UNIVERGE® UM8000

INSTALLATION MANUAL

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Read Before Proceeding

System Settings for Notification and Fax

For any outdial notification and sending Fax to follow the trunk dial access codes, the following setting must be added to System/Switch/Switch Information/Integration Options:

OTL=x (where x = the number of digits in the system extension numbers + 1).

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Introduction

1

SECTION 1 ABOUT UM8000®

UM8000 is a complete, self-contained voice messaging system consisting of a single plug-in blade that is installed directly into the SV8100/SV8300 telephone system.

The voice blade includes hardware support for up to 16 voice ports and four fax ports. The voice blade also includes a compact flash disk (CF) that stores the voice messaging software and all voice recordings. All software required to run the UM8000 system is pre-installed, including the Linux® operating system and the UM8000 voice messaging system.

NOTE

. *System ports can not be set to fax-only.*

1.1 Supported Phone Systems

The UM8000 system is designed specifically for use with the SV8100/9100 and SV8300/9300 telephone system manufactured by NEC.

The SV8100/SV8300 is enabled for the following UM8000 licenses at default:

- 0 Ports Voice Mail
- 5 Seats Unified Messaging
- 3 Languages

In addition, the following language prompt sets are loaded at default:

- US English
- French (Canadian)
- Spanish (Latin America)

1.2 Starting the UM8000 for the First Time

Before starting the UM8000 for the first time, make the required settings and license agreements. Refer to Chapter 3 Section 2 Starting the UM8000 for the First Time on page 3-2 for information on third party software license agreements that must be accepted before the voice mail application can start.

If the license agreements are not accepted, the application cannot start.

SECTION 2 ABOUT THIS GUIDE

This Installation Guide provides complete instructions for installing and setting up a UM8000 voice messaging system.

2.1 Documentation Conventions

The following conventions are used throughout this guide.

- **Key names.** Names of keys on the keyboard are shown in capital letters.

  Example: OK

  When two keys must be pressed simultaneously they are joined by a + sign.

  Example: ALT+TAB

- **User input.** Information required to be typed is shown in a distinctive font.

  Example: Type **names first**

  NOTE

  . *On the command line prompt, always press* **<ENTER>** *after typing a command.*

- **Placeholder text.** Variable text that will be replaced by specific text is shown in italics between angle brackets.

  Example: **vmctl** *<service>* **<***action***>** **<ENTER>**

- **Notes, cautions, and warnings.** Text for notes, cautions, and warnings appear as shown below:

NOTE

. *A note provides additional information to supplement the main text. A note provides helpful information, but is not essential to understanding the current topic.*

CAUTION

. *A caution advises you that failure to avoid or to take a specific action might lead to unwanted or undesirable results.*

WARNING

. *A warning advises you that failure to avoid or to take a specific action might result in physical harm to the user, damage to the hardware or loss of data.*

- **<ENTER>.** Press the ENTER key on the keyboard when this character string appears after a command. In general, all command lines should be followed by pressing the ENTER key.

  Example: **vmctl vmail stop <ENTER>**

2.2 Using the Command Line Interface

Communicating with the Linux operating system remotely using Microsoft® Windows® requires the use of tools and shells such as WinSCP and PuTTY.

All procedures in this document are based on the WinSCP and PuTTY applications. When using both applications, input devices include the keyboard or mouse. Use the input device that you prefer.

Input Device		
Mouse	Click to choose Maintenance menu items and buttons; choose items in the Web administration console; and choose items or buttons in WinSCP.	
Keyboard	Command Prompt	Type a command with options then press the ENTER key. For example: **mcedit /cps.ini <ENTER>** This command opens the cps.ini file in the mcedit tool.
	1, **2**, **3**,... **0**	To choose a menu item, type the numeric equivalent of a menu item. For example: 0 = Log out on the Maintenance menu.
	TAB	Press the TAB key to move through menu items and command buttons in the Maintenance menu.
	UP (↑), DOWN (↓), LEFT (←), and RIGHT (→)	Use the keyboard arrow keys to move between menu items, buttons, or options.
	Function Keys	Tools such as mcedit use function keys to execute specific actions. For example: F10, exits mcedit; F5 saves the file, and so on.
	SPACEBAR	Press the SPACEBAR to toggle check marks off and on. For example, (*****) Messages Pressing the SPACEBAR clears the check box. ( ) Messages

SECTION 3 RELATED DOCUMENTATION

3.1 Supporting Documents

The documentation set for the UM8000 voice messaging system consists of the following:

- Installation Guide – Provides instructions for installing and setting up a voice messaging system.
- System Management Help – Provides online information and instructions for managing the voice messaging system.

3.2 System Management Help

System Management Help provides immediate assistance while using the Web administration console.

- Click the HELP icon to see context-sensitive help for the current page. Refer to Chapter 3 Section 5 Web Administration Console Icons on page 3-14.
- System management help can be installed locally on any computer for viewing. WinZip, or a similar file decompression program, is required to extract the help files.

NOTE

. *Pop-up windows must be enabled on the Internet browser to access some features of the Web administration console and system management help. To enable pop-up windows for a specific site, refer to the Internet browser documentation.*

SECTION 4 RELATED INFORMATION

4.1 Client Applications and Protocols

Different clients requier different ports to be available for access. The following table lists those clients and their required ports.

Client App. -->		WAC http	WAC https	WMM http	WMM https	View Apps	Secure Remote Access	AIMWorkX & MA4000
Port	Purpose							
80	HTTP	X		X				
443	HTTPS		X		X			
20751	JAVA	X	X	X	X			
251	XML	X	X	X	X			
20751	Start/Stop	X	X					
1024	RPC					X		
22	SSH						X	
2005	AIMWorX							X

4.1.1 Locally Installing Online Help Files

1. Download the self-extracting file from the NTAC download site (**Solution ID S4F2NAJ**) from https://www.necntac.com/. This wildownload all help web pages and PDFs.

2. Double click on the file. It will automatically extract the files to: C:\UM8000 OnLine Admin.

3. To open the On-line Help, scroll to the bottom of C:\UM8000 OnLine Admin, and double click **wwhelp.htm**. This will open a web browser window with the help information.

4. Allow the blocked ActiveX content to run, if prompted.

. *It maybe helpful to make a shortcut of this by right clicking on **wwhelp.htm** and choosing "Send to Desktop".*

4.1.2 Third-Party Documentation

Compliance information for third-party electronic devices is provided in the third-party manufacturer documentation supplied with the UM8000 system.

Do not use third-party documentation to install, upgrade or manage the voice messaging system. Use only the UM8000 documentation to install, upgrade, or manage the voice messaging system.

WinSCP and PuTTY

2

SECTION 1 OVERVIEW

WinSCP (file transfer) and PuTTY (SSH utility) are open source programs that have been tested and approved for use with the voice messaging system.

These programs can be downloaded from the Internet.

SECTION 2 WINSCP

2.1 Installing WinSCP

The following procedure provides instructions for installing the WinSCP Client:

1. Download WinSCP.
2. Using Windows Explorer, browse to the downloaded file.
3. Double-click the downloaded file to start the WinSCP installation.

   A security alert message appears.
4. Click **RUN**.

   The Select Setup Language page appears.
5. Choose the appropriate language from the drop-down list, then click **OK**.

   The Welcome to WinSCP Setup Wizard appears.
6. Click **Next**.
7. On the License Agreement page, click **Next**.
8. Accept the default installation path or type a new path, then click **Next**.

The Select components page appears.

9. Accept the default components. If appropriate, choose a language for translation, then click **Next**.

10. Accept the default Start Menu folder name or type a new name, then click **Next**.

    The Select Additional Tasks page appears.

11. Accept the default additional task settings, then click **Next**.

    The Initial user settings page appears.

12. Select one of the user interface styles, then click **Next**. All WinSCP procedures in this document assume that the Norton Commander interface is being used.

Interface Style	Description
Norton Commander (Preferred Option)	Displays source computer directories in the left pane and destination computer directories in the right pane.
Explorer-like	Displays directories in the left pane and files in the right pane.

The Ready to Install page appears.

13. Verify that the settings are correct, then click **Install**.

    To review or change any of the settings, click **Back**.

    When the installation is complete, the Completing WinSCP3 Setup Wizard page appears.

14. Clear the Start WinSCP now check box, then click **Finish**.

2.2 Using WinSCP

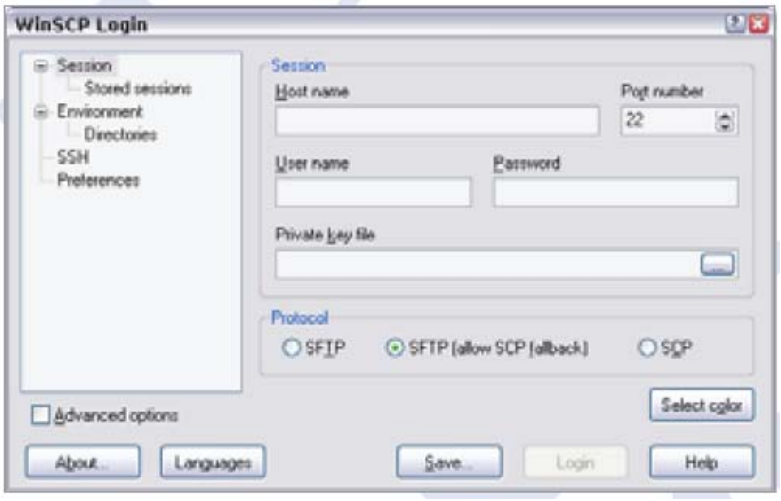
The following instructions assume that WinSCP is installed on a computer running the Windows XP operating system.

2.2.1 Running WinSCP

The following procedure provides instructions to run WinSCP:

1. Click **Start > Programs > WinSCP3 > WinSCP**.

   The WinSCP Login window appears.



2. Click **Session**.

3. Type the Host name (or IP address), User name, and Password.

NOTE

. *The IP address for the voice mail is assigned in chassis programming 10-55-xx (this may be different for your switch, please see your switch documentation for details). At default this address is 172.16.1.xxx, where .xxx is the slot where the CD-VM00 is installed. Slot 1 is .100, slot 2 is .101, slot 5 is .104, and so on. The user name:* ***admin****, and password:* ***voicemail****.*

4. Click **SAVE** to save the login information for future sessions.

5. Click **LOGIN**.

   A potential security breach message might appear, click **YES**.

   The WinSCP console appears.

2.2.2 Using PuTTY from WinSCP

This procedure assumes that PuTTY is installed. Refer to Section 3.1 Installing PuTTY.

1. In WinSCP, click **Commands > Open in PuTTY**.

   When the first connection is made, a PuTTY security alert appears. The alert does not appear in subsequent connections. Click **Yes**.

   The PuTTY window appears with a password prompt.

2. Type the admin password: **voicemail**.

   When a connection is established, the Maintenance menu appears. To use PuTTY without WinSCP, refer to Section 3 PuTTY.

SECTION 3 PUTTY

3.1 Installing PuTTY

After configuring the TCP/IP settings, run a PuTTY SSH client on the remote computer to connect to the voice board, and complete the software configuration.

NOTE

. *Only PuTTY and WinSCP SSH clients are supported.*

The following procedures assume that PuTTY will be installed on a computer running the Windows XP operating system.

Use this procedure to install PuTTY on the voice messaging system, a client computer, or on a remote computer.

To install the PuTTY, perform the following procedure:

1. Download the PuTTY installation files..
2. Using Windows Explorer, go to the directory where PuTTY was downloaded.
3. Double-click downloaded file to start the PuTTY installation.

   An Open File security alert message appears.

4. Click **RUN**.

   The Welcome to the PuTTY Setup Wizard appears.

5. Click **Next**.

   The Select Destination Location page appears.

6. Accept the default installation path or type a new path, then click **Next**.

   The Select Start menu folder page appears.

7. Accept the default components, if appropriate, choose a language for translation, then click **Next**.

8. Accept the default Start Menu folder name or type a new name, then click **Next**.

9. The Select Additional Tasks page appears.

10. Select the appropriate tasks to complete, then click **Next**.

    The Ready to Install page appears.

11. Verify that the settings are correct, then click **Install**.

    To review or change any of the settings, click **Back**.

12. Clear the View README.txt check box, then click **Finish**.

3.2 Configuring PuTTY

To configure PuTTY, perform the following procedure:

1. On the Windows taskbar, click **Start > Programs > PuTTY > PuTTY**.

   The PuTTY Configuration page appears.

2. Use a network crossover cable to connect the voice board to a computer.

3. Type in the Host Name (or IP address) field.

   The IP address for the voice mail is assigned in chassis programming 10-55-xx (this may be different for your switch, please see your switch documentation for details). At default this address is 172.16.1.xxx, where .xxx will vary depending upon which slot the CD-VM00 was installed. Starting with slot 1 this will be .100, slot 2 will be .101, slot 5 will be .104 and so on.

4. Click **Open**.

   When the first connection is made, a warning message appears. The warning message does not appear for subsequent connections. Click **Yes**.

   After the client connects to the voice board, the login prompt appears: Logging On and Logging Off Using PuTTY. Refer to Section 3.3 Logging On and Logging Off Using PuTTY on page 14-5.

3.3 Using PuTTY

The following procedures assume that PuTTy is installed on a computer running the Windows XP operating system and you are using a keyboard and mouse as input devices.

Use PuTTY for remote SSH terminal access.

To run PuTTY, perform the following procedure:

1. Click **Start > Programs > PuTTY > PuTTY**.

   The PuTTY Configuration window appears.

2. Type the Host Name or IP address, then press **<ENTER>**.

   NOTE

   . *The IP address for the voice mail is assigned in chassis programming 10-55-xx (this may be different for your switch, please see your switch documentation for details). At default this address is 172.16.1.xxx, where .xxx is the slot where the CD-VM00 is installed. (Slot 1 is .100, slot 2 is .101, slot 5 is .104, and so on.)*

   The shell appears with a login prompt.

3. Type a user name, **admin <ENTER>**.

4. Type the password at the password prompt, **voicemail <ENTER>**.

   The Maintenance menu appears.

The Web Administration Console 3

SECTION 1 OVERVIEW

The voice messaging system Web Administration Console is a web-based application that enables access to the voice messaging system.

The Web Administration Console is accessed using the voice messaging system or a networked computer.

. *The time and date on the phone system and support PC must match in order to log into Web Administration Console.*

1.1 Supported Internet Browsers

Because the Web Administration Console is a web-based application, an internet browser is required to access the Web Administration Console.

Supported web browsers include Firefox 24.4 or above, Google Chrome 21.0 or above, or Internet Exporer 10 or above.

1.2 Configuring Internet Explorer

The following procedure configures Internet Explorer to work with the Web Administration Console. Refer to the browser documentation to configure other Internet browsers.

To configure Internet Explorer:

1. Start Internet Explorer, then click **Tools > Internet Options**.
2. Click the **Security** tab.

3. Click the **Local intranet** icon, then click **Sites**. The Local intranet dialog box appears.
4. Click **Advanced**

   The Local intranet Add Web site dialog box appears.
5. In the Add this Web site to the zone text box, type:

   http://<server name>

   where <*server name*> is the IP Address of the voice messaging server.
6. Click **Add**.
7. Verify that http://<server name> appears in the Web sites list box.
8. Click **Close**.
9. Click **OK** to close the Local intranet window.
10. On the Internet Options dialog box, click **Custom Level**.

    The Security Settings dialog box appears.
11. In the Security Settings dialog box, verify the settings for the following ActiveX controls and plug-ins:

ActiveX controls and plug-ins	Setting
Automatic prompting for ActiveX controls	Enable
Binary and script behaviors	Enable
Download signed ActiveX control	Prompt
Download unsigned ActiveX controls	Enable
Initialize and script ActiveX controls not marked as safe	Enable
Run ActiveX controls and plug-ins	Enable
Script ActiveX controls marked safe for scripting	Enable

12. Click **OK**.

    A warning alert message appears.
13. On the warning alert message, click **Yes** to confirm the security changes.
14. Click **OK** to close the Internet Options dialog box.

SECTION 2 STARTING THE UM8000 FOR THE FIRST TIME

Before starting the UM8000 for the first time, make the required settings and license agreements. To access settings options and license agreements, connect to the Web Administration Console (WAC) using an internet browser.

If the license agreements are not accepted, the application cannot start.

NOTE

. *If the voice mail database is defaulted, this procedure must be repeated.*

The following procedure provides instructions for starting the UM8000 for the first time:

1. First determine the IP address of the voice mail by checking program 10-55-01 (this may be different for your switch, please see your switch documentation for details) for the slot where the blade is installed.

2. Start your internet browser and enter the IP address followed by /admin in the URL window.

   Example: **172.16.0.100/admin**.

3. Press **<ENTER>**.

4. Accept the certificate and log into the WAC with the user name: **$nec**. No password is required.

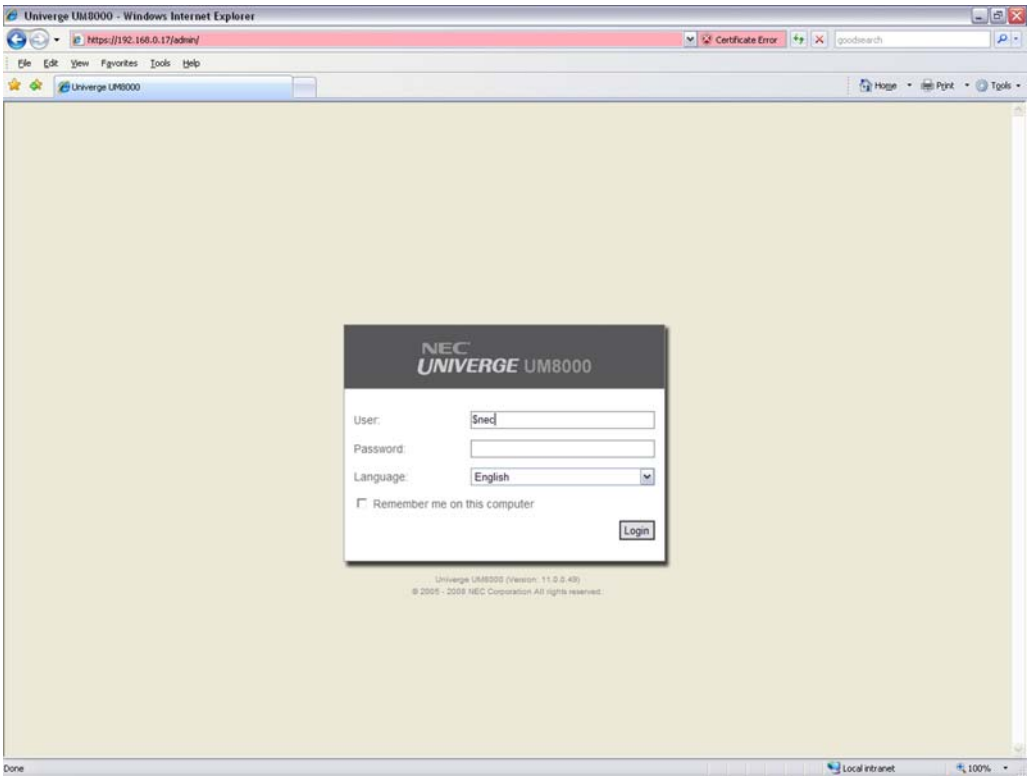


Figure 3-1 UM8000 Login

5. You are prompted to accept the third party software license agreement.

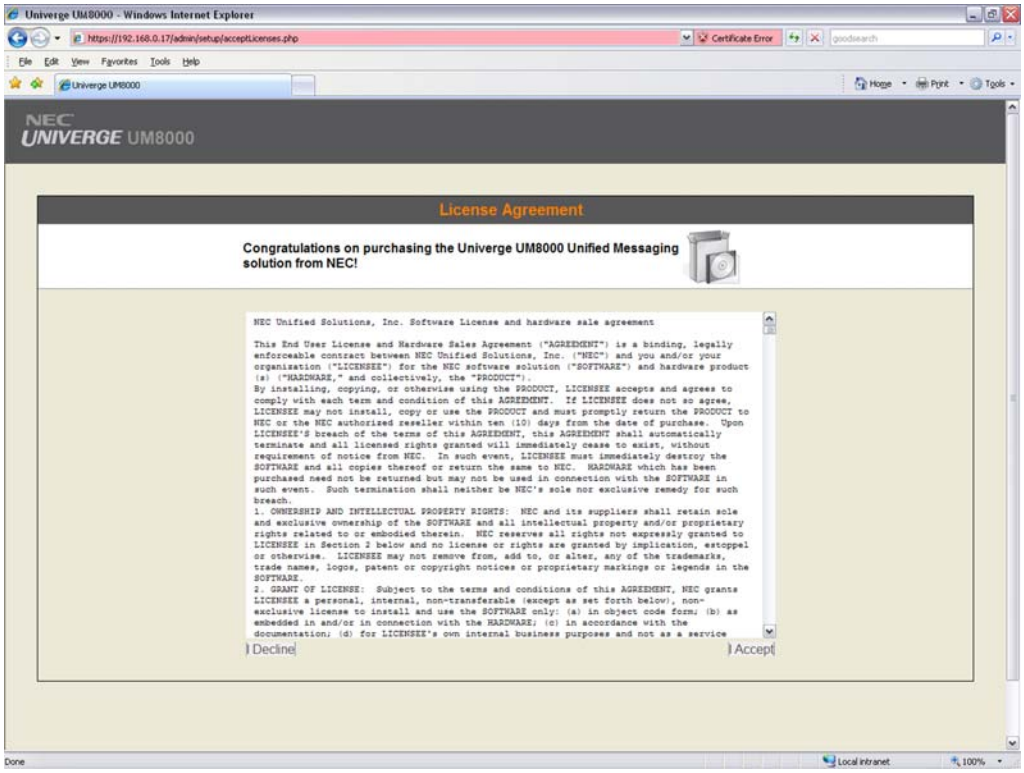


Figure 3-2 Third Party Software License Agreement

6. Choose the phone system where the voice mail is to be installed.

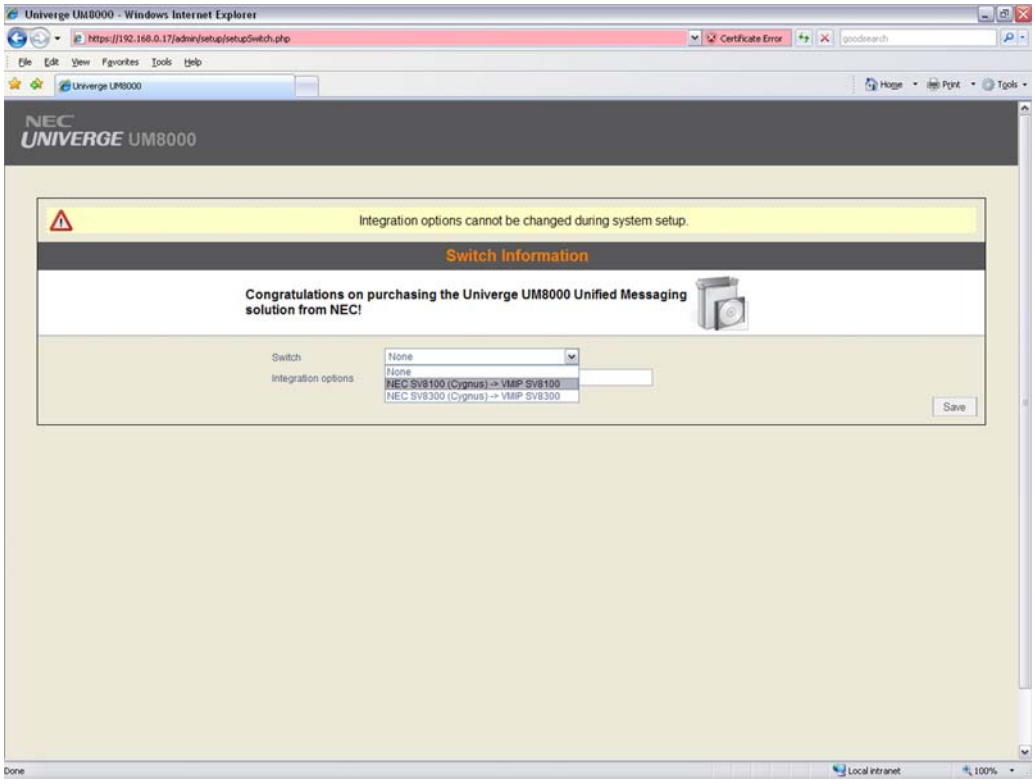


Figure 3-3 UM8000 Switch Information

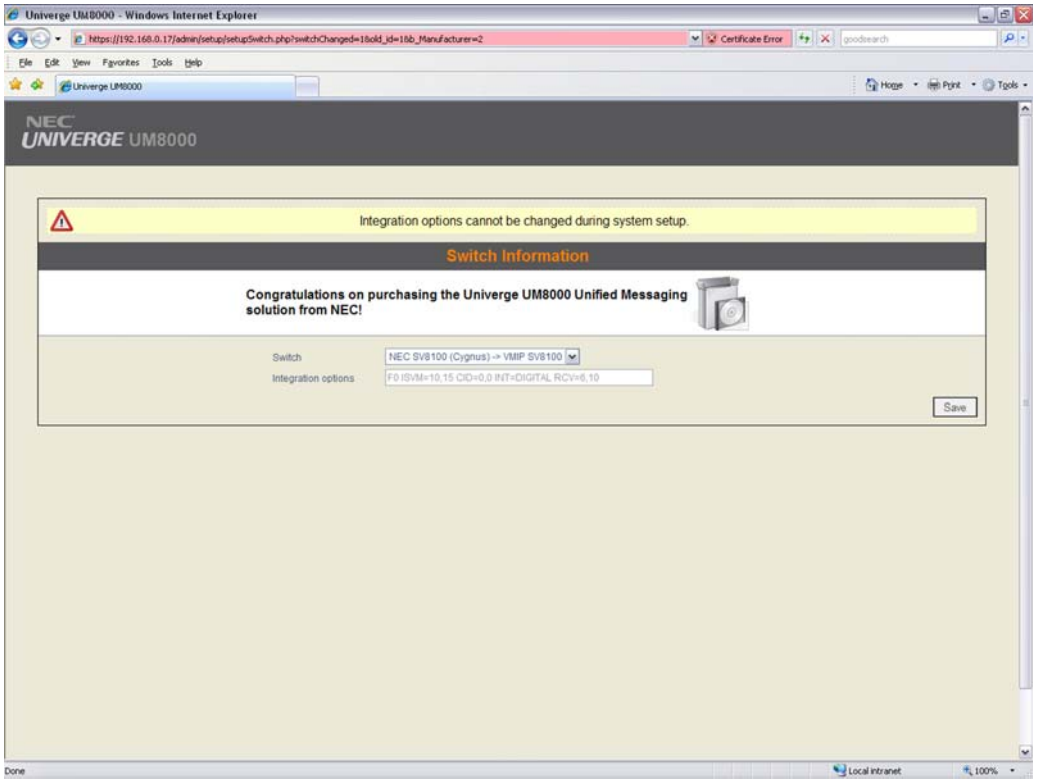


Figure 3-4 UM8000 Integration Options

7. Set the extension numbers that are assigned to the voice mail in program 11-02-01(this may be different for your switch, please see your switch documentation for details). Select **Edit All**. Enter the extension number for each voice mail port, then click **Save**.

