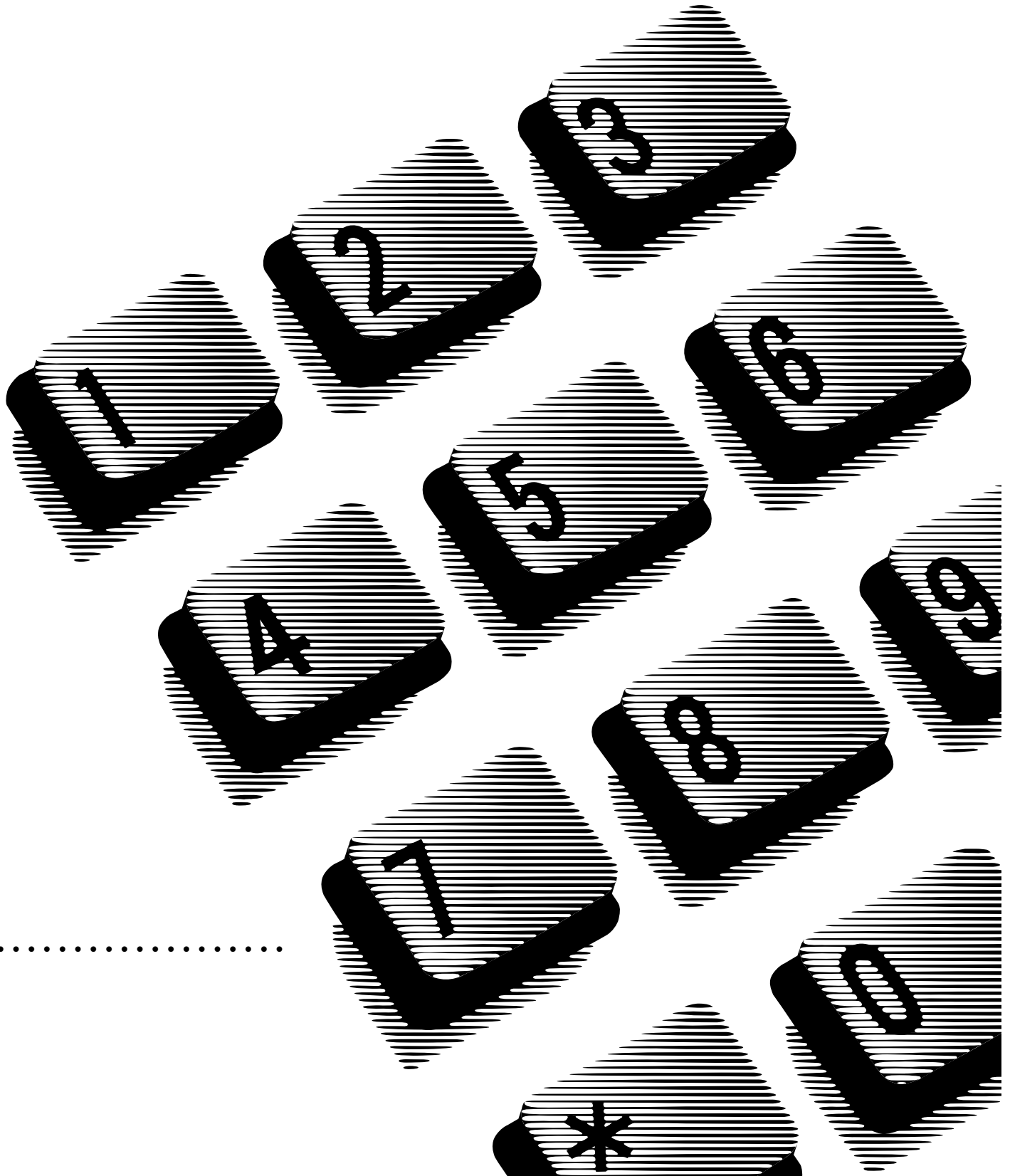

NORTEL NORSTAR

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Norstar Voice Mail 4.0
Software Add-on Guide



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Norstar Voice Mail 4.0 Software add-on

Introduction

The Norstar Voice Mail 4.0 Software add-on can be added to any Norstar Applications Module (NAM) or Norstar Applications Module II (NAM II) running other Nortel approved software, such as Norstar IVR applications.

