

Chapter 1: Installation

About the Installation Chapter

Chapter 1: Installation consists of three sections:

1. *Installing the VoiceSupport Professional,*
2. *Basic Programming for the Windows 2000 Voice Mail*
3. *Advanced Setup Options for the Windows 2000 Voice Mail*

About this Section

If you have a VoiceSupport Professional, this section provides you with step-by-step instructions for getting your Voice Mail system up and running fairly quickly. It provides you with basic information about installing the hardware for your Windows 2000 Voice Mail system and then connecting it to a phone system. This section also explains how to start up the Windows 2000 Voice Mail, install a phone system, and then test the Automated Attendant.

Installing the Professional, Win2K and Win2K Exp

Step 1: What You Will Need

Step 1: What You Will Need Equipment Requirements

For the Professional

The following items are installed in your Professional desktop cabinet:

- Intel D845GBV Motherboard¹
- Windows 2000 Professional Operating System Software 5.0 w/Service Pack 3.0 (OEM)
- 1.8 GHz Intel Pentium 4 Microprocessor w/Fan
- 256 MB of DDR RAM
- 15.3 GB (or higher) Hard Drive
- 32X CD-ROM Drive
- 100MB IDE ZIP Drive
- 1.44 MB Floppy Drive
- 56K Modem Card
- Dialogic D/4 PCI Voice Card
- Power Supply

The following is an optional item that may be installed in your Professional desktop cabinet:

- D/41JCT-LS (4 Port Fax Card)

To provide backup for your Professional software, the following disks are included:

- Windows 2000 Server Operating System 5.0 CD-ROM (OEM)
- VoiceSupport Professional Voice Mail Software CD-ROM
- Dialogic Device Driver 5.1.1 (or higher) CD-ROM
- Symantec Ghost 7.0 (or higher) CD-ROM
- Floppy Diskette containing the Feature Files and a read.me File

For instructions on reinstalling software, see *Chapter 6: Maintenance*.

For the Win2K

The following items are installed in your Win2K desktop cabinet:

- Intel D845GBV Motherboard¹
- Windows 2000 Server Operating System Software 5.0 w/Service Pack 3.0 (OEM)
- 2.0 GHz Intel Pentium 4 Microprocessor w/Fan
- 256 MB of DDR RAM
- 15.3 GB (or higher) Hard Drive
- 32X CD-ROM Drive
- 100 MB IDE ZIP Drive
- 1.44 MB Floppy Drive
- 56K Modem Card
- Dialogic D/41JCT-LS (4-Port Voice/Soft Fax Card)
- Power Supply

To provide backup for your Win2K, the following disks are included:

- Windows 2000 Server Operating System 5.0 CD-ROM (OEM)
- VoiceSupport Win2K Voice Mail Software CD-ROM
- Dialogic Device Driver 5.1.1 (or higher) CD-ROM
- SpeechWorks 6.5 (or higher) CD-ROM
- Symantec Ghost 7.0 (or higher) CD-ROM
- Floppy Diskette containing the Feature Files and a read.me File

For instructions on reinstalling software, see *Chapter 6: Maintenance*.

1. The D845GBV Motherboard is designed with on-board NIC and video and it features 6 PCI slots.

Installing the Professional, Win2K and Win2K Exp

Step 1: What You Will Need

Equipment Requirements (cont'd)

For the Win2K Exp

The following items are installed in your Win2K Exp desktop cabinet:

- Intel D845GBV Motherboard¹
- Windows 2000 Server Operating System Software 5.0 w/Service Pack 3.0 (OEM)
- 2.0 GHz Intel Pentium 4 Microprocessor w/Fan
- 512 MB of DDR RAM
- 15.3 GB (or higher) Hard Drive
- 32X CD-ROM Drive
- 100 MB IDE ZIP Drive
- 1.44 MB Floppy Drive
- 56K Modem Card.
- Dialogic D/41JCT-LS (4-Port Fax Card)
- Dialogic D/120JCT-LS (12-Port Voice Card)
- Power Supply

To provide backup for your Win2K Exp, the following disks are included:

- Windows 2000 Server Operating System 5.0 CD-ROM (OEM)
- VoiceSupport Win2K Voice Mail Software CD-ROM
- Dialogic Device Driver 5.1.1 (or higher) CD-ROM
- SpeechWorks 6.5 (or higher) CD-ROM
- Symantec Ghost 7.0 (or higher) CD-ROM
- Floppy Diskette containing the Feature Files and a read.me File

For instructions on reinstalling software, see *Chapter 6: Maintenance*.

Your Professional, Win2K or Win2K Exp will also require:

- HASP Dongle²
- 15" VGA Color Monitor
- 104 PS/2 Keyboard
- MS-Mouse PS/2
- AC Power cord
- RJ-11 line cords (as required)

You will also need the manuals and equipment required to install the phone system.

For analog integrations, the Voice Mail requires one analog/OPX 2500 port per Voice Mail port. This port should generate standard ring voltage and have sufficient DTMF receivers to handle the estimated system traffic.

Recommended Equipment

- It is highly recommended that you have an adequate Uninterruptible Power Source (UPS) with surge protection and EMI/RFI filtering.

Optional Equipment

- A parallel printer that is compatible with IBM-PC XT or AT for printing reports

Site Requirements

- Dust-free, far away from large motors
- Adequate ventilation for the cabinet
- Temperature of 50–104°F (10–40°C)
- Non-condensing humidity of 28–85%

Electrical Requirements

- A dedicated and grounded three-prong outlet (105–120 VAC, 60 HZ), located not more than 5 feet from the cabinet.

2. The HASP Dongle is a security device that unlocks features and is required for the Voice Mail to operate properly.

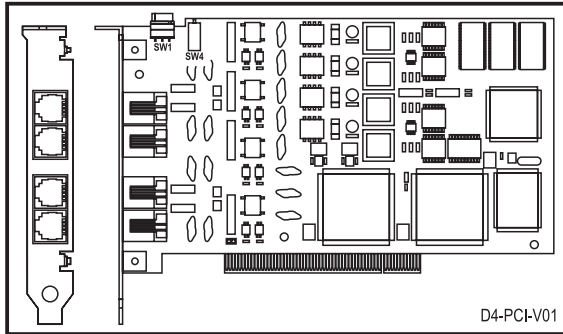
Installing the Professional, Win2K and Win2K Exp

Step 1: What You Will Need

The Three Types of Port Cards:

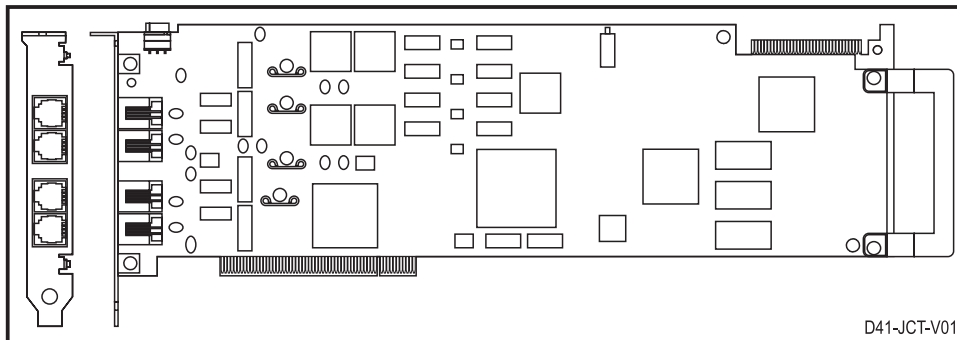
There are three types of port cards that are installed in the VoiceSupport Professional, Win2k and Win2K Exp Voice Mail Systems: a D/4-PCI Voice Card, a D/41JCT-LS Voice/Fax Card and a D/120JCT-LS Voice Card. These three cards are shown below along with a brief description.

Figure 1-1: The D/4-PCI Voice Card



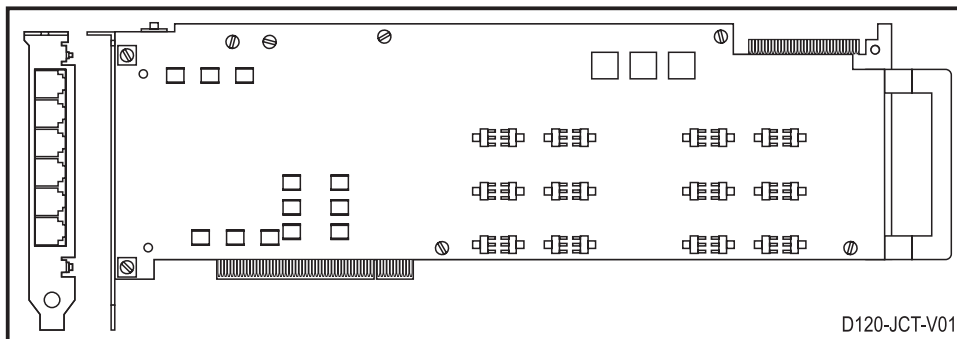
The D/4-PCI Card is a 4-Port Voice Card that is only used in the VoiceSupport Professional.

Figure 1-2: The D/41JCT-LS Voice/Fax Card



The D/41JCT-LS card is a 4-Port Voice/Fax Card that can be installed in all three platforms: The Professional, the Win2K and the Win2K Exp.

Figure 1-3: The D/120JCT-LS Voice Card



The D/120JCT-LS Card is a 12-Port Voice Card that is only used in the VoiceSupport Win2K Exp.

Note: The D/120JCT-LS Card is actually capable of both Voice and Fax, but in our application it only supports Voice.

Installing the Professional, Win2K and Win2K Exp

Step 2: Program the Telephone System

Step 2: Program the Telephone System

For the Windows 2000 Voice Mail to work properly, your telephone system must be equipped with compatible hardware and it must also be programmed for Voice Mail.