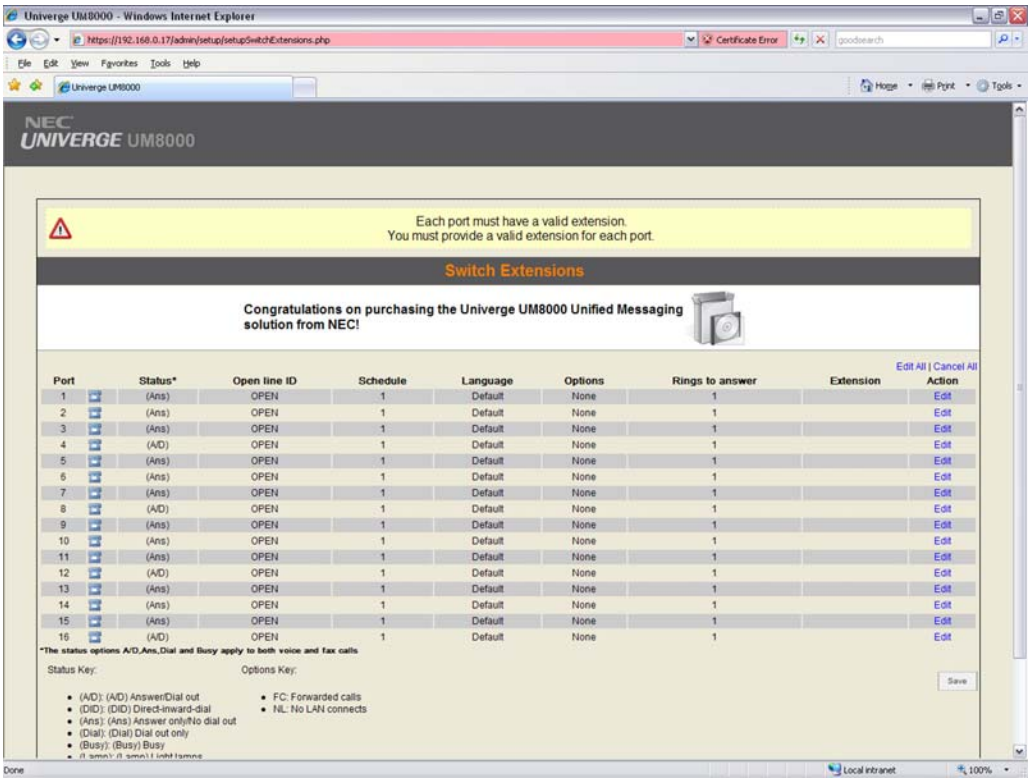


Figure 3-5 Entering Switch Extensions for Voice Mail Ports, Screen 1

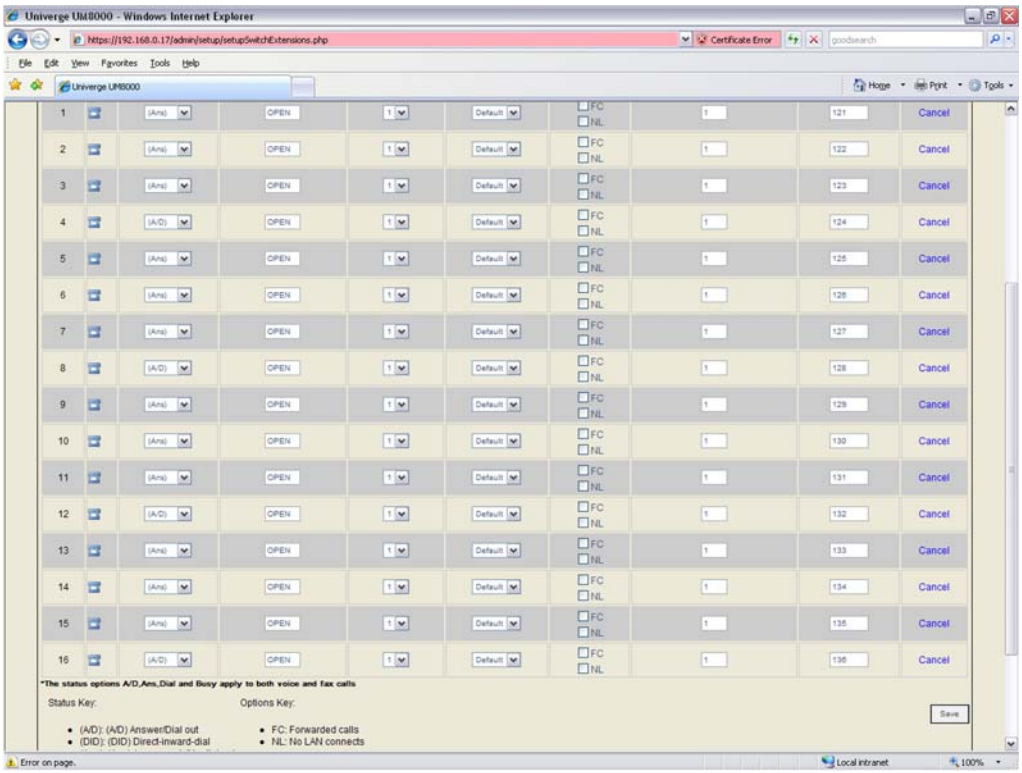


Figure 3-6 Entering Switch Extensions for Voice Mail Ports, Screen 2

8. To register the equipment at this time, enter the registration information on the Product Registration Form screen. The voice mail must have access to the internet for the registration to be successful. You can also choose not to register at this time or to be reminded in seven days.

9. You are now logged into the WAC, but the application is not yet started.

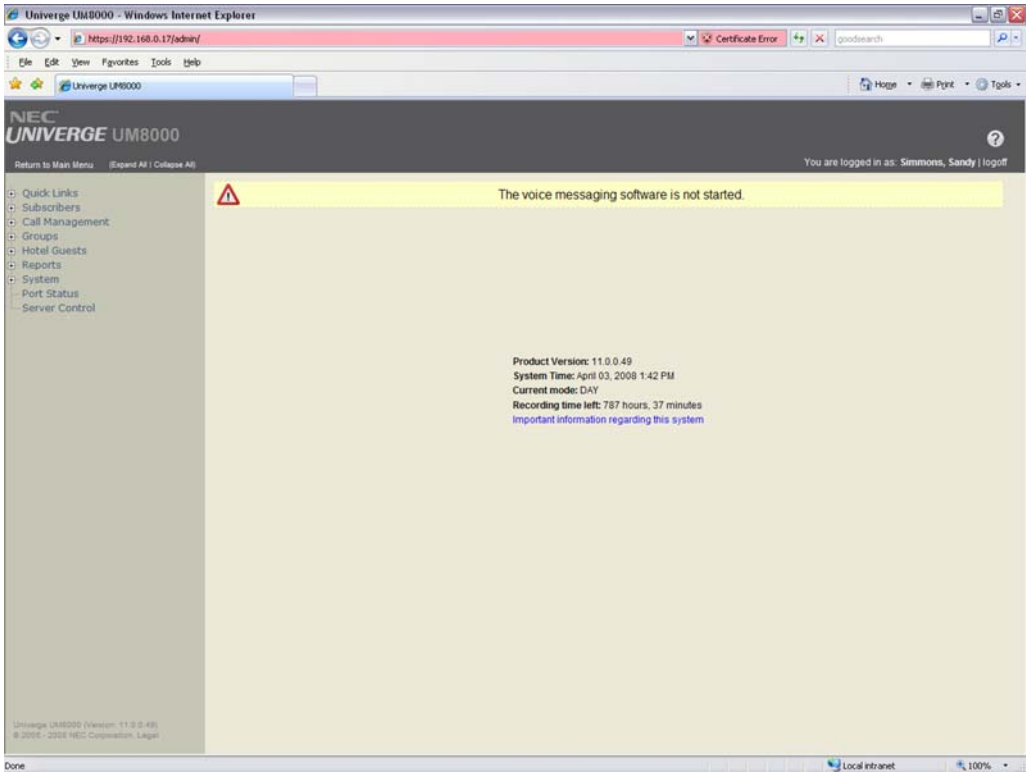


Figure 3-7 System Information

10. Start the application by going to Server Control and clicking on the **Start** icon.

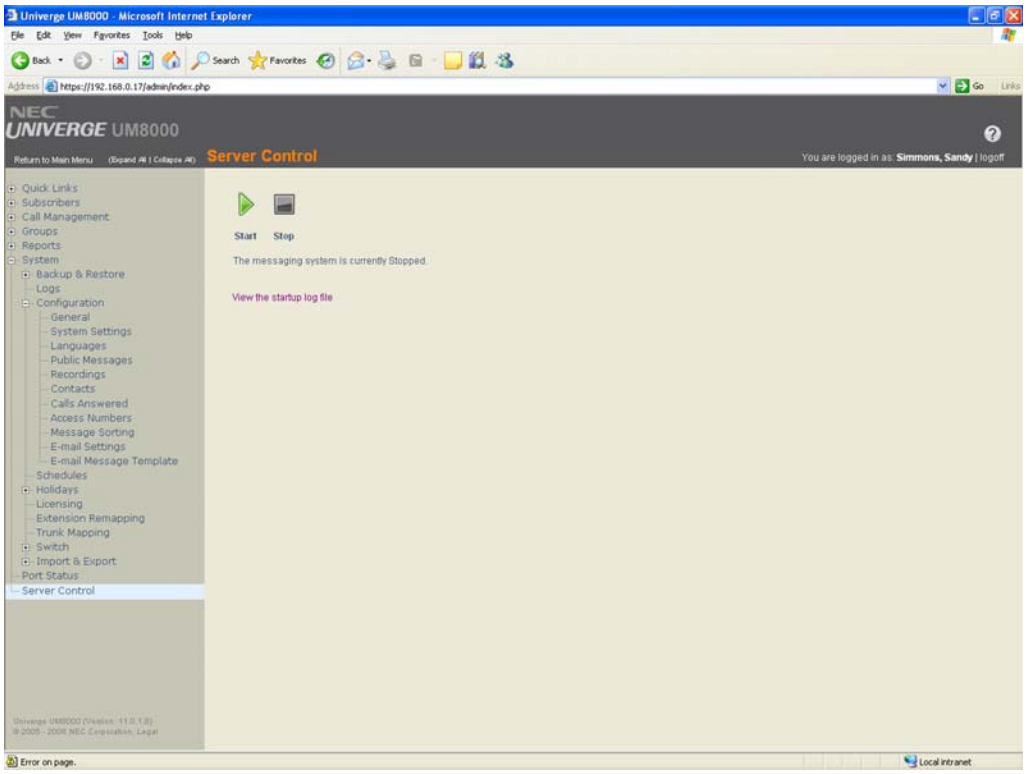


Figure 3-8 Server Control Start Icon

SECTION 3 LOGGING ON TO THE WEB ADMINISTRATION CONSOLE

Use the following procedure to start the Web Administration Console.

. *The time and date on the phone system and support PC must match in order to log into Web Administration Console.*

3.1 Logging In

1. Make sure the voice messaging system is running.
2. Start the Internet browser and click **File > Open**.

   The Open dialog box appears.
3. Type the Web Administration Console URL:

   https://<IP address>/admin

   Where <IP address> is the voice messaging system server IP address. The IP address for the voice mail is assigned in chassis programming 10-55-xx (this may be different for your switch, please see your switch documentation for details). At default this address is 172.16.1.xxx, where .xxx varies depending on the slot in which the CD-VM00 is installed. Starting with slot 1, this is .100, slot 2 is .101, slot 5 is .104, and so on.
4. Click **OK**.
5. Type a system manager ID in the User field.

	System Manager ID
New system	**$nec**
Existing system	Personal ID

6. In the Password field, type the appropriate security code.

	Password
New system	Leave password field blank
Existing system	Password

7. If appropriate, select a different language.
8. Click **Login**.

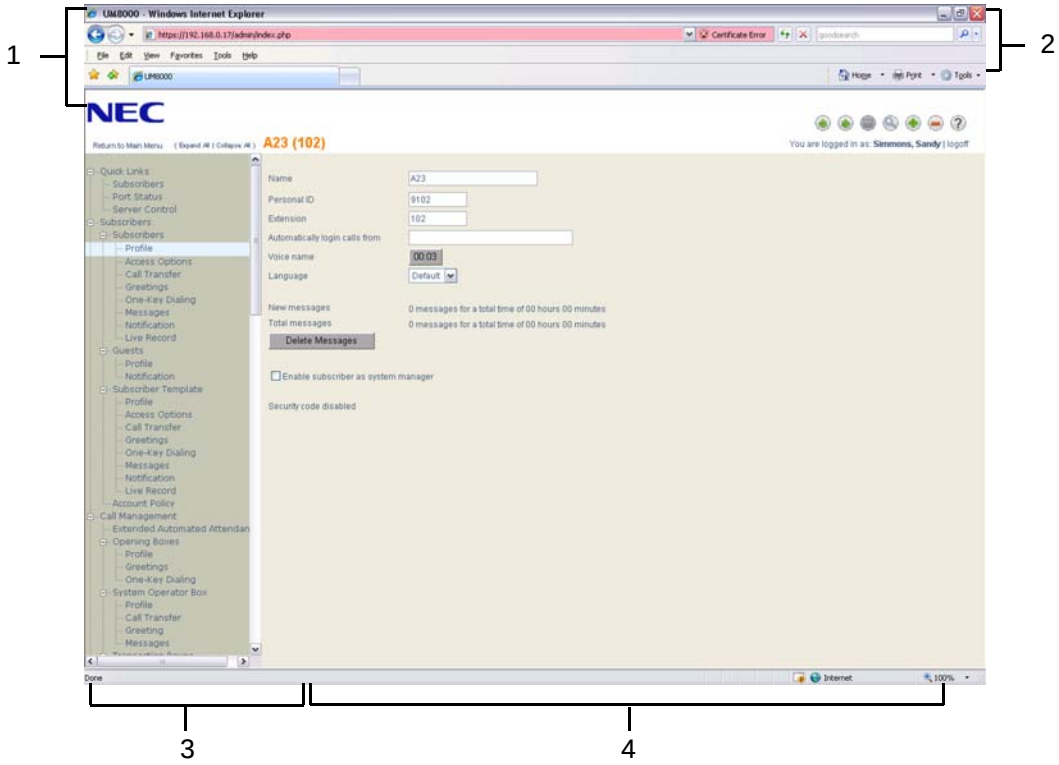
   The Web Administration Console appears.

3.2 Logging Off

Click **Logoff** at the top right-hand corner of any page.

SECTION 4 WEB ADMINISTRATION CONSOLE PAGES

Many of the Web Administration Console pages are divided into four sections.



Key	Screen Location	Description
1	Title bar	Contains the application name, the link to the Web Administration Console main menu, page/record information, and the system date and time.
2	Task bar	Contains the command icons, user logon information, and the logoff link.
3	Navigation pane	Contains links to other Web Administration Console pages.
4	Page	Contains fields where data is entered and displayed.

SECTION 5 WEB ADMINISTRATION CONSOLE ICONS

The task bar in the Web Administration Console contains one or more command icons at the top. These perform the following functions:

Icon	Description
	Save changes.
	Search for items of the type you are currently viewing.
	Add items of the type you are currently viewing.
	Delete items of the type you are currently viewing.
	View the previous record.
	View the next record.
	Open System Management Help.

SECTION 6 WEB ADMINISTRATION CONSOLE MAIN MENU

When the Web Administration Console starts the Main menu appears in the navigation pane.

The navigation pane is located on the left side of each system page. The navigation pane that has links to the Web Administration Console web pages. Each link in the navigation pane contains one or more pages with related fields. To move to a page, click the link in the navigation pane. Some links contain multiple pages of related settings.

Subscribers. Use these pages to configure settings for individual subscribers and guests, and to create subscriber templates. Settings include notification schedules, passwords, account permissions, phone greetings, call processing, and transfer options.

Call Management. Use these pages to specify how UM8000 answers, routes, transfers, and records calls. Settings include call handling settings for the operator, opening greeting, any routing applications and menus, languages, and voice detect applications.

Groups. Use these pages to configure or create message groups.

Preset Messages. Use these pages to configure scheduled messages.

Hotel Guests. Use these pages to configure settings for hotel guests. Settings include greetings, passwords, wake-up calls, call handling, and message waiting notification.

NOTE

. *The hotel guest pages are only available if the optional hospitality package is installed.*

Reports. Use these pages to generate reports of subscriber-based or system-based information, including message activity, message groups, phone sign-ins, disk storage, administration access, port usage, software information, and fax activity.

Network. Use these pages to add and view locations within a voice messaging network.

NOTE

. *The network pages are only available if the optional networking package is installed.*

System. Use these pages to set general information about the voice messaging system, such as site contact information, message storage and playback settings, system prompts, schedules, port settings, and phone system integration.

Port Status. Use this page to view the current activity and status of each port or incoming phone line. The port status information appears in a new window.

Server Control. Use this page to start or stop the voice messaging software.

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System Components

4

System Components

SECTION 1 OVERVIEW

Read this chapter before starting the installation. This chapter provides preliminary information and guidelines that help you during the installation.

1.1 System Components

The components listed are included as part of the voice messaging system. Gather the information, tools, and hardware listed in this chapter before starting the system configuration.

1.2 NEC-supplied Components

Verify that all the following components were shipped with the system. If any of these items is missing, contact your sales representative.

- UM8000 Blade
- UM8000 CF Drive
- UM8000 Visual Messaging Applications

  The Visual Messaging applications enabling subscribers to use desktop workstations to access and manage voice messages in various ways are available for download from the NEC support site.

  Everything needed to support Visual Messaging on the server is pre-installed on the voice messaging system. Howevr, the Visual Messaging applications must be installed on each client workstation.

  For information about installing and configuring Visual Messaging, see the Visual Messaging Installation Guide.
- Remote maintenance software and voice messaging system applications must be installed on a remote computer to support remote maintenance.
- An internal or external USB DVD-ROM drive is required to read the DVD text-to-speech and language packs.

1.3 User-supplied Components

In addition to the above components, you also need some or all the following user-supplied items.

- Network cable
  - A standard CAT-5 network cable for LAN connections
  - A crossover network cable for a direction connection to another computer
- Monitor (optional)

  Connecting a monitor directly to the CD-VM00, enables you to observe the boot process.
- USB keyboard, compatible with Linux (optional)

  Connecting a keyboard and monitor directly to the UM8000 blade enables you to interact with the switch, log on and off, and configure the UM8000 blade.
- Antistatic wrist strap

  Use an antistatic wrist strap when handling the UM8000 blade.

  WARNING

  . *Failure to use an antistatic wrist strap can cause damage to the CD-VM00, the phone system, or both.*
- Network connection

SECTION 2 SITE REQUIREMENTS

Ensure that the phone system is located in a site that meets the following requirements:

- The site is cool, dry and free of dust.
- The phone system remains immobile while in operation.
- The phone system cooling vents are not obstructed in any way.

2.1 Site Recommendations

The following recommendations help protect the phone system and UM8000 from potential damage and unauthorized access:

- Use a surge suppressor or an uninterruptible power supply (UPS) to protect the phone system and UM8000 against sudden variations in electrical power.
- Do not move the phone system while the power is on.
- Do not remove the UM8000 blade from the phone system while the voice messaging system is running. Refer to Chapter 5 Starting and Stopping the Voice Messaging Software and System.
- Control access to the room where the phone system and UM8000 are installed. Do not install these systems in an area where unauthorized persons might have access to them.

Failure to follow these recommendations can result in damage or unauthorized access to the system and loss of data.

2.2 Setting Up the System Overview

The following summary includes the major steps required to install a new UM8000 system. Detailed procedures are provided in the following chapters.

1. Verify that the installation and site requirements are met. Refer to Section 2.1 Site Recommendations on page 4-3 in this chapter.
2. Install the voice blade.

   This step is only required if you are replacing an existing voice blade. Refer to Chapter 6 Hardware.
3. Establish a connection to the phone system.

4. Set up the phone system.

   Refer to Chapter 13 Section 3.1 Configuring TCP/IP on page 14-3 and Chapter 3 Section 1.2 Configuring Internet Explorer on page 3-1.

5. Set up the UM8000 software.

   Refer to Chapter 9 Section 5 Setting Up the UM8000 Software on page 9-13

6. Set up remote maintenance.

   Refer to Chapter 14 Remote Maintenance.

7. Set up optional features:

   For information on E-mail integration, refer to Chapter 13 E-mail Integration.

   For information about installing and configuring Visual Messaging, refer to the *VMA Installation Guide*.

8. Optionally:

   - Upgrade version
   - Migrate OS/2 system

9. Backup the voice messaging data.

   For information, refer to Chapter 15 Backing up and Restoring UM8000.

10. Reset the default administrator user name and password. For more information, refer to the Configuring UM8000 section.

Starting and Stopping the Voice Messaging Software and System

5

SECTION 1 OVERVIEW

Stop and start the voice messaging software using the Web Administration Console.

Some procedures require stopping the voice messaging software. Other procedures require stopping and restarting the voice messaging software to apply configuration changes. Whatever the reason, use the following procedure to stop or start the voice messaging software.

SECTION 2 STOPPING/STARTING USING THE WEB ADMINISTRATION CONSOLE

To start or stop the voice messaging software using the Web Administration Console, perform the following procedure:

1. Log on to the Web Administration Console.
2. Click **Server Control**.
3. Click **Stop** to stop the voice messaging software, or **Start** to start the voice messaging software.

NOTE

. *The voice messaging software might take a few minutes to shut down completely.*

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Hardware

6

SECTION 1 CD-VM00 BLADE (VOICE MAIL AND SERVER)

1.1 Description

The CD-VM00 blade is a complete, self-contained unit that plugs directly into the UM8000 telephone system. This blade is a PC platform that contains data storage for voice recording and application software supporting a maximum of 16 ports. Only one CD-VM00 can be installed per SV8100. However, eight may be installed for SV8300.

The board includes a compact flash disk that provides storage for the voice messaging software, messages, and recordings. Software required to run the voice messaging system is pre-installed on the disk. Figure 6-1 CD-VM00 Blade–Top View on page 6-2 shows the top view of the CD-VM00 voice board.

1.2 Functions

A digital signal processor/voice processing section handles the following functions:

- DTMF detection
- DTMF generation
- General tone detection
- FAX CNG tone detection
- PCM compression for audio recording/playback
- Automatic Gain Control (AGC)
- Two USB ports for USB keyboard support, database backup and software upgrades
- One 15-pin VGA connector for VHA monitor support

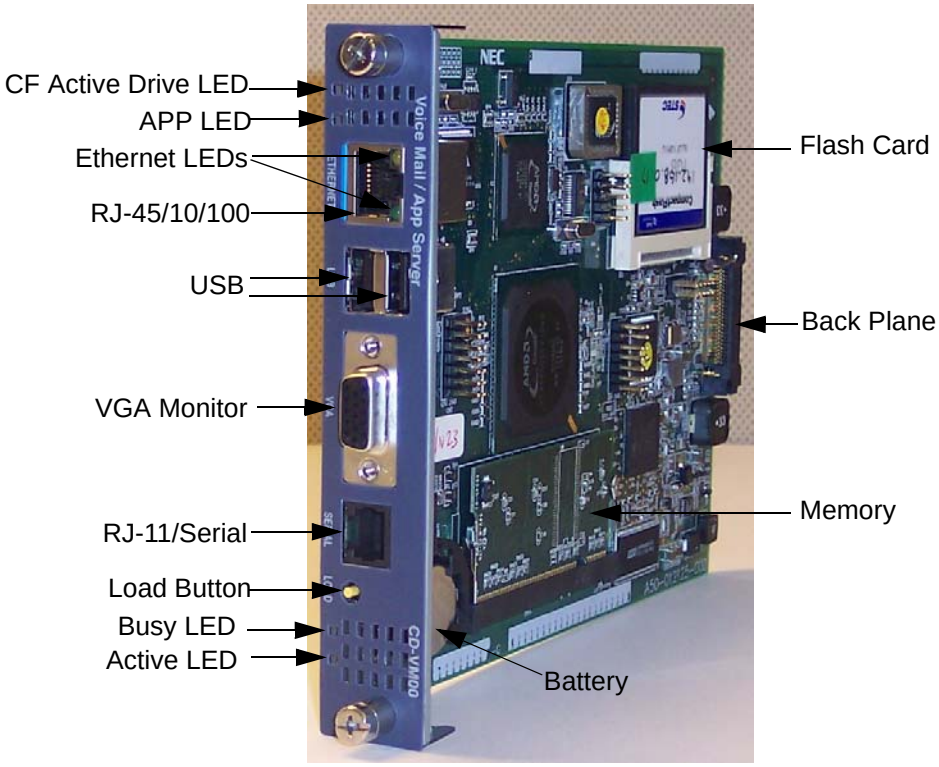


Figure 6-1 CD-VM00 Blade–Top View

SECTION 2 INSTALLATION

CAUTION

- ***When installing the blade, observe the following precautions to avoid static electricity damage to hardware or exposure to hazardous voltages.***
- ***The CD-VM00 unit makes extensive use of CMOS technology and is very susceptible to static. Handle with extreme care to avoid static discharge.***
- ***Handle the drive and blade carefully to prevent damage. Do not drop the drive or apply pressure to it.***
- ***DO NOT install a USB mouse. This is not supported and can cause unexpected behavior.***

Perform the following procedure to install the CD-VM00.

1. Wear a grounding strap while handling the CD-VM00 and DSP. Lay the components on a flat work surface.

2. Mount the CR-2032 battery with the + side up in the BATT slot on the CD-VM00. Refer to Figure 6-2 Install the CR-2032 Battery.

Figure 6-2 Install the CR-2032 Battery

3. To install the SO-DIMM memory on the CD-VM00 blade, insert the end with the brass connectors into the CN14 1 slot. Then, push the other end down until both sides lock into place. Refer to Figure 6-3 Install the SO-DIMM Memory.

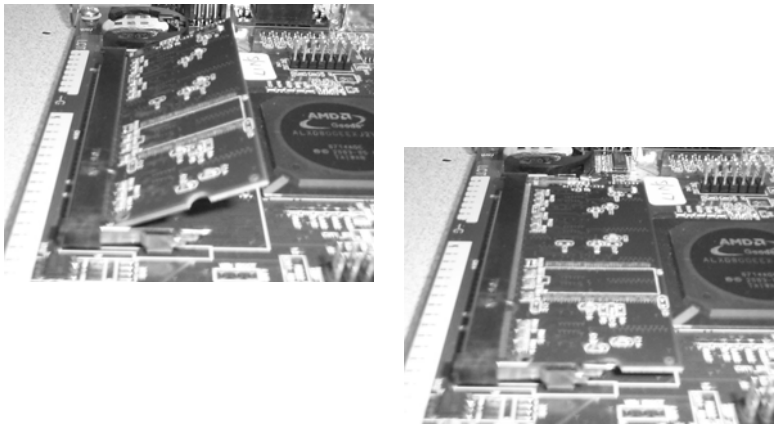


Figure 6-3 Install the SO-DIMM Memory

4. Install the Compact Flash drive into slot CN7. Ensure the drive is fully seated in the slot. Refer to Figure 6-4 Install the Compact Flash Drive on page 6-4.

