

NVM-Series

Adding D/4PCIUF Port Cards

P/N 1770080

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This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Appendix A - Stopping Remote Services

Chapter 1: NVM-Win2K

Introduction

This chapter provides information for adding D/4PCIUF port expansion cards to a Windows 2000 based NVM Series Voice Mail System. This document applies to the following platforms:

NVM Win2K - Professional (1770005)

NVM Win2K - Server Desktop (1770004)

Tools and Materials Required

You will need the following tools and materials to install a D/4PCIUF Port Card:

- D/4PCIUF Port Card (1770051)
- Dialogic System Software CD ver 5.1 SVR UPD98
- an ESD Wrist Strap (to be worn on the wrist and attached to a grounded metal object when handling cards)
- a Phillips-head screw driver.

Important Note

Keep the card in its anti-static container when it is not being used. Perform all card-handling on a work surface covered with a grounded, static-dissipating material. All work must be performed by a qualified technician.

Summary of Steps for Installing D/4PCIUF Cards

The steps listed below are required in order to perform a successful installation of a port expansion card:

- 1) Stop the Dialogic and Voice Mail services and change the startup mode from *automatic* to *manual*.
- 2) Check that the D/4PCIUF switches are set to the correct position.
- 3) Install the card into the card slot
- 4) Update the Dialogic Device driver on the added card
- 5) Activate any new features that are associated with the card. A Feature Activation File will be sent to you when you call the NEC Solutions Customer Service number.
- 6) Start Voice Mail and set the startup mode back to *automatic*.
- 7) Configure the Voice Mail system to recognize the added ports
- 8) Back up any new Feature Files using the Local Backup procedure
- 9) Connect the expansion ports to the phone system.

Each of these steps is explained in detail in the following sections.

Stopping the Dialogic Service

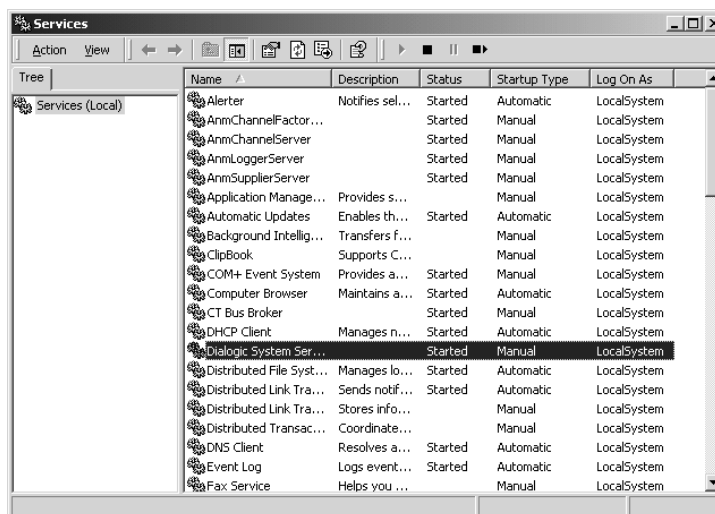
Stopping the Dialogic Service

1) If you have a **Services** shortcut on your desktop, double-click the **Services** icon.

If you do not have a **Services** shortcut on your desktop:

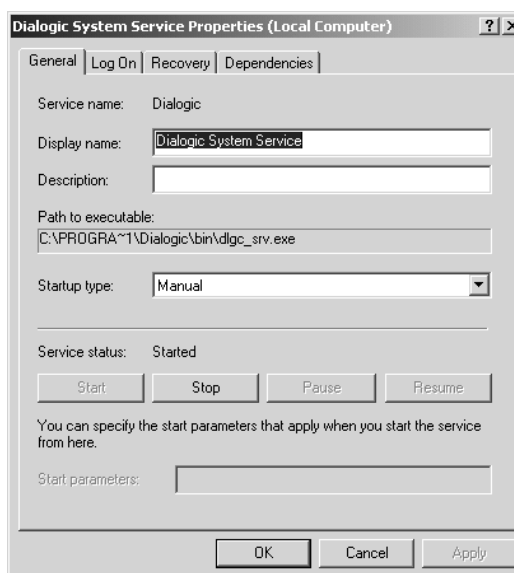
- Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
- Double-click the **Administrative Tools** icon on the **Control Panel** window.
- Double-click the **Services** icon on the **Administrative Tools** window.

You see a **Services** window similar to the one shown below:



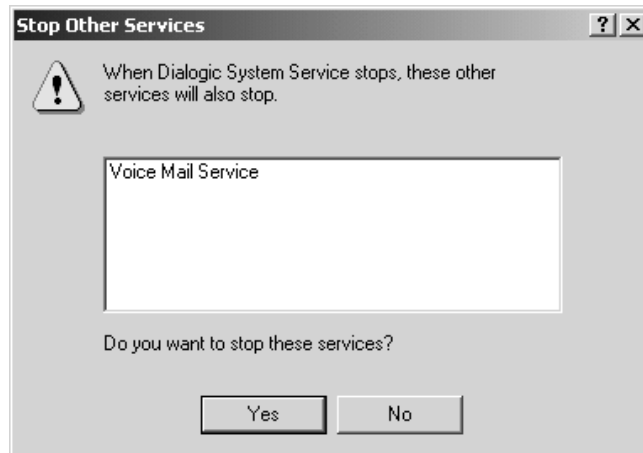
2) In the **Services** window, use the scroll bar to locate **Dialogic System Service** and double-click.

You will see the **Dialogic System Service Properties** window similar to the one shown below:

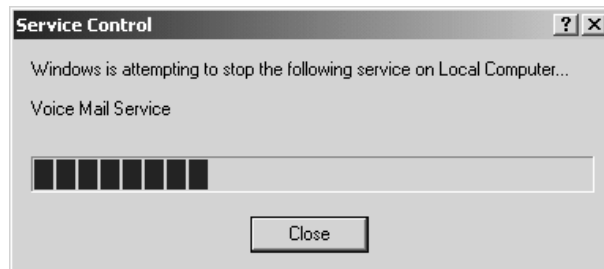


Stopping the Dialogic Service

- 3) Make sure the startup mode is Manual. If the startup mode is Automatic, use the drop down list to set it to manual.
- 4) Click the **Stop** button to stop the service. You will see the following screen:



- 5) Click **Yes**. You see the following screen:



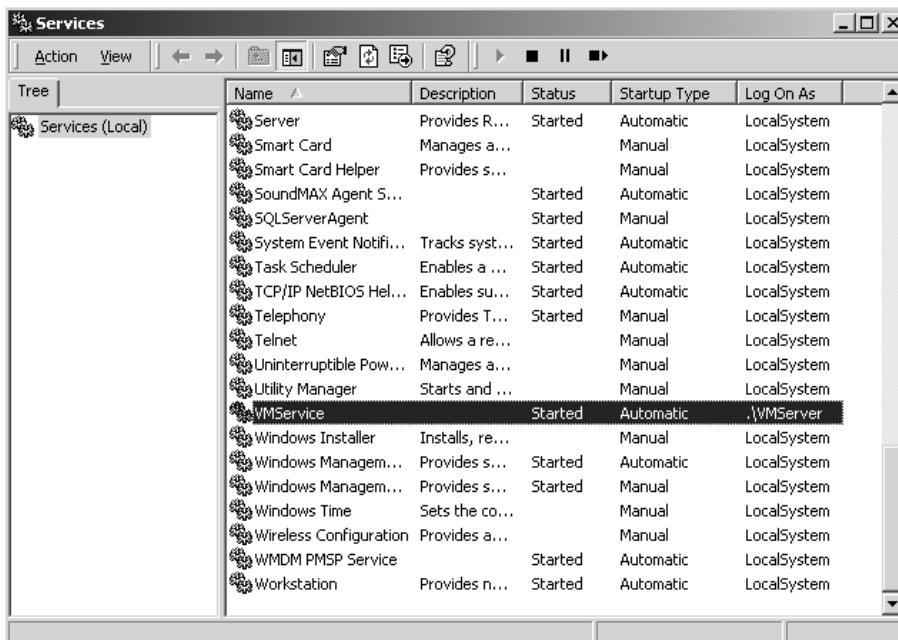
When the Voice Mail Service stops, you return to the **General** page of the **Dialogic System Service Properties**.

- 6) Click **OK** to close the **Dialogic System Service Properties** box. The Services window is re-displayed.

Changing the Voice Mail Service Startup Mode

Changing the Voice Mail Service Startup Mode

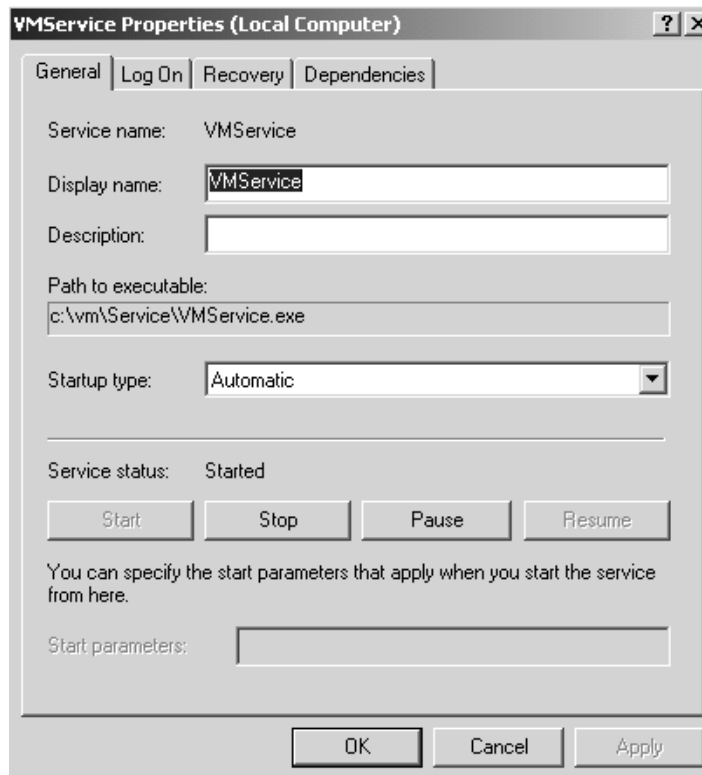
The Voice Mail Service must be temporarily set to Manual Start so that it is disabled during the installation of the Port Card(s).