Installing the Norstar Voice Mail 4.0 Software add-on is divided into two parts:

- Entering the Norstar Voice Mail 4.0 Security Key Code.
- Adding the Norstar Voice Mail 4.0 Software to the system.

The Norstar Voice Mail 4.0 Security Key Code **must** be enabled before attempting to add the Norstar Voice Mail 4.0 Software to the system. The Norstar Voice Mail 4.0 Security Key Code prepares the NAM for the Norstar Voice Mail 4.0 Software.

The Norstar Voice Mail 4.0 Software add-on can be installed from a Norstar two-line display telephone.

The Norstar Voice Mail 4.0 Software add-on **cannot** be installed from a monitor and keyboard connected to the NAM. If your system has a monitor package installed, ignore any commands or prompts that appear on the screen.

This guide is intended for the person installing the Norstar Voice Mail 4.0 Software.

Norstar Voice Mail 4.0 Software add-on installation overview

The person installing the Norstar Voice Mail 4.0 Software is required to:

- complete the Upgrade Information Sheet at the end of this guide
- call the Norstar Key Code Access Line for your Norstar Voice Mail 4.0 Security Key Code
- insert and remove the **Norstar Voice Mail 4.0 Security Key Code Installation diskette** as described in the instructions that follow
- connect a CD-ROM drive to the NAM
- insert and remove the CD-ROM disk and floppy diskette as described in the instructions that follow
- reboot the system when required
- initialize the Norstar Voice Mail 4.0 Software
- test the voice mail system

Items required for the upgrade

Check to ensure you have the following items that are not included with this guide:

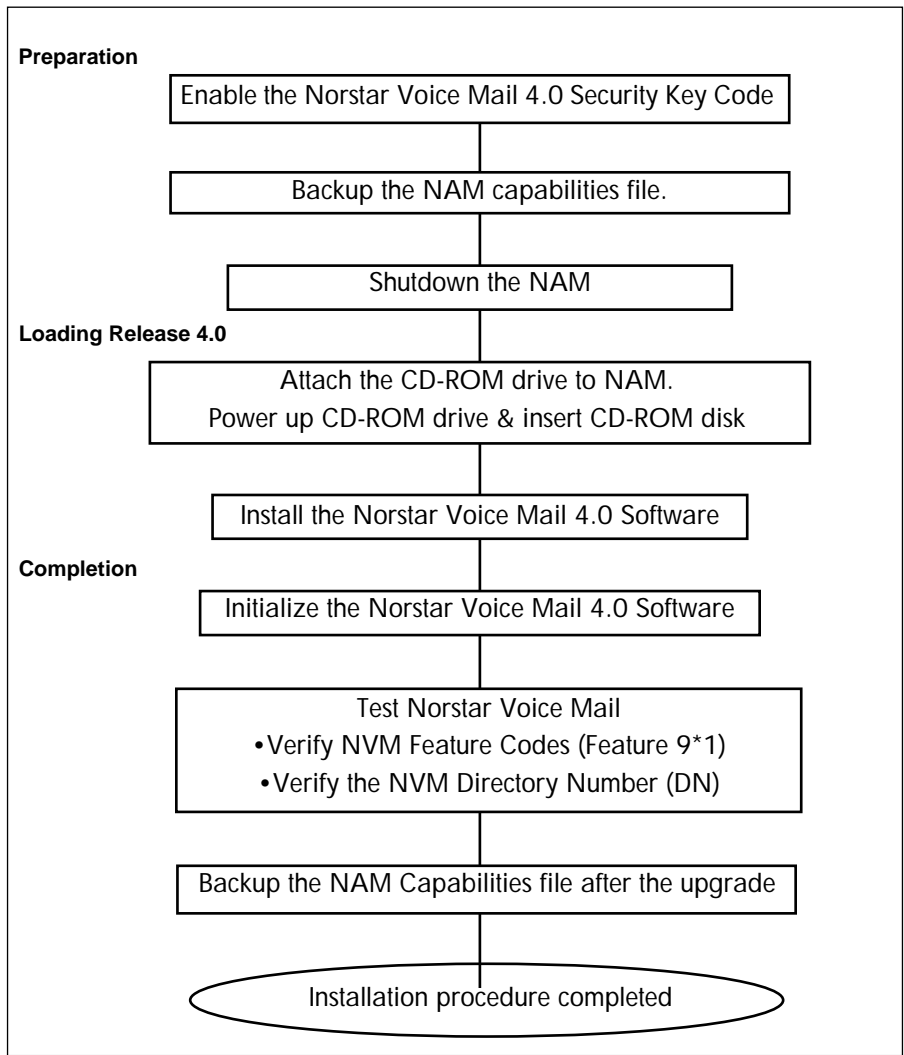
- Norstar Voice Mail 4.0 CD-ROM** disk
- floppy diskette labelled **Norstar Voice Mail 4.0 Upgrade Boot Diskette**
- floppy diskette labelled **Norstar Voice Mail 4.0 Security Key Code Installation diskette**
- the appropriate **Norstar Modular DR5** or **Norstar-PLUS Installation Guide**
- CD-ROM Drive kit
- new or reformatted diskettes
- Dial-by-Name installation diskette (update if required)