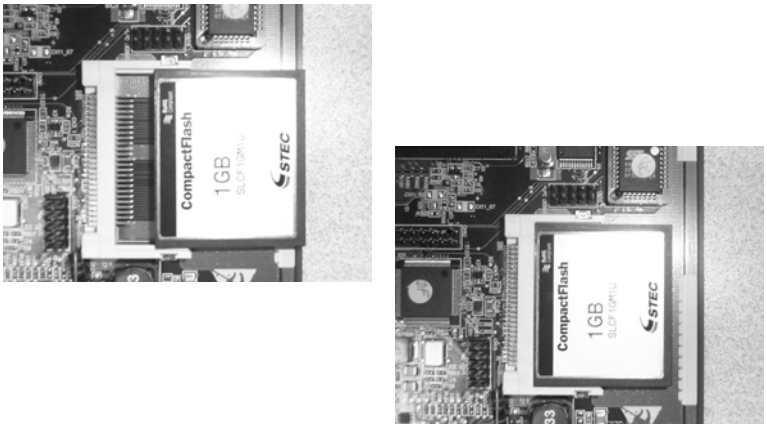


Figure 6-4 Install the Compact Flash Drive

SECTION 3 LOAD PUSH-BUTTON SWITCH

The Load push-button switch on the CD-VM00 Blade provides the following function:

CAUTION

. *Do not press the load button while the voice messaging system is running. This can corrupt the database. In addition,* ***it shold not be pressed while the system is re-booting.*** *Pressing the load button while the system is rebooting resets the database to default. Do not press the load button more than once unliess you intend to reset the system to default.*

3.1 To Reset CD-VM00 (APSU) to Default

To reset the CD-VM00, perform the following operation:

1. While the voice mail is running, hold the Load button for more than three seconds. This will reset the database and all voicemail to default.

SECTION 4 LED INDICATIONS

The following table describes the LED indicators.

Table 6-1 LED Indicators

LED ID	Color(s)	Description	Indication
Active	Green	Off	Power off.
		On	Reset.
		Slow Flash	Board is running but not in sync with the chassis yet.
		Fast Flash	Board is in sync with chassis and operating normally.
Busy	Red	Off	Power off or idle.
		On	Reset.
		Flash	Indicates how many ports on the VM card are currently in use. Faster flash rates indicate heavier use.
Application	Red/Green	Off	Power off.
		Solid Red/Green (Yellow)	Reset.
		Flashing Green	OS is running, application not started.
		Solid Green	Application running.
		Solid Red	Application problem.
CompactFlash Card Activity	Red	On	Indicates read/write activity on the CampactFlash card - controlled by the IDE controller.

SECTION 5 CONNECTORS

The following sections go into detail on each of the user interfaces.

5.1 RS-232 Interface

An RS-232 interface is provided as a debug port to the CPU. The AMD Geode companion chip (CS5536) provides a serial port interface. The CS5536 is connected to an Intersil-Harris HIN202ECBN (or equivalent) RS-232 transceiver providing a DTE interface (COM1) with the following signals: TD, RD, DSR, DTR and GND.

The CD-VM00 uses the same 6-pin modular jack as the DSX system. A standard telephone line cord is used as the RS-232 cable. A DB9 to 6-pin modular adapter is used on the device end of the cable. Refer to Figure 6-5 CD-VM00 DB9 to 6-Pin Modular RS-232 Adapter on page 6-6.

The pin connections of RS-232 signal pairs are symmetrical around the center line of the 6-pin modular connector. This signal layout permits the construction of a null serial cable by simply reversing one of the modular connectors on the serial cable line cord.

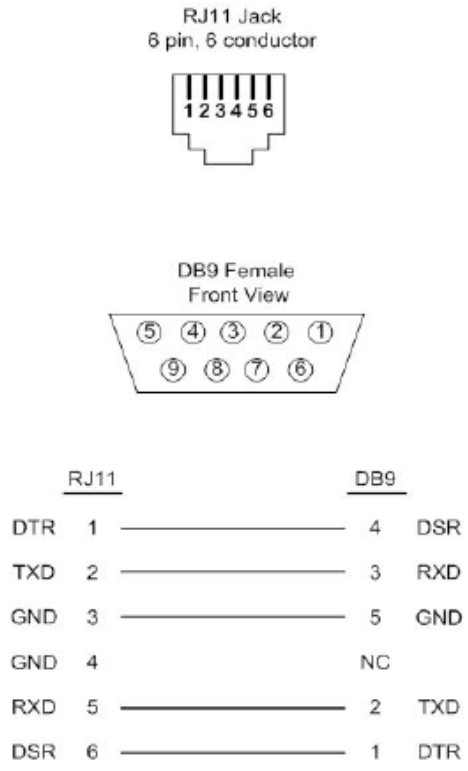


Figure 6-5 CD-VM00 DB9 to 6-Pin Modular RS-232 Adapter

The cable used for a PC type DTE connection is a standard line cord shown in Figure 6-6 CD-VM00 RS-232 Serial Cable (DTE) on page 6-7. RS-232 Serial Cable (DTE).

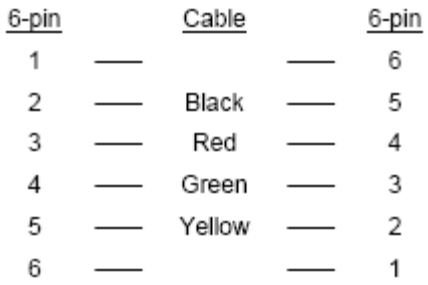


Figure 6-6 CD-VM00 RS-232 Serial Cable (DTE)

The connection for a DCE device uses the swapped line cord shown in Figure 6-7 CD-VM00 RS-232 Serial Cable (DCE) on page 6-7.

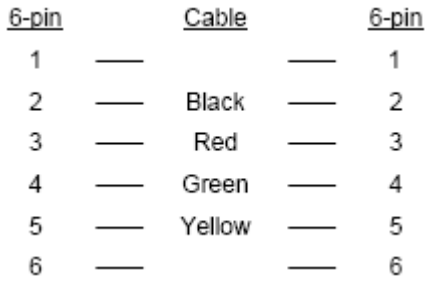


Figure 6-7 CD-VM00 RS-232 Serial Cable (DCE)

5.2 USB Interface

The CD-VM00 provides two USB interfaces. The connections to the USB interface are through a dual Type-A plug connector. Some possible USB devices are the following:

- USB Keyboard
- USB Memory Device

Per the USB spec, each USB device must start up in a low power mode drawing one unit (100mA) of current. The device may then request more power, up to 5 unit loads. For the APSU application, current draw of greater than one unit load per device shall not be allowed. To limit the current draw on the 5V received from the backplane, a dual power switch, TI TPS2046A or equivalent, shall be used to allow power enable control to the USB ports and to protect against short circuit events. If it becomes necessary to connect a high power USB device to the APSU, an externally powered USB hub could be inserted between the APSU and the high power device.

5.3 VGA Display Interface

The APSU card provides a VGA display interface through a standard DB-15 connector. The AMD LX-800 Processor interfaces directly to the VGA connector. The VESA standard pin-out shall be used. Per the VESA standard, 5V is required to be supplied to the connector in order to support the DDC I2C communication channel to the monitor only when the monitor is in sleep mode. When the monitor is not in sleep mode, 5V is provided by the monitor power source.

On the APSU, 5V shall be provided to the VGA connector in a manner where it can be removed from the connector via component depopulation to reduce current draw on the 5V power supply should this feature not be needed.

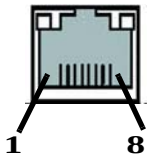
5.4 10 BASE-T/100 BASE-TX Ethernet Interface

The APSU card provides a 10/100 Ethernet interface through an RJ-45 connector. Some possible uses for the Ethernet port are the following:

- Unified Messaging (Email)
- Software Update
- Application Configuration
- Network Attached Storage (NAS)

The Via VT6107 Ethernet controller shall be used. It interfaces to the CPU over a 33 MHz PCI bus and connects directly to an Ethernet RJ-45 connector with built-in magnetic and LEDs. The RJ-45 connector pin-out is shown in Table 6-2 Ethernet Connector Pin-Out on page 6-9.

Table 6-2 Ethernet Connector Pin-Out

View	Pin No.	Signal	Note
PIN1 ---- PIN8	1	Tx+	10BASE-T/100BASE-TX port (RJ-45 connector)
	2	Tx-	
	3	Rx+	
	4	NC	
	5	NC	
	6	Rx-	
	7	NC	
	8	NC	

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Setting Up Integration (SV8100/SV9100)

7

SECTION 1 OVERVIEW

This chapter describes setup and programming for integrating the SV8100 telephone system and the voice messaging system.

SECTION 2 SETTING UP INTEGRATION

- Extensions must be installed and set up for each voice messaging port.
- Hunt groups, trunk routing, and call overflow must be programmed so that the proper calls are routed to the voice messaging system.
- Test the voice messaging system extensions for the integration. Confirm that the voice messaging extensions are configured properly to integrate with the voice server.
- Learn the telephone system tones, if necessary. Use the Global Tone Detect utility to configure the voice server to recognize the system tones.

SECTION 3 CONFIGURING INTEGRATION

Additional voice messaging system features are set up on the Administration Console screens:

- Easy Message Access
- Identified Subscriber Messaging
- Trunk Mapping for Transaction Boxes

SECTION 4 PROGRAMMING

4.1 Basic Configuration

Program/ Item No.	Description	Required
10-09-01	DTMF and Dial Tone Circuit Setup	
11-07-01	Department Group Pilot Numbers choose Department Group and define Pilot Number	X
11-12-42	Service Code Setup (for Service Access), Flash on Trunk Lines This code is used for Centrex Transfer using Digital voice mail ports. If this code starts with # then 45-01-05 must be set to 0 (Off).	
14-01-22	Basic Trunk Data Setup – Caller ID to Voice Mail	
14-02-10	Analog Trunk Data Setup – Caller ID	
15-02-08	Pre-select/One Touch	
15-02-26	Multiline Telephone Basic Data Setup, MSG Key Operation Mode	
15-03-01	Single Line Telephone Basic Data Setup - SLT Signaling Type set all Voice Mail ports to 0 (DP)	X
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type set all Voice Mail ports to Special	X
15-03-09	Single Line Telephone Basic Data Setup -Caller ID Function for External Module	
15-07-01	Programmable Function Keys	
16-01-01	Department Name	
16-01-04	Hunting Mode	
16-01-10	Enhanced Hunt Type	
16-02-01	Department Group Assignment for Extensions put all Voice Mail ports in Group Number used in 11-07-01 and assign priorities . *When setting up hunt group priorities the VM ports must be assigned as port 1 = priority 1, port 2 = priority 2 and so on. Failure to do this will cause the VM to answer but no audio will be heard.*	X
20-02-09	System Options for Multiline Telephones - Disconnect Supervision	

Program/ Item No.	Description	Required
20-08-05	Dial Preview, if screening a message using the Live Monitor feature and the user dials any digit the screening will stop if this is enabled for that phones class of service.	
20-09-07	Call Queuing, turn off or on an extension ability to have calls queued if a call rings the extension when it is busy.	
20-13-06	Automatic Off-Hook Signaling (Automatic Override), allows a busy extension to manually (0) or automatically (1) receive off-hook signals.	
45-01-01	Voice Mail Integration Options, Voice Mail Department Group Number assign Group Number used in 11-07-01	X
45-01-02	Voice Mail Integration Options, Voice Mail Master Name	
45-01-05	Voice Mail Integration Options, Message Wait When using Centrex Transfer from a voice mail port, then the following items must be considered: 1) If the Feature Access Code starts with #, then set PRG 45-01-05 to 0. 2) When assigning the dial string in voice mail, one or more Pauses may be needed depending on what Telco needs.	
45-01-06	Voice Mail Integration Options, Record Alert Tone Interval Time	
45-02-01	Send DTMF tone or 6KD message, should be set 1.	X
45-02-03	Send 51A Message, should be set 1.	X

4.2 Class of Service

It is recommended the voice mail extensions be put in Station Class of Service No. 1.

4.3 Assign Trunks as Automated Attendant Trunks

Program/ Item No.	Description	Required
22-01-04	System Options for Incoming Calls - DIL No Answer Recall Time	
22-02-01	Incoming Call Trunk Setup	
22-04-01	Incoming Extension Ring Group Assignment	
22-07-01	DIL Assignment	
22-08-01	DIL/IRG No Answer Destination	
24-02-02	System Options for Transfer - MOH or Ringback on Transferred Calls	
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	
80-03-01	DTMF Tone Receiver Setup	
80-04-01	Call Progress Tone Detector Setup	

Setting Up Integration (SV8300/SV9300)

8

SECTION 1 OVERVIEW

This chapter describes setup and programming for integrating the SV8300 telephone system and the voice messaging system.

SECTION 2 SETTING UP INTEGRATION

Several tasks are required to integrate UM8000 with the phone system. Use the phone system programming interface (either a CAT phone or a SV8300 PCPro) to enter the phone system programming commands below. Before setting up the integration, the UM8000 needs to be defined with `CM 05>AABB>70`.

Follow all procedures in this section in the order presented.

2.1 Assign Extension Numbers to Voice Messaging Ports

Assign extension numbers to the voice messaging ports. The UM8000 blade occupies ports AABB01 to AABB08 for an 8-port system, and ports AABB01 to AABB16 for a 16-port system.

Command Code:	1000
First Data:	AABBXX Where AA = Chassis, BB = Slot, XX = Port.
Second Data:	*Fx-xxx* Where *F* specifies a digital extension and <x-*xxx*> is the voice messaging port extension number.

NOTE

. *Repeat this command for each port on the UM8000 blade.*

2.2 Enabling Digital Voice Messaging Support

1. Enable AAInfo for incoming calls.

   Command Code: 08
   First Data: 702
   Second Data: 0

2. Enable CCIS for incoming calls.

   Command Code: 08
   First Data: 703
   Second Data: 0

3. Enable AAInfo for transferred calls.

   Command Code: 08
   First Data: 704
   Second Data: 0

4. Enable CCIS for MWI.

   Command Code: 08
   First Data: 706
   Second Data: 0

5. Link VMS soft key feature and expand AAINFO.

   Command Code: 08
   First Data: 710
   Second Data: 0

2.3 Assign Voice Messaging Ports as Digital Voice Messaging Ports

Designate all voice messaging ports as digital voice messaging ports.

Command Code:	1324
First Data:	*x-xxx* Where <x-*xxx*> is the voice messaging port extension number.
Second Data:	0

NOTE

. *Repeat this command for each port on the UM8000 blade.*

2.4 Setting Up the UCD Hunt Group

1. Create a phantom extension number that will be the UCD pilot (master) number.

Command Code:	11
First Data:	*xxxx* Where <*xxxx*> is a virtual port number.
Second Data:	*x-xxx* Where <x-*xxx*> is the UCD pilot extension

2. Link the UCD pilot number to the first digital voice messaging extension.

Command Code:	170
First Data:	*x-xxx* Where <x-*xxx*> is the UCD pilot extension number.
Second Data:	*x-xxx* Where <*x-xxx*> is the first digital voice messaging extension number.

3. Link the first digital voice messaging extension number to the second digital voice messaging extension number, the second to the third, and so on.

Command Code:	170
First Data:	*x-xxx* Where <x-*xxx*> is the first digital voice messaging extension number.
Second Data:	*x-xxx* Where <x-*xxx*> is the second digital voice messaging extension number.

NOTE

. *Repeat this command, chaining each voice messaging extension to the next voice messaging extension. When you reach the last voice messaging extension number, link it back to the UCD pilot extension number created in* *Create a phantom extension number that will be the UCD pilot (master) number. (page 8-3)*.

4. Assign the phantom extension number to the UCD pilot (master) number.

Command Code:	171
First Data:	*x-xxx* Where <x-*xxx*> is the UCD pilot extension number.
Second Data:	1

5. Assign all UCD numbers to UCD group number 00.

Command Code:	172
First Data:	*x-xxx* Where <x-*xxx*> is the extension number.
Second Data:	00

NOTE

. *Repeat this command for each voice messaging extension number and for the UCD pilot (master) number.*

6. Make busy the UCD pilot extension number.

Command Code:	E50
First Data:	*x-xxx* Where <x-*xxx*> is the UCD pilot extension number.
Second Data:	0

7. Assign the UCD pilot (master) number to the tenant number.

Command Code:	5115
First Data:	01
Second Data:	*x-xxx* Where <x-*xxx*> is the UCD pilot extension number.

2.5 Enabling the Automated Attendant

To use the voice messaging system as an automated attendant, program the phone system to send external calls to the UCD pilot (master) extension.

2.6 Setting Up Call Forward on Busy or Ring-No-Answer

To forward calls to the messaging system on busy or ring-no-answer, program the individual extensions to forward calls to the UCD pilot (master) extension.

NOTE

. *To avoid creating a call forwarding conflict between the phone system and the messaging system, see About feature compatibility.*

2.7 Enabling Busy Greetings

1. Log on to the Web administration console, then go to **Subscribers > Subscriber Template > Greetings**.
2. Select **Enable busy greeting**.
3. Click Save.

2.8 Enabling Easy Message Access

Easy message access, also called direct message retrieval, is a feature that lets subscribers sign in quickly to the messaging system when dialing from their own extension. With this feature enabled, a subscriber who dials the messaging system is immediately asked to enter a security code without having to enter a personal ID.

Easy message access is enabled by default for all subscribers.

However, this feature can be enhanced by configuring a line key on each subscriber's phone that can be pressed to dial the messaging system automatically. To do this, program the phone system to allocate a key on each subscriber's phone to dial the UCD pilot number.

2.9 Disabling Easy Message Access

1. Log on to the Web administration console, then go to **System** → **Switch** → **Switch Information**.
2. In the **Integration options** field, type EMA=0.
3. Click **Save**.

2.10 Enabling Automatic Subscriber-to-Subscriber Messaging in Secured Mode

By default, automatic subscriber-to-subscriber messaging is enabled in unsecured mode for all subscribers. To enable this feature in secured mode, do this procedure.

1. Log on to the Web administration console, then go to **System** → **Switch** → **Switch Information**.
2. In the **Integration options** field, enter ISM=2.
3. Click **Save**.

2.11 Setting Up Message Waiting Indication

By default, message waiting indication is enabled for all subscribers. Use the following procedure to verify MWI settings.

1. Log on to the Web administration console, then go to **System** → **Switch** → **MWI**.

2. Confirm that the **On (activation) code** and **Off (deactivation) code** fields contain an **X**.

3. Click **Save**.

2.12 Setting Up Automatic Number Identification (ANI)

To use ANI, you must activate the MF receiver built-in to the SV8300 CPU. Refer to the phone system documentation for details on setting up ANI.

NOTE

. *Setting up ANI overrides the **Gather phone number** call screening option, which asks callers to manually enter their phone number before routing the call.*

The phone system is now configured for basic digital integration.

2.13 Set the IP Address Information for the UM8000

1. Set the IP address for the UM8000

Command Code:	EE1
First Data:	AABB Where AA = Unit, BB = Slot
Second Data:	XXX.XXX.XXX.XXX Where X specifies the IP address.

2. Set the Subnet Mask for the UM8000

Command Code:	EE2
First Data:	AABB Where AA = Unit, BB = Slot
Second Data:	YYY.YYY.YYY.YYY Where Y specifies the Subnet Mask.

3. Set the Default Gateway for the UM8000

Command Code:	EE3
First Data:	AABB Where AA = Unit, BB = Slot
Second Data:	ZZZ.ZZZ.ZZZ.ZZZ Where Z specifies the Default Gateway.

2.14 Set the UM8000 License that are Loaded in the SV8300

1. Set the licensed amount of UM8000 FAX ports

Command Code:	EE0
First Data:	AABB044 Where AA = Unit, BB = Slot, 044 = FAX ports
Second Data:	000 - 999 Amount of FAX ports license loaded in the SV8300 to enable in the UM8000.

NOTE

. *System ports can not be set to fax-only.*

2. Set the licensed amount of UM8000 View Apps (View Mail/View FAX) Clients

Command Code:	EE0
First Data:	AABB046 Where AA = Unit, BB = Slot, 046 = View Apps Clients
Second Data:	000 - 999 Amount of View Apps Client license loaded in the SV8300 to enable in the UM8000.

3. Set the licensed amount of UM8000 Multi-Language

Command Code:	EE0
First Data:	AABB047 Where AA = Unit, BB = Slot, 047 = Multi-Language
Second Data:	000 - 999 Amount of Language license loaded in the SV8300 to enable in the UM8000.

4. Set the licensed amount of UM8000 Hospitality Languages

Command Code:	EE0
First Data:	AABB048 Where AA = Unit, BB = Slot, 048 = Hospitality Languages
Second Data:	000 - 999 Amount of Hospitality Languages license loaded in the SV8300 to enable in the UM8000.

5. Set the licensed amount of UM8000 TTS Languages

Command Code:	EE0
First Data:	AABB049 Where AA= Unit, BB= Slot 049 = TTS Languages
Second Data:	000 - 999 Amount of TTS Languages license loaded in the SV8300 to enable in the UM8000.

To verify the licenses available on the SV8300, use the following:

F88>.....used/available
F88>043:UMS PORT :0004/0004-
F88>044:UMS FAX PORT :0004/0004-
F88>045:UMS TTS PORT :0000/0000-
F88>046:UMS CLIENT :0040/0040-
F88>047:UMS LANGUAGE :0003/0003-
F88>048:UMS HOSPI LANG :0000/0000-
F88>049:UMS TTS LANG :0000/0000-

044-049 can be defined with the EE0 command.
043 is automatically set when the extensions are configured on the board.

SECTION 3 SETTING UP SOFT KEYS

Use the phone system programming interface (either a CAT phone or a SV8300 PCPro) to enter the phone system programming commands.

3.1 Enabling Soft Key Call Screening

Enable soft key call screening systemwide.

Command Code:	08
First Data:	715
Second Data:	0

3.2 Enabling the Voice Messaging Ports for Soft Keys

Enable all voice messaging ports for soft keys.

Command Code:	1337
First Data:	*x-xxx* Where x-*xxx* is the voice messaging port extension number.
Second Data:	0

NOTE

. *Repeat this command for each voice messaging extension on the UM8000 blade.*

SECTION 4 SETTING UP LIVE RECORD

A subscriber can record phone conversations using their phone or using ViewMail.

- To record conversations using ViewMail, a barge-in code and executive override must be configured on the phone system, and call forward busy must be disabled on each phone extension recording from ViewMail. A barge-in code is a key sequence that the phone system dials to activate executive override (or silent monitor) to begin the recording. See your phone system documentation for more information.
- To record conversations using a phone, the phone system and the subscriber's extension must be configured properly. The procedures to do this are described later in this chapter.

While recording, a periodic beep is required by many local laws. To record from ViewMail, program the phone system to provide the periodic beep. To record from the phone set, configure the voice messaging system to provide the beep. The default is 15 seconds. Entering 0 (zero) disables the beep. For instructions on how to set up the live record beep on the voice messaging system, see *System Management Help*.

CAUTION

. *The use of monitoring, recording or listening devices to eavesdrop, monitor, retrieve or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.*

Non-Exclusive Hold (Station A places a call on hold and station B retrieves the held call)

The following three tables show station operation, VM operation and created message files when Non-Exclusive Hold is performed.

Table 8-1 Call Hold-1: Station A Automatic Live Record

	Station operation	VM operation	Created message file
1	Station A (automatic) answers an incoming call.	Conversation and recording are started.	Message file 1
2	Station A (automatic) places the call on hold.	Recording is paused	Message file 1
3	Station A (automatic) retrieves the held call.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record

Table 8-2 Call Hold-1: Station A Manual Live Record

	Station operation	VM operation	Created message file
1	Station A answers an incoming call	Conversation is started.	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A places the call on hold.	Recording is paused.	Message file 1

Table 8-2 Call Hold-1: Station A Manual Live Record

	Station operation	VM operation	Created message file
4	Station A retrieves the held call.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record]

Table 8-3 Call Hold-1: Station A: Manual Live Record … Answering a recall

	Station operation	VM operation	Created message file
1	Station A answers an incoming call.	Conversation is started.	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A places the call on hold.	Recording is paused.	Message file 1
4	Station A answers the recall.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record]

Non-Exclusive Hold (Station A places a call on hold and station B retrieves the held call)

The following four tables show station operation, VM operation and created message files when Non-Exclusive Hold is performed.

Table 8-4 Call Hold-2: Station A Automatic Live Record, Station B Automatic Live Record

	Station operation	VM operation	Created message file
1	Station A (automatic) answers an incoming call.	Conversation and recording are started.	Message file 1
2	Station A (automatic) places the call on hold.	Recording is paused	Message file 1
3	Station B (automatic) retrieves the held call.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record

Table 8-5 Call Hold-2: Station A Automatic Live Record, Station B Manual Live Record

	Station operation	VM operation	Created message file
1	Station A (automatic) answers an incoming call.	Conversation and recording are started.	Message file 1
2	Station A (automatic) places the call on hold.	Recording is paused.	Message file 1
3	Station B retrieves the held call.	Conversation is started and recording is stopped.	Message file 1 ends.
4	Station B presses the Record key.	Recording is started.	Message file 2 [Another file]

Table 8-6 Call Hold-2: Station A Manual Live Record, Station B Automatic Live Record

	Station operation	VM operation	Created message file
1	Station A answers an incoming call.	Conversation is started.	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A places the call on hold.	Recording is paused.	Message file 1
4	Station B (automatic) retrieves the recall.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record]

Table 8-7 Call Hold-2: Station A Manual Live Record, Station B Manual Live Record

	Station operation	VM operation	Created message file
1	Station A answers an incoming call.	Conversation is started.	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A places the call on hold.	Recording is paused.	Message file 1
4	Station B retrieves the held call.	Conversation is started and recording is stopped.	Message file 1 ends.
5	Station B presses the Record key.	Recording is started.	Message file 2 [Another file]

Call Transfer - All Calls (Station A makes a hook-flash and dials station B to transfer a call)

The following six tables show station operation, VM operation and created message files when Call Transfer-All Calls is performed.

