port or two 4-Port PCI Fax Cards are allowed in your system. To have the maximum number of Fax Ports in your system, the Modem Card must be removed.

You cannot install both a 2-Port and a 4-Port PCI Fax Card in the same system.

Your NVM-2000WS must have software version 2.05.05 or higher.

To get Fax Mail or the Fax Server to operate, you must activate the feature. This process will require that you install a dongle and feature activation diskette.

Tools and Materials Needed

- NVM-2000WS with software version 2.05.05 or higher. The system should be installed and running.
- NVM-NT Fax Mail/Fax Server Feature Activation Kit (P/N 17725) which includes a diskette and dongle
- NT Voice Mail Software CD ROM
- ESD Wrist Strap (to be worn on wrist and attached to a grounded metal object at all times)
- Phillips-head screw driver
- 2-Port or 4-Port PCI Fax Card(s)

Note: If you will be installing a 4-Port PCI Fax Card, a 4-Cord-to-1-Connector Cable Assembly (P/N 340-094-00 Rev C), which is provided with the 4-Port card, will also be needed. See page 8.

Important

- When it is not being used, keep the card in its anti-static container.
- Perform all card-handling on a work surface composed of a grounded anti-static material.
- All work must be performed by a qualified technician.

Overview of This Supplement

This supplement will explain how to perform the following:

1. Upgrading NT Voice Mail Software for the Fax Mail Feature
2. Activating the Feature
3. Installing a 2-Port or 4-Port PCI Fax Card
4. Connecting a 2-Port or 4-Port PCI Fax Card to Your Phone System
5. Disabling Remote Services
6. Backing Up the Feature Files and NT Voice Mail Database

Installing PCI Fax Cards and Activating Fax Features

Upgrading NT Voice Mail Software for the Fax Mail Feature

Upgrading NT Voice Mail Software for the Fax Mail Feature

You must upgrade your software so that the Fax feature is enabled in the system, and you must also install driver software for the PCI Fax Card. These software upgrades are required so that your NVM-2000WS recognizes the Fax Mail/Fax Server features and Fax Card.

Enabling the Fax Features

To enable the Fax feature:

1. Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
2. From the **Control Panel**, click **Services**.
3. From the **Services** dialog box:
 - a. Select *VMService* from the scroll list; click the **Stop** button.
You will see a dialog box, asking if you are sure you want to stop VMService.
 - b. Click the **Yes** button on the dialog box.
Wait until the *Status* field for *VMService* disappears.
The Voice Mail system is now shut down.
4. Insert the NT Voice Mail Software CD ROM in the CD drive.
5. On the **Setup** dialog box:
Select *VoiceSupport NT Service*, and click the **Install** button.
6. On the **Welcome** window:
Read the copyright message, and click the **Next** button.
The **Install Type** dialog box will now be displayed.
7. On the **Install Type** dialog box:
Click to select the *Components Installation* radio button, and click the **Next** button.
8. On the **Select Components** dialog box:
 - a. Click to insert a ✓ in the *Fax Board* check box to enable the Fax-On-Demand or Fax Server software *only if* a Fax Card is going to be installed in your Voice Mail system.
 - b. Click the **Next** button.
9. Click the **Finish** button.

Installing PCI Fax Cards and Activating Fax Features

Upgrading NT Voice Mail Software for the Fax Mail Feature

Installing Driver Software for the Fax Cards

Be sure that you select the correct driver for the PCI Fax Card(s) (2 or 4 Port) that you are going to install. Remember that you cannot install a 2-Port **and** a 4-Port PCI Fax Card in the same system.

To install driver software for a PCI Fax Card:

1. If the **Setup** screen is not displayed:
Click the **Start** button, and select *Run*.
In the **Run** dialog box: enter **d:\CDSetup.exe** in the *Open* box, and click the **OK** button.
2. Highlight the applicable *Fax Device Driver* on the **Setup** screen.
For a 2-Port Fax Card, highlight **Fax Device Driver--TruFax 200**.
For a 4-Port Fax Card, highlight **Fax Device Driver--TR114**.
Then click the **Install** button.
3. Answer each question on the displayed DOS window as follows by typing in your selection, and press the **Enter** key after each entry you make or to select the default value. The first prompt you see is:
Do you want to overwrite existing installation?
4. The default is **Yes**. Press **Enter** to select the default of **Yes**. You see:
How many fax & voice channels do you want to support?
5. The default is **16**. Press **Enter** to select the default of **16**. Or, enter the number fax and voice ports in your system, and press **Enter**. You see:
What interrupt line will the ISA fax/voice board use?
6. Type **-1**. Press **Enter**. You see:
What DMA channel will the ISA fax/voice board use?
7. The default is **1**. This field is not used, so press **Enter** to select the default.
You see:
Kernel buffer size?
8. The default is **8192**. Press **Enter** to select the default of **8192**. You see:
Kernel interrupt queue size?
9. The default is **10**. Press **Enter** to select the default of **10**. You see:
Enable debug code?
10. The default is **Y**. Press **Enter** to select the default of **Y**. You see:
Number of dump history entries?
11. The default is **200**. Press **Enter** to select the default of **200**. You see:
Enable debug fifo logging?
12. The default is **N**. Press **Enter** to select the default of **N**. You see:
Start the driver automatically at boot time?
13. The default is **Y**. Press **Enter** to select the default of **Y**. You see:
Enter command line arguments for faxinit?
14. Type **-n** and press **Enter**.
15. When prompted to press any key to continue:
Press the space bar.
16. The DOS window closes. Click on **Close** to exit the **Setup** screen.
17. Remove the NT Voice Mail Software CD-ROM from the CD-ROM drive. Follow the instructions in Activating the Feature.

Installing PCI Fax Cards and Activating Fax Features

Activating the Feature

Activating the Feature

WARNING
Before you install the Feature File from the feature-activation diskette onto your machine, make sure that this is the intended machine for its use. Once installed, the Feature File is permanently associated with the system dongle.

To activate the Feature File:

1. Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
2. Double-click the **Services** icon on the **Control Panel** window, as shown in Figure 1.

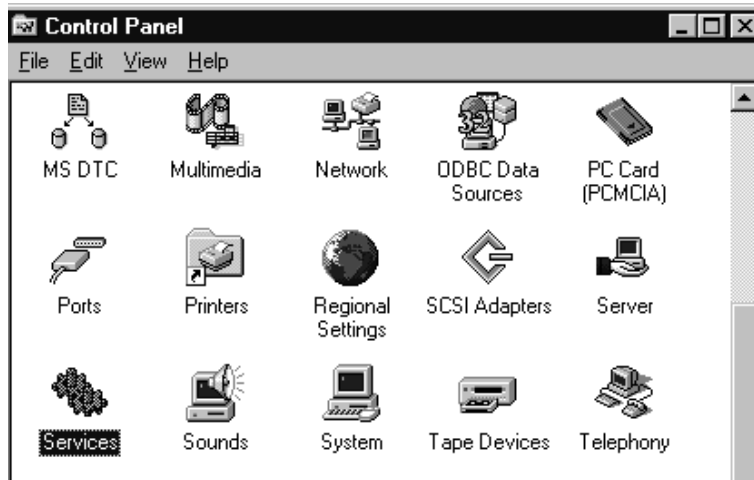


Figure 1: Services Icon Selected on the Control Panel Window

3. In the **Services** window, click once on **VMService**, shown in Figure 2.

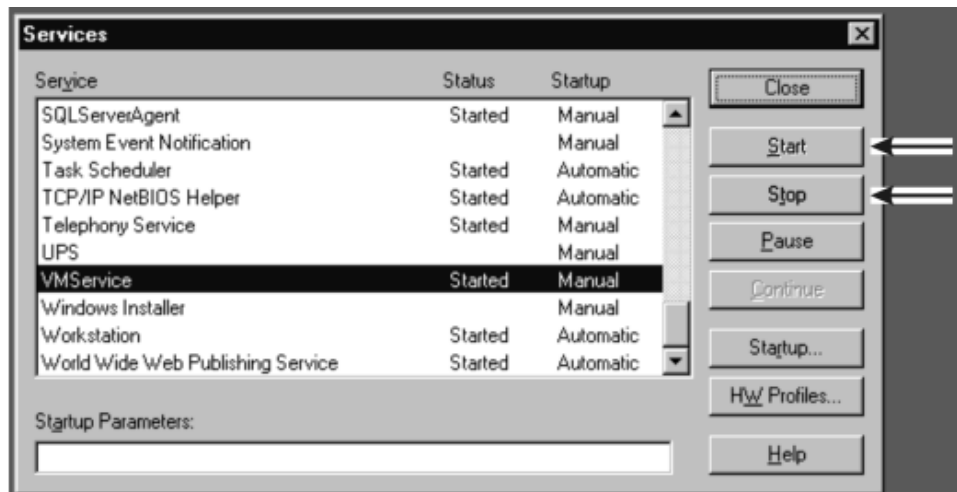


Figure 2: VMService selected in the Services window

Installing PCI Fax Cards and Activating Fax Features

Activating the Feature

Activating the Feature (cont'd)