Precautions

- It is strongly recommended that you back up the NAM capabilities file before performing the upgrade.
- Ensure that you place the CD-ROM drive horizontally on a stable, level surface. Attempting to use the CD-ROM drive on its end, sitting vertically, may damage the CD-ROM disk and the CD-ROM drive. Do not move the CD-ROM drive while it is in use. Do not handle the unlabeled side of the CD-ROM disk.
- During the upgrade procedure you will hear audible tones which indicate either progress of the upgrade or errors requiring action. To determine audible message meanings, refer to "[Troubleshooting](#)" on page 13.

Norstar Voice Mail 4.0 Software Installation Overview

Figure 1 Preparing, loading and testing Release 4.0



Enabling the Norstar Voice Mail 4.0 Security Key Code

Before you enable the Norstar Voice Mail Security Key Code on the NAM, you must:

- determine your **internal** NAM system serial number
- complete the "[Upgrade Information Sheet](#)" on page 15
- call the Norstar Key Code Access Line for your software Security Key Code
- record the software Security Key Code on the Upgrade Information Sheet
- insert the **Norstar Voice Mail 4.0 Security Key Code Installation diskette** into the floppy diskette drive of the NAM.

Determining your internal NAM system serial number

Each NAM system is identified by a unique internal serial number. You must have this number written down on the Upgrade Information Sheet before you call for your Security Key Code.

To view the internal serial number:

1. Press .

2. Enter the default password (ACCESS2).

3. Press ADMIN .

4. Press NEXT until the display shows:

5. Press SHOW to display the NAM system serial number.

6. After you have recorded the serial number, press OK .

7. Press to end this session.

Getting your Norstar Voice Mail 4.0 Security Key Code

After you have completed the Upgrade Information Sheet at the end of this guide, you are ready to phone the Norstar Key Code Access Line. Keep the Upgrade Information Sheet in front of you and dial 1-800-684-5825.

When you are given the Security Key Code, ensure you write it down in the space provided on the Upgrade Information Sheet.

Entering the Norstar Voice Mail 4.0 Security Key Code

Before the Norstar Voice Mail 4.0 Security Key Code can be entered, the files on the **Norstar Voice Mail 4.0 Security Key Code Installation diskette** must be copied on to the hard disk drive of the NAM.

To enable the Norstar Voice Mail 4.0 Security Key Code:

1. Insert the **Norstar Voice Mail 4.0 Security Key Code Installation diskette** into the floppy diskette drive of the NAM.