See the Phone System Integration Guide for a list of the required parameters.

Installing the Professional, Win2K and Win2K Exp

Step 3: Connect the Peripheral Equipment to the Voice Mail

Step 3: Connect the Peripheral Equipment to the Voice Mail Professional

Figures 1-4 and 1-5 show back views of the Professional cabinet and the layout of the cards inside the cabinet. These figures also show the location of connectors and the power switch.

The number of ports you install in your system determines if your Professional cabinet looks like Figure 1-4 or Figure 1-5. If your system has up to 20 ports installed, your cabinet layout is similar to Figure 1-4. But if your system has 24 ports installed, your cabinet layout is similar to Figure 1-5. For a Professional with 24 ports, you must first remove the Modem Card and then replace it with a Port Card as shown in Figure 1-5.

Refer to Table 1-1 for maximum Voice and Voice/Fax port configurations allowed in a Professional.

To connect the peripheral equipment to your Professional, follow the instructions on the next page.

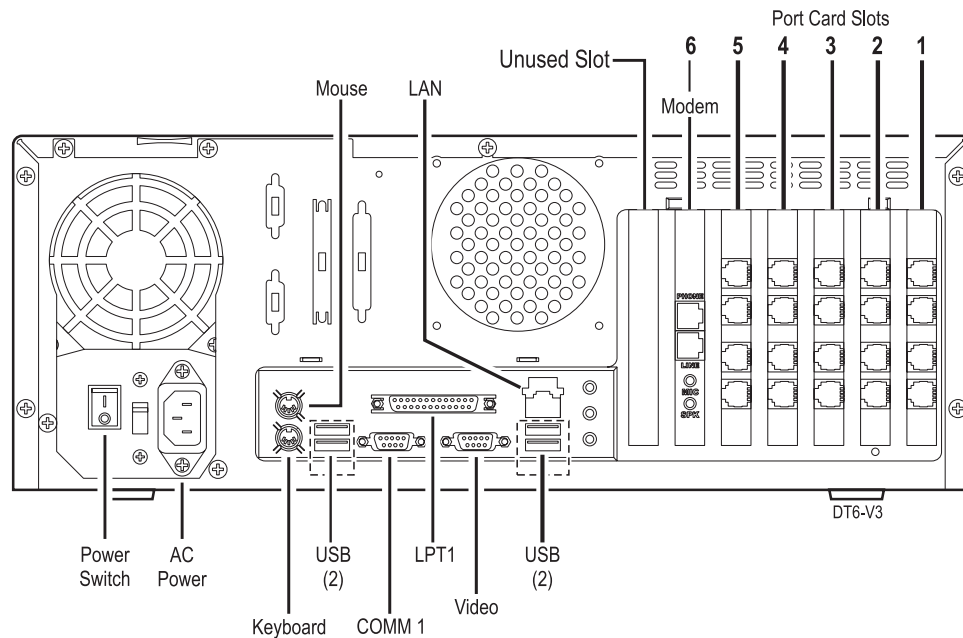


Figure 1-4: Professional Cabinet Layout for a System with 20 Ports

Installing the Professional, Win2K and Win2K Exp

Step 3: Connect the Peripheral Equipment to the Voice Mail

Professional (cont'd)

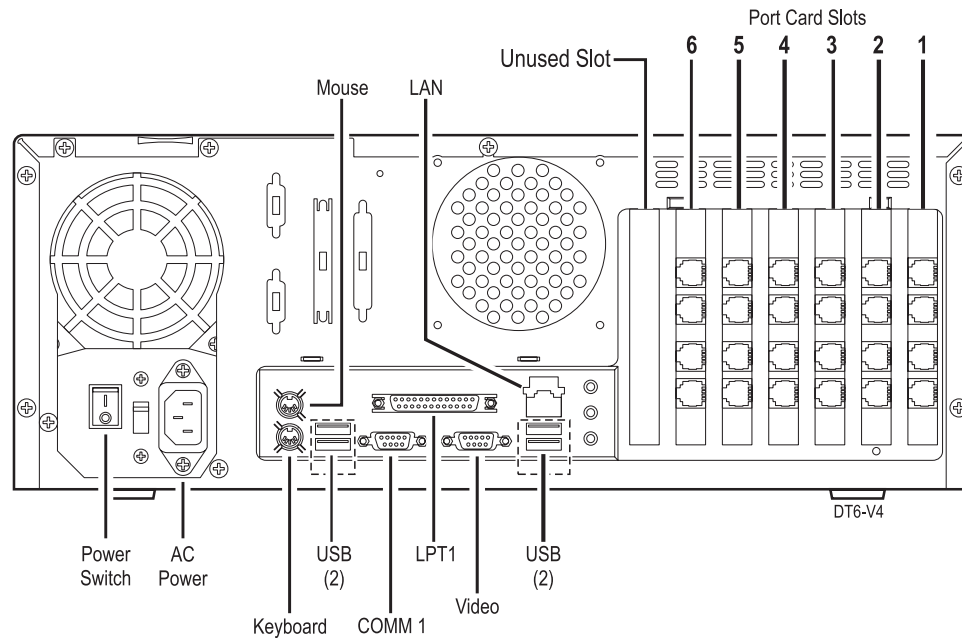


Figure 1-5: Professional Cabinet Layout for a System with 24 Ports

To connect the peripheral equipment to the Professional:

1. Plug the keyboard into the keyboard connector.
2. Plug the mouse into the mouse connector.
3. Plug the monitor into the 9-pin Video connector.
4. Plug the HASP Dongle into the LPT1 connector and secure with its two thumb screws.

Table 1-1: Professional-Maximum Port Configuration

	Ports	Type of Cards	Qty. of Cards	ASR	TTS
Voice Only	24	D/4-PCI	6	None	None
Combination: Voice / Fax	12 Voice	D/4-PCI	3	None	None
	12 Fax	D/41JCT-LS	3		

Installing the Professional, Win2K and Win2K Exp

Step 3: Connect the Peripheral Equipment to the Voice Mail

Win2K

Figures 1-6 and 1-7 show back views of the Win2K cabinet and the layout of the cards inside the cabinet. The figures also show the location of connectors and the power switch on the cabinet.

The number of ports you install in your system will determine if your Win2K cabinet looks like Figure 1-6 or Figure 1-7. If your system has up to 20 ports installed, your cabinet layout is similar to Figure 1-6. But if your system has 24 ports installed, your cabinet layout is similar to Figure 1-7. For a Win2K with 24 ports, you must first remove the Modem Card and then replace it with a Port Card as shown in Figure 1-7.

Refer to Table 1-2 for maximum Voice and Voice/Fax port configurations allowed in a Win2K.

To connect the peripheral equipment to your Win2K, follow the instructions on the next page.

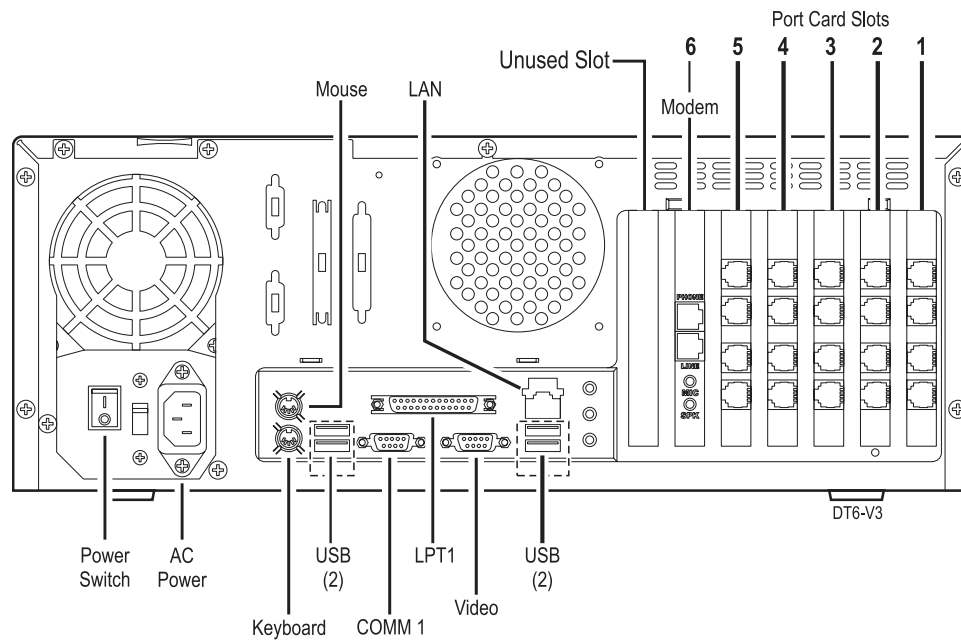


Figure 1-6: Win2K Cabinet Layout for a System with 20 Ports

Installing the Professional, Win2K and Win2K Exp

Step 3: Connect the Peripheral Equipment to the Voice Mail

Win2K (cont'd)