- 1) In the **Services** window, use the scroll bar to locate **VMService** and double-click.

Changing the Voice Mail Service Startup Mode

You will see the **VMService Properties** window similar to the one shown below:



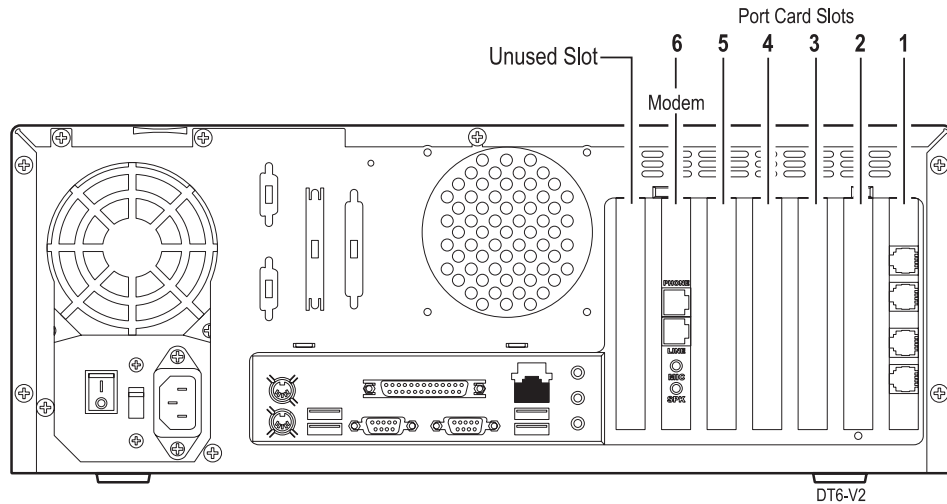
- 2) On the **General** page of the **VMService Properties** window:
 - In the **Startup type** field, click the scroll down arrow and select **Manual**.
 - Click **Apply**, then click **OK** to close the **VMService Properties** window.
- 3) Close the **Services** window and reboot the computer.

Installing the D/4PCIUF Port Card

Installing the D/4PCIUF Port Card

Card Slot Layout

The figure below shows a generic back view of the Voice Mail unit. Cards are installed according to slot number, and ports are in numeric order and assigned sequentially from the top down.



The Voice Mail unit may contain one or more D/4PCI cards, one or more D/41PJCT-LS cards, or a combination of both. The number and type of cards that are already installed will determine the card slot configuration when adding the D/4PCIUF card(s).

You can add port cards until either the maximum number of ports is reached or you have used all the expansion slots.

To use Slot 6, you must remove the Modem card. In this case, you can connect an external modem (which you must supply) to the USB port on the back of the chassis. To install an external modem, refer to the corresponding documentation from the modem manufacturer.

Installing the D/4PCIUF Port Card

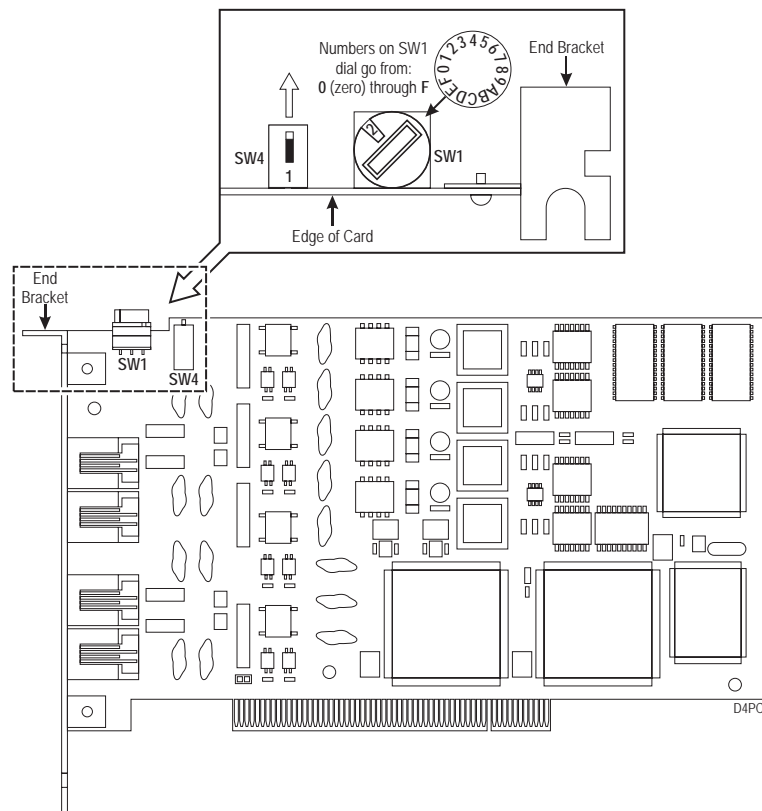
D/4PCI Port Card

The D/4PCIUF card provides up to four Voice or Fax ports. The card contains two switches that must be set before you install it in the Voice Mail chassis. The figure below shows the layout of this card.

Verify that SW4 is set to the **On Hook** position (away from the card edge).

Rotary switch SW1 is set according to the chassis slot where you are installing it. Use the next available slot going from right to left when looking at the back of the chassis. (If you are adding a card to a chassis that contains one card, you would use Slot 2).

If you are installing the card into the chassis in:	Set SW1 on the card to:
Slot 1	1
Slot 2	2
Slot 3	3
Slot 4	4
Slot 5	5
Slot 6	6

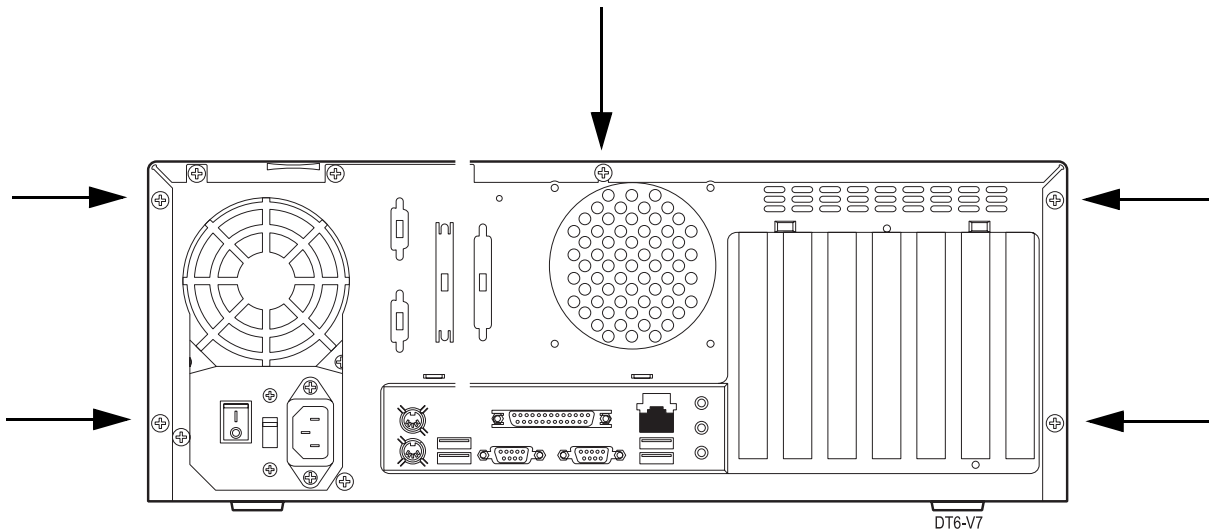


Installing the D/4PCIUF Port Card

Removing the Cover

Caution - Do not turn off the Voice Mail Server without first shutting it down. If you do not shut down first, you may corrupt the Voice Mail database when you turn off the power.

- 1) To shut-down the Voice Mail, click **Start** ⇒ **Shut Down**. Then select **Shut down** in the textbox and click **OK**.
- 2) When you see a prompt on the screen that says it is safe to turn off your computer, use the power switch to turn off system power.
- 3) Remove the power cord from the AC power connector at the back of the chassis and from the surge protector.
- 4) Remove and retain the five hex head screws securing the cover. In the figure below, an arrow points to each screw that you need to remove.
- 5) Remove the cover by sliding it towards the rear of the chassis, and set it aside on a clean surface.



Installing the D/4PCIUF Port Card

Installing the Card

- 1) Locate an empty card slot in which to insert the D/4PCIUF Card. (If you have no empty slots, you will have to remove the Modem card.)
- 2) Remove and retain the screw securing the slot cover.
- 3) Insert the desired card into the empty slot. Be sure that the rotary switch setting matches the number of the slot where you are installing the card. Make sure the card is fully seated and lines up with the connector.
- 4) Secure the card in place with the screw you retained in step 2.
- 5) Replace the cover on the Voice Mail chassis.
- 6) Replace the five hex head screws that secure the cover in place.
- 7) Plug the power cord into the surge protector and the AC Power connector at the back of the chassis.
- 8) Use the Power Switch to turn on the system power.

Note - If you removed the Modem card to install an Expansion Card in slot 6, you must stop the Remote Services. See Appendix A.

Updating the Dialogic Device Driver

Updating the Dialogic Device Driver

Once you have installed a D/4PCIUF card, you must update the device driver.