2. Press .

3. Enter the default password (ACCESS2).

4. Press ADMIN.

5. Press NEXT until the display shows:

6. Press SHOW.

7. Press INSTL. While the files from the **Norstar Voice Mail 4.0 Security Key Code Installation diskette** are being copied to the NAM's hard disk drive, the display changes to show:

8. When the files finish copying, the display shows:

9. Enter the default password (**ADDKEY).

10. Press SHOW.

11. Press OK.

12. Enter your Norstar Voice Mail 4.0 Security Key Code and press OK.

13. The Security Key Code upgrade is successful if this display is shown.
To end this programming session, press QUIT or .

Installing Norstar Voice Mail 4.0 Software



The Norstar Voice Mail 4.0 Security Key Code must be enabled before attempting to perform the Norstar Voice Mail 4.0 Software Upgrade. Refer to the ["Installing Norstar Voice Mail 4.0 Software"](#) on page 6.

Installing the Norstar Voice Mail 4.0 Software requires the following procedure:

- preparing for the upgrade, which includes reading backing up the NAM capabilities file
- shutting down the NAM
- attaching the CD-ROM unit to the NAM
- loading the Norstar Voice Mail 4.0 Software
- completing the upgrade, which includes initializing the Norstar Voice Mail 4.0 Software, testing and backing up Norstar Voice Mail 4.0

Backing up the NAM capabilities file

Before installing Norstar Voice Mail, it is strongly recommended that the system's capabilities file be backed up before performing the upgrade. If a hard disk failure occurs, the capabilities file must be restored.

When you perform a backup of the applications running on the NAM programming, you should also back up the capabilities file SEKUR. The SEKUR file contains all upgrade and capability information about your system. If this file is lost and your hard disk drive fails, all upgrades made to your system will be lost.

Note: Before you begin, ensure you have a blank high density formatted IBM 1.44 MB 3.5" floppy disk. Label the disk **SEKUR/Capabilities File**.

To back up the capabilities file:

1. Press 9 1 5 .

2. Enter the default password (ACCESS2).

3. Press ADMIN .

4. Press NEXT until the display shows:

5. Press SHOW .

6. Press BCKP .
7. Insert the formatted floppy diskette into the floppy disk drive on the NAM and press OK .
8. Press OK .
9. Press Rls to end this ACCESS session.

After you have completed backing up the capabilities file, make sure you store the floppy diskette in a safe place.

Shutting down the NAM

A shutdown is done from a Norstar telephone with a two-line display.

Performing a graceful shutdown is a precautionary measure. A shutdown allows the NAM to save and close its files before the power is removed.

To shutdown the NAM:

1. Press Feature 9 1 5 .
2. Enter the default password 2 2 2 3 7 7 2 (ACCESS2).
3. Press NEXT .
4. Press SHOW .
5. Press GRACE .
6. Press YES . Press NO if you want to stop the shutdown.

The NAM system has completed its shutdown when you hear a very fast series of tones descending in pitch. When you hear the tones, you can unplug the power to the module.

Attaching the CD-ROM to the NAM

The CD-ROM drive is attached to the NAM using a parallel cable that attaches to the NAM parallel port. Ports are located at the bottom of the NAM and are accessed through the cable trough.