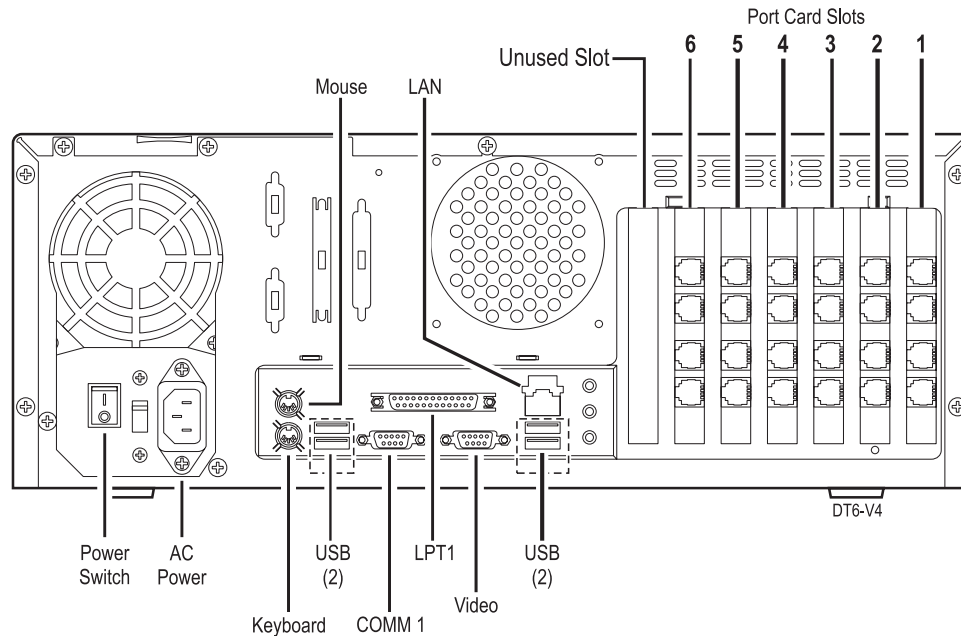


Figure 1-7: Win2K Cabinet Layout for a System with 24 Ports

To connect the peripheral equipment to the Win2K:

1. Plug the keyboard into the keyboard connector.
2. Plug the mouse into the mouse connector.
3. Plug the monitor into the 9-pin Video connector.
4. Plug the HASP Dongle into the LPT1 connector and secure with its two thumb screws.

Table 1-2: Win2K-Maximum Port Configuration

	Ports	Type of Cards	Qty. of Cards	ASR	TTS
Voice Only	24	D/41JCT-LS	6	12	6
Combination: Voice / Fax	12 Voice	D/41JCT-LS	6	12	6
	12 Fax				

Installing the Professional, Win2K and Win2K Exp

Step 3: Connect the Peripheral Equipment to the Voice Mail

Win2K Exp

Figures 1-8 and 1-9 show back views of the Win2K Exp cabinet and the layout of the cards inside the cabinet. The figures also show the location of connectors and the power switch on the cabinet.

The number of ports you install in your system will determine if your Win2K Exp cabinet looks like Figure 1-8 or Figure 1-9. If your system has up to 60 ports installed, your cabinet layout is similar to Figure 1-8. But if your system has more than 60 ports installed, your cabinet layout is similar to Figure 1-9. For a Win2K Exp with more than 60 ports, you must first remove the Modem Card and then replace it with a Port Card as shown in Figure 1-9.

Refer to Table 1-3 for maximum Voice and Voice/Fax port configurations allowed in a Win2K Exp.

To connect the peripheral equipment to your Win2K Exp, follow the instructions on the next page.

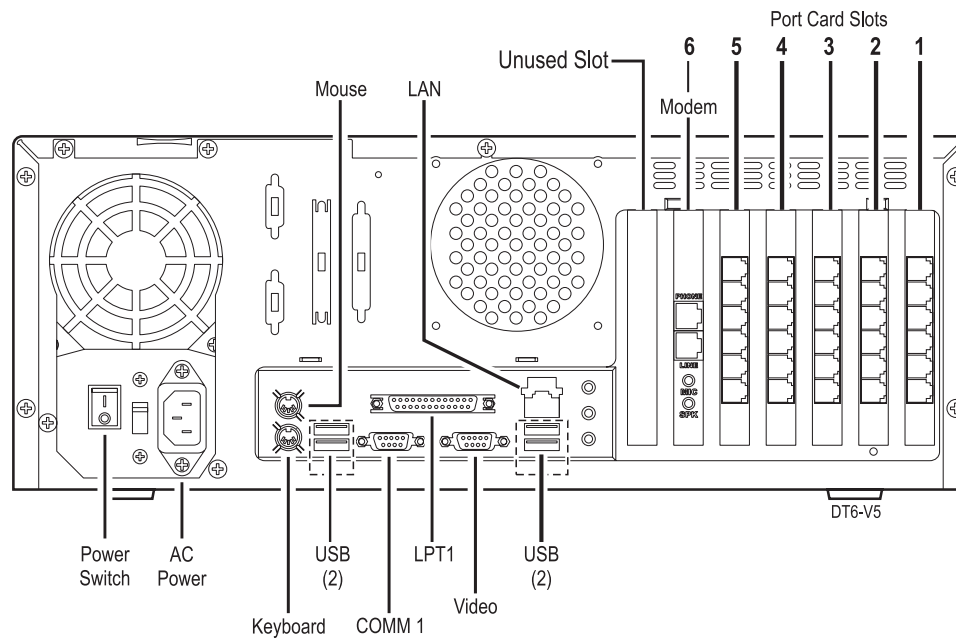


Figure 1-8: Win2K Exp Cabinet Layout for a System with 60 Ports

Installing the Professional, Win2K and Win2K Exp

Step 3: Connect the Peripheral Equipment to the Voice Mail

Win2K Exp (cont'd)

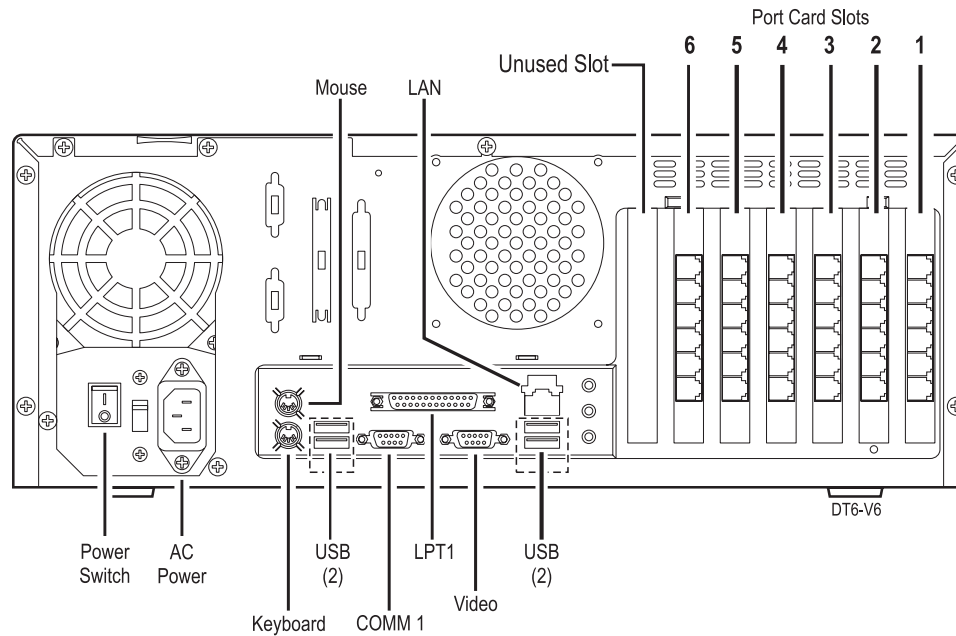


Figure 1-9: Win2K Exp Cabinet Layout for a System with 72 Ports

To connect the peripheral equipment to the Win2K Exp:

1. Plug the keyboard into the keyboard connector.
2. Plug the mouse into the mouse connector.
3. Plug the monitor into the 9-pin Video connector.
4. Plug the HASP Dongle into the LPT1 connector and secure with its two thumb screws.

Table 1-3: Win2K Exp-Maximum Port Configuration

	Ports	Type of Cards	Qty. of Cards	ASR	TTS
Voice Only	72	D/120JCT-LS	6	12	8
Combination: Voice / Fax	24 Voice	D/120JCT-LS	2	12	8
	16 Fax	D/41JCT-LS ^a	4		

a. D/41JCT-LS programmed as parallel port to D/120JCT-LS voice port

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Step 4: Connect the Voice Mail to a Telephone System

This section explains how to connect your Voice Mail and modem to any phone system.

Any Phone System

Figures 1-10, through 1-14 and the following paragraphs explain how to connect your Windows 2000 Voice Mail to a telephone system. Figures 1-10 and 1-11 apply to a Professional, Figure 1-12 applies to a Win2K and Figures 1-13 and 1-14 apply to a Win2K Exp. See the figure that applies to the platform you are using (Professional, Win2K or Win2K Exp), and then follow the instructions below the figure.

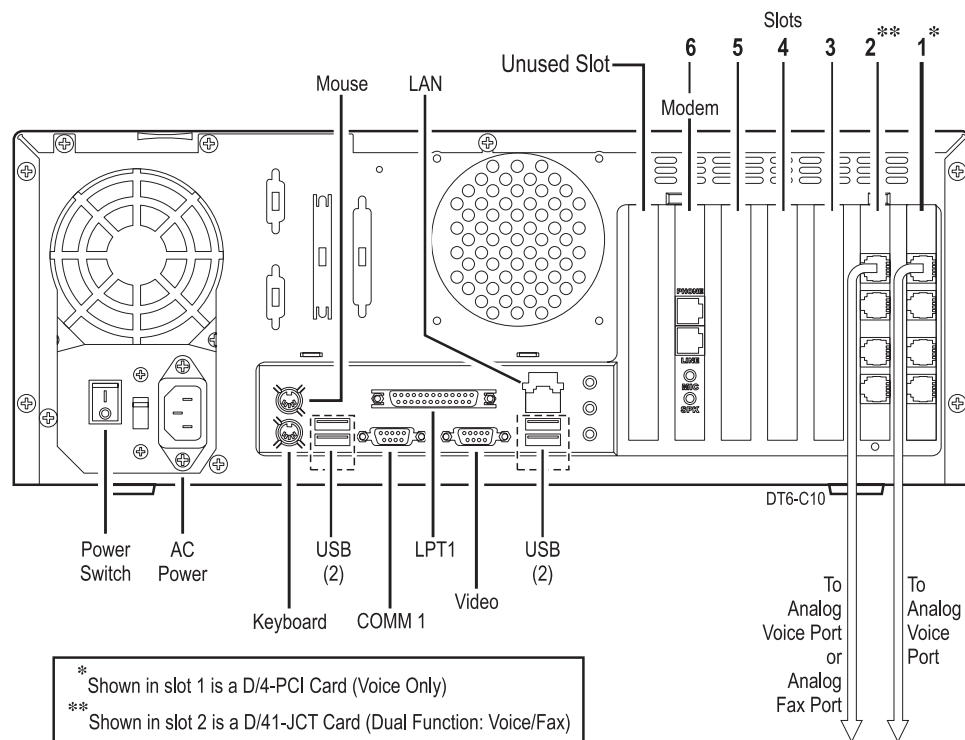


Figure 1-10: Connecting the Professional to Any Phone System (Method A)

To connect the VoiceSupport Professional to any phone system using method A:

Voice

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/4-PCI Card. (In the example shown above, this would be port 1.)
2. Connect the other end of the line cord to an Analog Voice Port on your phone system.
3. Repeat steps 1 and 2 for the remaining ports on your D/4-PCI card(s). (In the example shown above, this would be ports 2, 3 and 4.)

