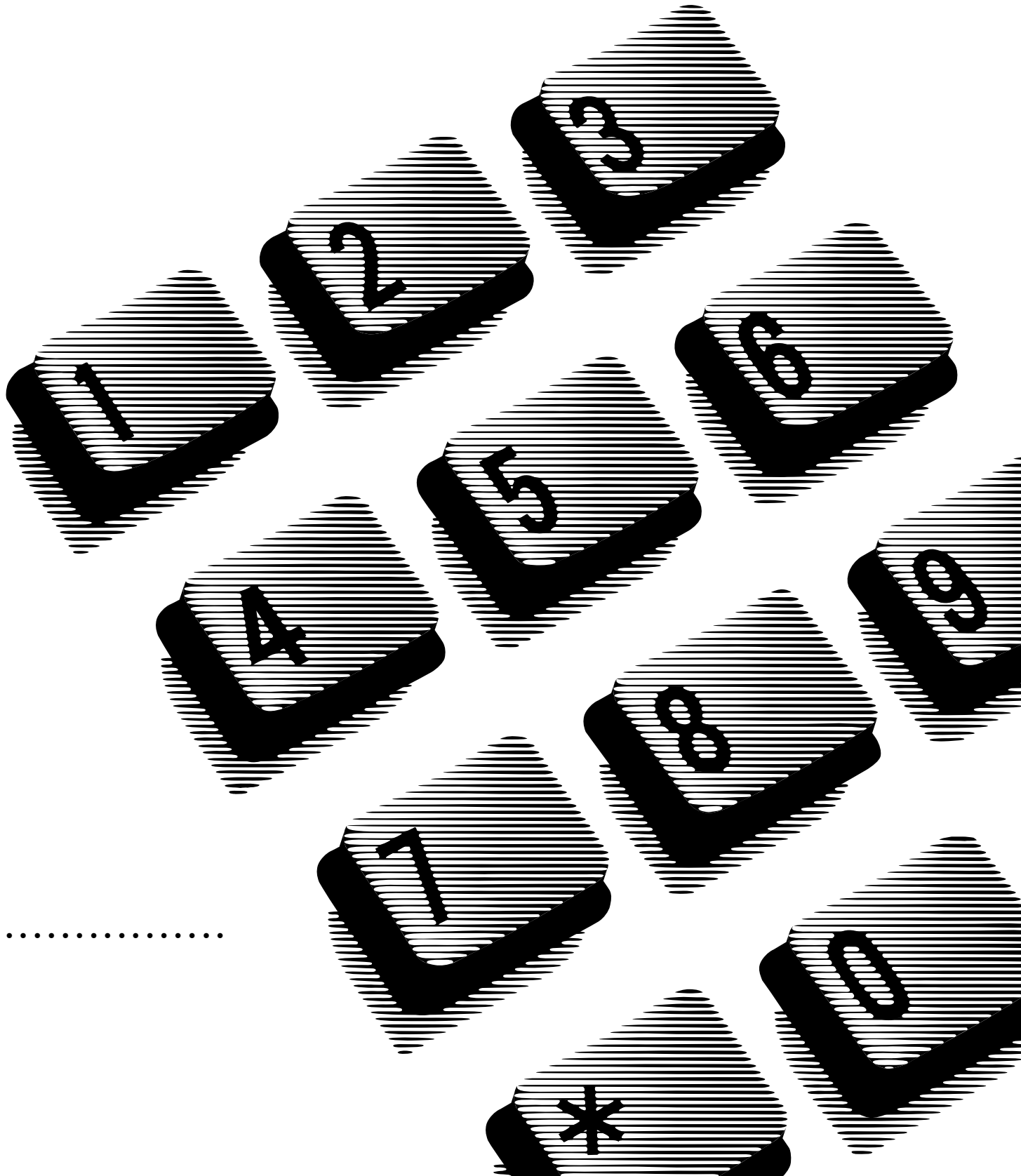

NORTEL NORSTAR

Norstar Voice Mail 4.1
Software Add-on Guide



Norstar Voice Mail 4.1 Software add-on

Introduction	page 3
Norstar Voice Mail 4.1 Software add-on installation overview	page 4
Items required for the upgrade	page 4
Norstar Voice Mail 4.1 Software Installation Overview	page 5
Enabling the Norstar Voice Mail 4.1 Security Key Code	page 6
Installing Norstar Voice Mail 4.1 Software	page 8
Initializing Norstar Voice Mail	page 12
Testing the Norstar Voice Mail Software	page 14
Baking up NAM capabilities after installing the Norstar Voice Mail software	page 14
Troubleshooting	page 15
Upgrade information sheet	page 17

Introduction

This guide leads you through installing the Norstar Voice Mail 4.1 Software add-on from a Norstar two-line display telephone.