Table 8-8 Call Transfer: Station A Automatic Live Record, Station B Automatic Live Record

	Station operation	VM operation	Created message file
1	Station A (automatic) answers an incoming call.	Conversation and recording are started.	Message file 1
2	Station A (automatic) makes a hook-flash and dials station B number.	Recording is paused.	Message file 1
3	Call is terminated to station B (automatic)	Recording is paused.	Message file 1
4	Station B (automatic) answers.	Conversation and recording are re-started.	Message file 1 [Continuous Live Record]

Table 8-9 Call : Station A Automatic Live Record, Station B Manual Live Record)

	Station operation	VM operation	Created message file
1	Station A (automatic) answers an incoming call.	Conversation and recording are started.	Message file 1
2	Station A (automatic) makes a hook-flash and dials station B number.	Recording is paused.	Message file 1
3	Call is terminated to station B.	Recording is paused.	Message file 1
4	Station B answers.	Conversation is started and the recording is stopped.	Message file 1 ends.
5	Station B presses the Record key.	Recording is started.	Message file 2 [Another file].

Table 8-10 Call Transfer - All Calls: Station A Manual Live Record, Station B Automatic Live Record

	Station operation	VM operation	Created message file
1	Station A answers an incoming call.	Conversation is started	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A makes a hook-flash and dials station B number.	Recording is paused.	Message file 1
4	The call is terminated to station B (automatic).	Recording is paused.	Message file 1 ends.
5	Station B (automatic) answers.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record]

Table 8-11 Call Transfer - All Calls: Station A Manual Live Record, Station B Manual Live Record

	Station operation	VM operation	Created message file
1	Station A answers an incoming call.	Conversation is started	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A makes a hook-flash and dials station B number.	Recording is paused.	Message file 1
4	The call is terminated to station B.	Recording is paused.	Message file 1 ends.
5	Station B answers.	Conversation is started and recording is stopped.	Message file 1 ends.
6	Station B presses the Record key.	Recording is started.	Message file 2 [Another file]

Table 8-12 Call Transfer failed: Station A Automatic Live Record, Station B: No Answer

	Station operation	VM operation	Created message file
1	Station A (automatic) answers an incoming call.	Conversation and recording are started.	Message file 1
2	Station A (automatic) makes a hook-flash and dials station B number.	Recording is paused.	Message file 1
3	Station A (automatic) makes a hook-flash, or answers the recall.	Conversation and recording are restarted.	Message file 1 [Continuous Live Record]

Table 8-13 Call Transfer failed: Station A Manual Live Record, Station B: No Answer

	Station operation	VM operation	Created message file
1	Station A answers an incoming call.	Conversation is started.	-
2	Station A presses the Record key.	Recording is started.	Message file 1
3	Station A makes a hook-flash and dials station B number.	Recording is paused.	Message file 1
4	Station A makes a hook-flash, or Station A answers the call.	Conversation and recording are re-started	Message file 1 [Continuous live record]

NOTE

. *The PBX must provide the necessary signaling for all of the described capabilities to work properly. Continuous Live Record requires SV8300 R6 or later. Desktop client Live Recording via Barge-in is not supported.*

Under the following conditions, Continuous Live Record is not provided (cannot be provided).

- The caller is a station.
- The transfer destination is a trunk (tandem connection)
- When transfer destination answers the held call or transferred call, it cannot seize a CFT trunk or IP-PAD.
- The Record End Key is pressed before Call Hold/Call Transfer to stop the recording.
- Destination of Call Hold/Call Transfer is not set Automatic Live Recording. (Even if it promptly operates Live Record by hand, this won't be changed.)

* In these cases, recording is stopped as usual, and Continuous Live Record is not provided.

4.1 Configuring Live Record on the Phone System

1. Enable the live record beep.

Command Code:	08
First Data:	109
Second Data:	0

2. Enable automatic live record systemwide, optional.

Command Code:	08
First Data:	141
Second Data:	*0* Where *0* enables automatic live record for systemwide and *1* disables automatic live record systemwide.

NOTE

. *Automatic live record is supported only with release transfers.*

3. Enable automatic live record for trunk calls, optional.

Command Code:	3522
First Data:	*xx* Where <*xx*> is the trunk route number.
Second Data:	*0* Where *0* enables automatic live record for systemwide and *1* disables automatic live record systemwide.

4. Enable continuous live record system wide, optional (PBX Rev 6 or greater)

Command Code:	08
First Data:	*1023*
Second Data:	*0* Where *0* enables Continuous live record system wide and *1* disables it

5. Enable automatic live record for ISDN trunks, optional.

Command Code:	7613
First Data:	*xxx* Where <*xxx*> is the digit conversion block number.

4.2 Configuring Live Record on a Subscriber's Extension

Do this procedure for each subscriber extension that will use live record.

1. Enable message waiting service for the extension.

Command Code:	1303
First Data:	*x-xxx* Where <x-*xxx*> is the subscriber's extension number.
Second Data:	0

2. Set the Prime Line for the extension.

Command Code:	93
First Data:	*x-xxx* Where <*x-xxx*> is the subscriber's extension number.
Second Data:	*x-xxx* Where <x-*xxx*> is the subscriber's extension number.

3. Assign live record line key functions.

Command Code:	9000
First Data:	*x-xxx, yyy* Where <*x-xxx*> is the subscriber's extension number and <yyy> is the line key.
Second Data:	F1091 Where F1091 = Record.

4. Enable automatic live record for the extension, if the subscriber wants it.

Command Code:	1323
First Data:	*x-xxx* Where <x-*xxx*> is the subscriber's extension number.
Second Data:	*0* Where *0* enables automatic live record for the extension and *1* disables automatic live record for the extension.

4.3 Configuring Live Record on UM8000

By default, live record is disabled for subscribers in the default subscriber template and the maximum recording time for live record is 300 seconds, or five minutes. Use the following procedure to change the default settings.

1. Log on to the Web administration console, then go to **Subscribers** → **Subscriber Template** → **Live Record**.

2. Select **Enable live record**.

3. In the **Maximum record time** field, specify the recording time in seconds.

4. Click **Save**.

5. If necessary, enable live record for any previously existing subscribers. The template change only affects new subscribers added to the messaging system.

NOTE

. *If **Save Live Record in inbox** is not checked, the Live Record will not be retained unless the user addresses the message during the call by dialing the intended recipient's voice mail number*

SECTION 5 SETTING UP LIVE MONITOR

Subscribers can listen to a message as it is being recorded in their mailbox by using the live monitor feature. To monitor messages using a phone, the phone system and the subscriber's extension must be configured properly. Use the phone system programming interface (either a CAT phone or a SV8300 PCPro) to enter the phone system programming commands.

5.1 Enable Live Monitor on the Phone System

Enable live monitor for the service restriction class.

Command Code:	15186
First Data:	*x-xxx* Where <x-*xxx*> is the service restriction class.
Second Data:	*0* Where *0* enables live monitor and *1* disables live monitor systemwide.

5.2 Configuring Live Monitor on a Subscriber's Extension

Do this procedure for each subscriber extension that will use live monitor.

1. Set the live monitor mode for the subscriber's extension.

Command Code:	1226
First Data:	*x-xxx* Where <x-*xxx*> is the subscriber's extension number.

Second Data: *0*
Where *0* = automatic mode,
1 = manual mode and
3 = off.

2. Enable live monitor pickup.

Command Code: 1227

First Data: *x-xxx*
Where <x-*xxx*> is the subscriber's extension number.

Second Data: 3

3. Assign the live monitor line key function.

Command Code: 9000

First Data: *x-xxx, yy*
Where <x-*xxx*> is the subscriber's extension number and
<*yy*> is the line key.

Second Data: F5024

NOTE

. *After programming is finished, the user at the extension must go off-hook (press the Speaker button), then press the key that was programmed for live monitor in step 3. The LED will turn red and live monitor is ready for use.*

5.3 Enabling Live Monitor on UM8000

By default, live monitor is disabled for subscribers in the subscriber template. To enable live monitor in the subscriber template, use the following procedure.

1. Log on to the Web administration console, then go to **Subscribers** → **Subscriber Template** → **Access Options**.

2. Under Administration, select **Enable Live Monitor**.

3. Click **Save**.

4. Enable live monitor for any previously existing subscribers.

Configuring UM8000

9

SECTION 1 OVERVIEW

After the UM8000 blade is installed, the next step is to configure the voice messaging system and the SV8100/SV8300 phone system to communicate with each other.

SECTION 2 STARTING THE UM8000 FOR THE FIRST TIME

To start the UM8000 for the first time, make the required settings and license agreements before starting the application. To access settings options and license agreements, connect to the Web Administration Console (WAC) using an internet browser.

If the license agreements are not accepted, the application cannot start.

NOTE

. *If the voice mail database is defaulted, this procedure must be repeated.*

The following procedure provides instructions for starting the UM8000 for the first time:

1. First determine the IP address of the voice mail by checking program 10-55-01 (this may be different for your switch, please see your switch documentation for details) for the slot where the blade is installed.

2. Start your internet browser and enter the IP address followed by /admin in the URL window. Alternately, you can enter CM EE1>0105> for SV8300.

   For example: **172.16.0.100/admin**.

3. Press **<ENTER>**.

4. If prompted with a certificate warning, accept the certificate and choose to continue to web page. Then log into the WAC with the user name: **$nec**. No password is required.

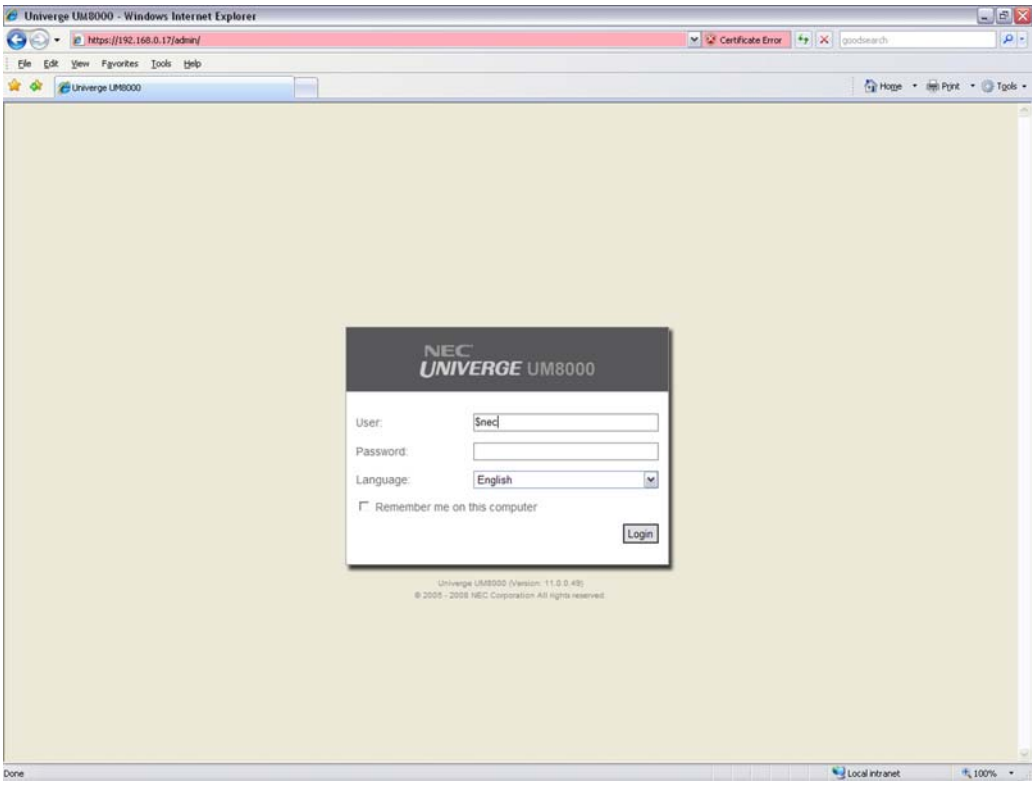

Figure 9-1 UM8000 Login

5. You are prompted to accept the third party software license agreement.

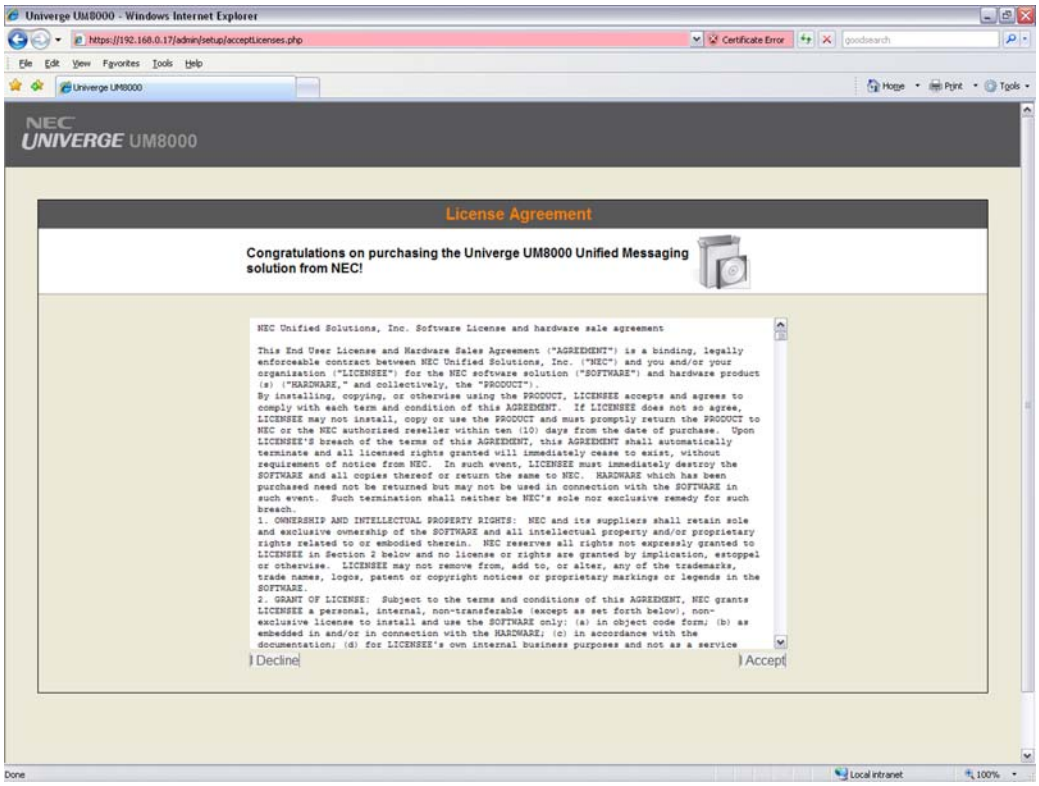

Figure 9-2 Third Party Software License Agreement

6. Choose the phone system where the voice mail is to be installed.

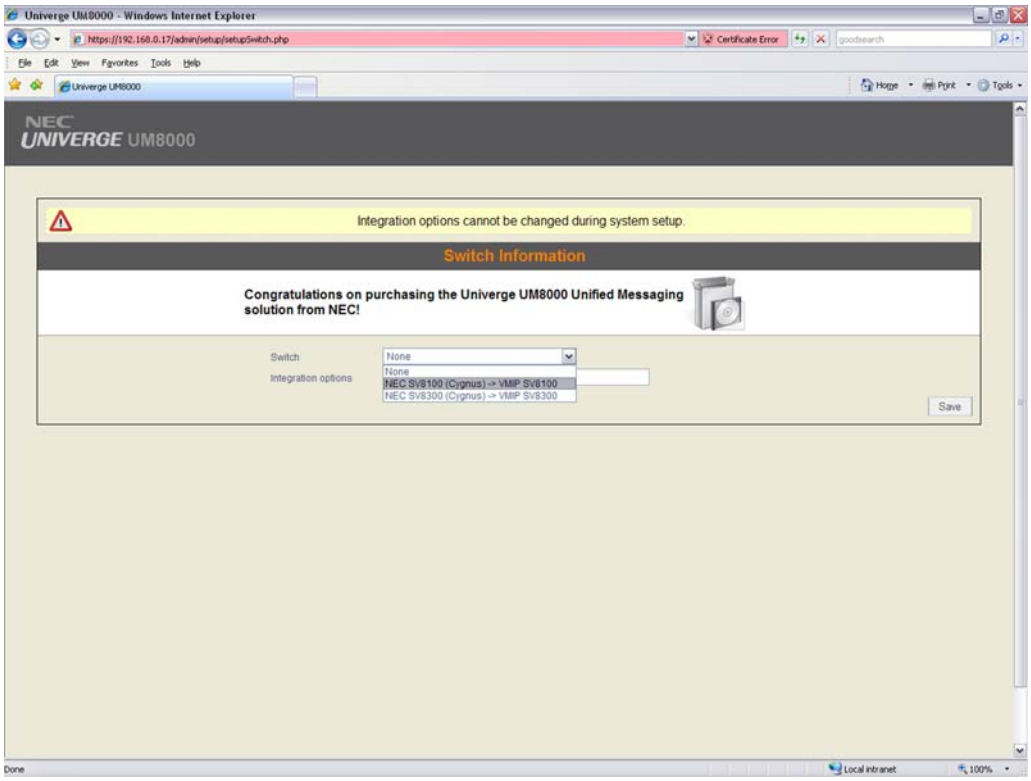

Figure 9-3 UM8000 Switch Information

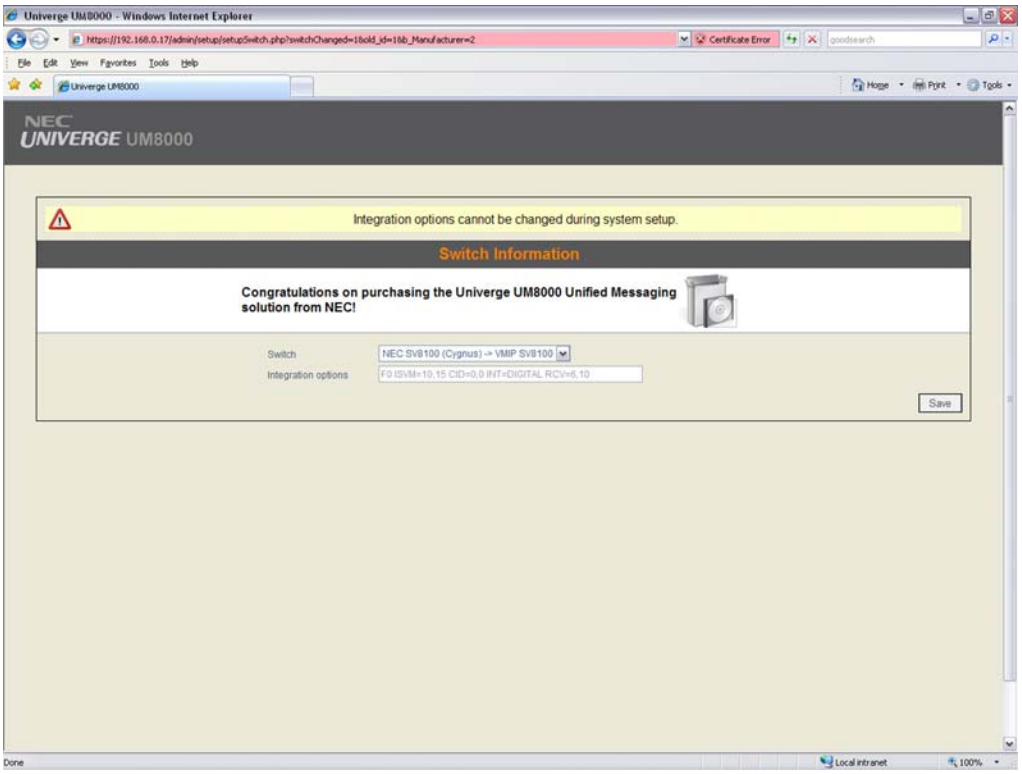

Figure 9-4 UM8000 Integration Options

7. Set the extension numbers that are assigned to the voice mail in program 11-02-01. Select **Edit All**. Enter the extension number for each voice mail port, then click **Save**.

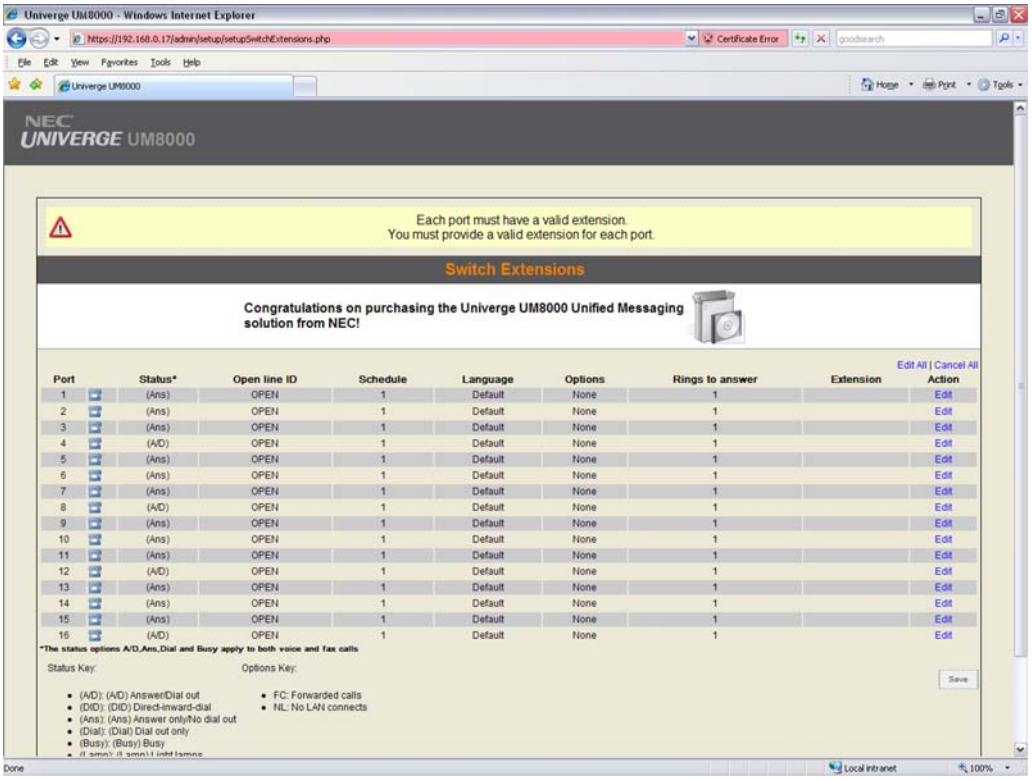

Figure 9-5 Entering Switch Extensions for Voice Mail Ports, Screen 1

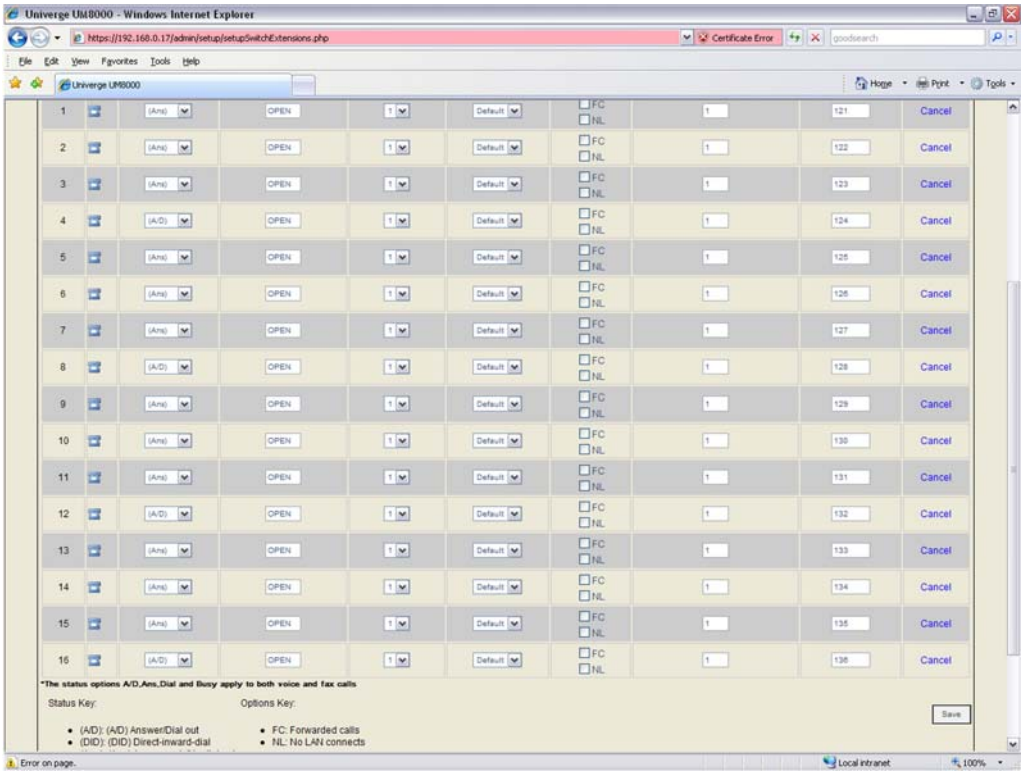

Figure 9-6 Entering Switch Extensions for Voice Mail Ports, Screen 2

8. To register the equipment at this time, enter the registration information on the Product Registration Form screen. The voice mail must have access to the internet for the registration to be successful. You can also choose not to register at this time or to be reminded in seven days.