Fax

Note: You must have a D/41JCT-LS Card installed in your Voice Mail System to have Fax.

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/41JCT-LS Card. (In the example shown above, this would be port 5.)
2. Connect the other end of the line cord to an Analog Fax Port on your phone system.
3. Repeat steps 1 and 2 for the remaining ports on your D/41JCT-LS card(s). (In the example shown above, this would be ports 6, 7 and 8.)

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Any Phone System (cont'd)

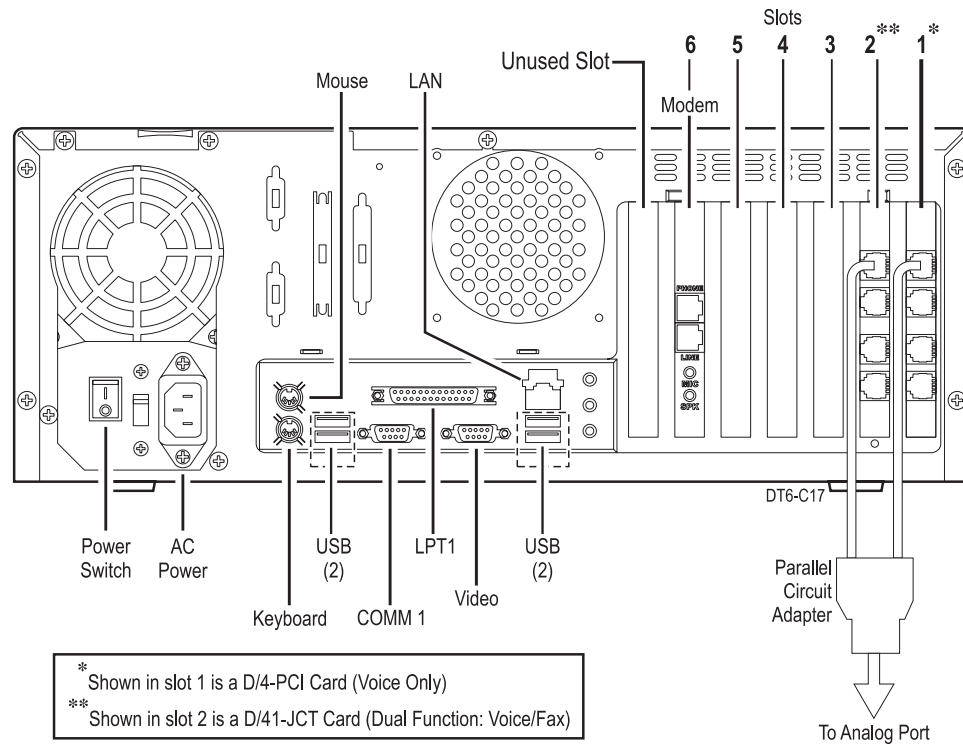


Figure 1-11: Connecting the Professional to Any Phone System (Method B)

To connect the VoiceSupport Professional to any phone system using method B:

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/4-PCI Card. (In the example shown above, this would be port 1.)
2. Plug the other end of the line cord into one input socket of a Parallel Circuit Adapter.
3. Plug one end of an RJ-11 line cord into the lowest available port on a D/41JCT-LS Card. (In the example shown above, this would be ports 2, 3 and 4.)
4. Plug the other end of the line cord into the other input socket of the Parallel Circuit Adapter.
5. Plug one end of an RJ-11 line cord into the output of the Parallel Circuit Adapter.
6. Connect the other end of the line cord to an Analog Port on your phone system.

Note: You must have a D/41JCT-LS Card installed in your Voice Mail System to have Fax.

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

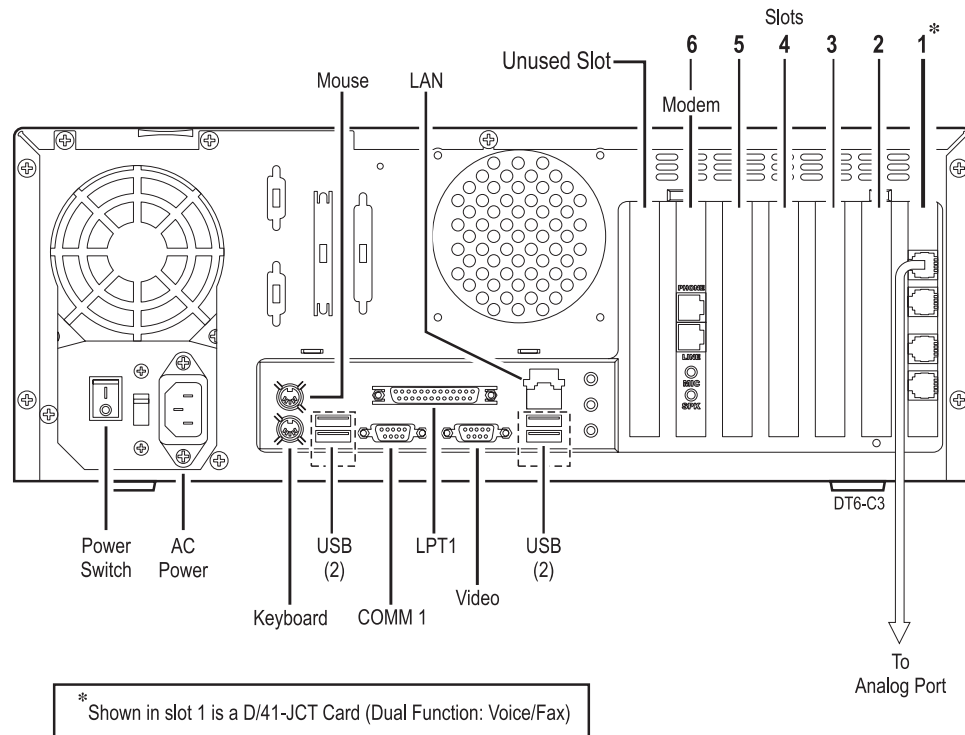


Figure 1-12: Connecting the Win2K to Any Phone System

To connect the VoiceSupport Win2K to any phone system: Voice and/or Fax

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/41JCT-LS Card. (In the example shown above, this would be port 1.)
2. Connect the other end of the line cord to an Analog Port on your phone system
3. Repeat steps 1 and 2 for the remaining ports on the D/41JCT-LS Card(s). (In the example shown above, this would be ports 2, 3 and 4.)

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Any Phone System (cont'd)

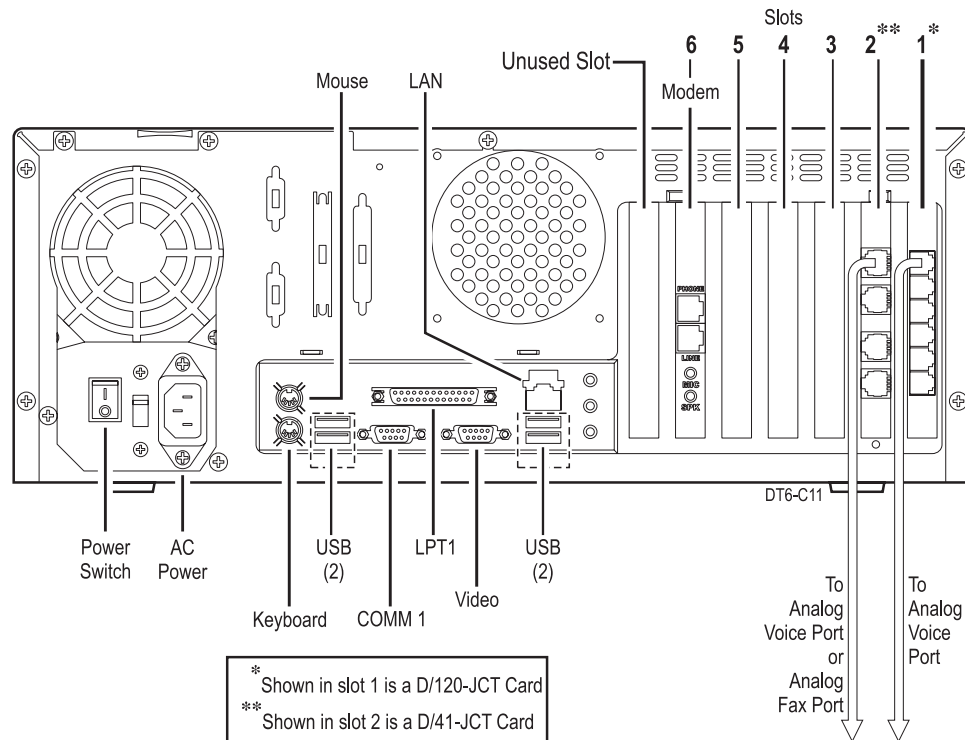


Figure 1-13: Connecting the Win2K Exp to Any Phone System (Method A)

To connect the VoiceSupport Win2K Exp to any phone system using Method A:

Voice

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/120JCT-LS Card. (In the example shown above, this would be port 1.)
2. Connect the other end of the line cord to an Analog Voice Port on your phone system.
3. Repeat steps 1 and 2 for the remaining ports on your D/120JCT-LS card(s). (In the example shown above, this would be ports 2, 3 and 4.)