You cannot install the Norstar Voice Mail 4.1 Software add-on 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.

You can add the Norstar Voice Mail 4.1 Software add-on 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 4.1 Software add-on has two tasks:

- Entering the Norstar Voice Mail 4.1 Security Key Code.
- Adding the Norstar Voice Mail 4.1 Software to the system.

You must enable the Norstar Voice Mail 4.1 Security Key Code before you add the Norstar Voice Mail 4.1 Software to the system. The Norstar Voice Mail 4.1 Security Key Code prepares the NAM for the Norstar Voice Mail 4.1 Software.

Norstar Voice Mail 4.1 Software add-on installation overview

To install the Norstar Voice Mail 4.1 Software add on you:

1. Complete the Upgrade Information Sheet at the end of this guide.
2. Call the Norstar Key Code Access Line for your Norstar Voice Mail 4.1 Security Key Code.
3. Insert and remove the Norstar Voice Mail 4.1 Security Key Code Installation diskette as described ["Enabling the Norstar Voice Mail 4.1 Security Key Code"](#) on page 6.
4. Connect a CD-ROM drive to the NAM.
5. Insert and remove the CD-ROM disk and floppy diskette as described in ["Loading the Norstar Voice Mail 4.1 software"](#) on page 11.
6. Reboot the system when required.
7. Initialize the Norstar Voice Mail 4.1 Software.
8. Test the voice mail system.

Items required for the upgrade

You must have the following items that are not included with this guide:

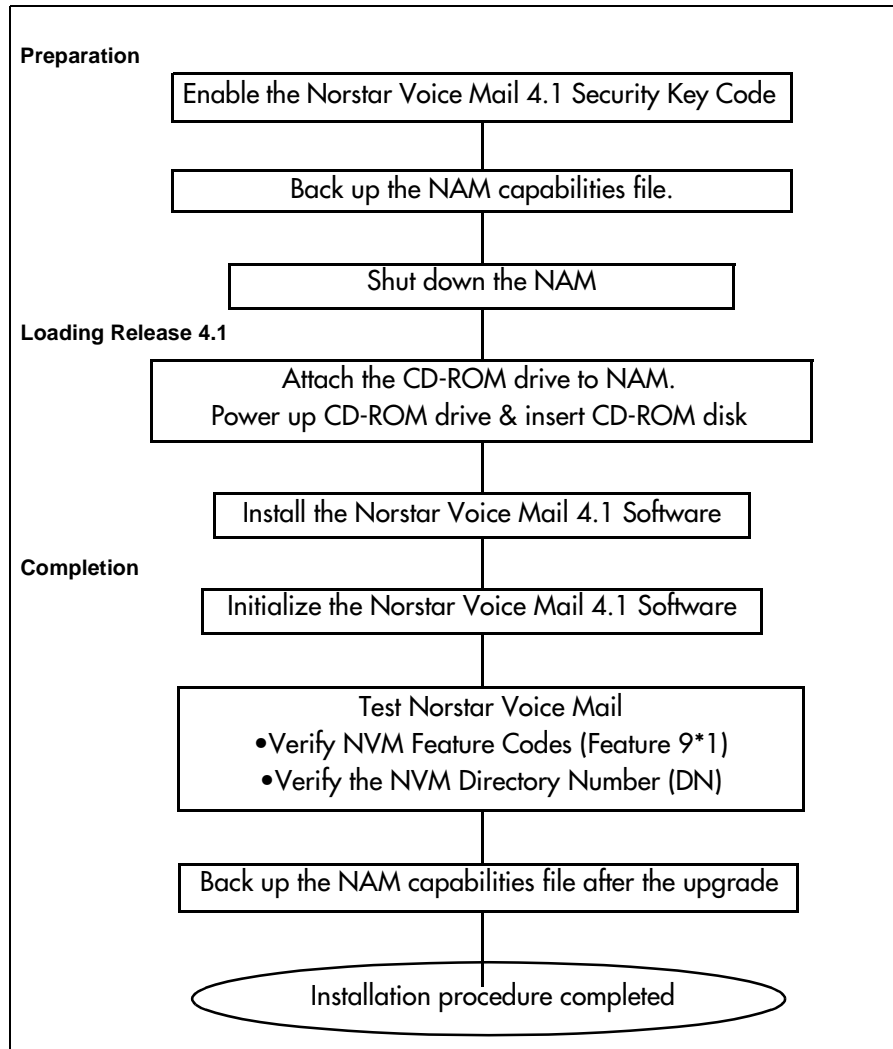
- Norstar Voice Mail 4.1 CD-ROM disk
- Norstar Voice Mail 4.1 Upgrade Boot Diskette
- Norstar Voice Mail 4.1 Security Key Code Installation diskette
- the appropriate Norstar Installation Guide
- CD-ROM Drive kit
- new or reformatted diskettes
- Dial-by-Name installation diskette (update if required)