4. Click the **Stop** button in the **Services** window.
5. Install the feature-activation diskette into the floppy drive of the NVM-2000WS.
6. To run the installation:
 - a. Click **Start** ⇒ **Run** ⇒ **Browse** ⇒ **A:**.
 - b. Double-click *AddUnit.exe* to open this file.
 - c. Click the **OK** button on the **Run** window.
 - d. At the *Insert system dongle then press a key when ready* prompt:
Make sure that the system dongle is installed (on the **LPT1** port on the back of the Voice Mail cabinet; press any key on the keyboard to continue.
 - e. At the *Insert feature-activation dongle* prompt:
Remove the system dongle, replace it with the feature-activation dongle, and press any key on the keyboard to continue.
 - f. When done, press a key to exit the **AddUnit** program.
7. Remove the feature-activation dongle. Replace it with system dongle you removed in Step 2e.
8. Repeat steps 1 through 3 for each PCI Fax Card that you are installing.

To verify the activation of the feature or features you just installed:

1. Click **Start** ⇒ **Run** ⇒ **Browse**.
2. Double-click *FeatureViewer.exe* to open this file
3. Click the **OK** button on the **Run** window.
When finished running, the file will read: **Press a key to exit**.
4. Resize the window, and scroll down the displayed list until you find the feature or features you just installed.
5. When done, press any key to exit the file.
6. Remove the feature-activation diskette from the floppy drive of the NVM-2000WS.
7. Refer to Figure 2 and click the **Start** button in the **Services** window.
8. Close the **Services** window.

Installing PCI Fax Cards and Activating Fax Features

Installing a 2-Port or 4-Port PCI Fax Card

Installing a 2-Port or 4-Port PCI Fax Card

Depending on the number of available slots in your Voice Mail cabinet, you can install up to two 2-Port PCI Fax Cards (for a total of 4 fax ports) or up to two 4-Port PCI Fax Cards (for a total of 8 fax ports). To have the maximum number of Fax Ports in your system, the Modem Card must be removed.

You cannot install both a 2-Port and a 4-Port PCI Fax Card in the same system.

WARNING

Do not turn off the Voice Mail Server without first shutting it down. If you do not shut down first, you may corrupt the Voice Mail database when you turn off the power.

To install a PCI Fax Card:

1. Click the **Start** button.
2. Select the *Shut Down the computer?* button.
3. Click the **OK** button. As the computer shuts down, so will the Voice Mail System.
4. When the screen prompt says that it is safe to turn off your computer, use the power switch to turn off the system power.
5. Remove the power cord from the AC power connector at the back of the cabinet (shown in Figure 3) and from the surge protector.
6. Remove and retain the five hex head screws (shown in Figure 1) securing the cabinet cover.
7. Remove the cover by sliding it towards the rear of the computer, and set it aside on a clean surface. A layout of the cabinet is shown in Figure 3.

