

# Express Messenger™

## Installation Guide (Release 4.0)

### DESCRIPTION

Mitel® Express Messenger provides up to eight voice mail ports to an SX-200® ML/EL PBX that has LIGHTWARE™ 16, Release 1.1 or later software.

Express Messenger includes an Automated Attendant which is able to detect and forward incoming FAX calls. Express Messenger also provides notification of messages to pagers or other telephones.

More than one Express Messenger may be installed in a PBX; however, each Express Messenger will operate independently. For example, multiple Express Messenger systems could be installed to provide voice mail support to several tenants.

Express Messenger typically supports 10 to 25 users per port, depending on the usage of Express Messenger.

**CAUTION:** Handle the Express Messenger card with extreme care - it contains Personal Computer components and a hard disk drive.

### IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of a leak.

**WARNING:** ANY CONNECTION OF THIS DEVICE TO AN OFF PREMISE APPLICATION, AN OUT-OF-PLANT APPLICATION, ANY OTHER EXPOSED PLANT APPLICATION, OR TO ANY EQUIPMENT OTHER THAN THE INTENDED MITEL APPLICATION MAY RESULT IN A SAFETY HAZARD, AND/OR DEFECTIVE OPERATION, AND/OR EQUIPMENT DAMAGE.

### DISCLAIMER

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### INSTALLATION OVERVIEW

1. Print the documentation
2. Complete the Installation Worksheet (part of this guide)
3. Script the Company Greetings
4. Program the PBX
5. Install the Express Messenger card into the PBX
6. Assign Call Forwarding to Telephones
7. Set Up Express Messenger from the Administrator Mailbox
8. Install Express Manager software onto a PC
9. Connect the Express Manager PC to the Express Messenger card
10. Complete the Programming from Express Manager
11. If required, connect the Property Management System (PMS) to the Express Messenger Card
12. If required, set up Recorded Announcement Device (RAD) ports and greetings.
13. If required, set up DID server (requires the Hospitality and PMS Options - see Note).

**NOTE:** The Hospitality Option and the PMS Option can be purchased by calling the Mitel Corporation order desk and giving the operator the serial number and model number of your Express Messenger card.

### INSTALLATION PROCEDURE

#### 1 PRINT THE DOCUMENTATION

A Readme.txt file, two User Guides, a System Administration Manual, and this Installation sheet are included on the two Mitel Express Messenger documentation diskettes. Print these files locally as required. The System Administration Manual is a Word 97 documents (self-extracting zip file).

The User Guides and this installation sheet are provided as an Adobe Acrobat (PDF) files. They are also a self-extracting zip files. You need the Adobe Acrobat Reader to view or print these files. You can obtain this reader at no cost from the internet at the following URL:

[www.adobe.com/prodindex/acrobat](http://www.adobe.com/prodindex/acrobat)

#### 2 COMPLETE THE EXPRESS MESSENGER INSTALLATION WORKSHEET

The Installation Worksheet guides the Installer and the System Administrator through the initial installation of Express Messenger. When you perform a new installation, the voice prompts will occur in the same order as the instructions given below. Use these instructions to complete the worksheet.

1. Carefully read through this section and completely fill in the installation worksheet before installing Express Messenger.
2. Make necessary copies of all worksheet forms prior to initially installing Express Messenger. Keep this completed worksheet available at the customer's site.

#### Date and Time

You must enter the date and time during initial installation of the Express Messenger.

1. Write the date using mm/dd/yy format and the time using 24-hour format (hhmm).
2. Leave the date and time blank until you actually perform the installation.

#### Business Hours

Specify your company's opening and closing times for all seven days of the week in 24 hour format. If your business is not open on a particular day, enter 0000 for both the open and closed times for that day.

#### Operator's Extension

Enter the extension number of the attendant console, a subattendant extension or other valid PBX station. This allows Express Messenger to reach the correct telephone when callers or subscribers dial 0.

#### Adding Mailboxes

Express Messenger reserves the following numbers for its own use. Do not use these numbers for mailbox numbers.