Fax

Note: You must have a D/41JCT-LS Card installed in your Voice Mail System to have Fax.

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/41JCT-LS Card. (In the example shown above, this would be port 5.)
2. Connect the other end of the line cord to an Analog Fax Port on your phone system.
3. Repeat steps 1 and 2 for the remaining ports on your D/41JCT-LS card(s). (In the example shown above, this would be ports 6, 7 and 8.)

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Any Phone System (cont'd)

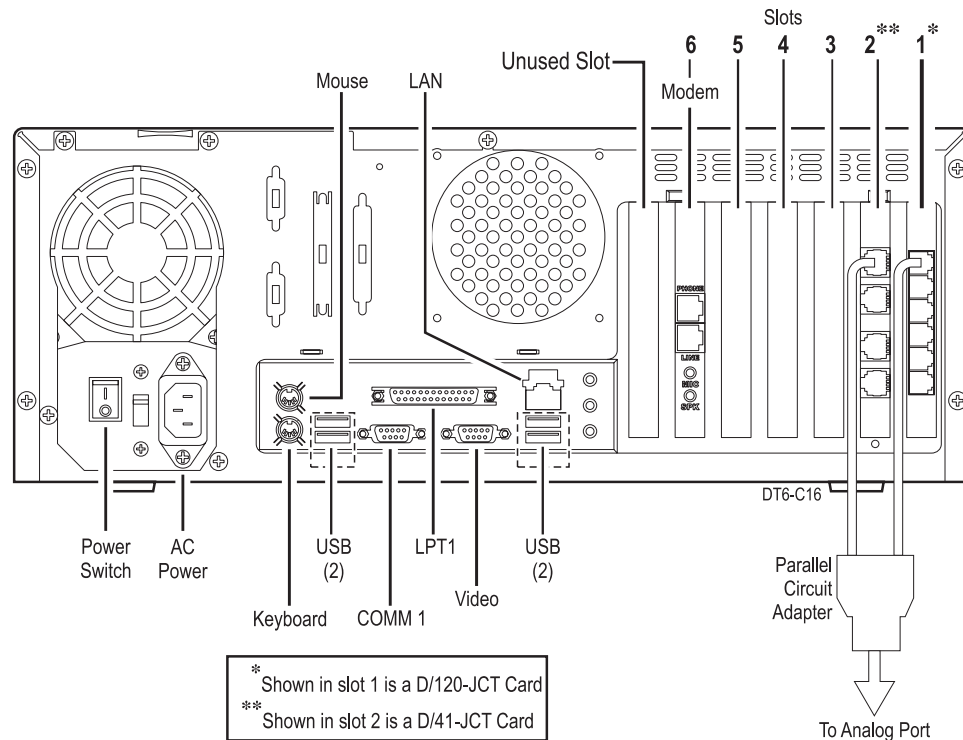


Figure 1-14: Connecting the Win2k Exp to Any Phone System (Method B)

To connect the VoiceSupport Win2K Exp to any phone system using method B:

1. Plug one end of an RJ-11 line cord into the lowest available port on a D/120JCT-LS Card. (In the example shown above, this would be port 1.)
2. Plug the other end of the line cord into one input socket of a Parallel Circuit Adapter.
3. Plug one end of an RJ-11 line cord into the lowest available port on a D/41JCT-LS Card. (In the example shown above, this would be ports 2, 3 and 4.)
4. Plug the other end of the line cord into the other input socket of the Parallel Circuit Adapter.
5. Plug one end of an RJ-11 line cord into the output of the Parallel Circuit Adapter.
6. Connect the other end of the line cord to an Analog Port on your phone system.

Note: You must have a D/41JCT-LS Card installed in your Voice Mail System to have Fax.

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Internal Modem

Figures 1-15, 1-16 and 1-17 and the following paragraphs explain how to connect your Windows 2000 Voice Mail's Modem Card (internal modem). Figure 1-15 applies when you are using a Professional, Figure 1-16 applies when you are using a Win2K, and Figure 1-17 applies when you are using a Win2K Exp. See the figure that applies to the Voice Mail you are using, and follow the instructions on below the figure.

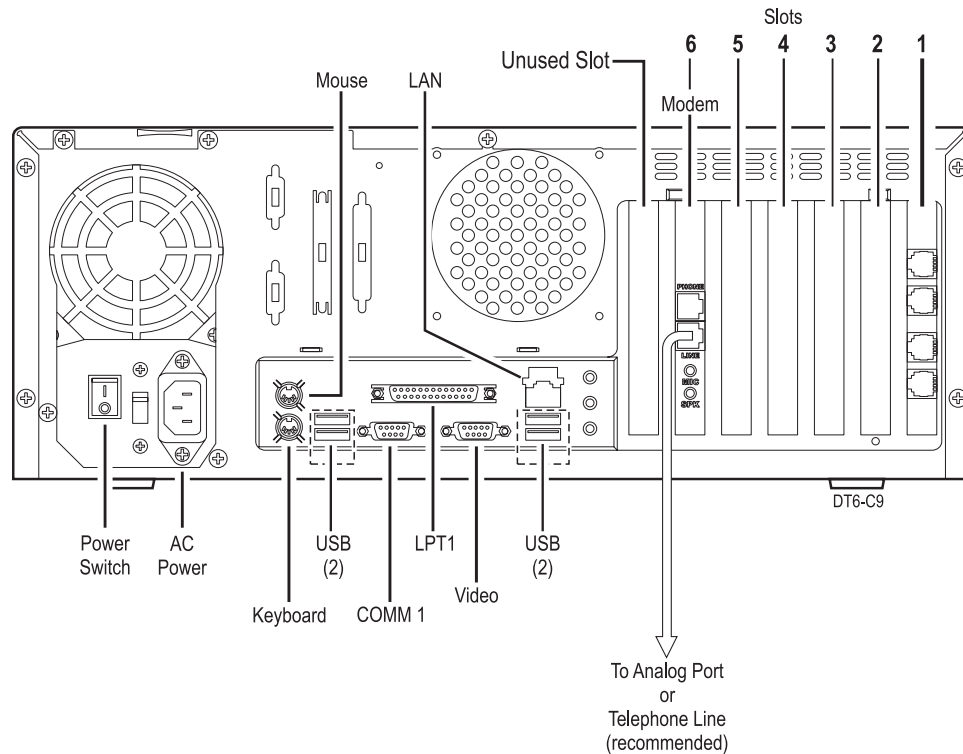


Figure 1-15: Connecting the Professional's Modem Card

To connect the VoiceSupport Professional's Modem Card:

1. Plug one end of a modular line cord (RJ-11) into the LINE connector on the Modem Card.
2. Connect the other end of the line cord to an analog port or a telephone line (recommended).

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Internal Modem (cont'd)

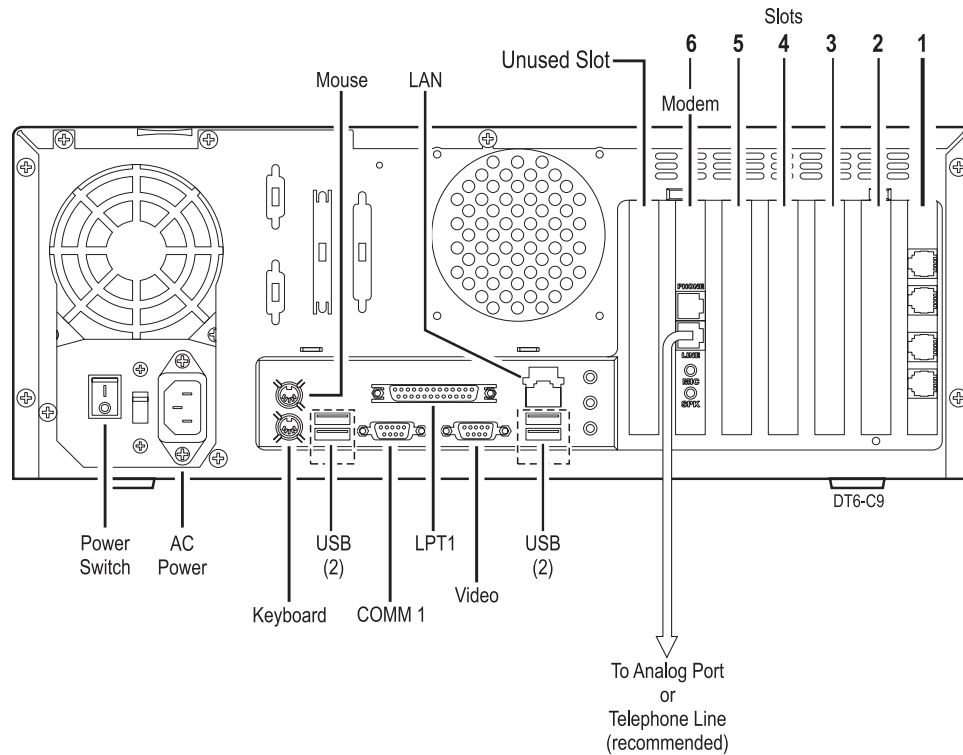


Figure 1-16: Connecting the Win2K's Modem Card

To connect the VoiceSupport Win2K's Modem Card:

1. Plug one end of a modular line cord (RJ-11) into the LINE connector on the Modem Card.
2. Connect the other end of the line cord to an analog port or a telephone line (recommended).