Figure 2 Module external points of connection for earlier NAMs and NAM II

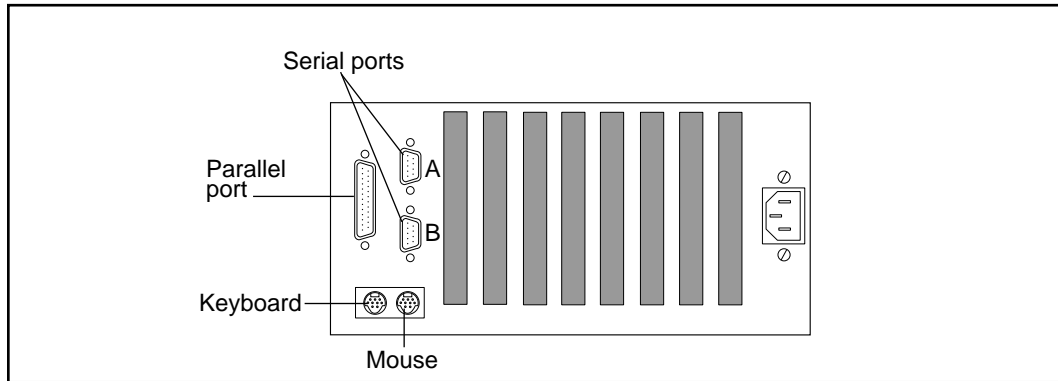
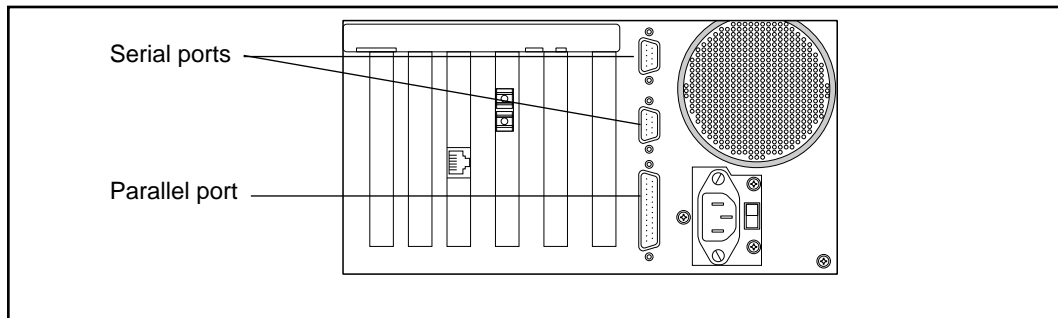


Figure 3 Module external points of connection for the new NAM



To attach the CD-ROM drive to the NAM:

1. Connect the end of the parallel cable to the connector on the CD-ROM drive labeled "COMPUTER".
2. Connect the other end of the cable to the NAM parallel port.
3. Connect the AC adapter to the plug at the rear of the CD-ROM drive and connect the other end to the AC outlet.



CAUTION

Place the CD-ROM drive horizontally on a stable, level surface. Attempting to use the CD-ROM drive on its end, sitting vertically, may damage the CD-ROM disk and the CD-ROM drive.

4. Press the eject button to open the CD-ROM tray. Place the **Norstar Voice Mail 4.0 CD-ROM disk**, label-side up, in the CD-ROM tray, then close the drive tray. Do not move the drive unit while in use. Do not touch the unlabeled side of the CD-ROM disk.

Loading the Norstar Voice Mail 4.0 software

**CAUTION**

If you have a monitor and keyboard connected to the NAM, ignore any messages or requests for input that appear on the screen. The installation process loads Norstar Voice Mail 4.0 automatically.

1. Insert **Norstar Voice Mail 4.0 Upgrade Boot Diskette** into the floppy diskette drive of the NAM.
2. Restore power to the NAM.
3. Transferring the required files to the hard drive of the NAM takes approximately 25 to 45 minutes. When the files have been successfully loaded, a sequence of audible tones is repeated indefinitely.

**CAUTION**

Ensure the CD-ROM drive is connected to the NAM and the Norstar Voice Mail 4.0 disk is in the drive. For more information, refer to ["Attaching the CD-ROM to the NAM"](#) on page 8.

4. Disconnect power to the NAM.
5. Remove the **Norstar Voice Mail 4.0 Upgrade Boot Diskette** from the floppy diskette drive of the NAM.
6. Remove the CD-ROM disk from the CD-ROM drive. Power down the CD-ROM drive and disconnect from the NAM.
7. Wait approximately 40 seconds, then restore power. It takes the NAM several minutes to boot. When this process is complete, the NAM plays a brief musical tune.
8. To complete the installation process, proceed to ["Initializing Norstar Voice Mail"](#) on page 10.

Initializing Norstar Voice Mail

You must initialize the Norstar Voice Mail 4.0 software before you can set up and program the Norstar Voice Mail system.

To initialize Norstar Voice Mail:

1. Press .

Log:
QUIT RETRY

2. Enter the installer password (CONFIG) and press .

First lang?
ENG SPA FRE

3. Press .

Note: After you accept the two languages, the other languages are deleted. You will not be able to load the other languages even if you re-initialize Norstar Voice Mail.