Operator	0
Company Directory	9
General Administrative Functions	9000-9997 or 900-990 or 90-97
Modem	9998 or 998 or 98
Administrator	9999 or 999 or 99

Complete the chart by following these steps.

1. Write each employee's name in the last column. You do not have to put the names in alphabetical order.
2. Enter each employee's extension number next to their name.
3. Fill in the mailbox number for each name listed. Assign only one mailbox per extension.
4. Enter the mailbox name and corresponding keypad digits for each employee. The mailbox name consists of the first five letters of the person's last name, entered as keypad digits on the telephone. Use 7 for Q and 9 for Z. If two names start with the same five letters, Express Messenger will play both names and allow selection of the correct one. (In hotel/motel installations Express Messenger routes the caller to the front desk.)

#### 3 SCRIPT COMPANY GREETINGS

Outside callers hear the company greeting after Express Messenger answers the call.

#### FOR UNILINGUAL SYSTEMS

Record a set of two greetings: one for open hours and one for closed hours.

1. Write down the exact wording for the open hours greeting. Use the following example as a guide.  
"Thank you for calling ABC Industries. If you know the number of the person you want to contact, enter it now. For a company directory, press 9. For assistance, press 0 or hold for the operator."
2. Write down the exact wording for the closed hours greeting. Use the following example as a guide.  
"You have reached ABC Industries. We are closed for the day, but if you wish to leave a message, enter an extension number now. For a company directory, press 9."

#### FOR BILINGUAL SYSTEMS

- Record a welcome greeting in both languages. In the second language portion of the greeting, include instructions for callers to dial the Language Change mailbox number (default 8) for service in the second language. Use the following example as a guide:  
"Thank you for calling ABC Industries. Merci d'appeler les Industries ABC. Pour le service en français, composez 8."
- Record open hours and closed hours greeting in both languages. You can use the examples provided above for unilingual systems.

**NOTE: 1.** Express Messenger plays the appropriate greeting based on the setting of Day/Night service on the PBX or the specified open and closed hours.

**NOTE: 2** PBX Day/Night service overrides the open and closed hours set in Express Messenger when the "Greetings Based on Night Mode of PBX" setting in Express Messenger is enabled.

**NOTE: 3** Express Messenger always uses 9 for the company directory, so you can include that in your greeting.

**NOTE: 4** Use your greeting to create a favorable impression with callers. When recording, be aware of background noise and do not use a speaker phone.

**NOTE: 5** Limit greetings to less than 20 seconds in length.

#### 4 PROGRAM THE PBX

##### To program an Express Messenger into the PBX

- Log on to the PBX CDE terminal.
- In Form 01, Configuration, assign the Express Messenger card as a Digital Line Card to its assigned slot.
- In Form 02, Feature Access Codes, program required feature access codes (see Worksheet). The codes for Feature Access Code 32 and 41 must also be entered into Express Messenger from either Express Manager or a telephone.
- In Form 03, COS Define, assign required COS Options to the COS assigned to the Express Messenger card. Assign COS options for the sets.
- In Form 09, Desktop Device Assignments program the ports as SS430 S/ATT sets (either 2, 4, 6, or 8 ports).
- In Form 17, Hunt Groups, program the Express Messenger ports as members of one or more hunt groups. Set the hunt group type to "terminal". Assign an access number for each hunt group.
- In Form 19, Call Rerouting Table, program Station Dial 0 Routing to route Dial 0 calls to the console (or to another defined location).
- Program for any optional Express Messenger features purchased as follows:

Softkey Support: (LW 17, Rel 3.1)	In Form 03, COS Define, enable Softkey support for Voicemail (Feature # 267).  Assign COS options for the sets.  In Form 04, System Options, enable Support Softkey Access to Voicemail (option 97) and set DTMF ON Timer to 9 (option 69).
Hospitality Option (LW 17, Rel 3.1) (See Note)	In Form 04, System Options, enable Automatic Wake-up options 11 through 14.  In Form 02, Feature Access Codes, program an access code for setting wake-up calls (Feature # 32).  In Form 03, COS Define, enable options number 202 and 322.
PMS Option: (LW 17, Rel 3.1) (See Note)	In Form 04, enable Property Management System (option 108).
Record a Call: (LW 18, Rel 1.0)	In Form 04, System Options, enable Record a Call (option number 87).  In Form 03, COS Define, enable Record a Call in Voicemail (option number 268).  In Form 17, Hunt Groups, enter the maximum number of ports allowed for use by Record a Call.  In Form 19, Call Rerouting, enter the Record a Call hunt group number if you are using a separate voicemail system for call recording; otherwise enter the Voicemail hunt group number.  Program sets with a Record a Call feature key.

**NOTE:** The Hospitality Option and the PMS Option can be purchased by calling the Mitel Corporation order desk and giving the operator the serial number and model number of your Express Messenger card.

**CAUTION:** The following ports of an Express Messenger card CANNOT be programmed as phantom lines. Leave the following ports unprogrammed:

- Ports 3 through 12 of a 2-port card
- Ports 5 through 12 of a 4-port card
- Ports 7 through 12 of a 6-port card
- Ports 9 through 12 of a 8-port card

#### 5 INSTALL THE EXPRESS MESSENGER CARD

**CAUTION:** Only personnel qualified by MITEL should install or program Express Messenger. Handle the Express Messenger card by the edges. Do not touch components or circuitry. Always wear an antistatic wrist strap while handling printed circuit cards. Handle the Express Messenger card with extreme care - it contains computer components, including a hard disk drive.

- Unpack the Express Messenger card from its packaging and inspect it.
- Slide the Express Messenger card into its assigned PIC slot and secure it with the card lever.

#### 6 ASSIGN CALL FORWARDING TO TELEPHONES

Set Call Forward/No Answer and/or Call Forward/Busy to forward calls to the internal hunt group assigned to Express Messenger.

#### 7 SET UP EXPRESS MESSENGER INITIALLY FROM THE ADMINISTRATOR MAILBOX

##### UNILINGUAL SYSTEM

To set up a system that operates in one language only:

- Log into the System Administrator Mailbox by dialing the Express Messenger hunt group access code followed by the System Administrator mailbox 9999 (assuming 4-digit extensions; otherwise, 99 or 999 for 2- or 3-digit extensions).
- Do one of the following:
  - To set up a system to operate in the current language (default English), press 1.
  - To set up a system to operate in another language, dial the Technician's Passcode (default 8642), followed by 9, and then 20001 for English, 20002 for Spanish, or 20003 for French. Dial 10281 to reset the system. After the system resets, log into the System Administrator Mailbox again, and then proceed with step 3.
- When prompted, enter the default passcode (1234). Continue with the procedure "Setting Up Express Messenger for the First Time" as described in the System Administration Manual.

##### BILINGUAL SYSTEM

To set up a system that operates in two languages:

- Follow the above procedure to set up the system to operate in one language.
- Log into the System Administrator Mailbox.
- Dial the Technician's Passcode (default 8642), followed by 9.
- Dial 20272 followed by the 11-digit passcode required to enable the Bilingual Voice Prompts option. (You must call the Mitel Corporation order desk to get the passcode.)
- Set the default language (if different from the installation language) by dialing 20001 for English, 20002 for Spanish, or 20003 for French.
- Set the alternate language by dialing 20011 for English, 20012 for Spanish, or 20013 for French.
- Dial 10281 to reset the system.
- After the system resets, log into the System Administrator Mailbox again.
- When prompted, enter the default passcode (1234).
- Using the Greetings menu (press 4 from the main menu), verify existing greetings and then record new greetings in the alternate language, including the bilingual welcome greeting.

#### 8 INSTALL EXPRESS MANAGER SOFTWARE ONTO A PC

##### Equipment prerequisites:

- IBM or IBM-compatible PC running DOS
- custom RS-232 null modem cable for local connection.