Installing the Professional, Win2K and Win2K Exp

Step 4: Connect the Voice Mail to a Telephone System

Internal Modem (cont'd)

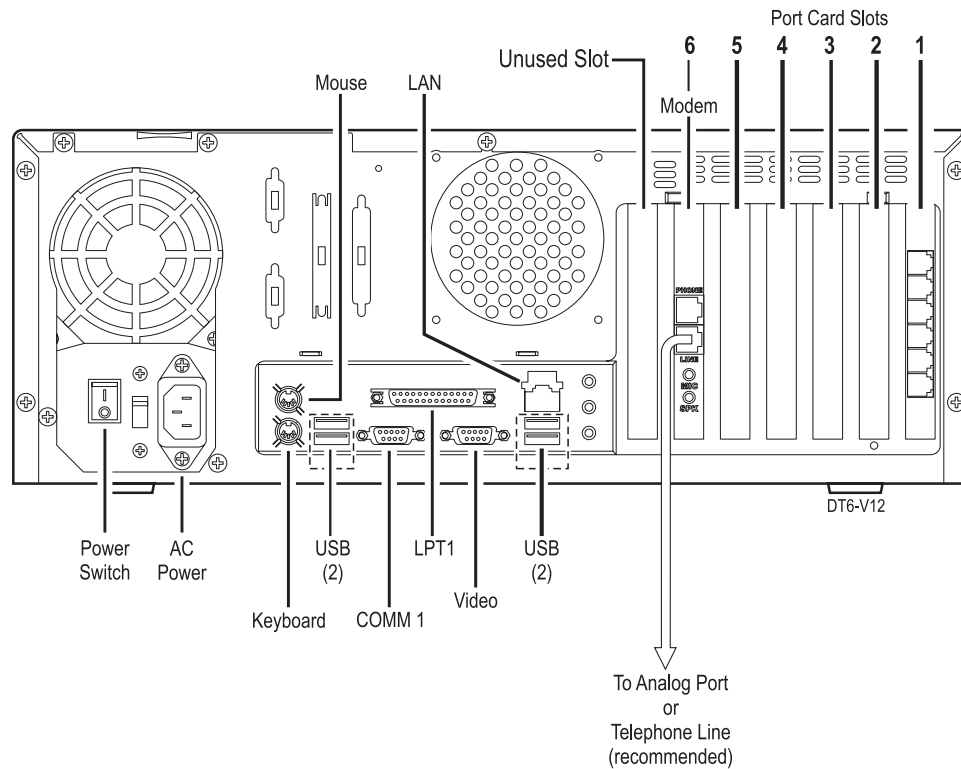


Figure 1-17: Connecting the Win2K Exp's Modem Card

To connect the VoiceSupport Win2K Exp's Modem Card:

1. Plug one end of a modular line cord (RJ-11) into the LINE connector on the Modem Card.
2. Connect the other end of the line cord to an analog port or a telephone line (recommended).

Installing the Professional, Win2K and Win2K Exp

Step 5: Connecting Power to the Windows 2000 Voice Mail

Step 5: Connecting Power to the Windows 2000 Voice Mail

To connect power to your Windows 2000 Voice Mail:

1. Connect the output of the UPS to the Voice Mail cabinet's AC power connector.
2. Plug the input of the UPS into a 120VAC / 60Hz electrical outlet.
3. Plug your monitor into the UPS.
4. Turn on the UPS' power switch.
5. Turn on the monitor's power switch.
6. Turn on the Voice Mail's power switch.

After your Voice Mail has finished booting up and you have logged in, proceed to Step 6 on the next page.

Installing the Professional, Win2K and Win2K Exp

Step 5: Connecting Power to the Windows 2000 Voice Mail

Step 6: Setting Up Language 1 and Language 2

Five languages are available for voice prompts and greetings in your Voice Mail system: two types of American English, one Spanish, one French Canadian, and one UK (British English).

Unless specified otherwise, the two languages that will be installed in your Voice Mail by default are: American English Mnemonic and American English Numeric. American English Mnemonic prompts use letters, such as: *To listen to a message, press L.* American English Numeric prompts use numbers, such as: *To listen to a message, press 5.* American English Mnemonic is shown in this Phone Installation Wizard as English (1). American English Numeric is shown as English (2).

If you wish to use both default languages for voice prompts and greetings, proceed to Step 7. If you would like to change Language 1 and/or Language 2, follow the steps below.

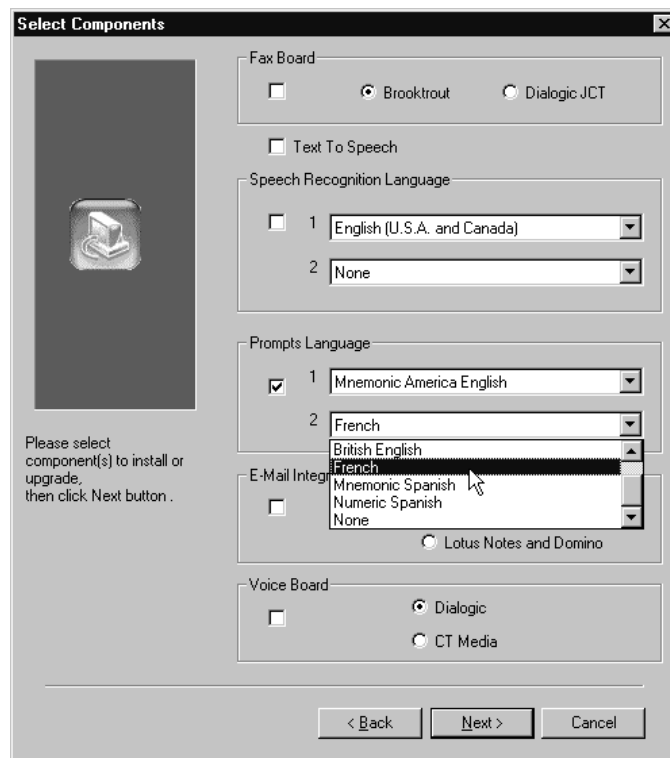
To setup Language 1 and Language 2:

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 **Voice Mail Windows NT/2000 Service.**
 - Click **Install.**
3. On the **Voice Mail Server Setup Welcome** screen:
 - Click **Next.**
4. On the **License Agreement** screen:
 - To accept the terms, click **Yes.**
5. On the **Setup Type** screen:
 - Click to select the **Components Installation** radio button.
 - Click **Next.**

A **Select Components** dialog box appears.



Installing the Professional, Win2K and Win2K Exp

Step 6: Setting Up Language 1 and Language 2

Step 6: Setting Up Language 1 and Language 2 (cont'd)

6. In the Prompts Language section of the **Select Components** dialog box:
 - Click to select the check box.
 - Click to select Language 1 from drop-down menu 1.
 - Click to select Language 2 from drop-down menu 2.
7. On the **Select Components** dialog box:
 - Click **Next**.After a few moments, a final **Setup** screen appears.
8. On the final **Setup** screen:
 - Click **Finish**.

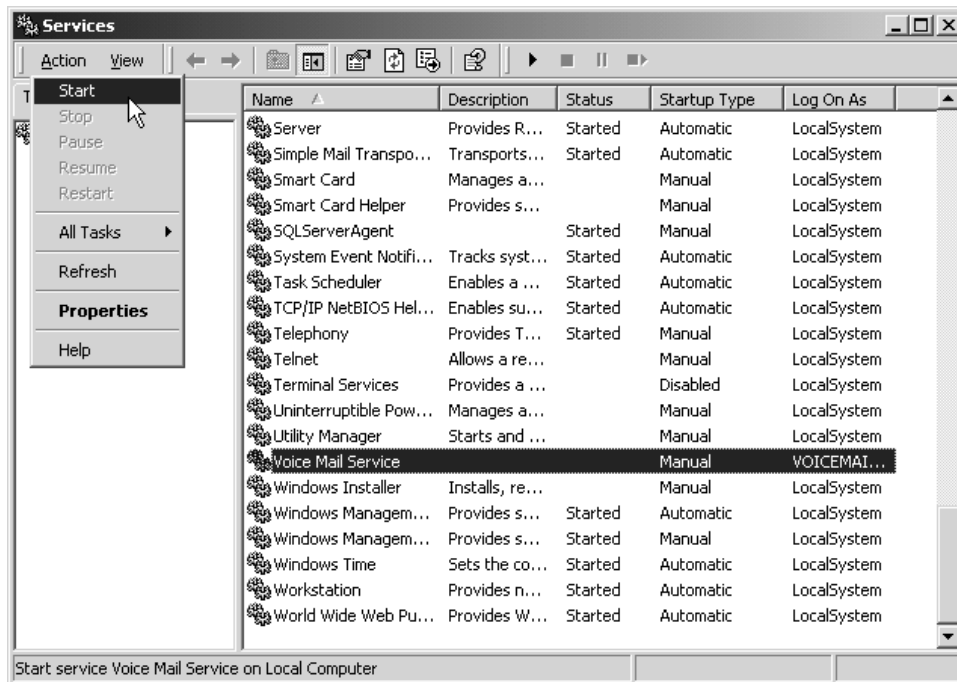
Installing the Professional, Win2K and Win2K Exp

Step 7: Start Up the Voice Mail Service

Step 7: Start Up the Voice Mail Service

To startup the Voice Mail service:

1. 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.
2. On the **Services** window:
 - On the list of services, click on **Voice Mail Service**.
 - Near the top of the **Services** window, click **Action** ⇒ **Start**.