To update the device driver:

- 1) Insert the Dialogic System Software CD into the CD drive.
- 2) The CD will autostart and the Welcome page of the installation wizard will be displayed. Click **Next**.
- 3) The License Agreement page is displayed. Click **Yes** to agree to the terms.
- 4) On the next screen, click **Next** to select the default features.
- 5) When prompted to start copying files, click **Next**. The drivers will start to load.
- 6) When the drivers have finished loading (about 5 minutes) the following screen is displayed:



- 7) Click the radio button to restart the system and then click **Finish**
- 8) After the system restarts, log on and remove the Dialogic System Software CD.

Checking the Device Driver Configuration

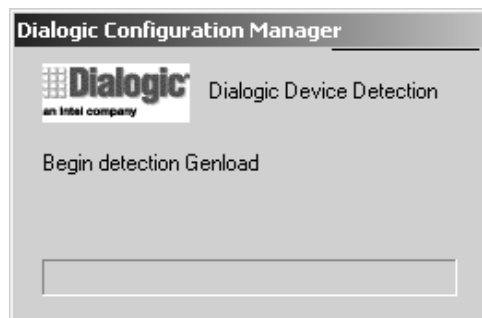
Checking the Device Driver Configuration

Once the Dialogic Device Driver has been updated, you should check the device driver configuration.

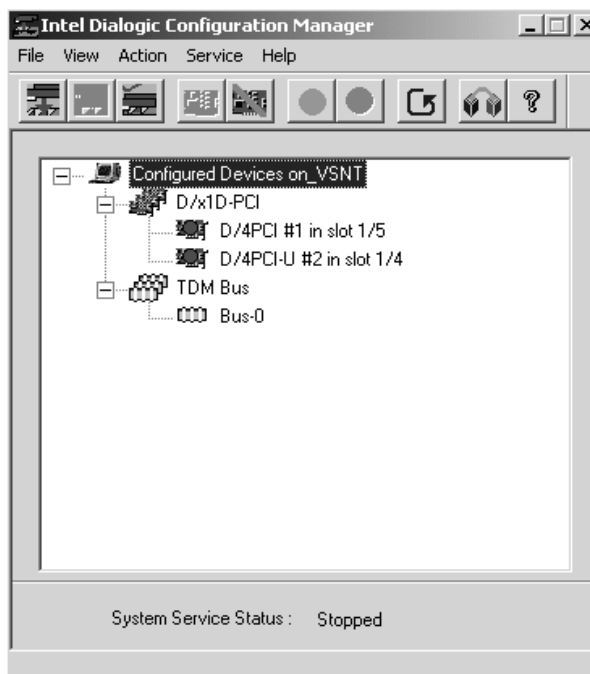
To check the device driver configuration:

- 1) From the Voice Mail desktop, click **Start** ⇒ **Programs** ⇒ **Intel Dialogic System Software** ⇒ **Configuration Manager - DCM**.

While the Dialogic **Configuration Manager** is automatically detecting the port cards in your system, you may briefly see a screen similar to the one shown below:



When the auto detection is complete, you will see a **Dialogic Configuration Manager** window that shows the number of port cards in your system. In the typical screen shown below, an older card in slot 1 and the added card in slot 2 are both configured with a Dialogic driver.



- 2) Close the **Dialogic Configuration Manager** window.

Activating The Feature

Activating The Feature

Once the port card has been installed and the device drivers have been updated, the Feature Activation File must be placed in the VM directory on the hard drive. The Feature Activation File must be obtained by calling NEC Unified Solutions Customer Service.

To obtain the Feature Activation File:

- 1) Locate and record the **System ID number** of the Voice Mail unit. This will be the 8-digit number starting with "SOJ" that is bar-coded on the system dongle.
- 2) Locate and record the bar-coded **serial number** of the D/4PCIUF card. This number will appear on the card itself and also on the plastic container that the card was shipped in.
- 3) Call the NEC Unified Solutions Customer Service Number 1-800-999-8630. Provide the System ID number of the Voice Mail unit and the serial number of the port card. You will also be asked to provide an Email address where the Feature Activation File can be sent.

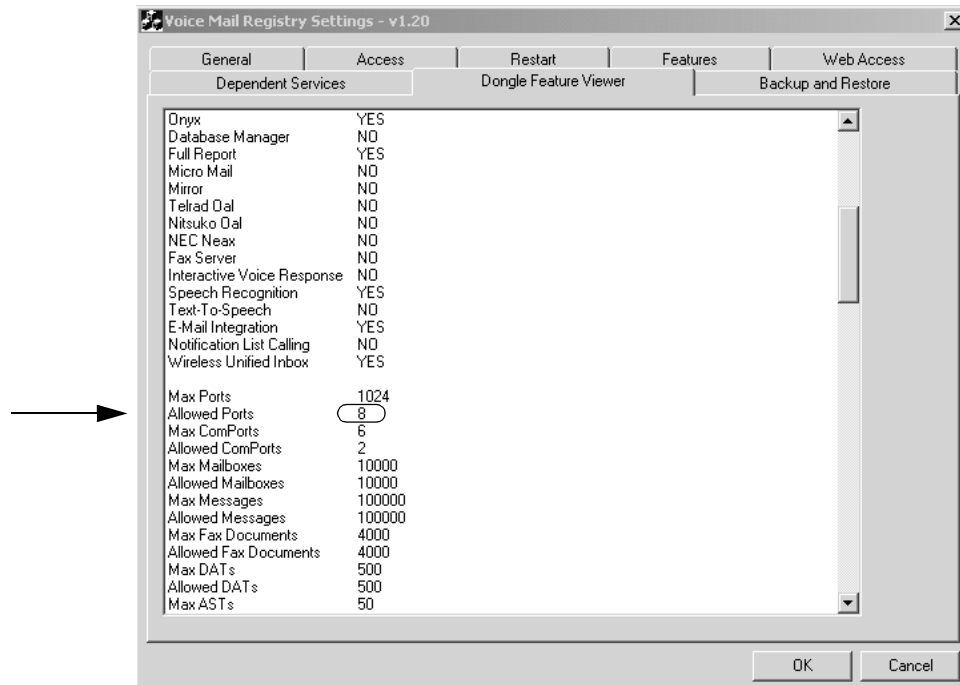
To install the Feature Activation File:

- 1) When the Feature Activation is Emailed to you, save it to a floppy disc.
- 2) Insert the floppy disc into the **A:** drive of the Voice Mail unit and copy the file to the **C:/VM** folder.

Activating The Feature

To verify that the feature activation was successful:

- 1) Click **Start** ⇒ **Programs** ⇒ **Voice Mail System** ⇒ **Registry Configuration**. The Voice Mail Registry Settings window appears. Click the **Dongle Feature Viewer** tab. You see a screen similar to the one shown below:



- 2) Use the scroll bar to locate the new feature that you just activated. Check to make sure that the number of allowed ports equals the number of ports your system had plus the new ports that you activated. In the example screen shown above, four additional ports were activated for a total of eight.
- 3) When you are finished checking the Dongle Feature Viewer, click **Cancel** to close the screen.

Restarting the Voice Mail Service

Restarting the Voice Mail Service

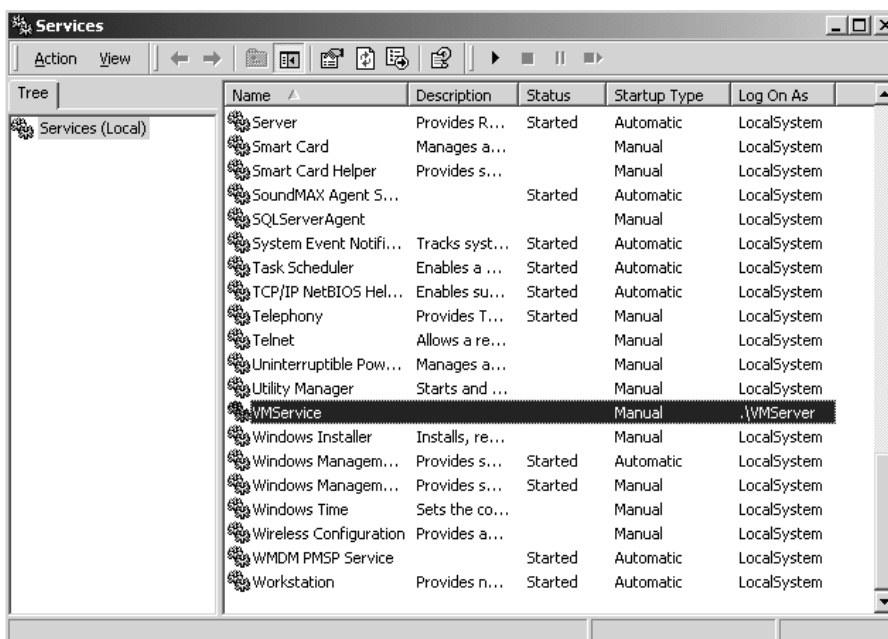
For normal operation, the startup mode must be returned to *Automatic* or the Voice Mail will not start on its own after a computer or power fail restart.

1) If you have a **Services** shortcut on your desktop, double-click the **Services** icon.

If you do not have a **Services** shortcut on your desktop:

- Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
- Double-click the **Administrative Tools** icon on the **Control Panel** window.
- Double-click the **Services** icon on the **Administrative Tools** window.

You see a **Services** window similar to the one shown below.