To install Express Manager onto the hard disk drive of the System Administrator's PC

- Place the disk labeled Express Manager into the floppy disk drive (A:)
- At the DOS prompt, change to the C:> prompt (usually by typing `cd .. <ENTER>`)
- At the C:> prompt, type `A:install <ENTER>`
- Follow the prompts to complete the installation.

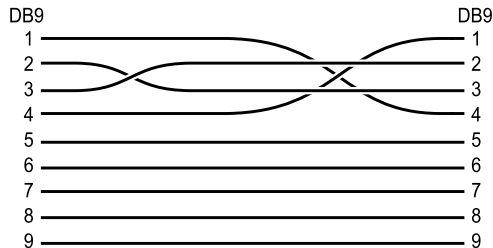
Express Manager will continue the install automatically until it is completed. You may see a notification of software or documentation changes on the screen - read this notification carefully (copy if required).

Installation is complete when the DOS prompt returns to your screen.

## 9 CONNECT THE EXPRESS MANAGER PC TO THE EXPRESS MESSENGER CARD

1. Plug one end of the custom RS-232 cable into an unused COM1, COM2 (default), COM3, or COM4 port of the PC.
2. Plug the other end of the cable into the Express Messenger card connector. Open the PBX door to connect the cable. Immediately upon completion of activities, remove the cable and replace the PBX front door.
3. Set the COM port on the PC to COM1, COM2, COM3, or COM4 as required.
4. From the PC, access Express Manager and log in to the Express Messenger card (refer to the System Administration Manual).

**NOTE:** The custom RS-232 cable is a PC-to-PC cable with 9-pin female DB9 connectors at each end. Wires between pins 1 and 4 and between pins 2 and 3 of the connectors are crossed over within the cable (it is a custom **null modem** cable).



Mitel does not supply the cable. Two recommended cables are

- Belkin F3B207-06 (6 feet)
- Belkin F3B207-10 (10 feet)

## 10 COMPLETE THE PROGRAMMING FROM EXPRESS MANAGER

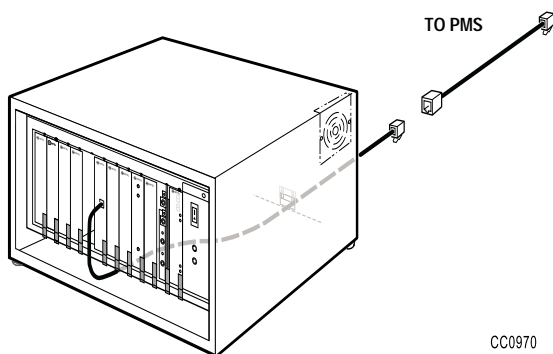
1. Connect the Express Manager PC (with Express Manager installed) to the Express Messenger card DB9 connector.
2. From the PC, access the DOS window.
3. Change directory to Express `cd \express <ENTER>`
4. Type `express <ENTER>` (Express Manager screen appears shortly after)
5. Select Login from the File menu and use the default passcode 1234.
6. Complete Express Messenger programming as described in the System Administration Manual. In addition,
  - If Softkey support is required, you must enable it. Refer to "Enabling Softkey Support" in the System Administration Manual.
  - If the Hospitality Option (with or without PMS Support) is required, you must enable it. Refer to "Enabling the Hospitality Option" or "Enabling the Hospitality Option with PMS Support" in the System Administration Manual.
  - If Spanish or French voice prompts are required, refer to "Setting the Voice Prompt Language" in the System Administration Manual.
  - If the Bilingual Voice Prompts Options is required, refer to "Enabling the Bilingual Prompts Option" in the System Administration Manual.

## 11 CONNECT THE PMS TO THE EXPRESS MESSENGER CARD (OPTIONAL)

1. Plug one end of the custom two-piece cable to the Express Messenger card. Open the PBX door to connect the cable.

**NOTE:** The custom cable features low-profile connectors that allow the PBX door to close properly when the cable is connected. The cable is provided with some systems; if you require one, order it from Mitel (specify PN 5000320). A standard "null modem" cable with 9-pin female DB9 connectors at each end can also be used. Two recommended cables are Belkin F3B207-06 (6 feet) and Belkin F3B207-10 (10 feet).