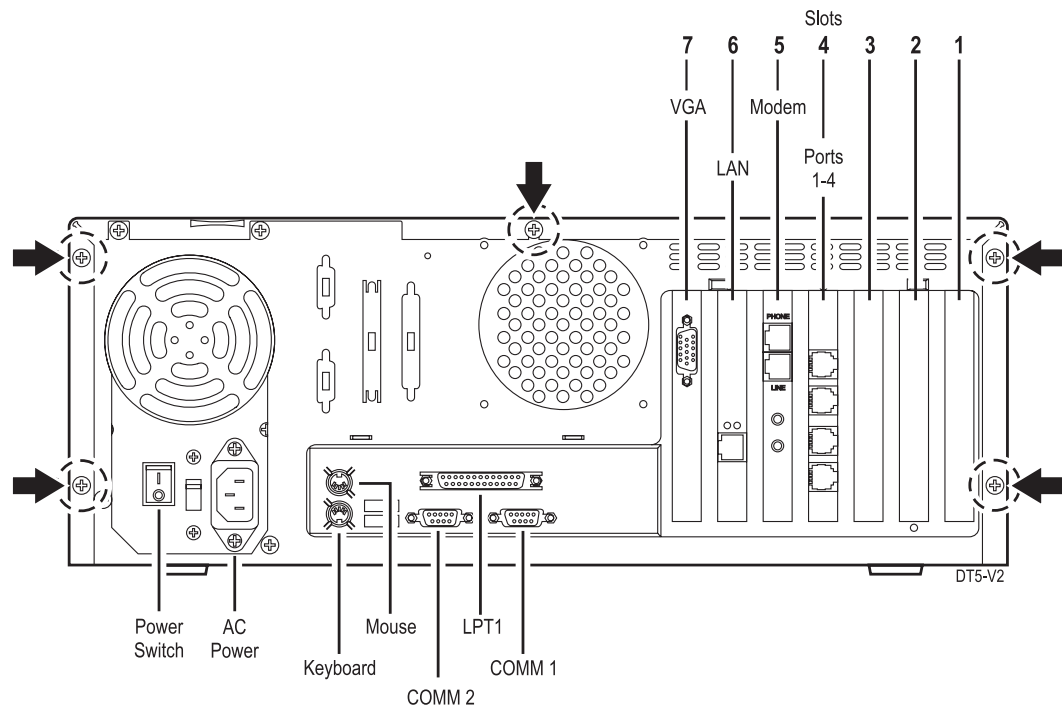


Figure 3: Layout of the NVM-2000WS Cabinet

Installing PCI Fax Cards and Activating Fax Features

Installing a 2-Port or 4-Port PCI Fax Card

Installing a 2-Port or 4-Port PCI Fax Card (cont'd)

8. Locate an empty card slot(s) in which to insert the PCI Fax Card(s). (If you have no empty slots, you will have to remove the Modem Card.)
9. Remove and retain the screw(s) securing the slot cover(s).
10. Insert the 2-Port or 4-Port PCI Fax Card(s) in the empty slot(s). Make sure the card is fully seated and lines up with the connector. If you are installing more than one PCI Fax Card, be sure you do not install a 2-Port and a 4-Port Fax Card in the same system. Figure 4 shows a 2-Port PCI Fax Card and Figure 5 shows a 4-Port PCI Fax Card.

Note: The component layout on your 2-Port or 4-Port PCI Fax Card may differ from that shown.

11. Secure the Card(s) in place with the screw(s) you retained in step 9.
12. Replace the cover on the Voice Mail Cabinet.
13. Replace the five hex head screws that secure the cover in place.
14. Connect the PCI Fax Card(s) to your phone system. See the next page.