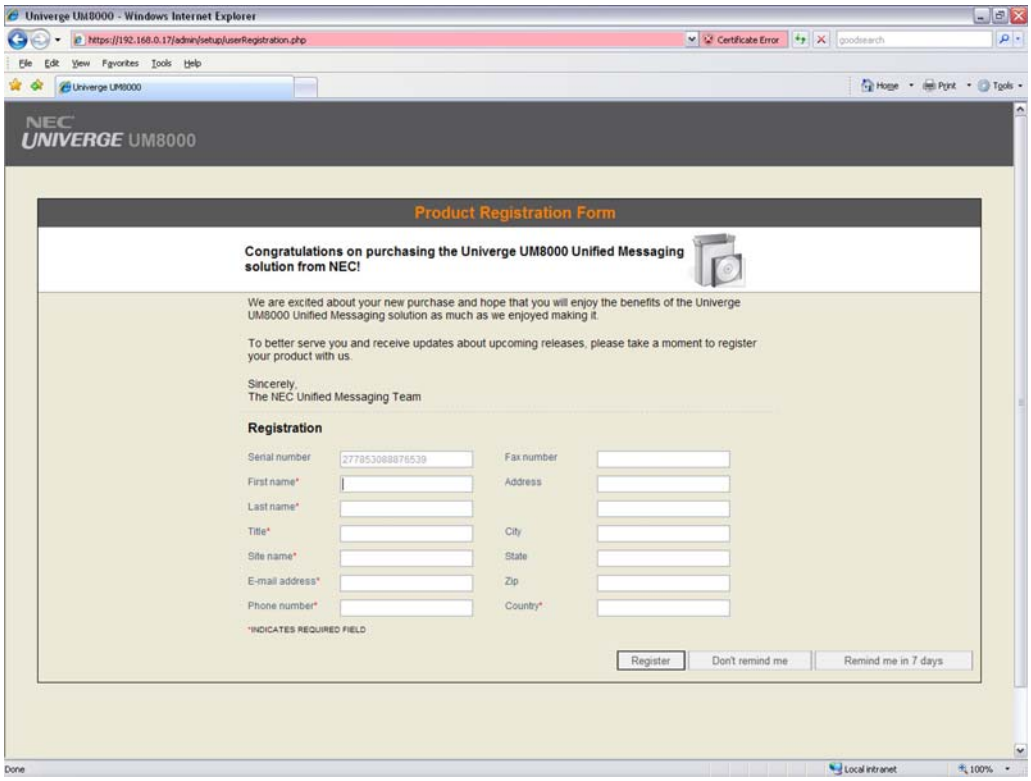

Figure 9-7 Product Registration Form

9. You are now logged into the WAC, but the application is not yet started.

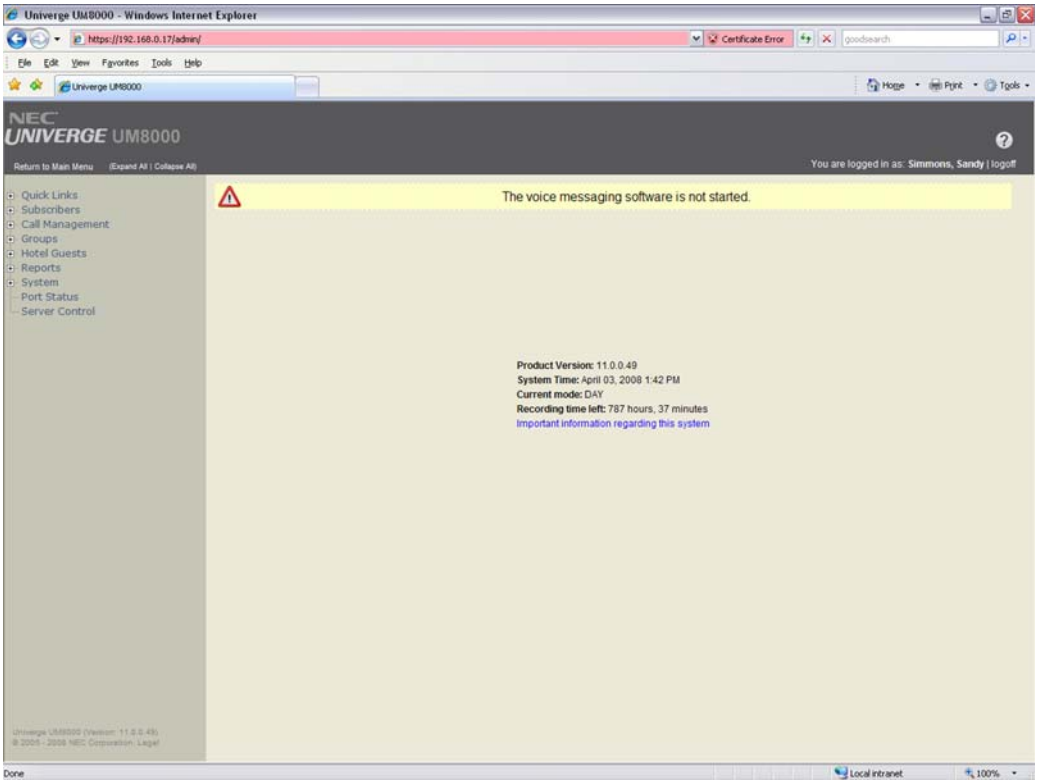

Figure 9-8 System Information

10. Start the application by going to Server Control and clicking on the Start icon.

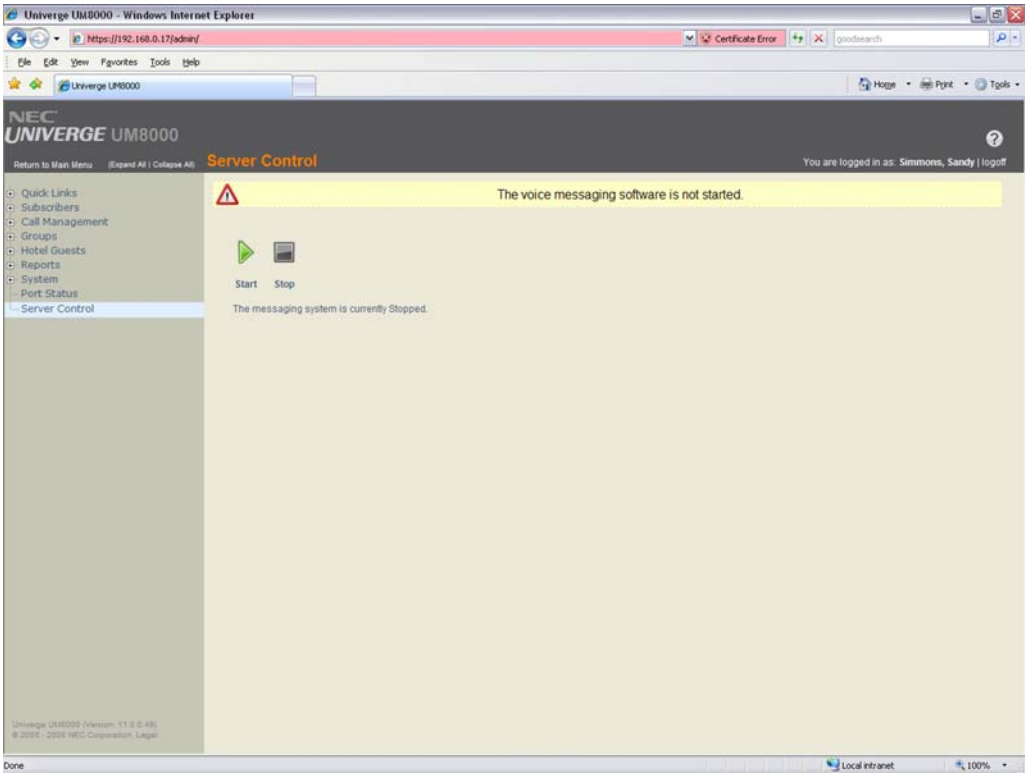

Figure 9-9 Server Control Start Icon

SECTION 3 CONFIGURING THE VOICE MESSAGING SYSTEM

Configuring the voice messaging system is managed using two tools: the Maintenance Menu and the Web administration console. The Maintenance Menu is a graphical user interface that minimizes the need to enter lengthy commands at the command line prompt.

- Maintenance Menu – Use the Maintenance menu to specify network DNS configuration settings, change the administrator password, and for general tone detection.
- Web administration console – Use the Web administration console to set hospitality (Property management system - PMS) settings, e-mail integration settings, add/remove language packs, extension remapping, trunk remapping, update licensing information, specify switch integration information, and much more. Refer to System Management Help for details about other functionality available in the Web administration console.

SECTION 4 BEFORE SHIPPING THE VOICE MESSAGING SYSTEM

Resellers who are assembling voice messaging systems for delivery to customers must reset the third-party licensing agreements. This enables the customers to accept the licensing for third-party software that is installed with the voice messaging system.

CAUTION

. *Law requires that end-users accept the End User License Agreement for software installed on their systems.*

4.1 Resetting Third-Party Licensing Agreements

To reset:

1. Start PuTTY.
2. Log on as admin.
3. Type the password, **voicemail**, then press **<ENTER>**.

   The Main menu appears.
4. Choose 2-Maintenance, then press **<ENTER>**.

   The Maintenance menu appears.
5. Choose 3-Command prompt, then press **<ENTER>**.
6. Type **sudo /opt/vmail/bin/prepare_system <ENTER>**.

   The first time the client starts the Web administration console, the licensing agreements are displayed.

4.2 Defaulting the UM8000 Database

To default the UM8000 database:

1. Start PuTTY and connect to the UM8000 IP Address set in Program10-55-01 (this may be different for your switch, please see your switch documentation for details).

   The login prompt appears.
2. Type **admin <ENTER>**.
3. Type the password: voicemail **<ENTER>**.

   The Main menu appears.

4. Choose 2 Maintenance.

   The Maintenance menu appears.

5. Choose 3 Restore default database.

6. If the voice mail application is running you will be prompted to stop it.

7. Choose **Yes** to stop the voice mail application.

   When finished the system will prompt you to exit and restart the voice mail application.

8. Choose 0 Return to previous menu.

   The Main menu appears.

9. Choose 3 Control.

   The Server Control menu appears.

10. Choose 1 Start Voice mail server.

11. Choose 0 Return to previous menu.

    The Main menu appears.

12. Choose 0 to log out of maintenance menu.

SECTION 5 SETTING UP THE UM8000 SOFTWARE

After installing and connecting to the UM8000 blade, configure the voice blade and voice messaging software features.

5.1 Configuring Network Setup

The following network information is required to configure the network setup.

The following network information is required to configure the network setup.

Host name or IP address	
Domain name	
Primary DNS IP address	
Secondary DNS IP address	

TCP/IP
Minimum required to provide access to Web administration console and Maintenance menu (PuTTY).

IP address	
Subnet mask	
Default gateway	

Use the following procedure to specify the network setup.

5.2 Specifying the Network Setup

The IP address for the voice mail is assigned in chassis programming 10-55-xx (this may be different for your switch, please see your switch documentation for details). At default this address is 172.16.1.xxx, where .xxx varies depending on the slot where the CD-VM00 is installed. Starting with slot 1 this is .100, slot 2 is .101, slot 5 is .104 and so on.

The DNS server IP Address, Host Name and Domain Name are all that can be configured from the Maintenance Menu.

To specify the setup:

1. Start PuTTY.

   The login prompt appears.

2. Type **admin** <ENTER>.

3. Type the password: **voicemail <ENTER>**.

   The Main menu appears.

4. Choose 1 Configuration, then **OK**.

   The Configuration page appears.

5. Choose 1 Network setup, then **OK**.

6. The Network setting page appears.

7. Choose 1 Host name, then **OK**.

   The Host name page appears.

8. Type the Host name, the choose **OK**.

   The Network setting page reappears.

9. Choose 2 Domain name, then **OK**.

   The Domain name page appears.

10. Type the Domain name, then choose **OK**.

    The Network setting page reappears.

11. Choose 3 Primary DNS, then **OK**.

    The Primary DNS page appears.

12. Type the DNS server IP address, then choose **OK**.

    The Network setting page reappears.

13. Choose 4 Secondary DNS, then **OK**.

    The Secondary DNS page appears.

14. Type the DNS server IP address, then choose **OK**.

    The Network setting page reappears.

5.3 Setting Up UM8000 Date and Time

The UM8000 Mail automatically synchronizes its time and time zone with the phone system time on boot up. Manual adjustments on the voice mail are not needed or available.

5.4 Changing Administrator Password and Creating a New User

5.4.1 Changing the Password

To change admin password, use the following procedure.

1. Start PuTTY.
2. Log in as **Admin <ENTER>**.
3. On the Main menu, choose 2-Maintenance, then press **<ENTER>**.

   The Maintenance page appears.
4. On the Maintenance menu, choose 2-Set admin password, then press **<ENTER>**.

   The Set admin password page appears.
5. Type the new password, then press **<ENTER>**.
6. Retype the new password., then press **<ENTER>**.

   An alert message appears stating that the password has been changed.
7. Click **OK** or press **<ENTER>** to return to the Maintenance menu.
8. On the Maintenance menu, choose 0-Return to previous menu, then press **<ENTER>** to return to the Main menu.

5.4.2 Creating a New User

To create a new WAC user for the voice messaging system, perform the following procedure:

1. Start the Web administration console.
2. Under Subscribers, click **Subscribers**.

   The Subscriber profile page appears.
3. Click the **Add** icon to create a new subscriber.

   The Add subscriber page appears.
4. Make sure that the New subscriber radio button is checked.
5. Click **Add**.

   The Add subscriber page resets. Close the page.
6. On the Subscriber profile page, choose the Enable subscriber as system manager check box.
7. Click the **Save** icon.
8. The new subscriber now has system manager permissions.

Configuring Presence 10

SECTION 1 OVERVIEW

Presence allows users to record greetings that are specific to their status, so the callers can hear meaningful information about the subscriber availability.

There are two types of presence engines available in UM8000. They are as follows:

- NEC UC Desktop Suite
- Internal UM8000 engine

SECTION 2 NEC UC DESKTOP SUITE

NOTE

. *NEC UC Desktop Suite is sold seperately and is only available for integrations using an SV8100.*

NEC UC Desktop Suite delivers various Unified Communications capabilities such as call and presence management, to the user desktop. When integrated with UM8000, the subscriber greetings are automatically activated based on the UC Desktop presence, and users can use the TUI, Web Mailbox Manager (WMM), or Mobile Web Mailbox Manager (MWMM) to set their UM8000 and UC Desktop presence.

SECTION 3 INTERNAL UM8000 PRESENCE

The internal UM8000 presence engine allows administrators to define the available subscriber presence greetings, and allows the users to select the appropriate presence greeting from either the TUI, WMM, or MWMM.

SECTION 4 CONFIGURING PRESENCE

Configuring Internal presence settings

1. In the Web Administration Console (WAC), navigate to **System -> Configuration > Presence Greetings**.
2. Select *Internal* from the **Presence Integration** drop down
3. Using the **Default** drop down under **Presence Greetings**, select the greeting that will be used for the default greeting.
4. Associate the desired greeting in the **Presence** column with the TUI DTMF tone in the **Greeting** column.
5. Check any the boxes under **Presence integration options** to allow users to override Alternate greetings and Busy greetings.

NOTE

. *The Internal presence engine does not support allowing users to set a date and time for a greeting to expire.*

6. Click the **Save** icon.

Configuring UC Desktop Suite presence settings

1. In the Web Administration Console (WAC), navigate to **System -> Configuration > Presence Greetings**.
2. Select *UC Desktop Suite* from the **Presence Integration** drop down
3. Using the **Default** drop down under **Presence Greetings**, select the greeting that will be used for the default greeting.
4. Associate the desired greeting in the **Presence** column with the TUI DTMF tone in the **Greeting** column.
5. Check any the boxes under **Presence integration options** to allow users to override Alternate greetings and Busy greetings or to allow users to set greeting expiration dates and times.
6. Click the **Save** icon.

Defining the Default Presence Setting

1. Navigate to **Subscribers -> Subscriber Template -> Profile**.
2. Select the default presence engine in the **Presence Integration** dropdown.
3. Click the **Save** icon.

Setting an Individual User's Presence Engine

1. Navigate to Subscribers -> Subscribers -> Profile.
2. Search for the user name by clicking the Search icon.
3. Set the desired presence engine in the Presence Integration field.
4. Click the Save icon.

Setting Up Visual Messaging Integration 11

SECTION 1 VISUAL MESSAGING OVERVIEW

Visual Messaging is a suite of applications that combines features of the voice messaging software, the telephone system, and a LAN. The Visual Messaging suite consists of ViewMail®, ViewCall® Plus, and ViewMail for Microsoft® Messaging. Visual Messaging subscribers can use their desktop workstations to access and manage voice messages. To install and set up a Visual Messaging application, perform the following setup steps.

Both the voice server and individual workstations must be set up for Visual Messaging to work. This chapter explains how to configure the voice messaging system. The next chapter explains how to configure workstations.

. *All Visual Messaging Client installation files are located on the NTAC download site.*

1.1 Setup Steps

1. Install the voice mail in phone system.
2. Connect the voice mail computer to the LAN.

   See “Connecting the Voice Messaging Computer to a LAN,” on page 11-2.

3. Install and set up the application on the workstations.

   See Section 1 Visual Messaging Workstation Overview on page 12-1.

SECTION 2 VISUAL MESSAGING HARDWARE AND SOFTWARE REQUIREMENTS

Please refer to your operating system documentation for minumum system

Table 11-1 View App Client Support Table

View App Client	Supported Operating System	Supported Client Versions	Additional Information
View Mail for Microsoft Messaging (VMM)	Windows 7 (32/64-bit) Windows 8.1	Outlook 2003 Outlook 2007 Outlook 2010 Outlook 2013	N/A
View Mail	Windows 7 (32/64-bit) Windows 8.1	N/A	N/A
View Call Plus	Windows 7 (32/64-bit) WIndows 8.1	N/A	Supported PIMs: • Outlook 2003 or higher
View Fax	Windows 7 (32/64-bit) Windows 8.1	Outlook 2003 Outlook 2007 Outlook 2010 Outlook 2013	N/A
View Mail for Lotus Notes (VML)	Windows 7 (32/64-bit) Windows 8,1	Lotus Domino 6.0 or higher	Supported Servers: • Lotus Domino 6.0 or higher
View Mail for GroupWise (VMG)	Windows 7 (32/64-bit) Windows 8.1	GroupWise 6.5 w/ SP1 or higher	Supported Servers: • GroupWise 6.5 or higher

requirements.

SECTION 3 CONNECTING THE VOICE MESSAGING COMPUTER TO A LAN

Perform the following procedures to test the LAN connection to which the voice server is to be connected and to connect the voice server to the LAN. Consult the LAN administrator for more information on testing the LAN connection. This procedure assumes you have already set up the voice messaging computer for networking.

Visual Messaging uses TCP port 1024. You need to know the TCP port to allow access through a firewall.

To test the LAN connection

1. Use a network analyzer or a workstation that you know works properly with the

network. Connect the unit to the LAN hookup with the network cable that the voice messaging computer uses.

2. Confirm that the network analyzer or workstation can communicate with the network through the connection.

3. After a successful test, disconnect the network cable from the analyzer or workstation.

To connect the voice mail to a LAN

- Connect the network cable to the network port on the voice mail unit.

SECTION 4 SPECIFYING STATION NUMBERS FOR VIEWCALL PLUS

For ViewCall Plus to work correctly, the telephone system station numbers must be entered into the voice messaging system.

To specify station numbers in the voice messaging system

1. On the UM8000 Mail Administration web-console, select **System** → **Switch** → **Switch Extensions**.
2. In the Station Number boxes, enter the appropriate voice mail station.
3. Click **Save** icon to write data.

Setting Up Visual Messaging Workstations 12

SECTION 1 VISUAL MESSAGING WORKSTATION OVERVIEW

This chapter provides instructions for installing and setting up Visual Messaging software on desktop workstations.

1.1 Workstation Requirements

- One of the following operating systems:
  - Microsoft Windows 7 (32 or 64-bit)
  - Microsoft Windows 8.1
- 10 MB of free hard disk space

. *The UM8000 Mail Visual Messaging clients are not compatible with Windows 95, 98, or NT.*

1.2 Set up Steps

1. Set up the TCP/IP network protocol on the Visual Messaging workstations. Refer to Section 2 Setting up the TCP/IP Network Protocol on page 12-2.
2. Install and set up Visual Messaging on the workstations.

SECTION 2 SETTING UP THE TCP/IP NETWORK PROTOCOL

You must set up the protocol in any Visual Messaging application installed at a workstation. Visual Messaging workstations use TCP/IP as the communications protocol. Workstations on a LAN typically have:

- Microsoft client
- NIC drivers (software that runs the NIC)
- TCP/IP network protocols

The LAN administrator is usually responsible for LAN-related maintenance.

The following sections describe how to install and set up the TCP/IP drivers, and how to use Visual Messaging applications remotely with wide area networks (WANs) and the Internet:

To use Visual Messaging applications remotely (with TCP/IP), refer to Section 6.

To set up TCP/IP on the workstation, follow the vendor instructions included with your stack, and consult the examples in the following sections.

The following sections provide instructions for setting up TCP/IP on Visual Messaging workstations. Choose the appropriate workstation operating system:

- Windows 7 in Section 3 Setting up TCP/IP for Windows 7 and 8.1.
- Windows XP in Section 4 Setting up TCP/IP for Windows XP on page 12-2.

SECTION 3 SETTING UP TCP/IP FOR WINDOWS 7 AND 8.1

TCP/IP networking is installed by default when Windows 7 or 8.1 is installed. However, if you wish to check to ensure that it is installed and working properly, see Section 4 Testing the TCP/IP Setup on page 12-3.

SECTION 4 TESTING THE TCP/IP SETUP

Use the PING software included with your TCP/IP stack to confirm that the workstation can exchange data with the voice messaging system.

. *Remember when working at a Linux command prompt that Linux is case sensitive.*

To use the PING utility

1. On the workstation, open an MS-DOS command prompt window.
2. Enter **`ping <IP address of the voice messaging system>`**, then press **ENTER**.

If you see a PING software reply message containing bytes received, the TCP/IP software is set up properly.

If the TCP/IP software is not set up properly, you get a message saying that the IP address could not be reached. There are several possible reasons for this:

- The workstation is not set up correctly. Repeat the setup procedure.
- The voice messaging system is not set up correctly. Confirm that the TCP/IP software is properly installed on the voice messaging computer.
- There is a problem with the network. Contact your LAN administrator.
- The cables may not be attached correctly and securely. Check that the cables are securely attached to the correct devices.
- You may not have restarted the computer. Close all files, shut down all applications, and restart the computer.

SECTION 5 USING VISUAL MESSAGING APPLICATIONS WITH WANS AND THE INTERNET

Visual Messaging clients or workstations can use TCP/IP to run Visual Messaging applications over the Internet or a wide area network (WAN). The following conditions are required to establish a TCP/IP connection between a remote workstation and the voice messaging system:

- The remote workstation is connected to the voice messaging system through a WAN, dial-up Internet service, or dedicated Internet connection.
- The LAN administrator has configured the network to enable remote connections.

After these conditions are met, the remote workstation can access the voice messaging system.

To connect remotely to the voice messaging system

1. From the remote workstation, connect to the WAN or ISP using TCP/IP as the network protocol.
2. After the connection between the workstation and host is established, open the desired Visual Messaging application.

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E-mail Integration 13

SECTION 1 OVERVIEW

This chapter explains how to set up e-mail integration for the voice messaging system, and how to set up e-mail features for subscribers.

Subscribers can use text-to-speech technology to listen to e-mail messages by phone. E-mail message counts can be included in new message counts. All voice messages and faxes can be forwarded to e-mail inboxes.

The e-mail integration provides 24-hour access to e-mail from any touchtone phone. Standard protocols are used to access, read, and send e-mail messages on the voice messaging system. The protocols for integration include IMAP and MIME.

The e-mail server must support the SMTP protocol for outgoing e-mail features to work properly.

SECTION 2 PROTOCOLS

2.1 E-mail Protocols

The following standard e-mail protocols ensure the successful transmission of e-mail messages:

- **IMAP** – Internet Message Access Protocol (IMAP) provides the voice messaging system access to e-mail inboxes.

  The voice messaging system uses IMAP to obtain e-mail message headers and body information from a variety of e-mail servers. This information is delivered to the text-to-speech engine to convert the text to audio format for playback.

NOTE

. *Text-to-speech does not support HTML encoded messages. If HTML tags are heard during message playback, the message is skipped. HTML messages must be encoded using multipart MIME for text-to-speech to work properly.*

- **MIME** – Multipurpose Internet Mail Extensions (MIME) provides the voice messaging system the capability to read e-mail message header and body information.

  Multipart MIME messages enable the e-mail system to send enhanced versions of the message for messaging clients such as Lotus® Notes and Microsoft Outlook. Multipart MIME messages contain plain text messages that can be read to subscribers over the phone.

- **POP3 –** Post Office Protocol and Authenticated Post Office Protocol. POP3 is a standard internet protocol used for retrieving Internet e-mail and is used by the e-mail client to communicate with SMTP mail servers. With POP3 the user name and password are sent across the network in clear text. With APOP, the password is encrypted before being transmitted over the network to the SMTP mail server.

- **SMTP** – Simple Mail Transport Protocol (SMTP) allows the voice messaging system to send outgoing e-mail messages. The system forwards voice mail and faxes to the e-mail system, receives e-mail notification of new fax/voice mail, and uses voice mail features to reply to e-mail messages. SMTP can be configured to restrict the type of messages sent such as only allowing SMTP mail to be sent to other users on the same domain.

2.2 Subscriber E-mail Authentication Protocols

- **PLAIN** – PLAIN is a simple clear text password mechanism. The mechanism uses a user name and password to authenticate users.

- **NTLM** – NTLM is a challenge-response authentication protocol. The server authenticates the client by sending an 8-byte random number, the challenge. The client performs an operation involving the challenge and a secret shared between client and server, e.g. a password. The client returns the 24-byte result of the computation. In fact, in NTLMv1 two computations are made using two different shared secrets and two 24-byte results are returned. The server verifies that the client has computed the correct result, and from this infers possession of the secret, and hence the identity of the client.

- **LOGIN** – The LOGIN mechanism is a non-standard mechanism, and is similar to the PLAIN mechanism except that LOGIN lacks the support for authorization identities.

SECTION 3 E-MAIL INTEGRATION SET UP

The following steps are required to set up the e-mail integration.

1. Configure the voice messaging system server.
   Set up the information for the outgoing e-mail server connected to the voice messaging system.

2. Configure the e-mail server.
   The e-mail server must be configured to properly integrate with the voice messaging system.

   WARNING
   . *The e-mail administrator is required to configure the e-mail server.*

   Refer to the appropriate e-mail server documentation to configure the e-mail server.

3. Set up subscribers.
   After the e-mail server and the voice messaging system are configured, configure subscriber mailboxes to access e-mail.

See NECNTAC Knowledge Base article 5451 for further information in troubleshooting steps.

SECTION 4 CONFIGURING THE E-MAIL SERVERS

The e-mail server must have SMTP, POP3 and IMAP enabled to use the e-mail integration.

To enable SMTP and IMAP refer to the e-mail server documentation or consult the system administrator about which settings are appropriate for the organization.

WARNING
. *The e-mail administrator is required to configure the e-mail server.*

4.1 Setting the E-mail Server Configuration

The following configurations must be set for the e-mail server.

E-mail Server	Required Protocols
Microsoft Exchange	IMAP, MIME, PLAIN, and LOGIN for outgoing messages
Lotus Notes Domino	IMAP, PLAIN, and LOGIN for outgoing messages

E-mail Server	Required Protocols
GroupWise	IMAP4, PLAIN, and LOGIN for outgoing messages, SMTP Relay - Allow message relaying

4.2 Converting Existing Domino E-mail Files for Users

Set an Internet password for all existing users before converting any existing e-mail files. Use the following procedure to convert user e-mail files.

4.2.1 Converting Existing E-mail Files

1. Log on to the Domino e-mail server as **root** user.
2. On the Windows taskbar, click **Start** → **Programs** → **Lotus Application** → **Lotus Domino Administration**.
3. Enter the Domino password.

   The Domino Administrator console appears.
4. Click **Console** to open the Domino server command prompt.

   The command prompt appears. Use one of the following set of commands to convert existing e-mail:

   - To convert a single user, enter the following commands:

     tell router quit
     load convert -e mail\<mailfilename>.nsf
     load convert -h mail\<mailfilename>.nsf
     load router

   Where <*mailfilename*> is the name of the user, follow these steps for each user to be converted.

   - To convert all users in a directory, enter the following commands:

     tell router quit
     load convert -e mail*.nsf
     load convert -h mail*.nsf
     load router
5. Close the Domino Administrator.
6. Log off the Domino server.