Eng lang?
CDN US

4. Press . To select Canadian English, press . There are two differences between the US English and Canadian English voice prompts. In US English, is referred to as “pound” and is pronounced “zee”. In Canadian English, is referred to as “number sign” and is pronounced “zed”.

Second lang?
FRE SPA

5. Press . To select French as the Second Language, press .

1:ENG-US 2:SPA
RETRY

6. Press to accept the two languages. Press to change the languages.

Note: Make sure the two languages shown on this display are the languages you want to keep before you accept the language choice. After you accept these two languages, the other languages are deleted. You will not be able to load the other languages even if you re-initialize Norstar Voice Mail.

Bilingual?
YES NO

7. Press .

Primary lang?
ENG SPA

8. Press . Press if you want Spanish as the primary language.

```
Group lists? Y
CHNG          OK
```

9. Press **OK** to enable System Group Lists. Press **CHNG** to disable the System Group Lists.

Note: The System Group List leading digit can be any number from 0 to 9. The Special Mailbox numbers automatically begin with 1, so if you select a Group List leading digit of 1, the Special Mailbox numbers will begin with 2. For example, the System Coordinator Mailbox would be 22.

```
GList lead dig:9
CHNG          OK
```

10. Press **OK** to accept the leading digit. Press **CHNG** to enter another leading digit.

```
System config
RETRY        OK
```

11. Press **OK** to complete the initialization. Press **RETRY** to change the system configuration. The display continues to change to show:

```
Configuring
```

```
System ready
```

```
Exit
```

The system is now initialized and is configured with two Norstar Voice Mail Voice Channels enabled. After you have tested the Norstar Voice Mail software, you should install any Norstar Voice Mail options you have purchased. For information on installing Norstar Voice Mail options, refer to the **Installation Guide** that came with the option.

Testing the Norstar Voice Mail Software

Once you have completed the installation and initialized the software you must test the Norstar Voice Mail 4.0 software to make sure it is functioning.

These steps assume the Norstar Voice Mail default Feature Codes are in effect. If you enter 9 8 3 and receive an **Inactive feature** or a non-Norstar Voice Mail message, the default Feature Codes are not in effect.

Verifying the Norstar Voice Mail Feature codes

To verify the Feature Code availability:

1. From a Norstar two-line display telephone, press 9 * 1 . The display shows: **Leave msg:** and the Feature Code.
2. To view the next Feature Code, press **NEXT** . The display shows the next Feature Code display prompt and number.
3. Continue pressing **NEXT** to view all the Feature Codes.

Verifying the Norstar Voice Mail Directory Number (DN)

1. From a Norstar telephone, enter 9 8 5 to determine the Norstar Voice Mail DN.
2. From a Norstar telephone, dial the Norstar Voice Mail DN. Verify the call is answered and the telephone prompt shows: **Log:** or **Pswd:**

Backing up the NAM capabilities file after Installing the Norstar Voice Mail Software

For system security, perform a backup of the NAM capabilities file after completing the upgrade process. For more information on backing up the NAM capabilities file. Refer to "[Backing up the NAM capabilities file](#)" on page 6.

Troubleshooting

The following tables will assist you during the upgrade procedure.

Table 1 explains the meanings of audible messages that are **not** error messages.

Non-error message	Meaning
Series of five ascending tones, repeated indefinitely until the power is removed from the NAM.	Successful Installation.
One, two, three, or four tones approximately three minutes after power up.	One tone for each DVC detected.
Series of very quick descending tones.	NAM has shutdown properly.

Table 1 Non-error messages played during the upgrade process

Refer to Table 2 and Table 3 for error messages, their meanings, and corrective action required.