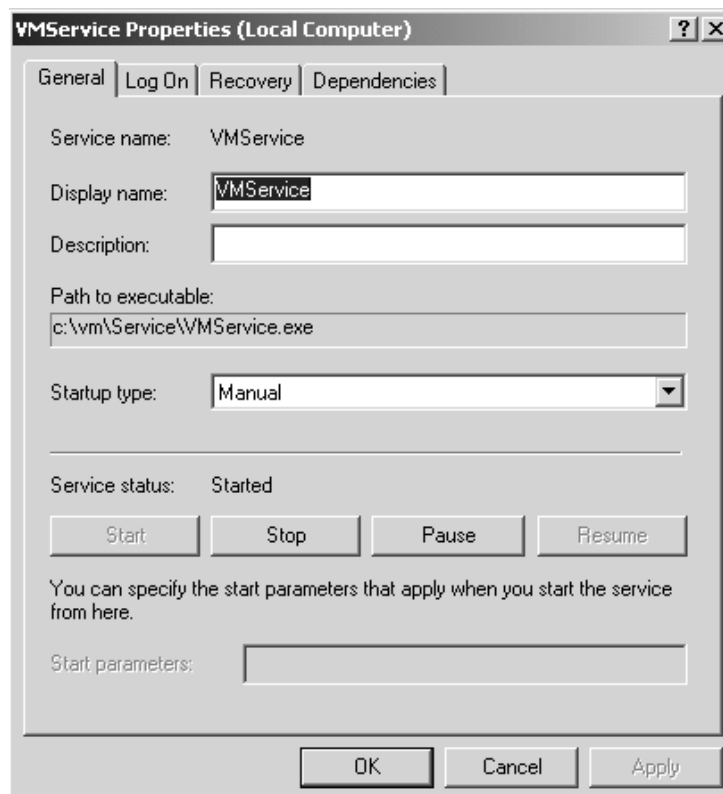


2) In the **Services** window, use the scroll bar to locate **VMService** and right-click. Select **Start** from the pop up menu. While the service is starting up, a progress indicator is displayed.

3) In the **Services** window, double-click **VMService**.

Restarting the Voice Mail Service

You will see the **VMService Properties** window similar to the one shown below.



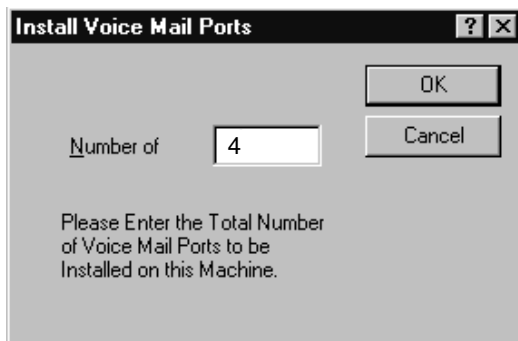
- 4) On the **General** page of the **VMService Properties** window:
 - In the **Startup type** field, click the scroll down arrow and select **Automatic**.
 - Click **Apply**, then click **OK** to close the **VMService Properties** window.
- 5) Close the **Services** window.

Configuring the Voice Mail System

Configuring the Voice Mail System

The Voice Mail System must be configured to recognize each Expansion Port Card that you installed.

- 1) From the Voice Mail desktop, double-click the **Voice Mail System** icon on the desktop to display the Graphical User Interface (GUI) for the Voice Mail. You see the **Voice Mail Administration Menu**.
- 2) From the **Voice Mail Main Menu**, click **File** ⇒ **Install** ⇒ **Ports**. The **Install Voice Mail Ports** window is displayed.



- 3) Enter in the **Number of** box the total number of Voice Mail ports currently installed in your system. Click **OK**.
- 4) On the confirmation dialog box, click **OK**.
- 5) Click on the **Port Activity** icon in the menu bar and make sure that all of the ports, including the added ports, are on-hook. Verify the operation of all new ports by calling in to them.

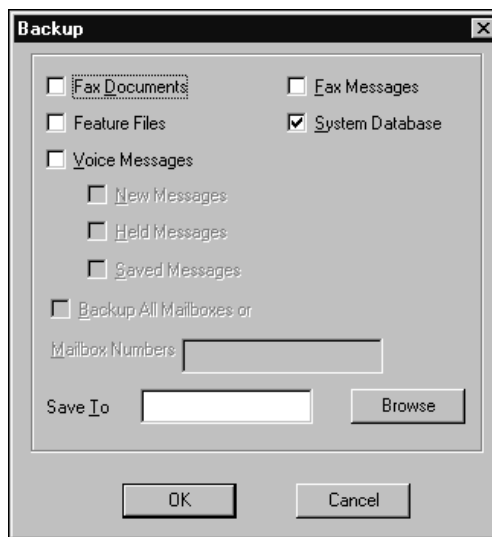
If you are using Fax Mail, assign an extension to each new port that you have installed. For instructions, see **Customizing Port Options, General Tab** in the System Guide.

If you want to customize your callout options (Message Notification options and FAX callouts), see **Customizing Callout Options** in the System Guide.

Backing Up the Feature Files

It is recommended that you back up the four basic feature files that came with your Voice Mail unit plus any added feature files. Files can be saved to another location such as a CD using the CD R/W drive on your Voice Mail unit, or a hard drive on the LAN (if allowed to do so by your Network Administrator).

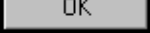

- 1) From the **Voice Mail Main Menu**, click **Tools** ⇒ **Local Backup** to display the **Backup** window.



- 2) Click the check box to select **Feature Files**.
- 3) Click the **Browse** button to display a **Browse for Folder** dialog box. Scroll through the list and highlight the destination to back up the files and click **OK**.
- 4) The Voice Mail will insert your selection into the **Save To** box on the **Backup** dialog box.

If you are saving your files to a hard drive on a network, you must enter the exact UNC designation and include any valid subdirectories, e.g.,
\\networkservername\c:\backup1

If you are saving your files to a CD using the CD R/W, insert a formatted disk into the D: drive.

- 5) Click the  button on the **Backup** dialog box.
- 6) While the files are being backed up, the message **Please Wait for Local Backup to be Completed** is displayed
- 7) When finished, the Voice Mail will display the message **The operation completed successfully**.
- 8) Click the  button on the **Voice Mail Warning** dialog box.

Backing Up the Feature Files

Chapter 2: NVM-2003

Introduction

This supplement provides information for adding D/4PCIUF port expansion cards to a Windows 2003 based NVM Series Voice Mail System. This document applies to the following platforms:

NVM 2003 - Professional

NVM 2003 - Server Desktop

Tools and Materials Required

You will need the following tools and materials to install a D/4PCIUF Port Card:

- D/4PCIUF Port Card (1770051)
- an ESD Wrist Strap (to be worn on the wrist and attached to a grounded metal object when handling cards)
- a Phillips-head screw driver.

Important Note

Keep the card in its anti-static container when it is not being used. Perform all card-handling on a work surface covered with a grounded, static-dissipating material. All work must be performed by a qualified technician.

Summary of Steps for Installing D/4PCIUF Cards

The steps listed below are required in order to perform a successful installation of a port expansion card:

- 1) Stop the Dialogic and Voice Mail services and change the startup mode from *automatic* to *manual*.
- 2) Check that the D/4PCIUF switches are set to the correct position.
- 3) Install the card into the card slot
- 4) Register the Dialogic Device driver on the added card
- 5) Activate any new features that are associated with the card. A Feature Activation File will be sent to you when you call the NEC Solutions Customer Service number.
- 6) Start Voice Mail and set the startup mode back to *automatic*.
- 7) Configure the Voice Mail system to recognize the added ports
- 8) Back up any new Feature Files using the Local Backup procedure
- 9) Connect the expansion ports to the phone system.

Each of these steps is explained in detail in the following sections.

Stopping the Dialogic Service

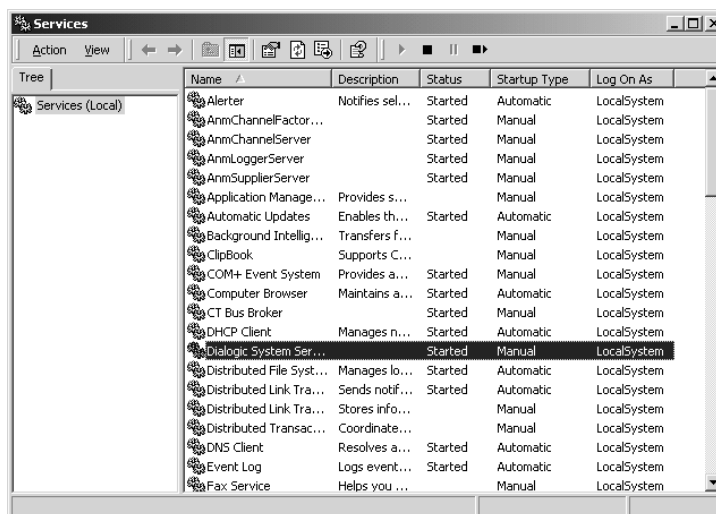
Stopping the Dialogic Service

1) If you have a **Services** shortcut on your desktop, double-click the **Services** icon.

If you do not have a **Services** shortcut on your desktop:

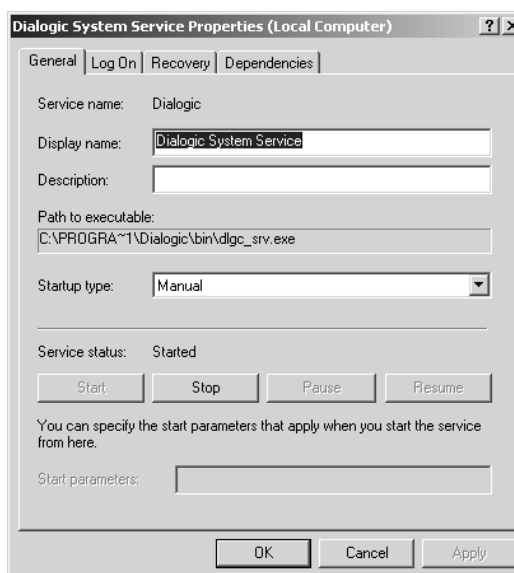
- Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
- Double-click the **Administrative Tools** icon on the **Control Panel** window.
- Double-click the **Services** icon on the **Administrative Tools** window.