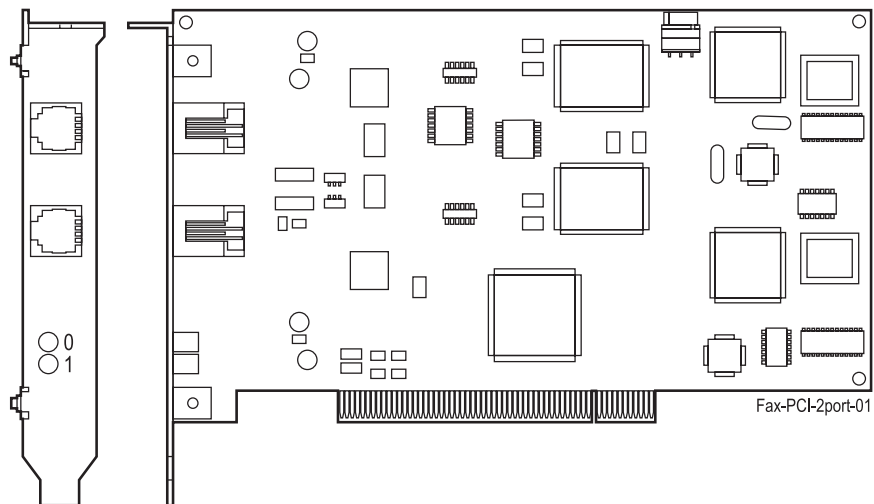


Figure 4: 2-Port PCI Fax Card

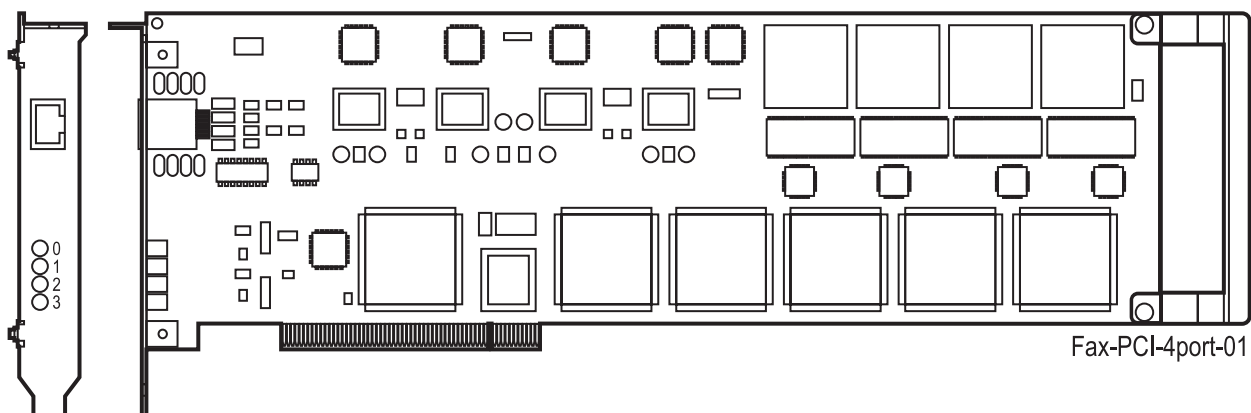


Figure 5: 4-Port PCI Fax Card

Installing PCI Fax Cards and Activating Fax Features

Connecting the PCI Fax Card(s) to Your Phone System

Connecting the PCI Fax Card(s) to Your Phone System

To connect the PCI Fax Card:

1. Use Figure 6 for connecting the 2-Port PCI Fax Card(s) and Figure 7 for connecting the 4-Port PCI Fax Card(s) to your phone system.
2. When you have finished connecting the PCI Fax Card(s), plug the power cord into the AC Power Connector on the back of the cabinet.
3. Plug the other end into the surge protector.
4. Turn on the system power switch.
5. Program the Fax features according to the Fax Mail and/or Fax-On-Demand Setup Guide. If you want to set up the Fax Server, see Installing the Fax Server (P/N 17724INS01 or higher).