Precautions

- It is strongly recommended that you back up the NAM capabilities file before you perform 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, can 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 that indicate either progress of the upgrade or errors requiring action. To determine audible message meanings, refer to ["Troubleshooting"](#) on page 15.

Norstar Voice Mail 4.1 Software Installation overview

Preparing, loading and testing release 4.1



Enabling the Norstar Voice Mail 4.1 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 17.
- 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 4.1 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. Record this number 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 4.1 Security Key Code

After you complete 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 1-800-4NORTEL. Enter the express routing code 1599, when prompted. You will be given the Security Key Code. Write it in the space provided on the Upgrade Information Sheet.

Enabling the Norstar Voice Mail 4.1 Security Key Code

Before you can enable the Norstar Voice Mail 4.1 Security Key Code, copy the files on the Norstar Voice Mail 4.1 Security Key Code Installation diskette to the hard disk drive of the NAM.

To enable the Norstar Voice Mail 4.1 Security Key Code:

1. Insert the Norstar Voice Mail 4.1 Security Key Code Installation diskette into the floppy diskette drive of the NAM.

2. Press .

Password:
RETRY

3. Enter the default password (ACCESS2).

ACCESS Server
BACK NEXT ADMIN

4. Press ADMIN.

A. Prt. queue mgr
QUIT NEXT SHOW

5. Press NEXT until the display shows:

H. Appl Install
QUIT NEXT SHOW

6. Press SHOW.

Insert floppy
QUIT INSTL

7. Press INSTL. While the files from the Norstar Voice Mail 4.1 Security Key Code Installation diskette are being copied to the NAM's hard disk drive, the display changes to show:

One moment pls

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

Password:
RETRY

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

Software Upgrade
QUIT SHOW

10. Press SHOW.

1. Enter new key
QUIT NEXT OK

11. Press OK.

>
QUIT RETRY OK

12. Enter your Norstar Voice Mail 4.1 Security Key Code and press OK.

1. Enter new key
QUIT NEXT 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 4.1 Software



You must enable the Norstar Voice Mail 4.1 Security Key Code before you perform the Norstar Voice Mail 4.1 Software Upgrade. Refer to the ["Installing Norstar Voice Mail 4.1 Software"](#) on page 8.

To install the Norstar Voice Mail 4.1 Software you:

- Prepare for the upgrade, including reading backing up the NAM capabilities file.
- Shut down the NAM.
- Attach the CD-ROM unit to the NAM.
- Load the Norstar Voice Mail 4.1 Software.
- Complete the upgrade, including initializing the Norstar Voice Mail 4.1 Software, testing and backing up Norstar Voice Mail 4.1

Backing up the NAM capabilities file

Before you install Norstar Voice Mail, it is strongly recommended that you back up the system's capabilities file before you perform the upgrade. If a hard disk failure occurs, you must restore the capabilities file.

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 .

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 back up the capabilities file, make sure you store the floppy diskette in a safe place.

Shutting down the NAM

You shut down the NAM 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 shut down the NAM:

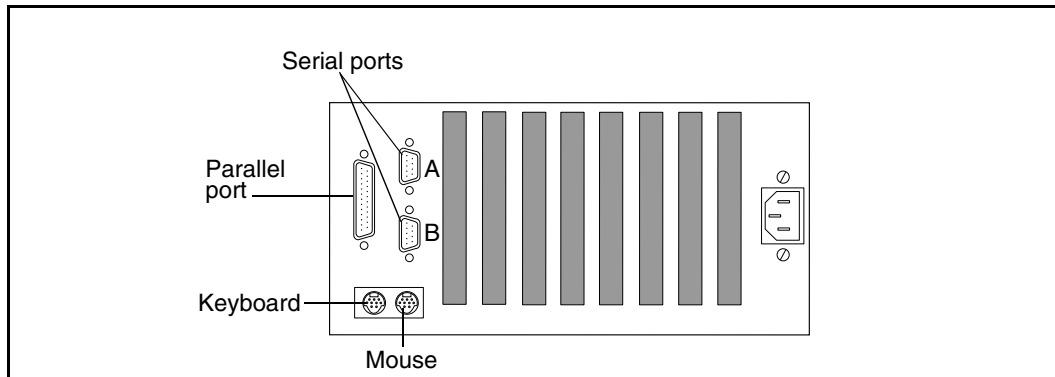
1. Press **Feature** **9** **1** **5** .
2. Enter the default password **2** **2** **2** **3** **7** **7** **2** (ACCESS2).
3. Press **NEXT** .
4. Press **SHOW** .
5. Press **GRACE** .
6. Press **YES** or press **NO** if you want to stop the shutdown.