   The Domino server is now configured for e-mail integration.

SECTION 5 CONFIGURING THE VOICE MESSAGING SYSTEM

The e-mail server must be configured and connected to the voice messaging system before subscribers can use the e-mail integration.

The following e-mail server information is required to establish communications with the voice messaging system server:

- The IP address or exact name of the SMTP server.
- The SMTP port number.

5.1 Configuring the Voice Messaging System for E-mail Forwarding Integration

NOTE

. *For SMTP forwarding to work, you will need to select Forward Voice Mail to EMail under Subscriber > Access Options and also define the subscriber email address under Subscribers > E-Mail*

1. Start the Web administration console.
2. Under System, click **Configuration > E-mail settings**.
3. In the Outgoing e-mail server field, enter the IP address of the outgoing e-mail server.

   If the system is set up to recognize server names, enter the server name instead of the IP address.
4. In the Port field, enter the SMTP port for the e-mail server. The default port is **25**.

   If the Secure Sockets Layer (SSL) protocol is used, click the **SSL** check box.
5. In the Authentication field, select the authentication protocol used by the e-mail server.
6. Enter the **user name**.
7. Enter the **password**.
8. In the Global e-mail field, enter the common e-mail address used for all outgoing e-mail.
9. In the Display name field, enter the common display name used for all outgoing e-mail.
10. Click the **Save** icon.

    The voice messaging system e-mail configuration is complete.

Please refer to NECNTAC Knowlege Base article 5451 for further information on trubleshooting.

5.2 Configuring the Voice Messaging System for Text-to-Speech Integration

The following instructions assume that the UM8000 is licensed for at least one TTS port and the e-mail server is configured to support IMAP integration. For information on configuring the e-mail server for IMAP integration refer to the manufacturer's documentation for that application.

1. Start the Web administration console.
2. Go to **Subscriber/Subscriber/E-mail**.
3. Under **E-mail reader (text to speech)** choose the appropriate server type:
   - IMAP for e-mail servers supporting IMAP integration, this is the preferred setting.
   - POP3 for e-mail servers requiring a POP3 login. Note this system does not support integration to POP3 accounts such as Gmail. The POP3 protocol consists of many features including login (the login is supported by the UM8000).
4. Under **Authentication Method** choose the authentication method required by the e-mail server, Plain Text or NTLM.
5. Under **Server Name** enter either the server IP Address or if a DNS server is available enter the server name. If a name is entered, refer to step 14. for setting the DNS server IP Address.
6. Under **User Name** enter the login name for the e-mail account to be accessed.
7. Under **Port** enter the port number required by the e-mail server. The industry standard port is 143.
8. If SSL authentication is required by the e-mail server check the **SSL** box.
9. Click on **Save**.
10. Go to **Subscriber/Subscriber/Access Options**.
11. Under **E-mail** check the **Access e-mail messages from the messaging system** box.
12. If desired, the voice mail can also include the number of new e-mails in the new message count. To do this, check the **Count e-mail messages in message totals** box.

The system requires a mailbox user to enter an e-mail account password the first time they log into their mailbox. This is in addition to their normal mailbox security code if enabled.

The voice e-mail guides the user through entering the e-mail account password when logging into their mailbox. This e-mail account password is stored until the voice mail is rebooted. The user is required to enter this e-mail account password again. If desired, the system can be configured so the user must enter the e-mail account password every time they log into their mailbox (refer to step 13.). This setting is not recommended.

13. Under **E-mail** check the **Ask for e-mail password** box. This prompts the user to enter their e-mail account password every time they log into their mailbox.

If the e-mail server name is entered instead of an IP Address, the following settings allow the voicemail to differentiate between the e-mail server IP Address and the server name. To do this, the local LAN administrator must supply, at a minimum, the Primary DNS Server IP Address. Some sites may have a Primary and Secondary DNS server. If so, both are used.

The voice mail should be rebooted after configuring the DNS server IP Addresses.

14. Start **Putty** and connect to UM8000.
15. At login prompt, enter user name = admin and password = voicemail.
16. Choose **1 – Configuration**.
17. Choose **1 – Network Setup**.
18. Choose **3 – Primary DNS**.
19. Enter the **Primary DNS Server IP Address** and select **OK**.
20. Choose **4 – Secondary DNS**.
21. Enter the **Secondary DNS Server IP Address** and select **OK**.
22. Choose **0 – Return to Previous Menu**.
23. Again choose **0 – Return to Previous Menu**.
24. Choose **3 – Control**.
25. Choose **2 – Restart messaging system server**. The voice mail application shuts down and reboots the board.

5.3 Configuring the E-mail Notification Template

1. Start the Web administration console.
2. Under System, click **Configuration** → **E-mail message template**.

   The e-mail message template page appears.

3. The default language is automatically selected in the Language field. Select the a different language from the drop-down list.

4. Construct the notification template as needed. The tags below can be used to insert information that the voice mail system dynamically determines for each message.

. [senderName]	. Sender's name
. [senderPhone]	. Sender's phone
. [senderAccount]	. Sender's account (only available if configured in subscriber transfer/ screening options)
. [messageTimestamp]	. Message received timestamp on the messaging system
. [messageDuration]	. Message length in seconds
. [messageSize]	. Message size in kilobytes
. [messageFlag]	. Message Special flags. Available message flags: PRIVATE and URGENT
. [voicemailURL]	. URL of the messaging system
. [subscriberName]	. Subscriber's name
. [subscriberExtension]	. Subscriber's extension
. [notificationType]	. Message notification type. Available notification types: voice, fax, message copy, forwarded voice, forwarded fax, forwarded fax with voice, reply fax, reply voice and IM

5. Click the **Save** icon.

6. Click **Preview**.

The voice messaging system e-mail configuration is complete.

Next step…

? **Configure subscriber template e-mail settings. Refer to Section 6 below.**

SECTION 6 SETTING UP SUBSCRIBER MAILBOXES

After configuring the voice messaging system server and the e-mail server for e-mail integration, set up subscribers to access e-mail messages using the phone.

6.1 Setting Up the Default Subscriber Template

Configure the subscriber template for access to e-mail. The subscriber template is used to pre-configure new subscriber settings. Any existing subscribers must be configured individually.

To set up the default subscriber template, perform the following procedure:

1. Start the voice messaging system.
2. Start the Web administration console.
3. Under Subscribers, click **Subscriber Template** → **E-Mail**.
4. In the Server type field, choose **IMAP** or **POP3**.
5. In the Server name field, enter the IP address for the voice messaging system.

   Choose authentication method Plaintext or NTLM.
6. If appropriate, make sure the Use SSL check box is checked, for SSL authentication.
7. When the SSL check box is checked, the port number 993 appears in the field.
8. In the Port field, enter **143** for IMAP; **110** for POP3; or the appropriate value for the e-mail server.

   NOTE

   . *For subscriber e-mail integration to work, the subscriber must have appropriate access options. Access to e-mail messages from voice mail or fax/voice e-mail forwarding or notification. This is for text-to -speech only and has nothing to do with SMTP forwarding.*
9. Click the **Save** icon.

6.2 Setting Subscriber E-mail Options

Use the following procedure to change individual subscriber e-mail settings.

To set subscriber e-mail access options:

1. Start the Web administration console.
2. In the Subscribers section, click **Subscriber** → **E-Mail**.
3. Select a subscriber.

   Use the Next, Previous, or Find Subscriber icons to locate a subscriber profile. The subscriber profile is displayed.
4. Click **E-mail**.

   The subscriber e-mail settings appear.
5. In the e-mail address field, enter the subscriber full e-mail address. For example: **name@company.com**.

   Separate up to 5 emals with a space, semi-colon, or comma.
6. Choose a Server type from the drop-down list: **POP3** or **IMAP**.
7. In the Server name field, enter the server IP address or server name.
8. In the User name field, enter the subscriber system ID used to attempt authentication with the e-mail server.
9. If appropriate, make sure the Use SSL check box is checked, for SSL authentication.

   When the SSL check box is checked, the port number 993 appears in the field.
10. In the Port field, enter **143** for IMAP; **110** for POP3; or the appropriate value for the e-mail server.

    NOTE

    For subscriber e-mail integration to work, the subscriber must have appropriate access options. Access to e-mail messages from voice mail or fax/voice e-mail forwarding or notification.
11. If the e-mail system uses authentication, check the Use authentication check box, then choose the authentication type from the drop-down list.
12. Click the **Save** icon.

Repeat this procedure for each existing subscriber. Use the Next, Previous, or Find Subscriber icons to display the subscriber profile.

Next step...

- **Test the e-mail integration.**

Remote Maintenance 14

SECTION 1 OVERVIEW

Remote maintenance enables administrators to use a remote computer to troubleshoot and maintain the voice messaging system. Remote maintenance uses the Internet and a network LAN connection or a dial-up connection.

Internet and network access requires that the voice messaging system is connected to a network that provides Internet access. The network administrator must also set up the firewall to enable remote access. To access the voice messaging system remotely, the IP address must be statically mapped to an outside IP address per IP address or a per TCP port.

Dial-up access requires both the voice messaging system and remote computer to have modems set up and accessible. Dial-up Networking must be configured on the remote computer and the remote computer must have an SSH client installed.

SECTION 2 SETTING UP DIAL-UP MAINTENANCE

The remote computer must have Windows dial-up networking properly configured before attempting to connect to the voice messaging system.

To configure dial-up maintenance for the voice messaging system, perform the following procedure:

1. From the Main Menu, go to **System** → **Configuration** → **Access Number**.
2. Specify the internal modem extension (default: **663**).

NOTE

. *This is the extension you must dial to establish a remote modem connection with the voice messaging system.*

3. Click the **Save** button.

2.1 Setting Up the Remote Computer Dial-up Networking

The following procedure is written for a remote computer that is running the Windows XP operating system. Use the following procedure to configure the dial-up networking.

Refer to the network configuration documentation if a different operating system is installed on the remote computer.

1. To set up dial-up networking on a remote computer
2. Click **Start** → **My Network Places** → **Properties**.

   The Network connections properties window appears.
3. Double-click **New Connection Wizard**.

   The New Connection Wizard Welcome page appears.
4. Click **Next**.
5. Select Connect to the network at my workplace, then click **Next**.
6. Select Dial-up connection, then click **Next**.
7. Enter a name for the connection. For example, enter UM8000, then click **Next**.
8. Enter the phone number for the modem at the remote site, then click **Next**.

9. Select the **My use only** connection option, then click **Next**.
10. Select the Add a shortcut to this connection to my desktop check box, then click **Finish**.

    The New Connection Wizard places a shortcut icon on the desktop and closes.

SECTION 3 USING A REMOTE COMPUTER

A remote computer that is running a different operating system can be used to access the voice messaging system. The TCP/IP settings on the remote computer must be set to connect to the default IP address for the voice blade.

3.1 Configuring TCP/IP

This procedure assumes that a network card is installed and correctly configured on the remote computer running the Windows XP operating system.

3.1.1 Configuring TCP/IP for the Remote Computer

Refer to the system documentation for information about configuring the TCP/IP settings for a remote computer that is running a different operating system.

1. On the Windows desktop, click **Start**.
2. Right-click **My Network Places**, and select **Properties**.

   The Network Connections window appears.
3. Right-click **Local Area Connection**, then select **Properties**.

   The Local Area Connection Properties window appears.
4. Double-click **Internet Protocol (TCP/IP)**.
5. On the General tab:
   a. Select **Use the following IP address**.
   b. Enter **172.16.1.200** in the IP address field.
   c. Enter **255.255.255.0** in the Subnet mask field.
   d. Leave the Default gateway field blank.
   e. Click **OK**.

   The Internet Protocol properties dialog box closes.
6. Click **OK** to close the Local Area Connection window.

3.2 Using Dial-up Connection

The procedures in this section assume that the network administrator has helped set up the remote computer for remote dial-up access and that you know how to dial-in to the network.

3.2.1 Using WinSCP and Dial-up to Connect Remotely

Use the following procedure to transfer files between the voice messaging system and a remote computer.

1. On the Windows Desktop, double-click the **Dial-up connection** icon.

   The Connect page appears. If you are using a network connection, go to step 6.

2. In the User name field, enter **admin**.

3. In the Password field, enter the password: **voicemail**.

4. Click **Dial**.

   The modem dials the phone number. If the connection is successful, a small icon with two flashing computers appears on the Windows taskbar.

   NOTE

   . *Consult your network administrator for assistance setting up dial-up access to the network.*

5. On the Windows taskbar, click **Start** → **Programs** → **WinSCP3** → **WinSCP**.

   The Login window appears.

6. Enter the Host name or IP address of the voice messaging system. Verify new remote maintenance IP addresses.

   If dial-up is being used, enter **10.0.0.1**.

7. Enter the User name, **admin**.

8. Enter the Password, **voicemail**.

9. Under Protocol, select **SFTP** (allow SCP fallback).

10. Click **Login**.

    When the first connection is made, a warning message appears. This message does not appear for subsequent connections. Click **Yes**.

    After authentication is complete, the WinSCP File Transfer page appears.

3.2.2 Transferring Files to the Remote Computer

This procedure assumes that the Norton Commander interface has been selected. The Norton Command interface displays the source directory structure in the left pane and the destination directory in the right pane. This enables the use of drag and drop to copy files.

1. Select the file or files to copy.
2. Right-click the file name, then select **Copy**.

   Alternatively, if the Norton Commander interface is active, you can drag and drop files.

3.2.3 Transferring Files from the Remote Computer

1. Select the file or files to copy.
2. Click **Files** → **Copy**, then click **Copy**.

   Alternatively, if the Norton Commander interface is active, you can drag and drop files.

3.3 Logging On and Logging Off Using PuTTY

Log on and log off after connecting to the UM8000 blade.

3.3.1 Logging On Using PuTTY

1. Click **Start > Programs > PuTTY > PuTTY**.

   The PuTTY configuration dialog box appears.
2. Enter the Host name of the voice messaging server, then click **OPEN**.

   The PuTTY client shell appears with a login as prompt.
3. At the login prompt, enter **admin <ENTER>**.
4. When prompted for the password, enter **voicemail <ENTER>**.

   The Maintenance menu appears when the correct password is entered.

3.3.2 Changing the Admin Password

Changing the admin password secures the computer at the operating system level. The system manager should take additional steps to secure UM8000 at the voice messaging application level. Refer to System Management Help for more information.

This procedure assumes that the mouse is used as an input device.

1. On the Maintenance menu, click **2 Maintenance**, then click **OK**.

   The System maintenance menu appears.

2. On the System maintenance menu, click **2 Set admin password**, then click **OK**.

   The Set admin password window appears.

3. Enter the new password, then click **OK**.

4. When prompted, enter the new password again, then click **OK**.

   A message appears stating that the password has been changed.

5. Click **OK** to return to the System maintenance menu.

6. Click **0 Return** to previous menu, then click **OK** to return to the Maintenance menu.

7. Click **0 Log out**, then click **OK** to log out and close the PuTTY window.

3.3.3 Logging Off

To log off from the operating system, do the following:

3.3.3.1 Logging Off Using PuTTY

1. Return to main Maintenance menu screen.

2. Choose **0 Log Out**, then choose **OK**.

SECTION 4 SINGLE POINT OF ENTRY

When connected to the SV8100 using WebPro or PCPro you can connect directly to the UM8000 Web Admin Console (WAC). The SV8100 knows if the UM8000 is installed and running and also knows the IP address assigned to it. Other than normal system programming for the UM8000, no configuration changes are required.

The instructions below show how to connect to the UM8000 from PCPro or WebPro after you have connected to the SV8100 system. The UM8000 must be connected to the same LAN as the SV8100 CPU.