You see a **Services** window similar to the one shown below:



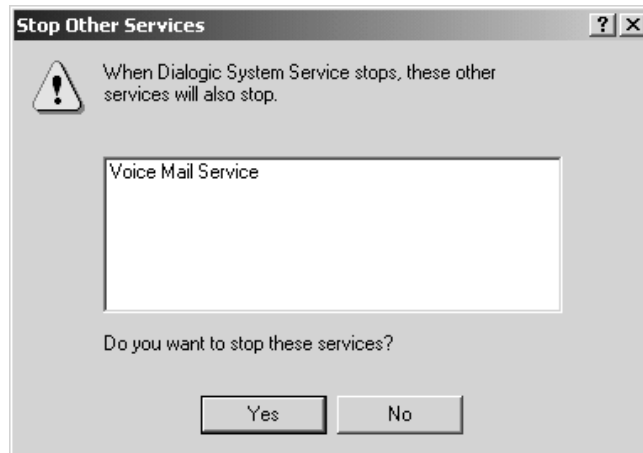
2) In the **Services** window, use the scroll bar to locate **Dialogic System Service** and double-click.

You will see the **Dialogic System Service Properties** window similar to the one shown below:

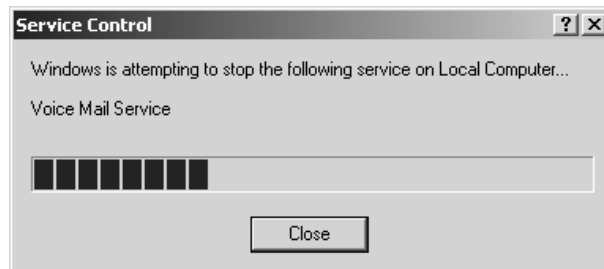


Stopping the Dialogic Service

- 3) Make sure the startup mode is Manual. If the startup mode is Automatic, use the drop down list to set it to manual.
- 4) Click the **Stop** button to stop the service. You will see the following screen:



- 5) Click **Yes**. You see the following screen:



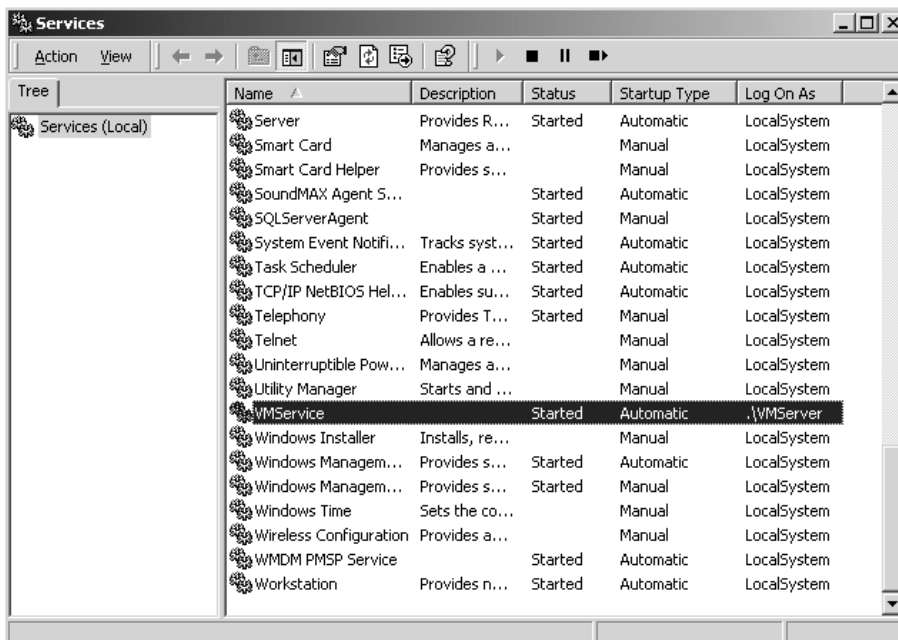
When the Voice Mail Service stops, you return to the **General** page of the **Dialogic System Service Properties**.

- 6) Click **OK** to close the **Dialogic System Service Properties** box. The Services window is re-displayed.

Changing the Voice Mail Service Startup Mode

Changing the Voice Mail Service Startup Mode

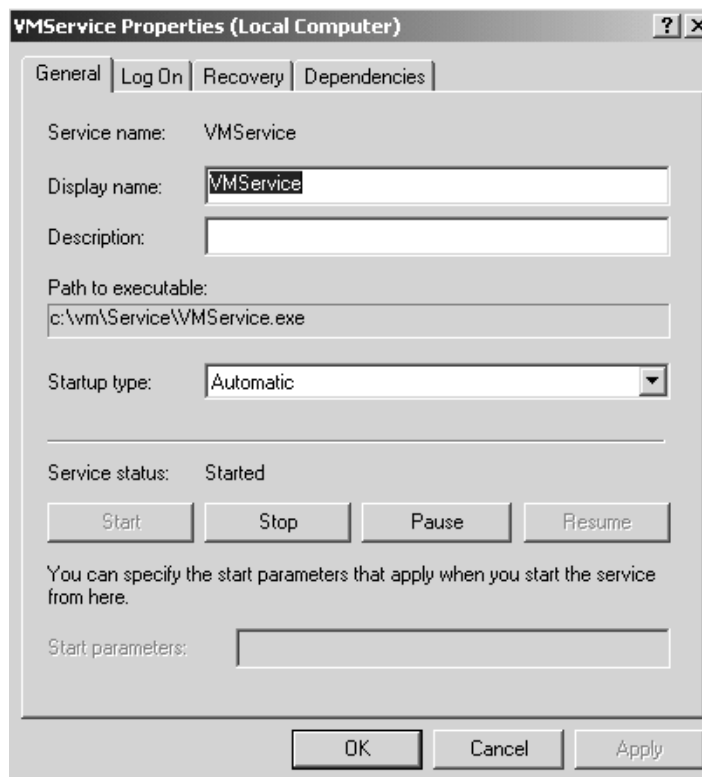
The Voice Mail Service must be temporarily set to Manual Start so that it is disabled during the installation of the Port Card(s).



- 1) In the **Services** window, use the scroll bar to locate **VMService** and double-click.

Changing the Voice Mail Service Startup Mode

You will see the **VMService Properties** window similar to the one shown below:



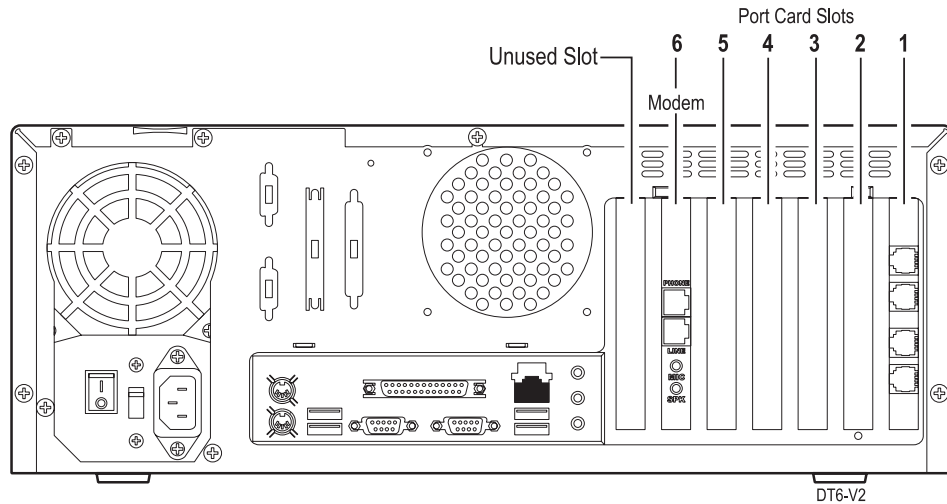
- 2) On the **General** page of the **VMService Properties** window:
 - In the **Startup type** field, click the scroll down arrow and select **Manual**.
 - Click **Apply**, then click **OK** to close the **VMService Properties** window.
- 3) Close the **Services** window and reboot the computer.

Installing the D/4PCIUF Port Card

Installing the D/4PCIUF Port Card

Card Slot Layout

The figure below shows a generic back view of the Voice Mail unit. Cards are installed according to slot number, and ports are in numeric order and assigned sequentially from the top down.



The Voice Mail unit may contain one or more D/4PCI cards, one or more D/41PJCT-LS cards, or a combination of both. The number and type of cards that are already installed will determine the card slot configuration when adding the D/4PCIUF card(s).

You can add port cards until either the maximum number of ports is reached or you have used all the expansion slots.

To use Slot 6, you must remove the Modem card. In this case, you can connect an external modem (which you must supply) to the USB port on the back of the chassis. To install an external modem, refer to the corresponding documentation from the modem manufacturer.

Installing the D/4PCIUF Port Card

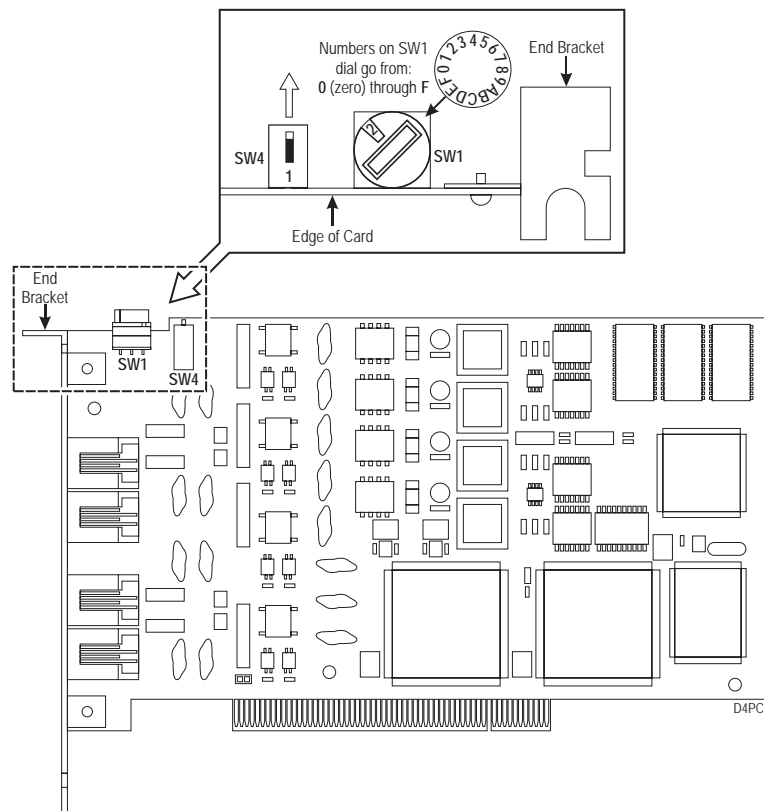
D/4PCI Port Card

The D/4PCIUF card provides up to four Voice or Fax ports. The card contains two switches that must be set before you install it in the Voice Mail chassis. The figure below shows the layout of this card.