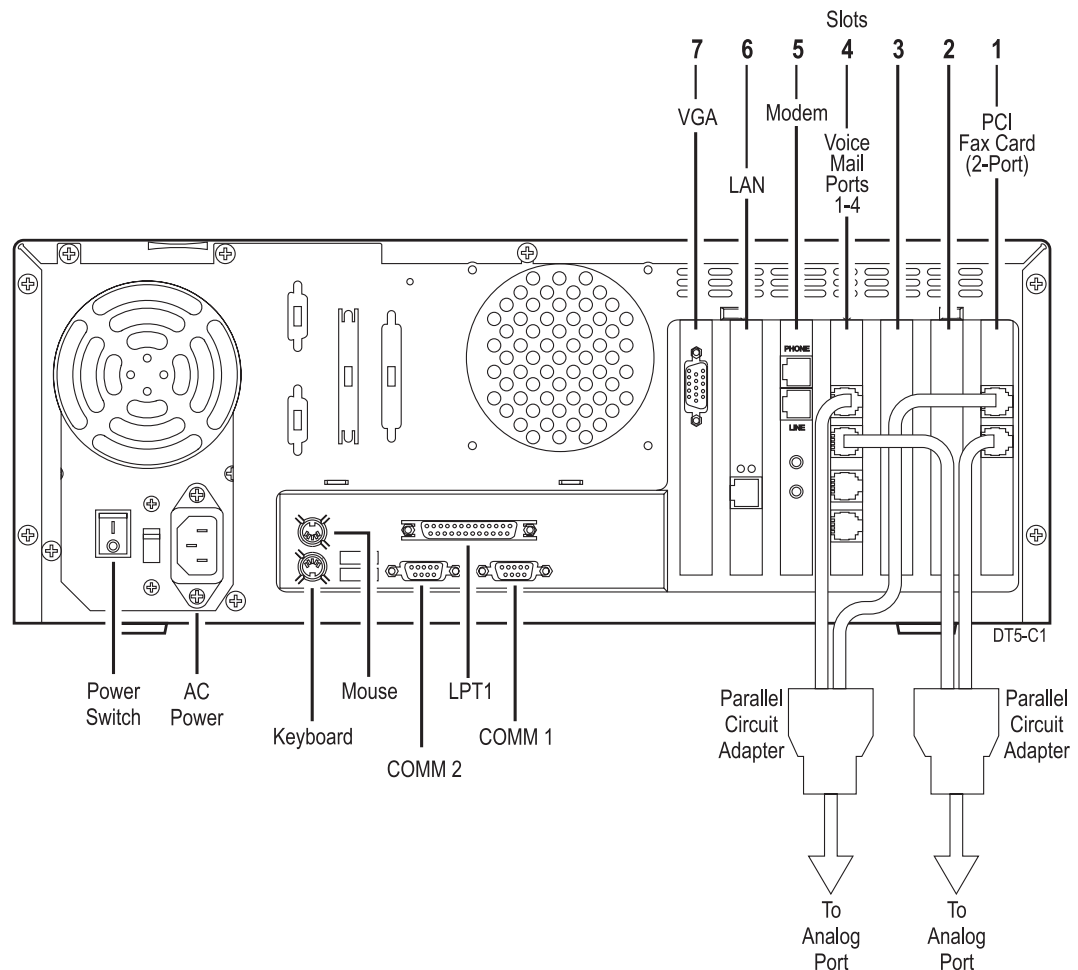


Figure 6: Connecting 2-Port PCI Fax Card(s) to Your Phone System

Installing PCI Fax Cards and Activating Fax Features

Connecting the PCI Fax Card(s) to Your Phone System

Connecting the Fax Card(s) to Your Phone System (cont'd)