4.1 Using WebPro

1. Log in to the SV8100 with user name **tech** and password **12345678**.

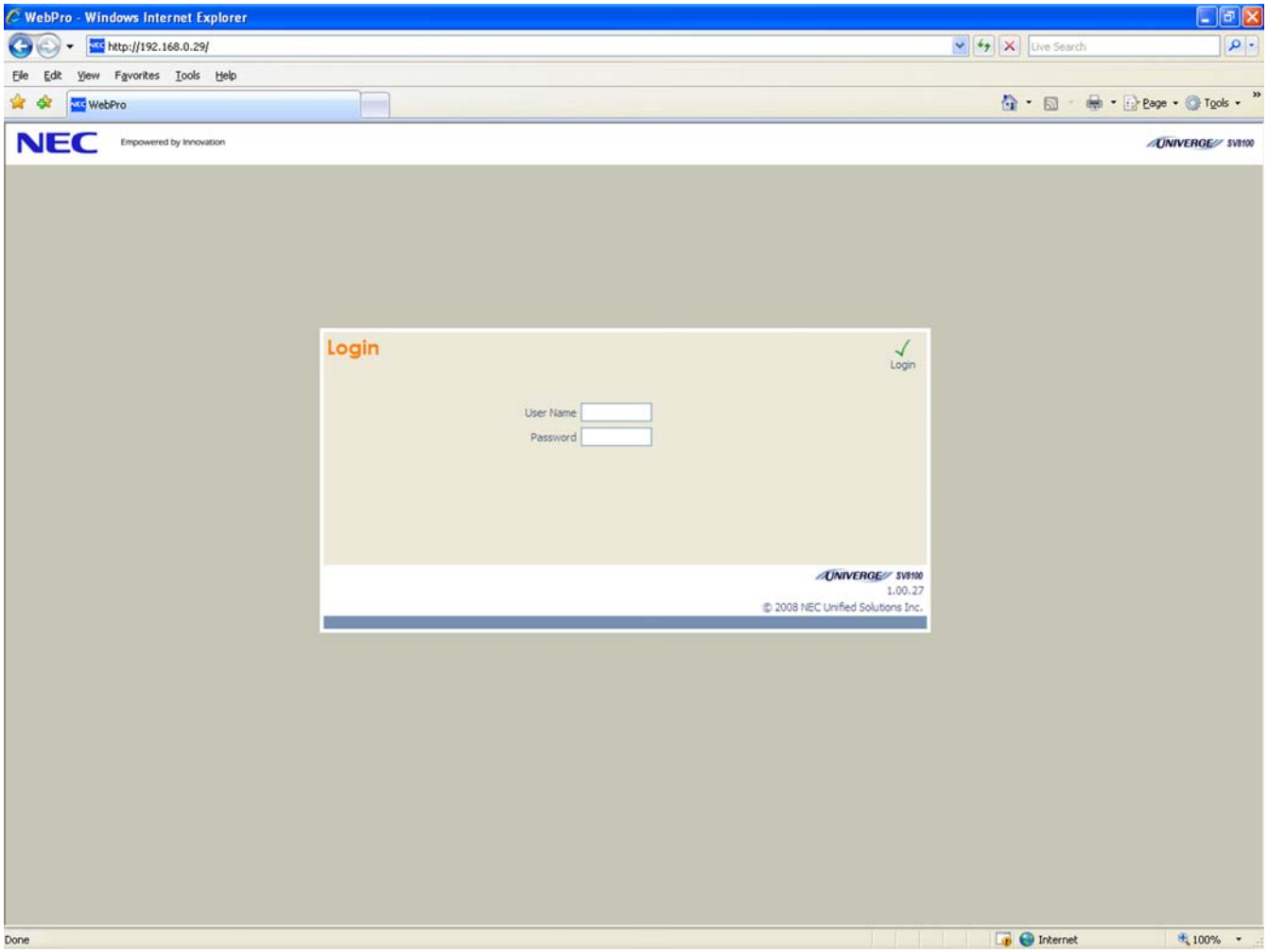

Figure 14-1 WebPro Login

2. Once logged in, the main screen has a link to the “In-Skin Voice Mail”, if the UM8000 is installed and working.

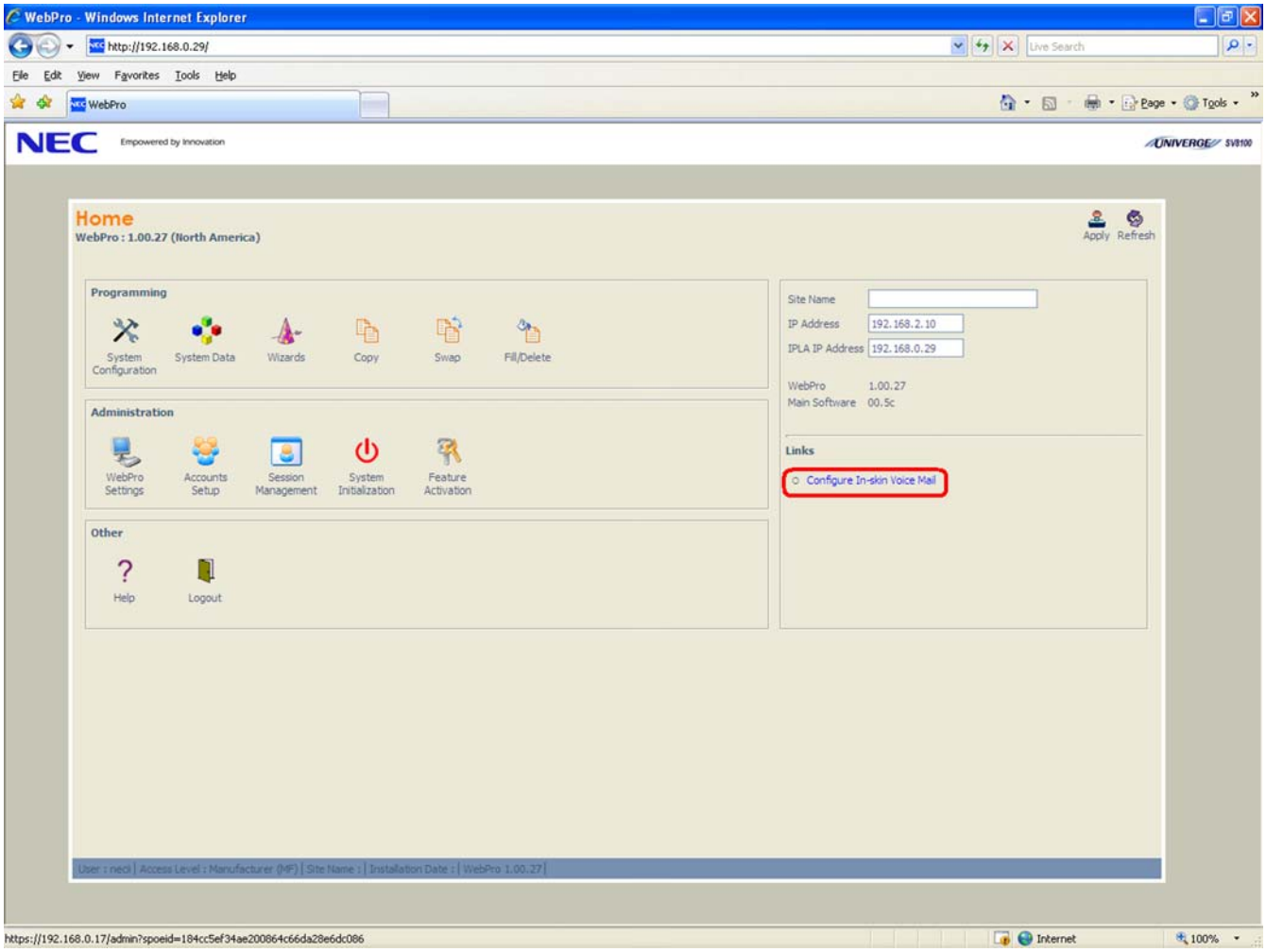

Figure 14-2 WebPro Connection to In-Skin Voice Mail

3. WebPro automatically launches your default web browser and connects to the UM8000.

4. When prompted, accept the web browser security warning.

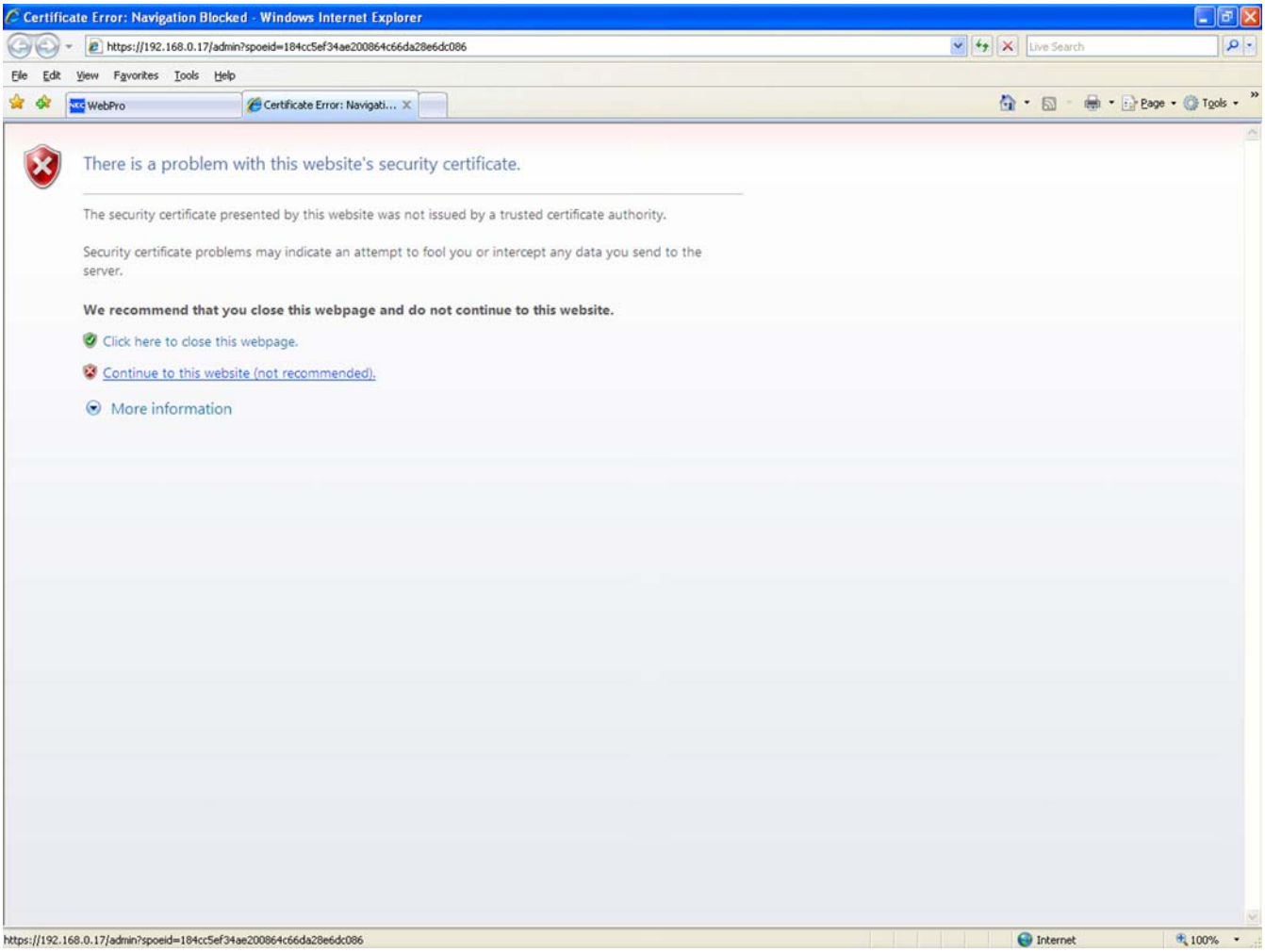

Figure 14-3 WebPro Security Certificate Warning

5. You are now logged into the WAC.

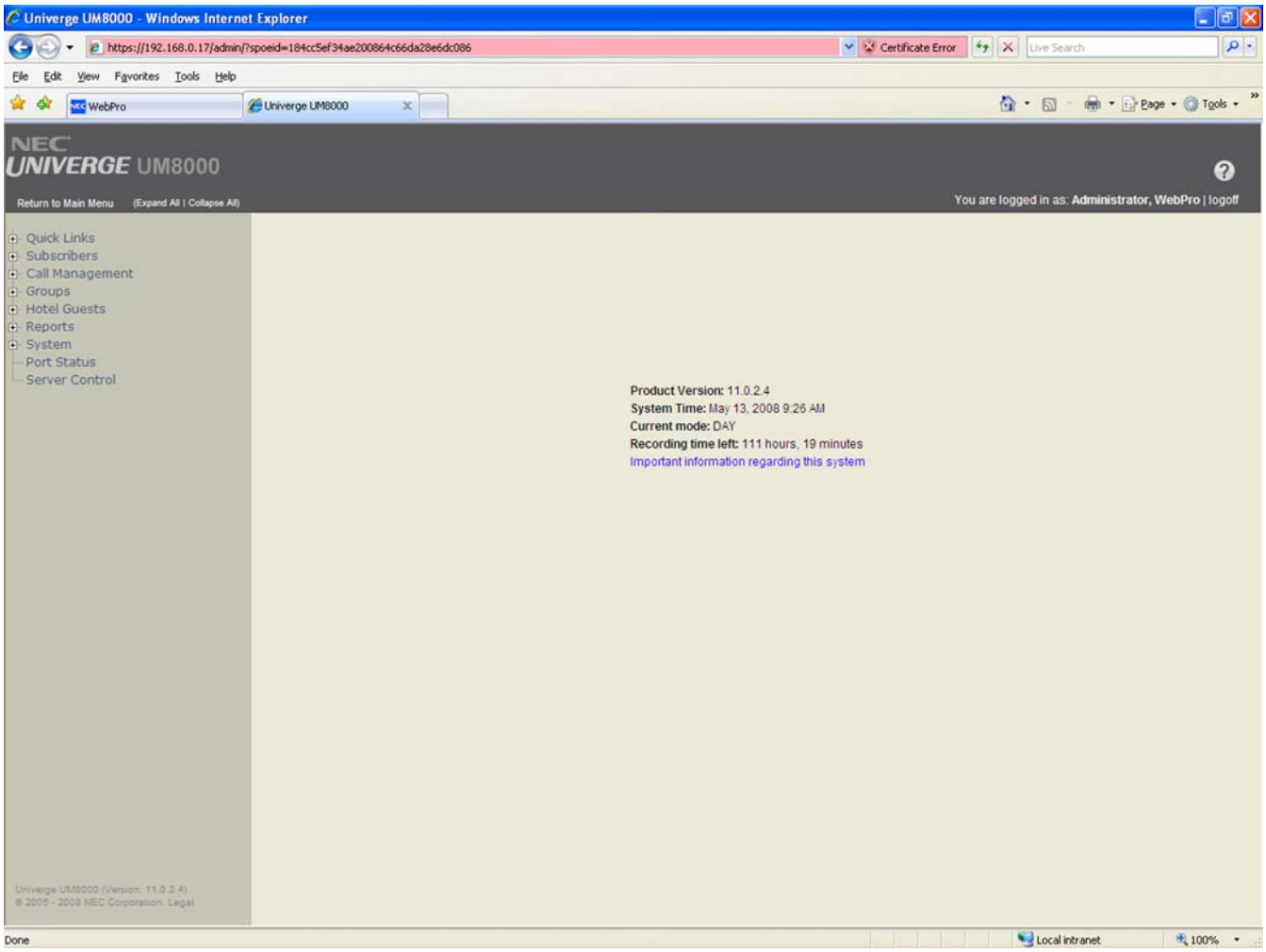

Figure 14-4 WebPro Web Admin Console

4.2 PCPro

1. Start PCPro and login with user name **tech** and password **12345678**.

Figure 14-5 PCPro Login

2. Open the site database. If the database is not available, connect to the SV8100 and download the database before continuing.
3. While connected to the SV8100, chose **Links/In Skin Voice Mail Server**.
4. PCPro automatically launches the default web browser and connects to the UM8000.

5. When prompted, accept the web browser security warning.

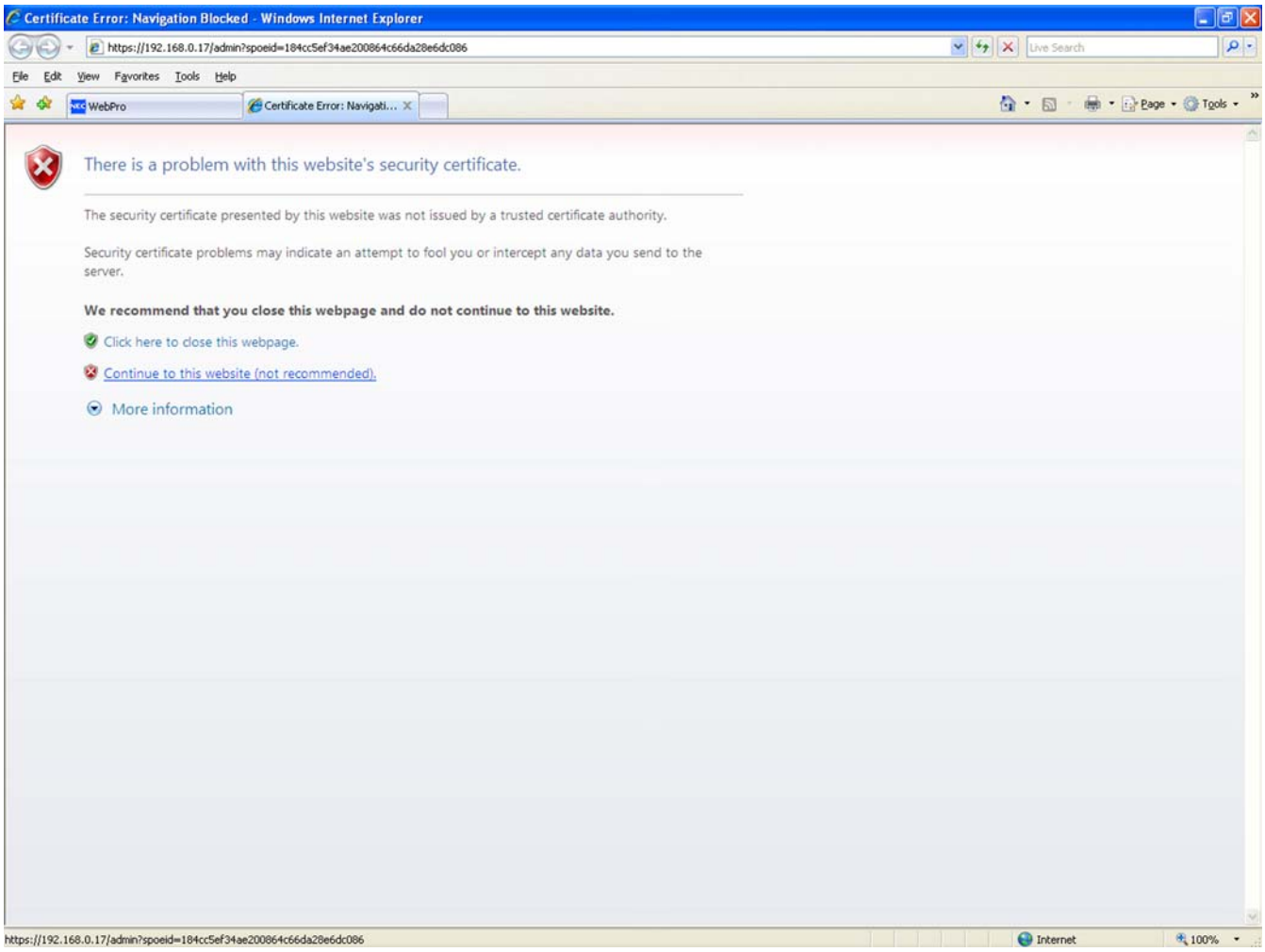

Figure 14-6 Web Browser Security Certificate Warning

6. You are now logged into the WAC.

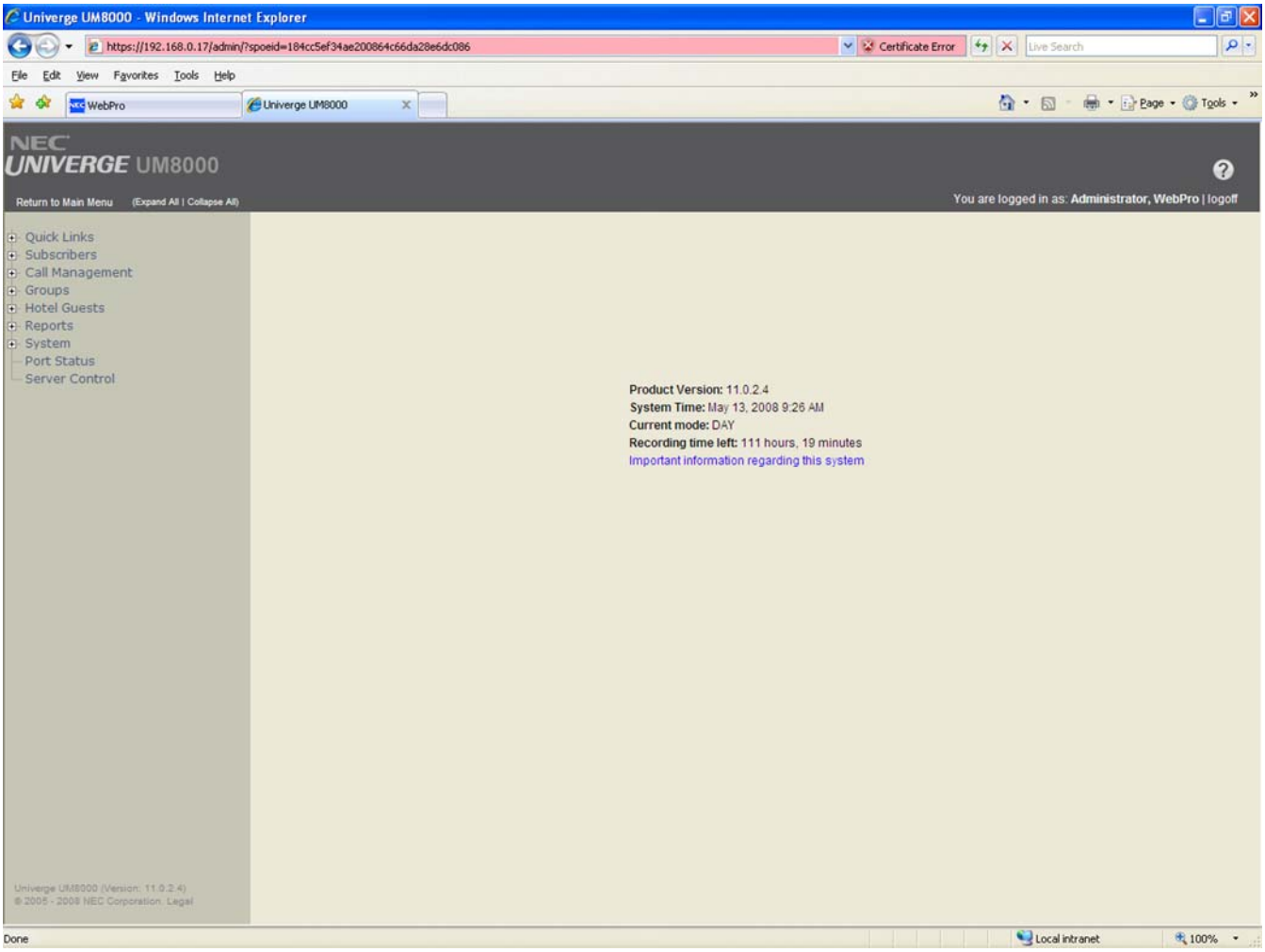

Figure 14-7 Web Admin Console

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Backing up and Restoring UM8000 15

SECTION 1 BACKING UP THE VOICE MESSAGING DATA

The voice messaging database can regularly be backed up using the backup and restore utilities. The backup and restore utilities are installed on the voice messaging server.

The back up and restore utilities are run from the Web Admin Console (WAC). The WAC provides a GUI driven user interface that replaces the need to enter Linux commands in a shell.

There are two types of backups:

- Daily – The utility backs up the selected components every morning at 2:00 a.m. The database can be saved on the voice mail or on a shared Windows network drive.
- Manual – The utility backs up the selected components immediately to either the voice mail drive or a shared Windows network drive.

SECTION 2 BACKING UP AND RESTORING UM8000 MAIL DATABASE

Backups can be done manually or daily. They are saved with the entered file name in zip format. You can choose to save the backup on the voice mail hard drive, a USB drive or a Windows shared folder.

CAUTION

. *If a USB memory stick drive will be used for backup storage, connect it before starting the backup.*

Backups to the hard drive are stored on the voice mail and can be downloaded. Backups to a USB drive are stored on the USB drive. Backups to a Windows Shared Folder are not stored on the voice mail.

2.1 Backing Up the UM8000

2.1.1 Performing a Manual Backup

For a manual backup, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Backup.
3. Under Manual backup, if the messages should be included in the backup check the Include messages in backup box.
4. Choose the drive from the Backup Destination pull down menu:

   If backing up to the Hard Drive on the support PC, choose **Hard Drive**.

   If backing up to a USB drive, the drive shows up as an option with the name of the drive manufacturer. For example, it might show as PNY.

   If backing up to a Windows shared drive, choose **Windows Shared Folder**. If choosing a Windows Shared Folder, you will need to know the path to the share (Example: **//myComputer/shareName**) and the log in information (domain, user name, password).
5. Enter the file name to be used for this backup.
6. Enter any comments needed for this backup.
7. Click the **backup now** icon.
8. The time to backup the database is determined by the size of the system and number of messages that must be saved.

2.1.2 Enabling Daily Backup

For a daily backup, perform the following steps:

NOTE

. *It is recommended that a USB drive NOT be used for daily backup.*

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Backup.
3. If the messages should be included in the backup check the box, Include messages in backup.

4. Choose the drive from the Backup Destination pull down menu:

   If backing up to the Hard Drive on the support PC choose **Hard Drive**.

   If backing up to a USB drive the drive shows up as an option with the name of the drive manufacturer. For example it might show as PNY.

   If backing up to a Windows shared drive choose **Windows Shared Folder**. You must also enter the path to the shared folder, the user name and password, if needed. If choosing a Windows Shared Folder you need to know the path to the share (Example: ***//myComputer/shareName***) and the log in information (domain, user name, password).

   Also, make sure that DNS is defined under Configuration > Network in the maintenance menu.

5. If any changes were made, click the **save** icon.

2.1.3 Downloading a Backup Stored on the Voice Mail Drive

To download a backup stored on the voice mail drive, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Restore.
3. In the Action pull down menu choose **Download**.
4. If prompted by the Internet browser, choose to allow the download.
5. Choose to **Save** the backup zip file.
6. Browse to the location where the file is to be downloaded on the support PC.
7. Click **Save**.

2.2 Restoring a Database Back Up to the UM8000

2.2.1 Uploading a Stored Backup to the Voice Mail Drive

To upload a stored backup to the voice mail drive, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Restore.
3. Under Upload an existing backup to the messaging system, click on **browse**.
4. Browse to the location where file is to be stored on the support PC.
5. Click **Upload File**.

2.2.2 Restoring a Previous Backup

To restore a previous backup, perform the following steps:

1. Log in to the Web Admin Console (WAC).
2. Go to Server Control.
3. If started, choose to stop the server.
4. Go to System/Backup and Restore/Restore.
5. In the Action pull down menu, choose **Restore this backup**.
6. If the backup has messages, confirm you want the messages restored with the database.
7. Go to Server Control.
8. Choose to start the server.

2.2.3 Deleting a Stored Database Backup

To delete a stored database backup, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to System/Backup and Restore/Restore.
3. In the Action pull down menu, choose **Delete**.
4. Confirm you want to delete the backup file.

2.2.4 Viewing Notes for a Stored Database Backup

To view notes for a stored database backup, perform the following steps:

1. Log into the Web Admin Console (WAC).
2. Go to **System/Backup** and **Restore/Restore**.
3. In the Action pull down menu, choose **View backup note**.
4. The note shows as a pop up window.
5. After reading the note, click **OK** to close the window.

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Database Migration 16

SECTION 1 MIGRATING FROM OS/2

1.1 About Migration

UM8000 supports migration from previous products. This chapter describes the steps required to migrate data from OS/2 and Linux based voice messaging systems to the UM8000 Mail.

Migration of most existing data from OS/2 voice messaging system to a new UM8000 system is possible. The data includes the system configuration settings, subscriber accounts, groups, transaction boxes, interview boxes, voice names and greetings, and messages.

NOTE

. *Customized prompts cannot be migrated.*

On the UM8000 system, verify that the prompt set configuration is identical to the prompt set configuration of the OS/2 based voice mail system. Otherwise, language settings might not migrate properly.

1.2 Backing Up Data Locally

After the backup is complete, compress the files in the proper format to migrate to UM8000. This requires transferring a compression utility to the OS/2 voice messaging system blade.

1.2.1 Compressing the OS/2 Backup Data

The following procedure uses CoSesssion to compress the data, but FTP to transfer the compression utility if the OS/2 FTP server is already configured.

To compress the OS/2 voice messaging system backup data, perform the following procedure:

1. Use a CoSession client, connect to the OS/2 voice messaging system.
2. Open a command prompt window on the OS/2 system.
3. Change to the E drive. enter **E: <ENTER>**
4. Enter **cd**, then press **OK**.
5. Enter **mkdir archive <ENTER>**.
6. Enter **move PKOS2250.EXE \archive <ENTER>**.
7. Enter **cd archive <ENTER>**.
8. Enter **PKOS2250.EXE <ENTER>**.
9. The program extracts the PKZIP.EXE utility to the E:\archive directory.
10. Enter **cd \backup <ENTER>**.
11. To compress the backup file enter:

    \archive\pkzip /add /dir=current E:\backup.zip <ENTER>

    Where *backup.zip* is the name of the compress file.

    This completes the local backup and compression process.

1.2.2 Transferring Backup Files

After completing a local backup and compressing the backup files, transfer the files from the OS/2 voice messaging system to another computer for temporary storage.

There are two methods for transferring the files:

- FTP connection
  The UM8000 system is set up for networking.
- CoSession
  The OS/2 voice messaging system is connected to a remote computer using a direct-connect null modem cable.

1.2.3 Using FTP to Transfer Files

An FTP connection requires a network connection to a Windows computer. Set up the OS/2 voice messaging FTP server before transferring the files.

1.2.3.1 Setting Up the OS/2 FTP Server

To set up the OS/2 FTP server:

1. Use CoSession to connect to the OS/2 voice messaging system.
2. At the OS/2 command prompt, enter **c: <ENTER>**.
3. Enter **cd \mptn\etc <ENTER>**.
4. Open a text editor. Enter **e TRUSERS <ENTER>**.

   NOTE

   . *The file name must be TRUSERS without a file extension.*

   This command creates a new file, TRUSERS and opens the text editor.
5. Enter the following lines into the file:

   user support voice

   rd e:

   wr e:
6. Save the file and exit the text editor.
7. Start the OS/2 FTP server. Enter **c:\tcpip\bin\ftpd <ENTER>**.

1.2.3.2 Transferring the Backup File Using FTP

To transfer the backup file using the FTP server:

1. At the Windows computer, open a command prompt window and enter

   ftp <IP address> <ENTER>

   where <*IP address*> is the IP address of the OS/2 voice messaging system.
2. When asked for the user name, enter **support <ENTER>**.

   When asked for the password, enter **voice <ENTER>**.
3. Enter **lcd <directory name> t <ENTER>**.

   Where <*directory name*> is the destination directory on the Windows computer where the compressed backup file will be stored.
4. Enter **binary <ENTER>**.

   This sets the file transfer mode to binary.

The file transfer mode must be set to binary or the migration will fail.

5. Enter **get <filename> <ENTER>**.

   Where <*filename*> is the name of the compressed backup file, for example backup.zip. If the file transfer is successful, you should see the following message: File send **OK**.

   NOTE

   . *File names are case-sensitive when using FTP. If you see the Failed to open file error message, enter* **dir <ENTER>** *to view the correct file name.*

6. To exit the FTP client, enter **quit <ENTER>**.

Next steps...

- **Migrate the OS/2 data to the UM8000 database. Refer to 1.3 Migrating the Backup Data on page 16-4.**

1.3 Migrating the Backup Data

After the OS/2 backup data has been transferred to the UM8000 system, start the migration.

To migrate the OS/2 data to the UM8000 database, perform the following procedure:

1. Log into the Web Administration Console.
2. Go to System/Backup and Restore/Restore.
3. Use the browse icon to find the database to migrate on the support PC, this can include mapped network drives.
4. Choose **upload**.

After uploading the database, it appears in the local backup list.

5. In the pull down menu for the uploaded database, choose **restore**.
6. When prompted, confirm to restore this database.
7. When the migration completes, you receive a message.
8. Go to Server Control.
9. Stop the voice messaging system.
10. After the application stops, choose to start the voice messaging system.

1.4 Setting up OS/2 NetBIOS Backup For Migration

Network protocols must be installed to back up an OS/2 voice messaging system using a NetBIOS over TCP/IP.

A NetBIOS over TCP/IP configuration is required for a an OS/2 voice messaging system network backup. Activation or upgrade codes are not required for network backups.

Make sure that the following installation information is available before starting the NetBIOS backup for migration:

Subnet mask	_____
Router	_____
Domain name	_____
Server name	_____
OS/2 voice messaging system TCP/IP address	_____

1.4.1 Configuring NetBIOS over TCP/IP

Configure TCP/IP and specify a Windows network domain name. If a domain does not exist, use the procedure described in Section 1.5 Setting Up a Remote Windows Computer for a Backup on page 16-12 in this chapter.

For a network backup using NetBIOS over TCP/IP, set up the system to log on to the network. After installing network protocols, refer to Section 1.4.2 Setting Up an OS/2 Voice Messaging System to Log On to a Network on page 16-7 in this chapter.

Finally, set up a Windows computer to share a drive with the OS/2 voice messaging system. Refer to Section 1.5 Setting Up a Remote Windows Computer for a Backup on page 16-12 in this chapter.

NOTE

. *Set up the Windows system as a workgroup environment with a unique TCP/IP address.*

1.4.1.1 Installing Network Protocols for a NetBIOS Backup

1. Log on to the OS/2 voice messaging system. The Banner page appears.
2. Press **ESC** on the Banner page and follow the system prompts.
3. Start an OS/2 command prompt.

4. On the OS/2 command prompt, enter **f: <ENTER>**.

5. Enter **cd\ <ENTER>**.

6. Enter **setup <ENTER>**.

7. Enter **y** to proceed with the voice messaging system set up utility.

8. On the **Choose Setup Type** menu, enter **2** to select **Configure System**, then **<ENTER>**.

9. Press **OK** to confirm that the voice messaging system is installed on drive E:.

10. Press **OK** to confirm that the voice messaging system is installed in the **E:\VMAIL** directory.

11. The Setup menu displays the features and options available on the system. Review the available options, then **<ENTER>**.

12. The Update Configuration menu appears. Click **Configure Network Protocols (for Network Backup/ Restore) <ENTER>**.

    Make sure that all other options are cleared, then **<ENTER>**.

13. From the Select Network Protocols to Install/Configure menu, enter **2** (TCP/IP) and **3** (NetBIOS over TCP/IP), then **<ENTER>**.

    The TCP/IP Setup menu appears.

14. Enter **1<ENTER>**

15. Enter the correct value for the TCP/IP Address field, then **<ENTER>**.

16. Enter **2 <ENTER>**.

17. Enter the correct value for the Subnet Mask field, then **<ENTER>**.

18. Enter **3 <ENTER>**.

19. Enter the correct value for the Default Router field, then **<ENTER>**.

20. Enter **4** then **<ENTER>**.

21. Enter the correct value for the Domain field, then **<ENTER>**

22. Enter **5** then **<ENTER>**.

23. Enter the correct value for the Name Server field, then **<ENTER>**.

    The NetBIOS over TCP/IP Setup menu appears.

24. Enter **1** then **<ENTER>**.

25. In the Workstation Name field, enter the Windows logon name of the voice messaging system, then **<ENTER>**.

26. Enter **2** then **<ENTER>**.

27. In the NT Domain Name field, enter the Windows domain name of the voice messaging system, then **<ENTER>**.

NOTE

. *If there is no Windows domain, type the Windows workgroup name instead.*

28. Enter **3** then **<ENTER>**.

29. In the Workstation Description field, enter a description for the voice messaging system, then **<ENTER>**.

30. Review the entries to confirm that they are correct, then **<ENTER>** to continue.

    Setup configures the network protocols according to the information provided.

31. When the configuration is complete, the Setup Complete menu appears. Press **<ENTER>** to exit the setup utility.

32. Shut down the OS/2 voice messaging system blade by moving the Shutdown Switch to **UP**.

33. After the system has fully shut down, move the Shutdown Switch back to **DOWN**, then click the **Reset** button to restart the system.

1.4.2 Setting Up an OS/2 Voice Messaging System to Log On to a Network

To enable OS/2 voice messaging system to log on to a Windows network with NetBIOS over TCP/IP, perform the following procedure:

1.4.2.1 Logging On to a Windows Network

1. Add a Windows user ID and password with network access rights.
2. Specify the IP address of the network Primary Domain Controller (PDC).
3. Log on to the Windows domain or workgroup from an OS/2 voice messaging system.
4. Map a network drive.
5. Set up OS/2 voice messaging system to automatically log on to the Windows network (optional).

1.4.2.2 Adding a User with Network Access Rights

1. On the voice messaging system, go to an OS/2 command prompt.
2. Log on as an administrator by typing:
   logon admin /p:admin <ENTER>
3. Add a user with network access rights by typing:
   net user <userid> <password> /add <ENTER>
   where <*userid*> and <*password*> are a valid user name and password on the Windows computer.
   The userid and password must match the settings on the Windows computer.
4. Enter **logoff**, then **<ENTER>**.