Verify that SW4 is set to the **On Hook** position (away from the card edge).

Rotary switch SW1 is set according to the chassis slot where you are installing it. Use the next available slot going from right to left when looking at the back of the chassis. (If you are adding a card to a chassis that contains one card, you would use Slot 2).

If you are installing the card into the chassis in:	Set SW1 on the card to:
Slot 1	1
Slot 2	2
Slot 3	3
Slot 4	4
Slot 5	5
Slot 6	6

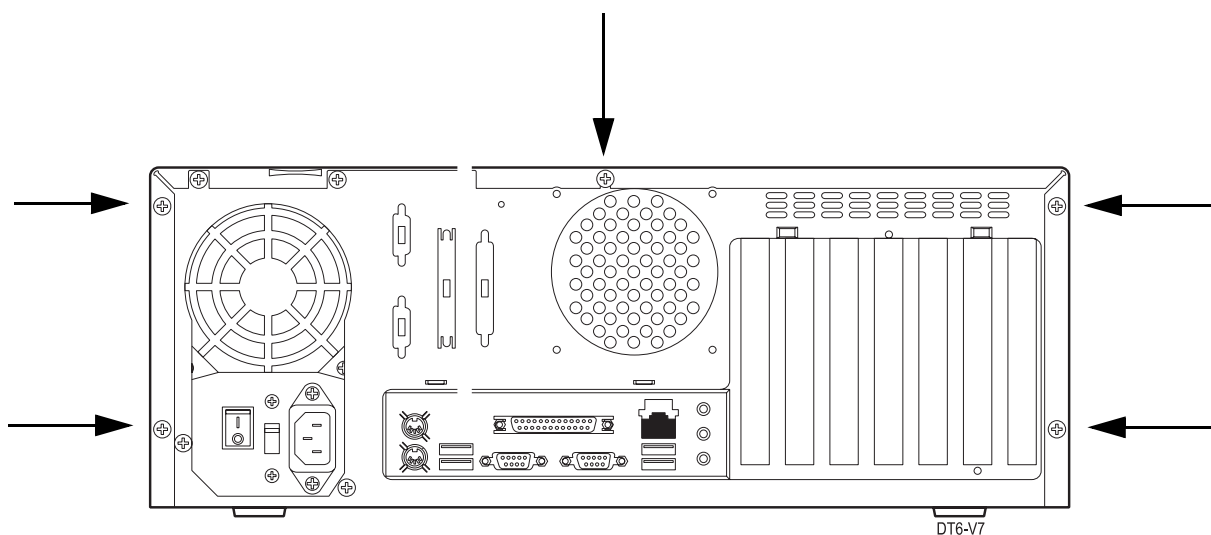


Installing the D/4PCIUF Port Card

Removing the Cover

Caution - Do not turn off the Voice Mail Server without first shutting it down. If you do not shut down first, you may corrupt the Voice Mail database when you turn off the power.

- 1) To shut-down the Voice Mail, click **Start** ⇒ **Shut Down**. Then select **Shut down** in the textbox and click **OK**.
- 2) When you see a prompt on the screen that says it is safe to turn off your computer, use the power switch to turn off system power.
- 3) Remove the power cord from the AC power connector at the back of the chassis and from the surge protector.
- 4) Remove and retain the five hex head screws securing the cover. In the figure below, an arrow points to each screw that you need to remove.
- 5) Remove the cover by sliding it towards the rear of the chassis, and set it aside on a clean surface.



Installing the D/4PCIUF Port Card

Install the Card(s)

- 1) Locate an empty card slot(s) in which to insert the D/4PCIUF Card(s). (If you have no empty slots, you will have to remove the Modem card.)
- 2) Remove and retain the screw(s) securing the slot cover(s).
- 3) Insert the desired card(s) into the empty slot(s). Be sure that the rotary switch setting matches the number of the slot where you are installing the card. Make sure the card is fully seated and lines up with the connector.
- 4) Secure the card(s) in place with the screw(s) you retained in step 2.
- 5) Replace the cover on the Voice Mail chassis.
- 6) Replace the five hex head screws that secure the cover in place.
- 7) Plug the power cord into the surge protector and the AC Power connector at the back of the chassis.
- 8) Use the Power Switch to turn on the system power.

Note - If you removed the Modem card to install an Expansion Card in slot 6, you must stop the Remote Services. See Appendix A.

Registering the Dialogic Device Driver

Registering the Dialogic Device Driver

Once you have installed a D/4PCIUF card in a NVM Voice Mail unit that is running Windows 2003, you must register the device driver.

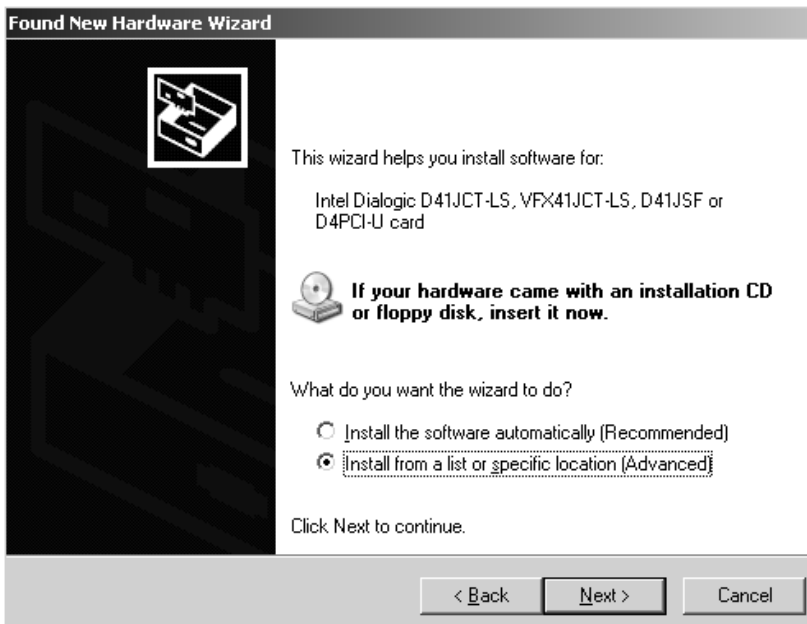
To register the device driver:

- 1) Once the Voice Mail unit is rebooted, the system will recognize that a new piece of hardware has been installed and will automatically start the Installation Wizard for the Dialogic Device Driver:

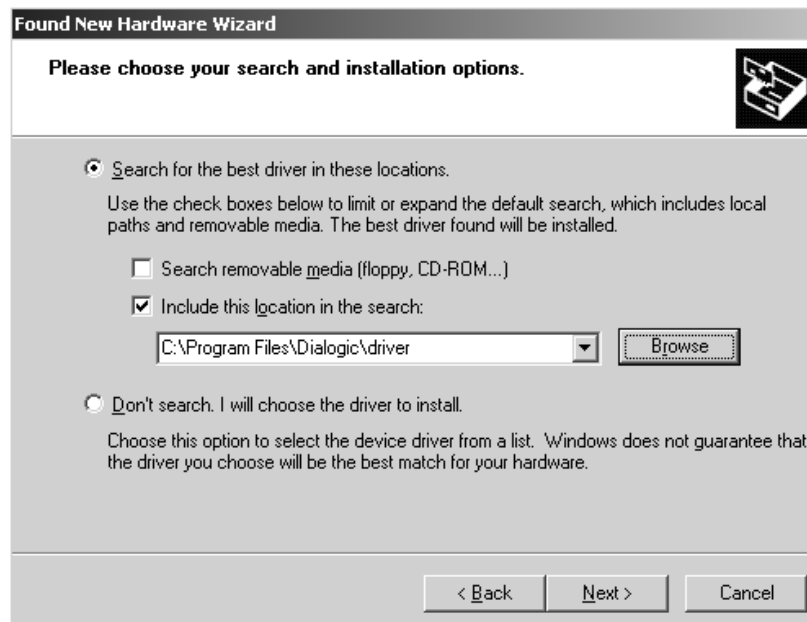


Registering the Dialogic Device Driver

- 2) Click the radio button for **Yes, this time only**, and then click **Next**.



- 3) Click the radio button to install the drivers from a specific location and then click **Next**.