2. Remove cable port cover on the back of the PBX cabinet.
3. Route the RS-232 cable through the cable port as shown in the illustration below.
4. Connect the other half of the two-piece cable and then plug the free end into the PMS.
5. Log in to the System Administrator's mailbox, and then follow the procedure, "Enabling the PMS Option" as described in the System Administration Manual.



## 12 SET UP RAD PORTS (OPTIONAL)

1. Record the RAD greetings and configure the RAD greeting sets as described in the System Administration Manual.
2. Assign RAD greeting sets to voice mail ports as described in the System Administration Manual.
3. Follow the instructions in Section 4 of this guide to program the PBX. At step 6, assign the RAD ports to one or more hunt groups. Set the hunt group type to "Recording."
4. For each Express Messenger hunt group that contains a RAD port, set the Message Length timer in Form 17 (Recording Hunt Group Options subform) to the length of the RAD greeting set plus three seconds.

**NOTE:** When the Message Length timer expires, the Recording Failure to Hangup Timer starts. If the RAD port is still off-hook when this timer expires, the port is placed into Do Not Disturb state making it unavailable to answer calls. The port remains unavailable until Do Not Disturb is disabled from an attendant console or by other means. The Recording Failure to Hangup Timer is Option 404 in Form 03, COS Define.

5. Complete any additional RAD-related programming as required.

**NOTE:** For programming purposes, treat the Express Messenger RAD ports the same as RAD devices that connect to ONS ports. See the PBX Technical Documentation for more information.

## 13 SET UP DID SERVER (OPTIONAL)

The DID server requires a sufficiently large pool of DID numbers for effective operation. The size of the pool depends on the number of rooms and the occupancy rate of the hotel or motel. The pool should be large enough to allow a number to remain out of use for some time before it is reassigned to another guest. This will help minimize the likelihood of guests receiving unwanted calls on their DID number.

### PBX PROGRAMMING

There are many ways to program the PBX to operate with the DID server. Using Tenanting and vacant number routing is the recommended method. The method works by routing DID numbers that do not match a working extension—i.e., a vacant extension—to Express Messenger, which looks at the extension portion of the number and seeing that it matches a number in its DID pool, routes the call to the appropriate guest room.

1. Log on to the PBX CDE terminal.
2. In Form 15, assign the DID trunks from the central office to a Tenant group.
3. In Form 15, enter the number of expect digits in field "N."

**NOTE:** This field must be filled in for a DID Trunk. Otherwise, this field defaults to 0, and the trunk is treated as a TIE trunk (regardless of the circuit descriptor)

4. In Form 19, assign the Express Messenger hunt group pilot number as the DID Vacant Number Routing destination for the DID trunk Tenant programmed in step 2
5. In Form 03, enable Option 502 (Display ANI/DNIS/CLASS Information) and disable Option 613 (Display ANI Information Only) in the COS assigned to the Express Messenger ports.

### EXPRESS MESSENGER PROGRAMMING

Programming Express Messenger for DID server operation is a two-step process:

1. Enable the DID server either from a telephone by logging into the System Administrator's Mailbox or by using Express Manager.
2. Using Express Manager, enter the Central Office portion of the DID number and the vacant PBX extension numbers.

For more detailed programming instructions, see the System Administration Manual.

M I T E L

Express Messenger

Installation Worksheet

Customer: \_\_\_\_\_

Location: \_\_\_\_\_

Message Center No. \_\_\_\_\_

Date (mmddyy): \_\_\_\_\_

Time (hhmm): \_\_\_\_\_

Operator's Extension: \_\_\_\_\_

BUSINESS HOURS

Enter the open and closed business hours in 24-hour format for each day of the week. If your business will not be open on a particular day, enter 0000 for both the opening and closing times.

DAY	OPENING TIME	CLOSING TIME
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

DID NUMBERS (FOR HOTEL/MOTEL INSTALLATIONS)

If you are using the DID server feature in Express Messenger, enter the Central Office portion of the DID number and the pool of vacant PBX extension numbers.