The Status for **Voice Mail Service** should now indicate that it is **Started**.

3. Close any open windows.

Installing the Professional, Win2K and Win2K Exp

Step 8: Accessing the Main Screen

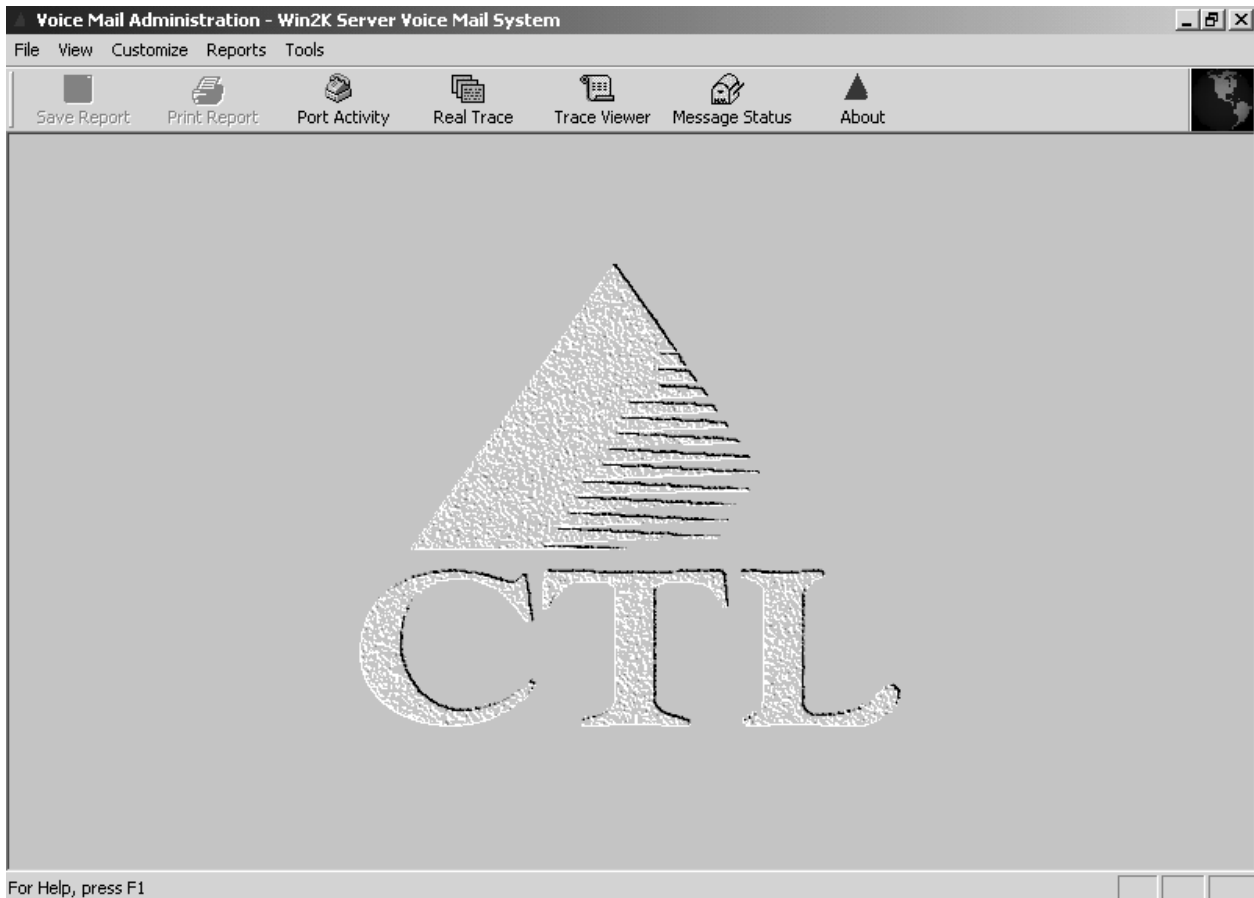
Step 8: Accessing the Main Screen

To access the Main Screen of your Windows 2000 Voice Mail:

1. Double-click the **Voice Mail System** shortcut on the desktop.



A screen, similar to the one shown below, will appear. This is the Main Screen that you will use, when you configure the Windows 2000 Voice Mail system. For instructions, see the following chapters in this guide.



Installing the Professional, Win2K and Win2K Exp

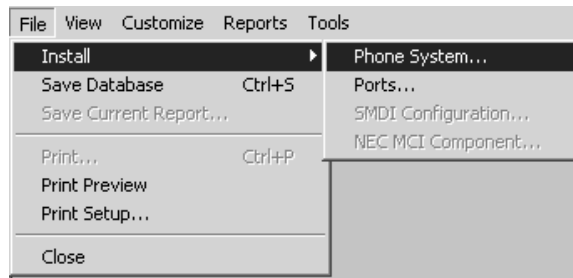
Step 9: Install a Phone System in the Voice Mail System

Step 9: Install a Phone System in your Voice Mail System

Install - Phone System provides you with 5 Phone Installation Wizards. By using these Wizards, you can select a phone system to be installed in the Voice Mail. You can then select the default database for your phone system, a default security code for Subscriber Mailboxes, the Voice Compression Rate and the voice prompt language (for bilingual systems).

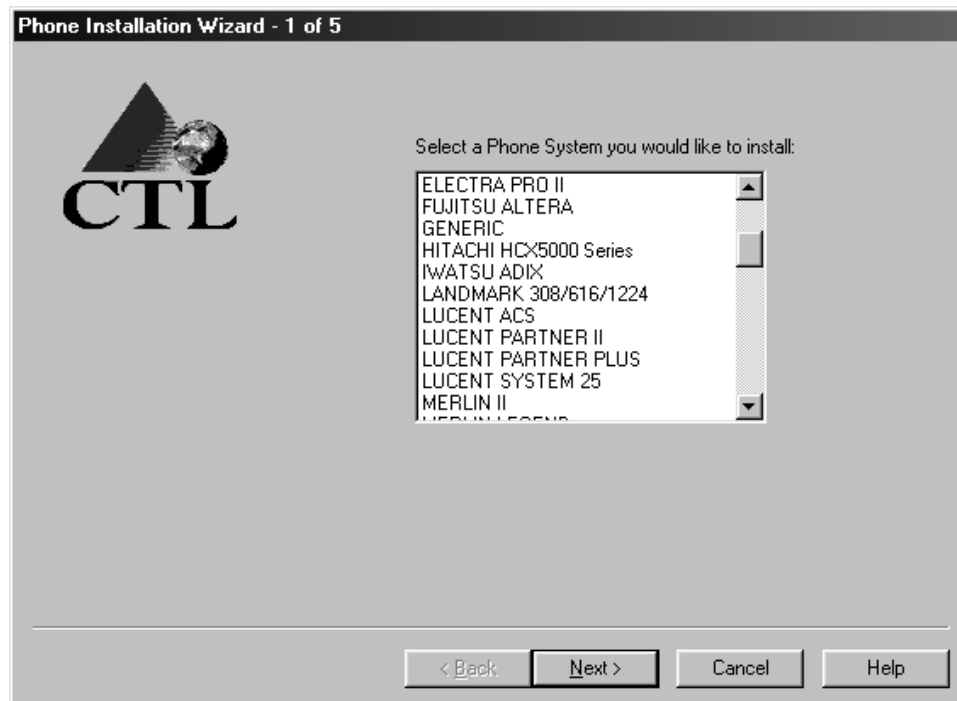
To install a phone system in the Windows 2000 Voice Mail:

1. Near the top of the Main Screen:
 - Click **File** ⇒ **Install** ⇒ **Phone System**



Phone Installation Wizard - 1 of 5

A **Phone Installation Wizard - 1 of 5** dialog box will appear, containing a list of phone systems that you may install in your Voice Mail. Which phone systems are displayed on the list depends on how your Voice Mail was configured by the manufacturer. Shown below is an example of a dialog box that you might see.



Installing the Professional, Win2K and Win2K Exp

Step 9: Install a Phone System in the Voice Mail System

Phone Installation Wizard: 1 of 5 (cont'd)

From the Phone Installation Wizard - 1 of 5 dialog box:

1. From the list, select the name of the phone system you want to install.
If the phone system you want to install does not appear on the list, select *GENERIC*. The Simplified Message Desk Interface (SMDI) option is a serial interface between the Voice Mail system and the phone system. When supported by your phone system, this interface provides information about each call that enters the Voice Mail. For more information about SMDI, see *Installing SMDI* starting on page 103.
2. Click **Next** to display the **Phone Installation Wizard - 2 of 5** dialog box (shown below).

Phone Installation Wizard - 2 of 5

Phone Installation Wizard - 2 of 5

Enter the Number of Voice Mail Ports you wish to Install:

4

Enter the Mailbox Default Security Code:

None

< Back Next > Cancel Help

Installing the Professional, Win2K and Win2K Exp

Step 9: Install a Phone System in the Voice Mail System

Phone Installation Wizard - 2 of 5 (cont'd)

The **Phone Installation Wizard - 2 of 5** dialog box displays each of the following fields:

Number of Voice Ports

Availability:	All phone systems
This is the maximum number of Voice Ports you plan to install in the Voice Mail system.	
Default:	Depends on the number of ports shipped with the Voice Mail system.
Entries:	1–24 for the Professional 1–24 for the Win2K 1–72 for the Win2k Exp
Notes:	You can change this entry later if you add more ports. See page 101.