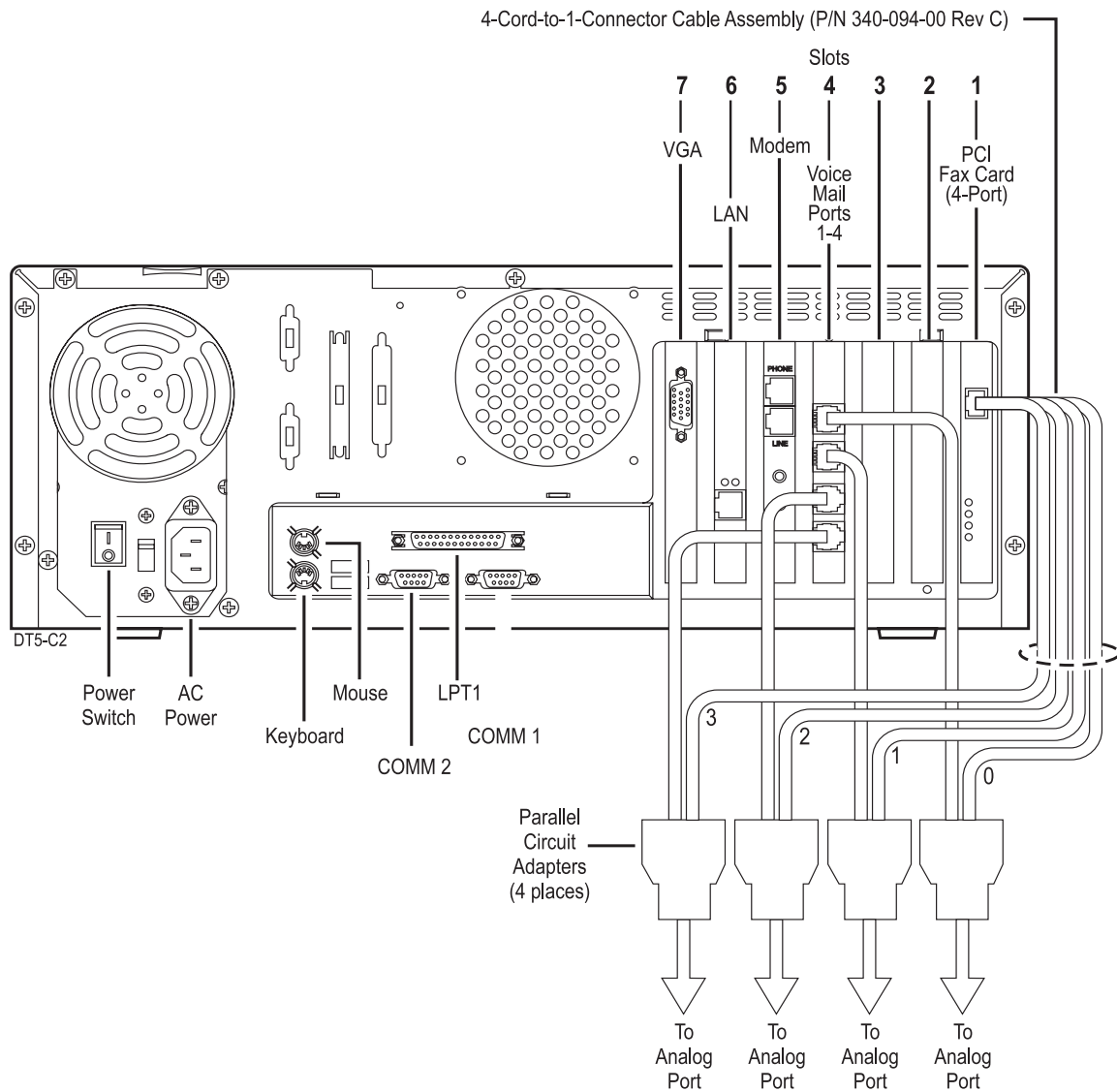


Figure 7: Connecting 4-Port PCI Fax Card(s) to Your Phone System

Installing PCI Fax Cards and Activating Fax Features

Disabling Remote Services

Disabling Remote Services

If you have replaced the internal modem with a PCI Fax Card, you may see the Service Control Manager dialog box shown in Figure 8.

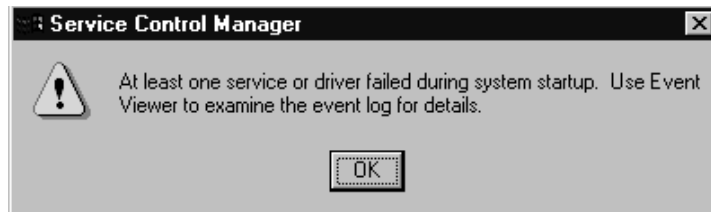


Figure 8: Service Control Manager Dialog Box

If you see this message, you need to disable three services associated with the Remote Access Server — Remote Access Server, Remote Access Connection Manager, and Remote Access Autodial Manager. To disable these services, follow the procedure below.

To disable these Remote Access services:

1. Click the **OK** button on the dialog box.
2. Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
3. Double-click the **Services** icon on the **Control Panel** window, shown in Figure 9.

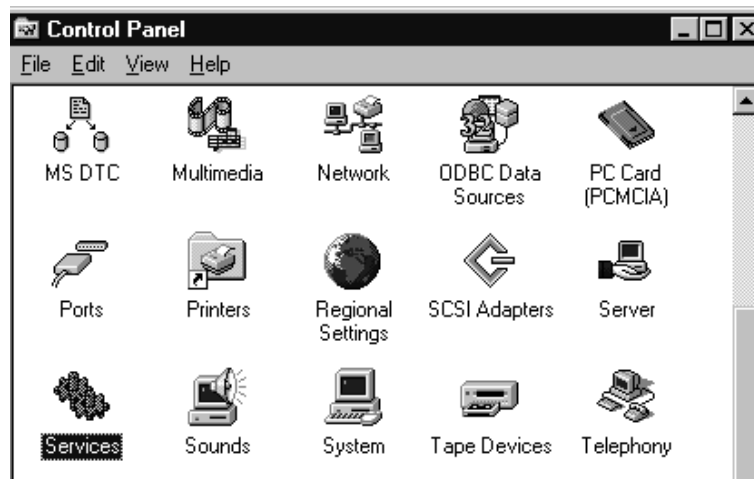


Figure 9: Services Icon Selected on the Control Panel Window

Installing PCI Fax Cards and Activating Fax Features

Disabling Remote Services

Disabling Remote Services (cont'd)

You will see a **Services** window similar to the one shown below in Figure 10.