Registering the Dialogic Device Driver

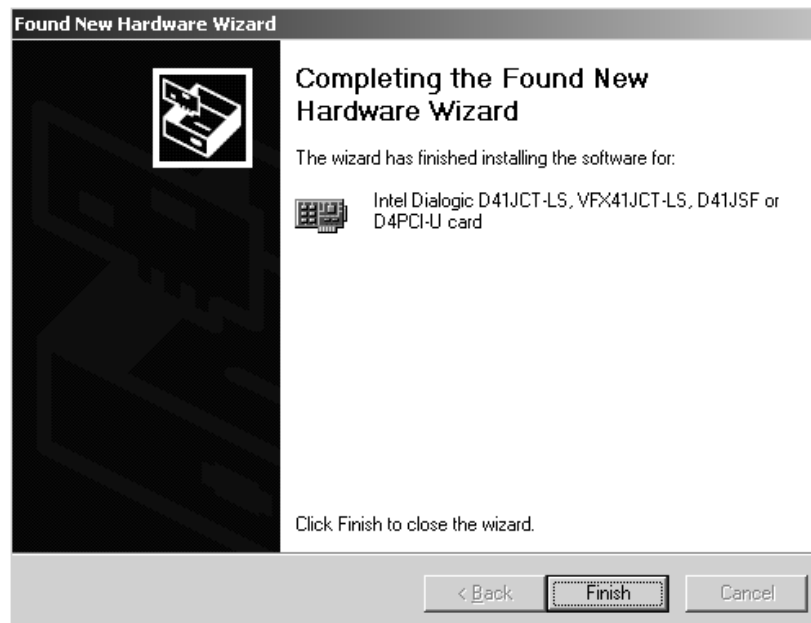
- 4) Unclick the top checkbox and click the bottom checkbox. Enter the following location in the window: **C:\Program Files\Dialogic\driver**. Click **Browse**. The following warning message is displayed:



- 5) Click **Yes** to start the installation.

Registering the Dialogic Device Driver

6) Once the driver has been installed, the following screen is displayed:



7) Click **Finish**.

If more than 1 port card has been added, the first screen of the Installation Wizard will be re-displayed. Repeat steps 1 through 7 for each card.

Checking the Device Driver Configuration

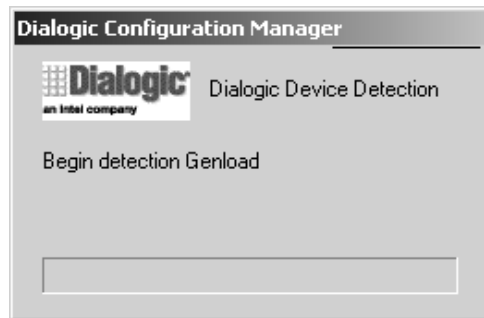
Checking the Device Driver Configuration

Once the Dialogic Device Driver has been registered, you should check the device driver configuration.

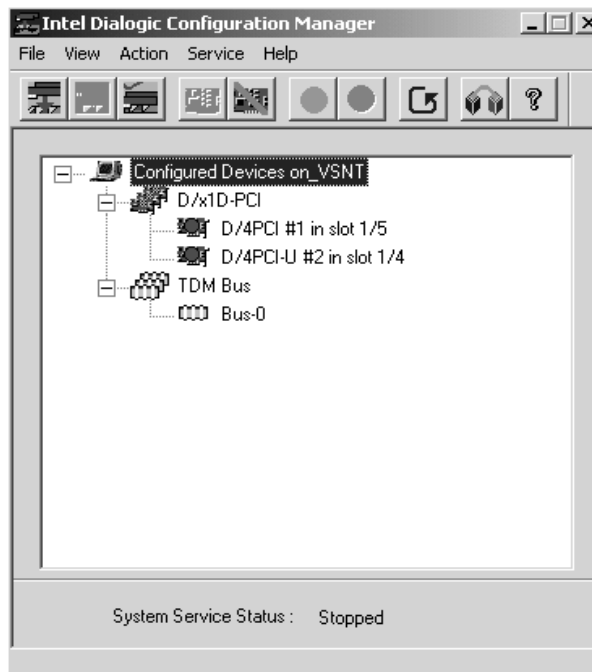
To check the device driver configuration:

- 1) From the Voice Mail desktop, click **Start** ⇒ **Programs** ⇒ **Intel Dialogic System Software** ⇒ **Configuration Manager - DCM**.

While the Dialogic **Configuration Manager** is automatically detecting the port cards in your system, you may briefly see a screen similar to the one shown below:



When the auto detection is complete, you will see a **Dialogic Configuration Manager** window that shows the number of port cards in your system. In the typical screen shown below, an older card in slot 1 and the added card in slot 2 are both configured with a Dialogic driver.



- 2) Close the **Dialogic Configuration Manager** window.

Activating The Feature

Once the port card has been installed and the device drivers have been updated, the Feature Activation File must be placed in the VM directory on the hard drive. The Feature Activation File must be obtained by calling NEC Unified Solutions Customer Service.

To obtain the Feature Activation File:

- 1) Locate and record the **System ID number** of the Voice Mail unit. This will be the 8-digit number starting with "SOJ" that is bar-coded on the system dongle.
- 2) Locate and record the bar-coded **serial number** of the D/4PCIUF card. This number will appear on the card itself and also on the plastic container that the card was shipped in.
- 3) Call the NEC Unified Solutions Customer Service Number 1-800-999-8630. Provide the System ID number of the Voice Mail unit and the serial number of the port card. You will also be asked to provide an Email address where the Feature Activation File can be sent.

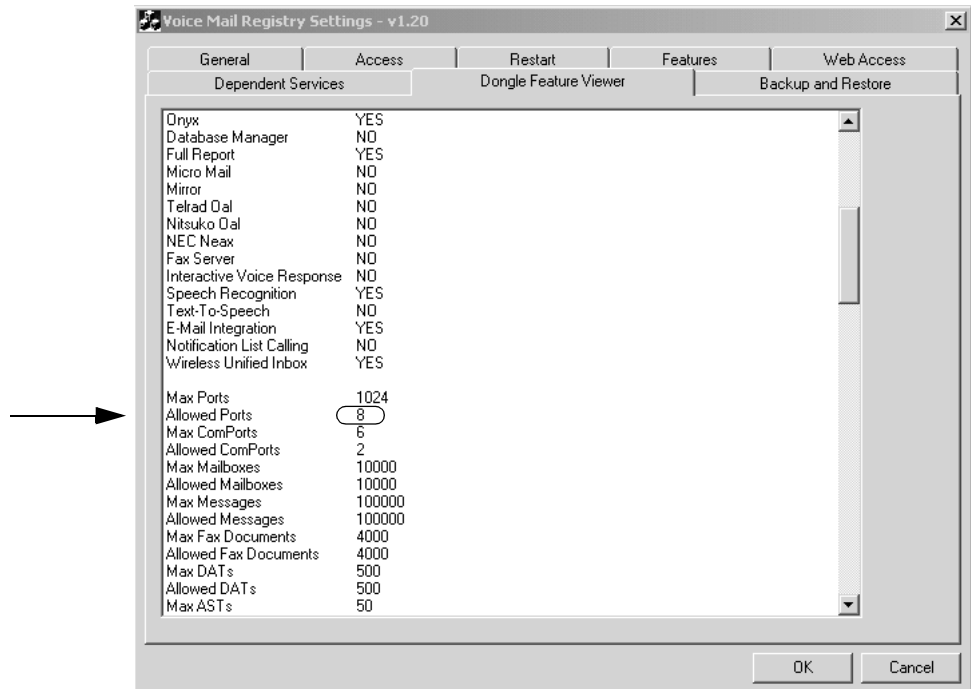
To install the Feature Activation File:

- 1) When the Feature Activation is Emailed to you, save it to a floppy disc.
- 2) Insert the floppy disc into the A: drive of the Voice Mail unit and copy the file to **C:/VM directory**.

Activating The Feature

To verify that the feature activation was successful:

- 1) Click **Start** ⇒ **Programs** ⇒ **Voice Mail System** ⇒ **Registry Configuration**. The Voice Mail Registry Settings window appears. Click the **Dongle Feature Viewer** tab. You see a screen similar to the one shown below:



- 2) Use the scroll bar to locate the new feature that you just activated. Check to make sure that the number of allowed ports equals the number of ports your system had plus the new ports that you activated. In the example screen shown above, four additional ports were activated for a total of eight.
- 3) When you are finished checking the Dongle Feature Viewer, click **Cancel** to close the screen.

Restarting the Voice Mail Service

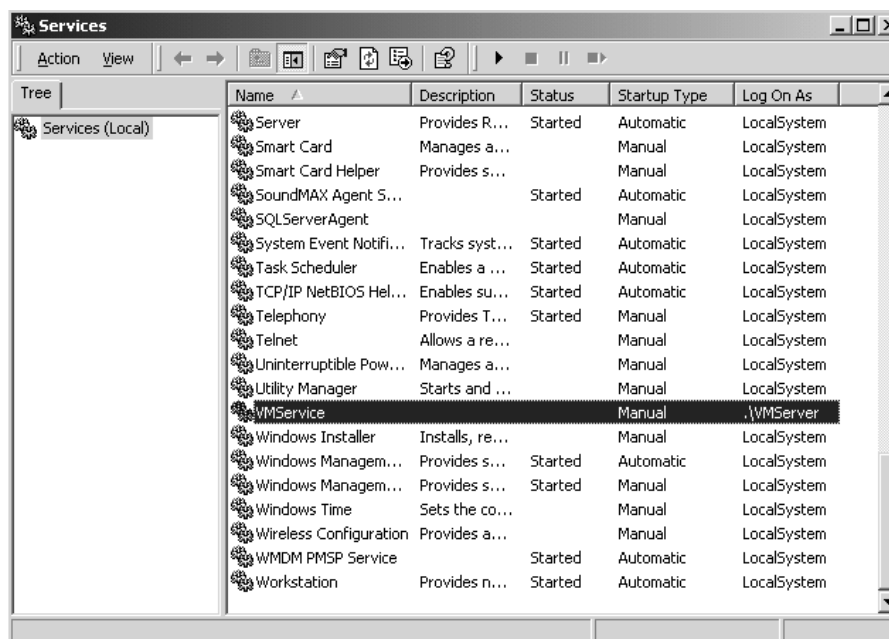
For normal operation, the startup mode must be returned to *Automatic* or the Voice Mail will not start on its own after a computer or power fail restart.