Incoming Number	
Extension Number Ranges	

OPTIONS FOR SELECTING COS DEFINE - DNIC VOICE MAIL IN FORM 03

Form 03 - COS Define			
COS OPTION NUMBER AND NAME		STATUS	COS OPTION NUMBER AND NAME
Voice Mail Users			COVIDNIC Voice Mail Ports
206 - Call Forwarding - Busy	ENABLED		212 - Can Flash if Talking to an Incoming Trunk
207 - Call Forwarding - Don't Answer	ENABLED		213 - Can Flash if Talking to an Outgoing Trunk
208 - Call Forwarding - External	ENABLED		216 - Data Security
212 - Can Flash if Talking to an Incoming Trunk	ENABLED		229 - COV/DNIC Voice Mail Port
213 - Can Flash if Talking to an Outgoing Trunk	ENABLED		238 - Override Security
232 - Message Waiting Setup - Lamp	ENABLED		245 - Abbreviated Dialing Access
245 - Abbreviated Dialing Access	ENABLED		259 - Message Sending
246 - SMDR - Extended Record	ENABLED		301 - Camp-on
259 - Message Sending	ENABLED		604 - SUPERSET Telephone - Automatic Outgoing Line
260 - Internal/External Split Call Forwarding (optional)	ENABLED		606 - SUPERSET Telephone - Enhanced Answering Position
264 - Half Fwd NA Timer for DID Call When VM msg on	ENABLED		609 - SUPERSET Telephone - Night Service Switching
268 - Record a Call in Voicemail (optional)	ENABLED		702 - SMDR - Overwrite Buffer
269 - Record a Call: Start Recording Automatically (optional)	ENABLED		For Record a Call support
270 - Record a Call: Save Recording on Hangup (optional)	ENABLED		268 - Record a Call in Voicemail
702 - SMDR - Overwrite Buffer	ENABLED		
804 - SMDR - Drop Incomplete Outgoing Calls	ENABLED		
806 - SMDR - Record Incoming Calls	ENABLED		
For Softkey support			
267 - Softkey support for Voicemail	ENABLED		
To set Wake-up calls			
202 - Alarm Call	ENABLED		
322 - Confirm Wake-up by Offhook (for display sets only)	ENABLED		

FEATURE ACCESS CODES REQUIRED IN FORM 02

Form 02 - Feature Access Codes		
FEATURE #	FEATURE	ACCESS CODE
3	Call Forwarding - All Calls	
4	Call Forwarding - Internal Only (optional)	
5	Call Forwarding - External Only (optional)	
11	Extension General Attendant Access	
24	Abbreviated Dial Access	
41	Send Message	
To set Wake-up calls		
32	Automatic Wake-up	

NOTE: You must enter the access codes for Feature #32 and #41 into Express Messenger.

SYSTEM OPTIONS IN FORM 04

Form 04 - System Options		
SYSTEM OPTIONS	STATUS	OPTION NO.
To Synchronize Express Messenger to the PBX clock		
Clock Format	12 HOUR AM	01
For Softkey support		
DTMF ON Timer	9	69
Support Softkey Access to Voicemail	ENABLED	97
To set Wake-up calls		
Automatic Wake-up	ENABLED	11
Automatic Wake-up Alarm	ENABLED	12
Automatic Wake-up Print	ENABLED	13
Automatic Wake-up Music	ENABLED	14
For PMS Option		
Property Management System	ENABLED	108
For Record a Call support		
Record a Call	ENABLED	87

## ADDING MAILBOXES

Copy this form as required before using. Enter mailbox numbers for each subscriber in the company. Express Messenger reserves mailbox numbers 0, 9, and 90 through 99 (or 900 through 999 or 9000 through 9999). Do not use these numbers for employee mailboxes. Mailbox Name consists of the first five letters of the owner's name (either first or last as programmed from the System Miscellaneous menu). The letters are entered as keypad digits on the phone; use 7 for Q and 9 for Z.

[illegible]