Mailbox Default Security Code

Availability:	All phone systems
This is the Security Code that the Installation Wizard creates, after you start up the system for the first time. A Security Code is assigned to each Subscriber Mailbox.	
Default:	None
Entries:	Up to 6 digits (0–9)
Notes:	Subscribers must enter this Security Code in order to call (log on to) their mailbox for the first time. After logging on, the Subscriber can change the Security Code.

From the Phone Installation Wizard - 2 of 5 dialog box:

1. In the **Number of Voice Mail Ports** box, enter the number of ports that you want to install.
2. In the **Mailbox Default Security Code** box, enter the Security Code you that want to assign to each Subscriber Mailbox.
3. Click **Next** to display the **Phone Installation Wizard - 3 of 5** dialog box (shown on the next page).

Installing the Professional, Win2K and Win2K Exp

Step 9: Install a Phone System in the Voice Mail System

Phone Installation Wizard - 3 of 5



The **Phone Installation Wizard - 3 of 5** dialog box displays each of the following fields:

Default Mailbox Language

- Availability: | For any Voice Mail system using voice prompts in 2 language modes. This identifies the language that the Voice Mail uses for all system voice prompts that play to:
- An Automated Attendant caller on any port
 - A caller accessing the Voice Mail by dialing a Voice Mail extension number from an extension
 - A caller sent to the Voice Mail by the phone system as in a call forward.

To access any of the other languages, you must re-install certain files from the Voice Mail Software CD-ROM. See page 548 for more information.

Default:	English (1)
Entries:	English (1) – American Mnemonic English (2) – American Numeric
Notes:	N/A

Installing the Professional, Win2K and Win2K Exp

Step 9: Install a Phone System in the Voice Mail System

Phone Installation Wizard - 3 of 5 (cont'd)

Default Compression Rate

Availability: | All phone systems

The value for *Default Compression Rate* specifies how the Voice Mail will compress voice messages to favor either sound quality or storage capacity. In most configurations, the 32kbits/sec setting favors sound quality but downgrades the storage capacity. The 24kbits/sec setting favors storage capacity but downgrades sound quality. Since the hard disk has a very large storage capacity, it is highly recommended that you keep the default value of 32kbits/sec.

Default: | 32kbits/sec

Entries: | 32kbits/sec
| 24kbits/sec

Notes: | Changing the compression rate will erase all recorded messages, including greetings and customized prompts.

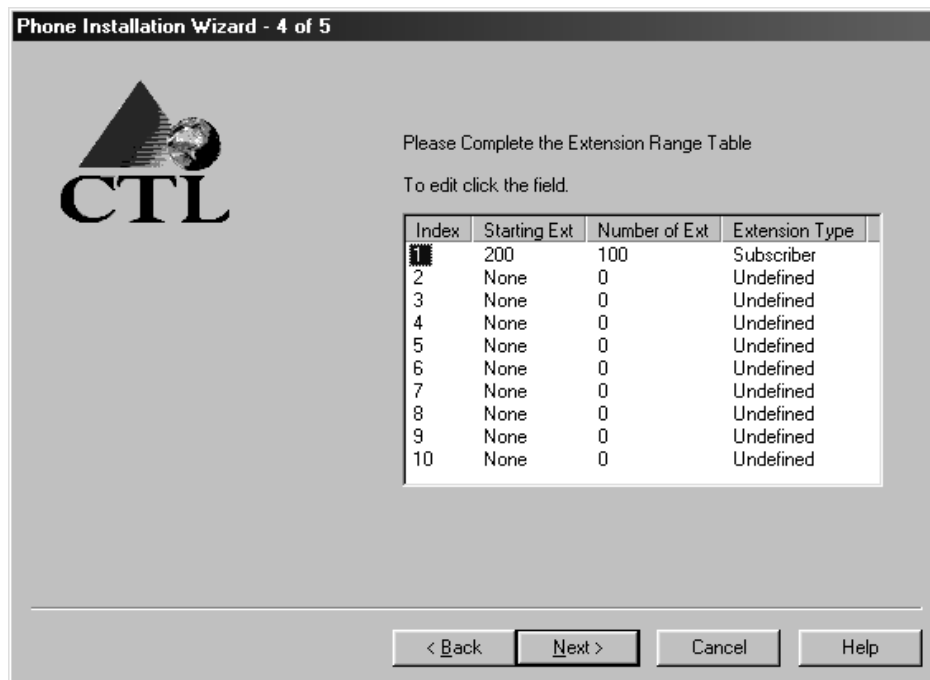
From the Phone Installation Wizard - 3 of 5 dialog box:

1. From the list, select the language you want used as the Default Mailbox Language in your Voice Mail system.
2. Click to set the *Default Compression Rate* value that you prefer.
3. Click **Next** to display the **Phone Installation Wizard - 4 of 5** dialog box (shown on the next page).

Installing the Professional, Win2K and Win2K Exp

Step 9: Install a Phone System in the Voice Mail System

Phone Installation Wizard - 4 of 5



The **Phone Installation Wizard - 4 of 5** dialog box displays the Extension Range Table. You can use this table to create a range of numbers for certain mailbox types in your Voice Mail system. When this dialog box is first displayed on your screen, it shows the default number of extensions and the starting extension for Subscriber and Trunk Mailboxes installed in your phone system. It also shows mailboxes that are undefined (not assigned with a mailbox type). You can also use this table to change the defaults.

(For a complete list of mailbox types and a description of each type, see the *Customizing Mailboxes* section starting on page 169.)

Creating Subscriber Mailboxes

It is recommended that you use the table to create a Subscriber Mailbox for each extension that is currently in your phone system. Although the system supports variable length for extensions or mailboxes, it is recommended that you keep all of your mailbox numbers the same length if possible. And if you want to create a 3-digit mailbox number that has a leading digit of 4, all mailbox numbers with the leading digit of 4 must have three digits. For example, if you are creating Subscriber Mailbox 432, the only mailbox numbers that you can create with the leading digit of 4 would be 400–499, rather than 40–49 or 4000–4999.

Creating Trunk Mailboxes

You will need trunk mailboxes in your Voice Mail system only if your phone system sends Trunk I.D. to the Voice Mail as part of the integration protocol and you would like each line to answer with a special Welcome Message. (For more information about Trunk Mailboxes, see *Trunk Mailboxes* on page 301 of *Customizing Mailbox Options*. For more information about setting up Welcome Messages, see *Welcome Message* on page 111 of the *Customizing Answering Schedule Tables* section.)

You will be able to customize your mailbox setup later, by adding mailboxes that you did not create here, editing the properties of existing mailboxes, and deleting those mailboxes that are no longer needed. (For instructions, see the *Customizing Mailbox Options* starting on page 169.)

Installing the Professional, Win2K and Win2K Exp

Step 9: Install a Phone System in the Voice Mail System

Phone Installation Wizard - 5 of 5

When you are done using the Extension Range Table in Wizard 4 of 5:

Click **Next** to display the **Phone Installation Wizard - 5 of 5** dialog box (shown below).



The **Phone Installation Wizard - 5 of 5** dialog box helps you to finish installing the phone system that you selected on the first Phone Installation Wizard dialog box. When you finish the installation you will lose messages, recorded prompts, and current configuration settings. This loss does not apply to the mailbox settings you created on the Extension Range Table.

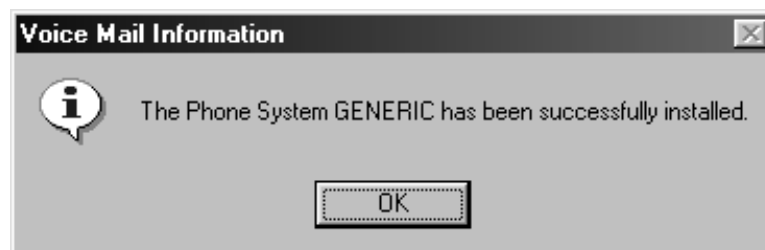
To check or modify any of your installation settings before you finish:

Click **Back** until you reach the setting.

To finish the installation:

1. Click **Finish**.

A dialog box appears, similar to the one shown below, indicating that your phone system has been successfully installed:



2. Click **OK** to return to the Windows 2000 Voice Mail Main Screen.

Installing the Professional, Win2K and Win2K Exp

Step 10: Test the Windows 2000 Voice Mail

Step 10: Test the Win2K Voice Mail

Once the Voice Mail has been installed, perform the following tests to confirm that it is operating correctly.

Automated Attendant Test

1. Call into the your VoiceSupport Professional, Win2K or Win2K Exp from an outside line.
2. Listen for the prompt:
Thank you for calling. If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial zero for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.

Voice Mail Test

1. Dial a Voice Mail extension number from any extension.
Depending on which phone system is installed, you will hear one of these prompts:
(A) *Thank you for calling. If you...*
(B) *Please enter your mailbox number.*
2. If you hear Voice Prompt A:
 - Press #.
 - Wait for the *Please enter your mailbox number* prompt.
 - Proceed to step 4.
3. If you hear Voice Prompt B:
 - Proceed to step 4.
4. Dial the mailbox number (same as the extension number).
5. Listen for either of these prompts:
(A) *You have ___ messages* (if you did not install a default Security Code)
(B) *Please enter your security code.*

If you do not hear Voice Prompt A or B, check the equipment connections and the telephone system programming for the Voice Mail.

Installing the Professional, Win2K and Win2K Exp

Step 11: Tell Subscribers: Extensions/Mailbox Security Code

Step 11: Tell Subscribers: Extensions/Mailbox Security Code

To reach a Subscriber Mailbox from an extension, a Subscriber must dial one of the Voice Mail extension numbers. Let Subscribers know what these numbers are, even when extensions have Message Waiting keys.

Also let Subscribers know if there is a Mailbox Default Security Code in your Voice Mail system.

Installing the Professional, Win2K and Win2K Exp

Step 11: Tell Subscribers: Extensions/Mailbox Security Code