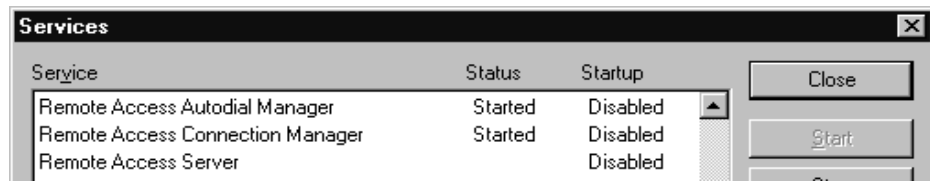


Figure 10: Remote Access Services Set to “Disabled” on the Services Window

4. Double-click **Remote Access Server** on the **Services** window.

You will see the **Service** window, shown in Figure 11.

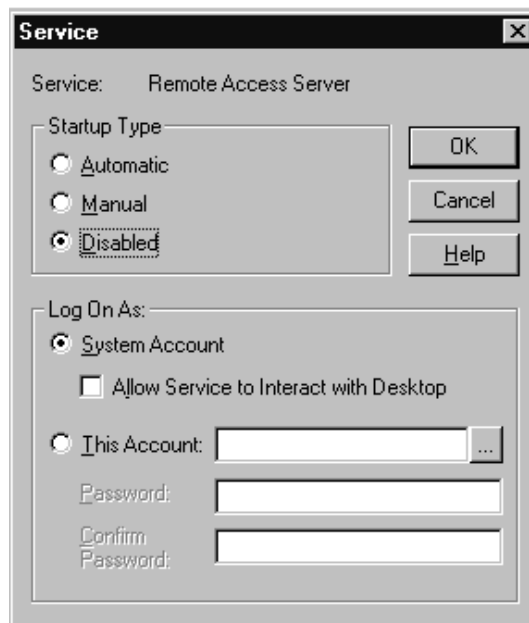


Figure 11: Service Window

5. On the **Service** window:
Click the **Disabled** radio button on the **Startup Type** panel. Click the **OK** button.
6. Double-click **Remote Access Connection Manager** on the **Services** window.
7. On the **Service** window:
Click the **Disabled** radio button on the **Startup Type** panel. Click the **OK** button.
8. Double-click **Remote Access Autodial Manager** on the **Services** window.
9. On the **Service** window:
Click the **Disabled** radio button on the **Startup Type** panel. Click the **OK** button.
10. When you are finished disabling these services, close the **Services** window.

If you want to maintain remote access to the NT Voice Mail for performing System Administration procedures, you might install an external modem. (For instructions on installing the modem, see the modem manufacturer’s directions.)

Installing PCI Fax Cards and Activating Fax Features

Backing Up the Feature Files and NT Voice Mail Database

Backing Up the Feature Files and NT Voice Mail Database

It is recommended that you back up the existing feature files in your NT Voice Mail System before you perform any of the Voice Mail programming. You should also back up your NT Voice Mail Database, messages, and any fax documents (stored on the system), if you do not have a recent backup of these items.

Backups must be directed to a valid sub-directory (for example: **c:\test**).

To perform a back up:

1. From the **NT Voice Mail Main Menu**
Click **Tools** ⇒ **Local Backup** to display the **Backup** window, shown in Figure 12.

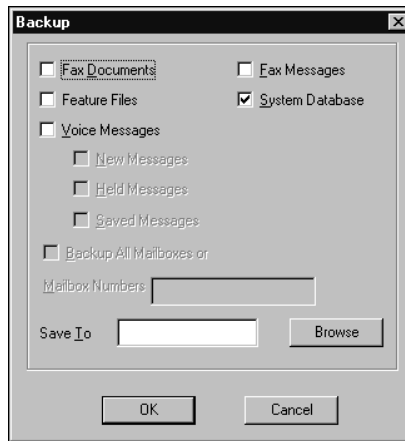


Figure 12: Backup window

2. Click to select the check box for every item in your Voice Mail System. At a minimum, you must select the **Feature Files**.
3. In the **Save To** box:
 - When backing up to a hard drive on the network, you must enter the exact Universal Naming Convention (UNC) designation (for example, **\\networkservername\c:\test**).
 - Click **OK**.
4. Click OK on the **Voice Mail Warning** confirmation dialog box.