1.4.2.3 Specifying the Network Primary Domain Controller IP Address

1. On the voice messaging system, go to an OS/2 command prompt.
2. Enter **mpts**, then **<ENTER>**.
   The Multi-Protocol Transport Services application starts.
3. In the Multi-Protocol Transport Services dialog box, click **Configure**.
4. In the Configure dialog box, click **LAN Adapters and Protocols**, then click **Configure**. The Adapter and Protocol Configuration dialog box appears.
5. In Current Configuration click **IBM OS/2 NetBIOS over TCP/IP**, then click **Edit**.

6. Click **Broadcast list**, then click **Configure**.

7. Make sure the IP address listed in the broadcast list is the correct IP address of the Primary Domain Controller (PDC) for the Windows domain.

   Consult with your network administrator to determine the correct PDC IP address.

8. Click **OK** to apply the change.

9. Click **Close** to close the Configure dialog box.

10. Click **Exit** to close the Multi-Protocol Transport Services application.

11. Double-click the **Shutdown** icon on the desktop to restart OS/2.

1.4.2.4 Logging On to the Windows Domain or Workgroup Using NetBIOS

1. On the voice messaging system, go to an OS/2 command prompt.

2. The command options used depend on if you are logging on to a domain or a workgroup:

Domain	Type: **logon <userid> /p:<password> /d:<domain> <ENTER>** Where *user id* = Windows user name *password* = Windows password *domain* = Windows domain name
Workgroup	Type: **logon <userid> /p:<password> <ENTER>** Where *userid* = Windows user name *password* = Windows password

1.4.2.5 Mapping a Windows Network Drive

1. On the voice messaging system, go to an OS/2 command prompt.

2. Specify a drive name for the NetBIOS share directory by entering:

   net use x: \\<server>\<share> <ENTER>.

   Where <*server*> is the name of the Windows computer and <*share*> is the name of the shared directory on the Windows computer.

1.4.3 Logging On to Windows Automatically

An OS/2 voice messaging system can be configured to automatically log on to the Windows network using the following procedure:

1.4.3.1 Automatically Logging On to Windows Using NetBIOS

1. Make a backup copy of the Startit.cmd file. Go to the OS/2 command prompt and enter:
   e c:\startit.cmd <ENTER>

2. Go to the beginning of the file and insert the following command lines. If you are not using a domain, insert everything except: **/d:domain**.
   logon <**userid**> /p:<*password*> /d:<*domain*> **<ENTER>**
   net use h: \\<**server**>\<**share**> **<ENTER>**
   Use the correct values in place of <*userid*> and <*password*>. <*Server*> is the Windows computer name, and <*share*> is the Windows directory share name.

3. Save the file, then exit the text editor.

4. Shut down the OS/2 voice messaging system blade by moving the shutdown switch to SHUTDOWN. After the system has fully shut down, move the shutdown switch back to RUN, then press the reset button to restart the system.

SECTION 2 MIGRATING FROM AD-64 MESSAGING SYSTEMS

2.1 About Migration

The UNIVERGE UM8000 messaging system supports the migration of supported products to the current release. This appendix describes the steps required to migrate data from NEAXMail® AD-64 to the current version.

WARNING

. *Installations where the AD64 system has names configured First then Last will have the first and last names reversed after migration. The migration utility is designed for systems where the single AD64 name field is configured Last, First.*

WARNING

. *When migrating from an AD-64, ensure the system has the required disk space to complete the migration process. In most cases, the space needed is double the normal backup size.*

The migrated data includes the system configuration settings, subscriber accounts, groups, transaction boxes, interview boxes, voice names and greetings, and messages.

WARNING

. *Customized prompts, MWI configurations, and switch settings cannot be migrated.*

CAUTION

. *Verify that the default language on the UNIVERGE UM8000 messaging system is identical to the default language on the NEAXMail® AD-64 system. If the default languages are different the language settings might not migrate properly.*

When a LAN connection is set up, the backup files can be saved directly to a network location. Alternatively, create the backup files on the local hard drive, then transfer them to a network location or copy them to removable media. Use of pcAnywhere can be used to transfer the files.

WARNING

. *It is strongly recommended that you store backup files in a location other than the local hard drive. If there is a hard drive failure, both the messaging system data and the backup data might be lost if these are on the local hard drive.*

2.1.1 The AvBackup Utility

AvBackup is a utility provided with the NEAXMail® AD-64 system to create and restore backups.

AvBackup uses the Windows Backup/Restore utility to back up the messaging system data files. AvBackup also backs up and restores additional information that the Windows Backup/Restore utility does not back up, such as the Windows registry information. For this reason AvBackup must be used instead of the Windows Backup/ Restore utility to back up the UNIVERGE UM8000 system.

WARNING

. *If AvBackup is not used, parts of the messaging system configuration might be lost.*

Run AvBackup manually, or schedule AvBackup to run automatically on a regular basis.

2.1.2 Levels of Backup

AvBackup allows three different backup levels:

- **Basic** – Includes all system configuration settings, subscriber account information, greetings, and voice names.

A basic backup does not include subscriber messages or prompts. A basic backup recommended before making any substantial changes to mailboxes and transaction boxes.

- **Normal** – Includes all system configuration settings, subscriber account information, greetings, voice names. and all stored subscriber messages.
- **Complete** – Includes all system configuration settings, subscriber account information, greetings, voice names, and all system prompts.

  A complete backup is recommended after customizing prompts and to prepare data to be migrated to a newer messaging system.

Use the Windows Scheduled Tasks utility to run backups automatically on a regular basis. An automatic backup schedule is recommended. This ensures that recent backup is available in the event of a system failure.

2.1.3 Types of Backups

Run backups in either of two modes:

- **Online Mode** – In online mode, the messaging system continues to run while the backup is in progress.
- **Offline Mode** – In offline mode, if the messaging system is running, it is shut down to perform the backup.

If running a manual backup in offline mode, specify whether or not to restart the messaging system when the backup is complete.

If scheduling an automated backup in offline mode, the messaging system automatically restarts when the backup is complete. The messaging system restarts whether or not it was running before the automated backup.

2.1.4 Backup File Names

Backup files are created with a name indicating the type and date of the backup, for example *Basic Offline Backup January 28 2005.bkf*. If another backup of the same type is created on the same date, the previous file is overwritten.

If another backup of the same type is created on a subsequent date, a separate backup file is created.

2.1.5 Overriding the File Naming Convention

You can override the file naming convention with automatically scheduled backups. Add the -o parameter at the end of the backup command. This parameter forces all backup files of the same type to be replaced by the current backup.

2.2 Backing Up the NEAXMail® AD-64 Messaging System

Create a manual backup of the NEAXMail® AD-64 messaging system data to be migrated to the UNIVERGE UM8000 messaging system.

To create a manual backup

1. Sign in to the messaging system server using the same rights used to install the operating system.

2. Start the AvBackup utility:

   • Double-click the **Backup** icon on the Windows desktop.

   OR

   • Click **Start > Run**.

   The Run dialog box appears.

   • Type the following in the **Open** field:

   C:\VMail\AvBackup.exe

   Alternatively, click **Browse** to browse and select the AVBackup.exe file.

   • Click **OK** or press **ENTER**.

   The AVBackup window appears.

3. In the Backup Type section select one of the following:

   • **Online** – For an online backup.

   • **Offline** – For an offline backup.

   If an offline backup is selected, select the **Restart messaging system** check box to restart the messaging system when the backup is complete.

   CAUTION

   . *If an offline backup is selected when the messaging system is running, AvBackup will disconnect any active calls and shut down the system before doing the backup.*

4. In the Backup Contents area, select **Complete Backup** to create a backup for the migration.

5. The backup files are placed in the **C:\Vm Backup** folder. Click **Browse** to select a different destination folder.

   NOTE

   . *The file name is automatically generated by the AVBackup utility. For example, Complete Offline Backup April 20 2009.bkf.*

6. Click **Backup**.

7. In the confirmation dialog box click **OK** to begin the backup process.

   The **Backup Status** dialog box appears, reporting the status of the backup process.

8. Click **OK** on the AVBackup dialog box when backup is complete.

9. Click **Close** on the AVBackup dialog box to exit the backup utility.

   NOTE

   . *Optionally copy the backup files from the \Vm Backup\ folder to a network location or removable media.*

2.3 Verifying the AD-64 Back Up File Integrity

Under very rare circumstances, the backup procedure can create a corrupt or unusable backup. After creating a backup, use the following procedure to verify the backup integrity.

This procedure is mandatory when upgrading the operating system from Windows 2000 to Windows Server 2003 SP1 or Windows Server 2003 R2 or when upgrading to UNIVERGE UM8000.

The upgrade procedure deletes all system data from the hard drive. Therefore, it is critical that the backup integrity is verified before upgrading or installing a new messaging system.

To verify the backup file integrity

1. Sign in to the messaging system server using the same rights used to install the operating system.
2. Open a Windows Explorer window.
3. Navigate to the folder containing the backup file: C:\Vm Backup\.
4. Double-click the backup file.

   The Windows Backup utility automatically starts.
5. In the **Windows Backup** window, click the **Restore** tab.
6. Click **Tools > Create a backup file**.
7. In the **Backup File Name** dialog box, click **Browse**.
8. In the **Select File To Catalog** dialog box, navigate to the folder containing the backup file, select the backup file, then click **Open**.
9. In the **Backup File Name** dialog box, click **OK**.
   - If the backup file is OK, a new media catalog for the backup file appears under **File** in the left pane.
   - If the backup is corrupt, an error message appears indicating that the backup file is unusable or that there is some other problem with the backup.

     Create a new backup file and repeat the backup integrity test. If the backup fails the integrity test a second time, contact Technical Support for assistance.
10. Close the **Windows Backup** window.
11. Copy the backup file to an external USB storage device or a network share that is accessible by the UNIVERGE UM8000 messaging system.

2.4 Migrating the AD-64 Database and Voice Messages

The new version of the messaging system is installed with a default database. Use the following procedure to restore an old database and voice messages.

The messaging system restore utility takes the AD-64 backup data file and converts it into a format that is recognized by the messaging system database.

Using the Administration Console

To restore the AD-64 backup file to the UM8000 messaging system

NOTE

. *Make sure that all users are logged out of the messaging system.*

1. Sign in to the messaging system server using the same rights used to install the operating system.
2. Sign in to the Administration Console as **$nec**.
3. On the Linux taskbar, click the **Administration Console** icon.
4. Sign in to the Administration Console as **$nec**.
5. Stop the messaging system software:
   - Click **Server Control**.
   - Click **Stop**.

   Wait for the messaging system to stop.
6. In the Navigation pane, click **System > Backup & Restore > Restore**.
7. If the backup file is not listed on the Restore page, click **Upload File** to search for and select the back up file.
8. Select **Restore this backup** from the **Action** list to restore the AD-64 database. Other options include:
   - **View Backup Note** – Select to display the backup note, then click **OK** to close the note.
   - **Delete** – Select to delete the backup file from the hard drive. Click **OK** to confirm the deletion.
   - **Download** – Select to download the backup file. Click **Save** to select a destination and save the back up file.
9. Click **OK** to confirm you want to restore the file.

   The Restoring Backup progress window appears.
10. Click **OK** once again to restore the messages. This confirmation prompt appears only if the backup file includes messages.

11. Restart the messaging system software.

    - In the Navigation pane click **Server Control**.
    - Click **Start** on the System Control page.

      When the messaging system has restarted, the start icon is greyed out. Click **View the startup log file** to see the start up process.

Updating UM8000 17

SECTION 1 OVERVIEW

Updating the voice messaging system includes installing new languages, installing additional ports, applying patches, or installing a new version of the software.

All voice mail features are licensed through the CD-CP00-US of the SV8100. A license maybe required to add additional voice messaging software language packs or additional voice ports. The license is based on the Hardware Key of the CD-CP00-US for the system. Contact your sales representative to obtain a new license code.

SECTION 2 CHANGING LICENSING INFORMATION

All licensing is stored on the CCPU. This allows for failed CD-VM00 to be replaced without having to obtain new licenses for the enabled features. Licenses are enabled using Web Pro, PC-Pro or phone programming. The UM8000 is enabled for the following UM8000 licenses at default:

- 0 Ports Voice Mail
- 5 Seats Unified Messaging
- Three Languages

In addition, the following language prompt sets are loaded at default:

- US English
- French (Canadian)
- Spanish (Latin America)

SECTION 3 ADDING/REMOVING LANGUAGE PACKS

The following procedures enable you to install new language packs and remove existing language packs.

NOTE

. *The UM8000 solid state disk only contains prompt sets for three languages. To use additional languages, purchase additional licensing.*

3.1 Installing New Language Packs

To install the new language packs:

1. Start the Web administration console. The the Web administration console appears.
2. Under System, click **Configuration**. The System configuration page appears.
3. Click **Languages**. The installed language packs appear on the page.

   The following table lists the two-letter codes used for the language files and their associated soft keys.

Code	Language
AU	Australian English
CT	Cantonese
DE	German
DK	Danish
ED	Madrid Spanish
ES	Mexican Spanish
FC	Canadian French
FR	Parisian French
IT	Italian
JA	Japanese
LA	Latin American Spanish
MD	Mandarin Chinese
NL	Dutch
PI	Iberian Portuguese
PT	Brazilian Portuguese
UK	UK English

4. Click **Browse**. The Choose file dialog box appears.
5. In the Choose file dialog box, browse to the location where the language packs are installed.
6. Choose the language file.

7. Click **Open**. The Choose file dialog box closes, the Install Language button appears on the Languages page.

8. Click **Install Language**. The Updating… button appears. It takes a few minutes for the language pack to install.

   The following message appears when the language has been installed: Changes to the voice messaging system have been made. This requires the voice messaging software to be restarted. Restart the voice mail software after all system changes have been completed.

9. Click **Restart**, to restart the voice messaging software. The Server control page appears, both the Start and Stop buttons are greyed out while the server shuts down.

10. Reprogram the phone system.

3.2 Removing Language Packs

To remove the language packs:

1. Start the Web administration console.

   The the Web administration console appears.

   NOTE

   . *The voice messaging software must be stopped to remove language packs.*

2. Click **Server Control**. The Server control page appears.

3. Click **Stop**. The voice messaging software shuts down.

4. Click **System Configuration > Languages**. The installed language packs appear on the languages page.

5. To remove a language, click the **Remove** next to the language.

6. Under Quick Links, click **Server Control**. The Server control page appears.

7. On the Server Control page, click **Start** to restart the voice messaging system.

SECTION 4 GLOBAL TONE DETECTION

Use the following procedure to run the global tone detection (GTD). GTD checks the phone system or central office tones.

To run Global tone detection:

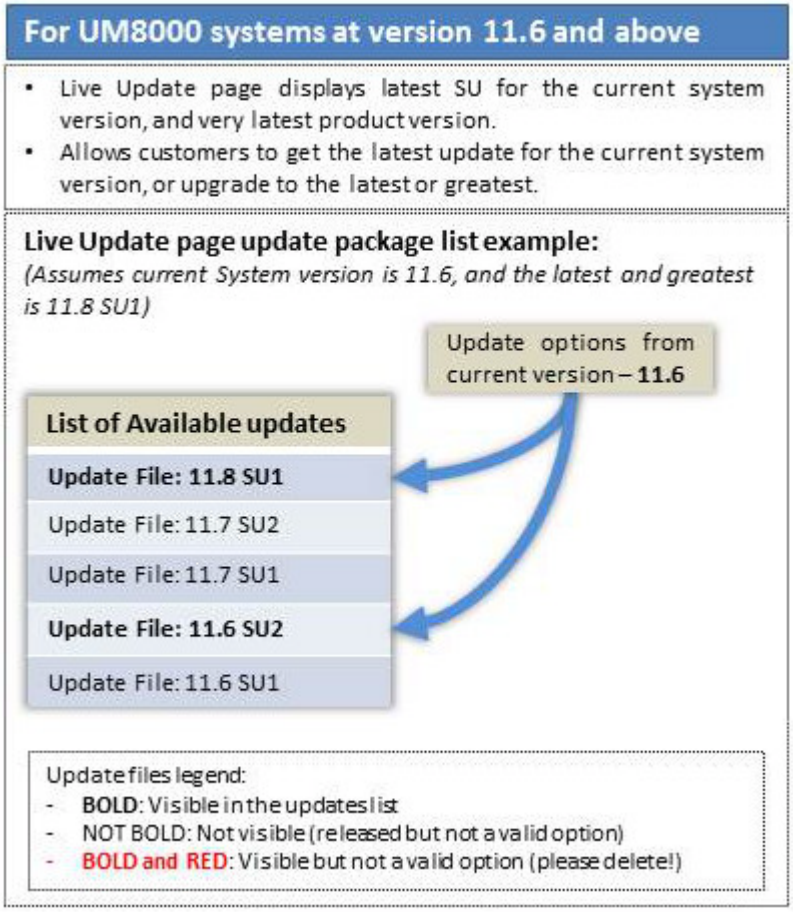
1. Start PuTTY. The login prompt appears.
2. Log in as **admin <ENTER>**.
3. Type the password, **voicemail <ENTER>.** The Main menu appears.
4. Stop the voice messaging software, click **3 Control**, then click **OK**. The System control menu appears.
5. Click **1 Stop the voice messaging software**, then click **OK**. The voice messaging system stopping appears.
6. Click **1 Configuration**, then click **OK**. The Configuration menu appears.
7. Click **4-Global tone detection**, then click **OK**. The Maintenance menu closes and a command line interface appears.
8. Select one of the following options. Option 1 is the default.

   1 Detect PBXKSU (switch provided) tones
   2 Detect central office (CO) tones.
   3 Exit this application

9. Press **<ENTER>**. The GTD application starts.

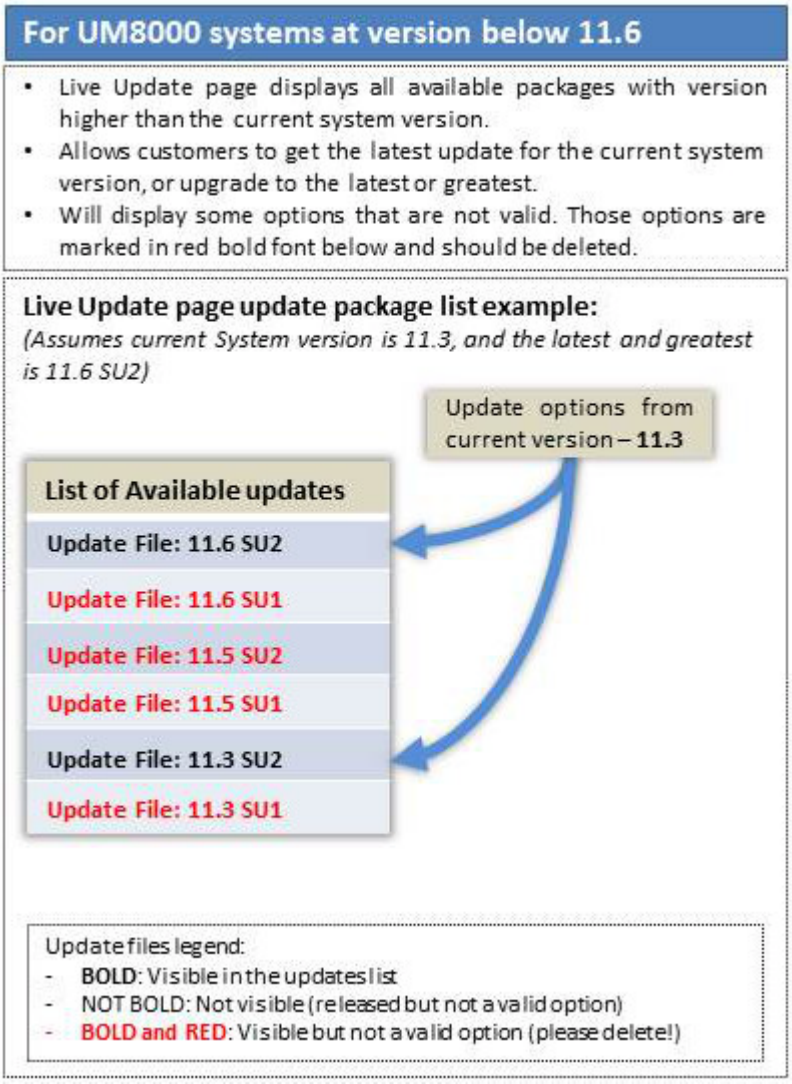
SECTION 5 APPLYING PATCHES, HOT FIXES, OR UPDATES 11.6 AND LATER

For Version 11.6 and later, upgrades to versions other than your current base version are not available via Live Update. However, the various compatible Software Updates (SUs) for the base version are available. For version 11.6 and later, you do not need to install SUs in order. Simply choose the latest SU and apply it to your system. Deleting the unused updates is recommended.



SECTION 6 APPLYING PATCHES, HOT FIXES, OR UPDATES 11.5 SU2 AND EARLIER

For versopm 11.5 SU2 and earlier, the upgrade procedure is different. However, deleting the upgrade packages that are not needed is still recommended. Upgrading to a version higher than your current base version, such as 11.3 to 11.5, will not work and deleting any displayed update files is recommended.



Voice messaging system updates might include a full version upgrades or System Updates. Depending on the system version, use the Maintenance menu or the WAC Live Update page to apply updates to the voice messaging system.

Voice messaging software updates are available from NEC.

The following two types of updates might be available for your system:

- Version upgrades move your system from one feature version to another.
- Software Updates (SU) are maintenance packages delivering the latest enhancements for your current system.

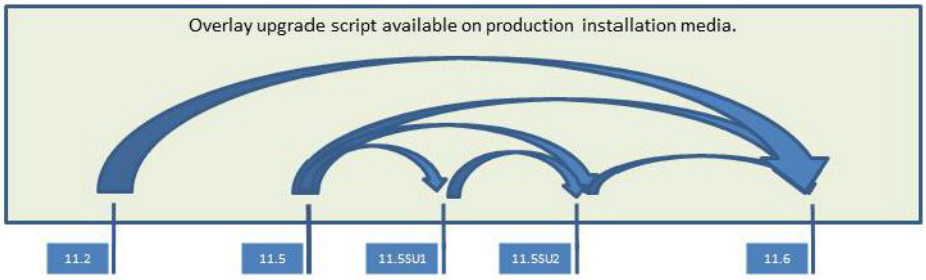
  SUs are numbered SU1, SU2 and so forth with the SU number matching the third digit of the version number. For example 11.5SU1 is same as 11.5.1.

Version upgrades and Software Updates are performed using overlay upgrade scripts which refresh the entire operating system and associated applications, in addition to upgrading the messaging system. The overlay upgrade scripts upgrade any supported version of the system to the latest, as documented below.

Locating the available upgrade scripts:

- For all feature versions: upgrade scripts are available via download.
- For Software Updates: upgrade scripts are available via the Live Update Service and download.

  For example: An X.Y customer wanting to get to the latest version of X.Z (X.Z SU1) will apply the X.Z(SU1) script available via Live Update Service or manual download.



Upgrading your system:

- Backup your messaging system on a network drive using the backup procedure earlier in this document.
- Complete the either 11.2.X upgrade steps or the 11.3 and above upgrade steps below, depending on your system version.

6.1 Upgrading UM8000 Version 11.2.x

To update voice messaging software version 11.2, use the following procedure:

1. Download the upgrade file.
2. As **admin**, upload the upgrade file to the **/home/admin/** directory via any SCP client.
3. From a terminal, sign into the voice mail system as the **admin** user, which will redirect you to the maintenance menu.
4. Navigate to **2 Maintenance** and press **Enter**.
5. Navigate to **2 Command prompt** and press **Enter**.
6. From the command prompt, run **cd /home/admin**.
7. Run **unzip <upgrade filename>.zip** to extract the contents of the upgrade.

   On the actual media, <upgrade filename>.zip looks similar to this: 14861-15738-11.6.0.31-pc.zip
8. Run **sudo sh <upgrade filename>** (basename of the upgrade zip file) to apply the upgrade.
9. After the upgrade is complete, reboot the system to complete the upgrade.
10. Type **sudo shutdown -r now** to reboot.
11. Update your prompt sets using the Language Disc. The language disc is available for download from the support site.

6.2 Upgrading UM8000 Version 11.3.x or Higher

To update voice messaging software version 11.3 or higher, use the following procedure:

1. Download the upgrade file.

1. Use Program 10-55-01 (this may be different for your switch, please see your switch documentation for details) to verify the IP address of the slot containing the installed voice mail blade.
2. Start an internet browser and enter the IP address followed by /admin in the URL window. For example: **172.16.0.100/admin**.
3. Press **<ENTER>**.
4. Accept the certificate and log into the WAC with the user name **$nec**. No password is required.
5. Once logged in go to **System/Live Update**.
6. Click on **Upload Update**.
7. Browse to the location of the update on the support PC.
8. Click on **Open**. The upgrade file starts uploading automatically. Depending on network speed and file size, this could take several minutes.
9. To run the update, check the **Install** button to right of the update file to use.
10. Click **Apply.**
11. Update your prompt sets using the Language Disc. The language disc is available for download from the support site.

6.3 Updating UM8000 Version 11.3.x or Higher Using the Live Update Service

To update the current voice messaging software version, use the following procedure:

NOTE: The Live Update Service is available in version 11.3 and above. It will only apply maintenance packages. To upgrade to a different feature version, please see section 5.2 above.

1. Use Program 10-55-01 (this may be different for your switch, please see your switch documentation for details) to verify the IP address of the slot containing the installed voice mail blade.
2. Start an internet browser and enter the IP address followed by /admin in the URL window. For example: **172.16.0.100/admin**.
3. Press **<ENTER>**.
4. Accept the certificate and log into the WAC with the user name **$nec**. No password is required.
5. Once logged in go to **System/Live Update**.
6. Click on **Check for Updates**.
7. Check the box under the **Install** column for the update you would like to install.
8. Click on **Apply**.
9. Update your prompt sets using the Language Disc. The language disc is available for download from the support site.

Configuring Mobile Services 18

SECTION 1 DEPLOYMENT AND CONFIGURATION CONSIDERATIONS

How a mobile phone handles voice mail files can vary depending on manufacturer and operating system version. If users are having trouble downloading and playing voicemail files, consider the following:

iOS based devices using the Safari browser will not recognize the self-signed security certificate that ships with the messaging system. For these devices to operate, you may replace the certificate that ships with the messaging system with a certificate from root authority trusted by Safari. If that is not practical, you may disable secure browsing completely via System > Configuration > General in the Administration Consile. This will allow unencrypted access using the http protocol instead of https.

Whether the file will be downloaded or will be streamed to the device will depend on the device being used. iOS does not support downloading of voicemail files, but will stream them. Android devices may not stream the file, but will allow it to be downloaded.

	iOS	Android
Play audio via *https*	Yes. Message will be streamed. End-site security certificate required.	Yes. End-site security certificate required. Message will be downloaded.
Play audio via *http*	Yes. Message will be streamed.	Yes. Message will be downloaded.
View faxes via *https*	Yes.	Yes.
View faxes via *http*	Yes	Yes.