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.

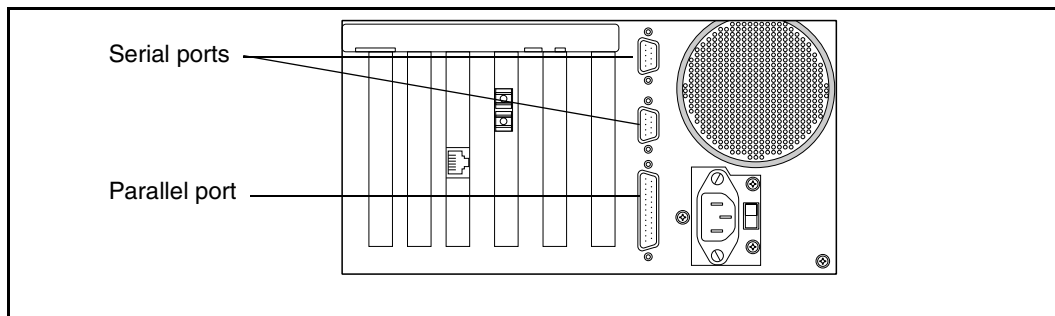
Attaching the CD-ROM to the NAM

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.

Module external points of connection for earlier NAMs and NAM II



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 4.1 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 4.1 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 4.1 automatically.

1. Insert **Norstar Voice Mail 4.1 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 4.1 disk is in the drive. For more information, refer to ["Attaching the CD-ROM to the NAM"](#) on page 10.

4. Disconnect power to the NAM.
5. Remove the **Norstar Voice Mail 4.1 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 12.

Initializing Norstar Voice Mail

You must initialize the Norstar Voice Mail 4.1 software before you can set up and program the Norstar Voice Mail system.

To initialize Norstar Voice Mail:

1. Press .

Log:
QUIT RETRY OK

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

First lang?
ENG SPA FRE

3. Press ENG .

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 US . To select Canadian English, press CDN . 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 SPA . To select French as the Second Language, press FRE .

1:ENG-US 2:SPA
RETRY OK

6. Press OK to accept the two languages. Press RETRY 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 YES .

Primary lang?
ENG SPA

8. Press ENG . Press SPA 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 test the Norstar Voice Mail software, 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

After you complete the installation and initialize the software you must test the Norstar Voice Mail 4.1 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 you complete the upgrade process. For more information on backing up the NAM capabilities file. Refer to "[Backing up the NAM capabilities file](#)" on page 8.

Troubleshooting

Upgrade non-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.

Upgrade error messages

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 4.1 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 4.1 CD-ROM disk" is in the CD-ROM drive. 2. Ensure the "Norstar Voice Mail 4.1 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 4.1 Security Key Code entered.	1. Enter the Norstar Voice Mail 4.1 Security Key Code for the system.
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.	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.

Error messages for general problems


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	No power to the NAM Fatal hardware error has occurred	Check power at AC outlet and that power cord is firmly seated in NAM power socket Contact your Norstar Technical Support group for assistance

Upgrade Information Sheet

Authorization
Number

Norstar Voice Mail system	
Upgrade requested	<input type="checkbox"/> Norstar Voice Mail 4.1 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 6.

You are now ready to call the Norstar Key Code Access Line at 1-800-4NORTEL. During the call, you will enter the express routing code 1599. Then you will receive the Norstar Voice Mail 4.1 Add-on Security Key Code.

Keep this information sheet with you when you call.

Write the Norstar Voice Mail 4.1 Add-on Security Key Code in the space provided below.

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

1-800-4 NORTEL
www.nortel.com/norstar

Norstar is a trademark of Nortel Networks
P0994575 Issue 01
Printed in Canada