Error Message	Problem	Corrective Action
A sequence of two descending tones, repeated indefinitely.	A failure occurred during the upgrade. The problem is most likely corrupted data on the NAM.	1. Contact your Norstar Technical Support group for assistance.
A sequence of three descending tones, repeated indefinitely.	The wrong CD-ROM disk is in the CD-ROM drive.	1. Ensure the "Norstar Voice Mail 4.0 CD-ROM disk" is in the CD-ROM drive. 2. Re-attempt the upgrade procedure. 3. A hardware upgrade may be required; contact your Norstar Technical Support group for assistance.
A sequence of four descending tones, repeated indefinitely.	The upgrade was started, but then aborted.	1. Ensure the "Norstar Voice Mail 4.0 CD-ROM disk" is in the CD-ROM drive. 2. Ensure the "Norstar Voice Mail 4.0 Upgrade Boot Diskette" is in the floppy diskette drive of the NAM. 3. Re-attempt the upgrade procedure. 4. Contact your Norstar Technical Support group for assistance.
A sequence of five descending tones, repeated indefinitely.	There is insufficient space on the NAM to perform the upgrade.	1. Delete saved messages from the system. 2. Re-attempt the upgrade procedure. 3. A hardware upgrade may be required, contact your Norstar Technical Support group for assistance.
A sequence of eight descending tones, repeated indefinitely.	Invalid or no Norstar Voice Mail 4.0 Security Key Code entered.	1. Enter the Norstar Voice Mail 4.0 Security Key Code for the system.

Error Message	Problem	Corrective Action
The CD-ROM light goes out after some CD-ROM activity and tones are heard a short time after the starting the upgrade.	The CD-ROM drive is not connected properly, or is not turned on, or the CD-ROM disk is not in the CD-ROM drive.	<ol style="list-style-type: none"> 1. Power down the NAM. 2. Ensure the CD-ROM drive is connected to the NAM, the drive is powered up and placed flat. 3. Re-attempt the upgrade procedure. 4. If the problem persists, contact your Norstar Technical Support group for assistance.

Table 2 Error messages played during upgrade process

Error Message	Problem	Corrective Action
Two tones shortly after powering up the NAM. Voice Mail may not start	The CMOS configuration has been changed	Contact your Norstar Technical Support group for assistance
Three tones after powering up the NAM. Voice Mail will not start	Fatal CMOS configuration error	Contact your Norstar Technical Support group for assistance
Three tones repeated with one second interval after powering up the NAM. Voice Mail will not start	Fatal CMOS configuration error	Contact your Norstar Technical Support group for assistance
No tones occurred after powering up the NAM. Voice Mail will not start	<p>No power to the NAM</p> <p>Fatal hardware error has occurred</p>	<p>Check power at AC outlet and that power cord is firmly seated in NAM power socket</p> <p>Contact your Norstar Technical Support group for assistance</p>


Table 3 Error messages for general problems

Upgrade Information Sheet

Authorization
Number

Norstar Voice Mail system	
Upgrade requested	<input type="checkbox"/> Norstar Voice Mail 4.0 Security Key Code
Internal NAM Serial Number	
Number of Voice Channels currently installed	<input type="checkbox"/> 2 <input type="checkbox"/> 4 <input type="checkbox"/> 6 <input type="checkbox"/> 8 <input type="checkbox"/> 10 <input type="checkbox"/> 12 <input type="checkbox"/> 14 <input type="checkbox"/> 16

KSU information	
Norstar KSU Type	<input type="checkbox"/> 3X8 <input type="checkbox"/> 6X16 <input type="checkbox"/> 8X24 <input type="checkbox"/> Modular ICS <input type="checkbox"/> Compact ICS
Norstar KSU Software version	<input type="checkbox"/> Centrex <input type="checkbox"/> Not Centrex
Total number of incoming lines to the Norstar KSU Note: You must enter the exact number	
Total number of sets attached to the Norstar KSU Note: You must enter the exact number	



You must have the **internal** NAM Serial Number. The internal Serial Number differs from the serial number located on the front of the NAM. Refer to ["Determining your internal NAM system serial number"](#) on page 4.

You are now ready to call the Norstar Key Code Access Line at 1-800-684-5825 and receive the Norstar Voice Mail 4.0 Add-on Security Key Code.

Keep this information sheet with you when you call.

Write the Norstar Voice Mail 4.0 Add-on Security Key Code in the space provided below.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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P0886615 Issue 1.0
Printed in Canada