1) If you have a **Services** shortcut on your desktop, double-click the **Services** icon.

If you do not have a **Services** shortcut on your desktop:

- Click **Start** ⇒ **Settings** ⇒ **Control Panel**.
- Double-click the **Administrative Tools** icon on the **Control Panel** window.
- Double-click the **Services** icon on the **Administrative Tools** window.

You see a **Services** window similar to the one shown below.

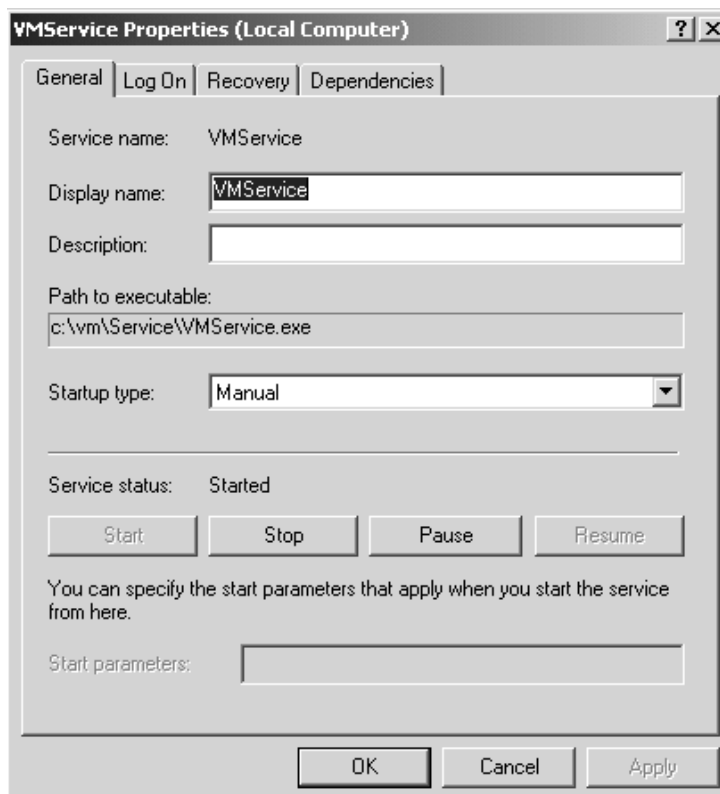


2) In the **Services** window, use the scroll bar to locate **VMService** and right-click. Select **Start** from the pop up menu. While the service is starting up, a progress indicator is displayed.

3) In the **Services** window, double-click **VMService**.

Restarting the Voice Mail Service

You will see the **VMService Properties** window similar to the one shown below.

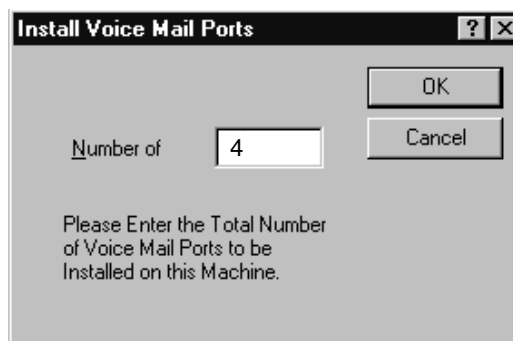


- 4) On the **General** page of the **VMService Properties** window:
 - In the **Startup type** field, click the scroll down arrow and select **Automatic**.
 - Click **Apply**, then click **OK** to close the **VMService Properties** window.
- 5) Close the **Services** window.

Configuring the Voice Mail System

The Voice Mail System must be configured to recognize each Expansion Port Card that you installed.

- 1) From the Voice Mail desktop, double-click the **Voice Mail System** icon on the desktop to display the Graphical User Interface (GUI) for the Voice Mail. You see the **Voice Mail Administration Menu**.
- 2) From the **Voice Mail Main Menu**, click **File** ⇒ **Install** ⇒ **Ports**. The **Install Voice Mail Ports** window is displayed.



- 3) Enter in the **Number of** box the total number of Voice Mail ports currently installed in your system. Click **OK**.
- 4) On the confirmation dialog box, click **OK**.
- 5) Click on the **Port Activity** icon in the menu bar and make sure that all of the ports, including the added ports, are on-hook. Verify the operation of all new ports by calling in to them.

If you are using Fax Mail, assign an extension to each new port that you have installed. For instructions, see **Customizing Port Options, General Tab** in the System Guide.

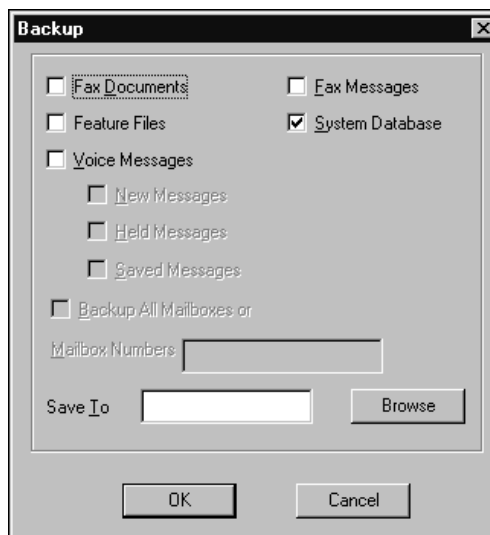
If you want to customize your callout options (Message Notification options and FAX callouts), see **Customizing Callout Options** in the System Guide.

Backing Up the Feature Files

Backing Up the Feature Files

It is recommended that you back up the four basic feature files that came with your Voice Mail unit plus any added feature files. Files can be saved to another location such as a CD using the CD R/W drive on your Voice Mail unit, or a hard drive on the LAN (if allowed to do so by your Network Administrator).

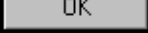

- 1) From the **Voice Mail Main Menu**, click **Tools** ⇒ **Local Backup** to display the **Backup** window.



- 2) Click the check box to select **Feature Files**.
- 3) Click the **Browse** button to display a **Browse for Folder** dialog box. Scroll through the list and highlight the destination to back up the files and click **OK**.
- 4) The Voice Mail will insert your selection into the **Save To** box on the **Backup** dialog box.

If you are saving your files to a hard drive on a network, you must enter the exact UNC designation and include any valid subdirectories, e.g., \\networkservername\c:\backup1

If you are saving your files to a CD using the CD R/W, insert a formatted disk into the D: drive.

- 5) Click the  button on the **Backup** dialog box.
- 6) While the files are being backed up, the message **Please Wait for Local Backup to be Completed** is displayed
- 7) When finished, the Voice Mail will display the message **The operation completed successfully**.
- 8) Click the  button on the **Voice Mail Warning** dialog box.

Chapter 3: NVM-DFx

Introduction

This chapter provides information for adding D/4PCIUF port expansion cards to an NVM-DFx Voice Mail System.

Tools and Materials Required

You will need the following tools and materials to install a D/4PCIUF Port Card:

- D/4PCIUF Port Card (1770051)
- an ESD Wrist Strap (to be worn on the wrist and attached to a grounded metal object when handling cards)
- a Phillips-head screw driver.

Important Note

Keep the card in its anti-static container when it is not being used. Perform all card-handling on a work surface covered with a grounded, static-dissipating material. All work must be performed by a qualified technician.

Summary of Steps for Installing D/4PCIUF Cards

The steps listed below are required in order to perform a successful installation of a port expansion card:

- 1) Check that the D/4PCIUF switches are set to the correct position.
- 2) Install the card into the card slot
- 3) Install the Feature File for the 4-port expansion. This file will be sent to you when you call the NEC Solutions Customer Service number.
- 4) Restart the Voice Mail service.
- 5) Configure the Voice Mail system to recognize the added ports and to change any port options.
- 6) Back up the new Feature File using the Local Backup procedure
- 7) Connect the expansion ports to the phone system.

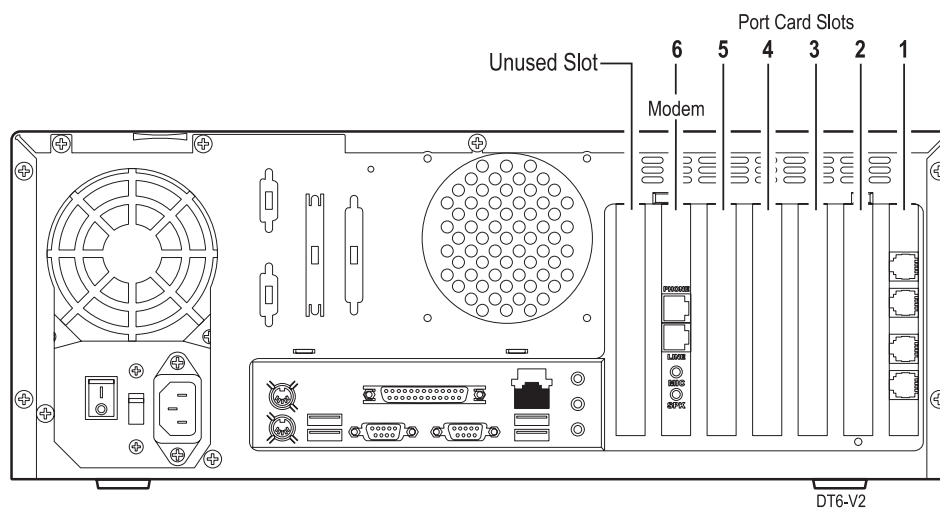
Each of these steps is explained in detail in the following sections.

Installing the D/4PCIUF Port Card

Installing the D/4PCIUF Port Card

Card Slot Layout

The figure below shows a generic back view of the Voice Mail unit. Cards are installed according to slot number, and ports are in numeric order and assigned sequentially from the top down.



The Voice Mail unit may contain one or more D/4PCI cards. You can add port cards until either the maximum number of ports is reached or you have used all the expansion slots.

Installing the D/4PCIUF Port Card

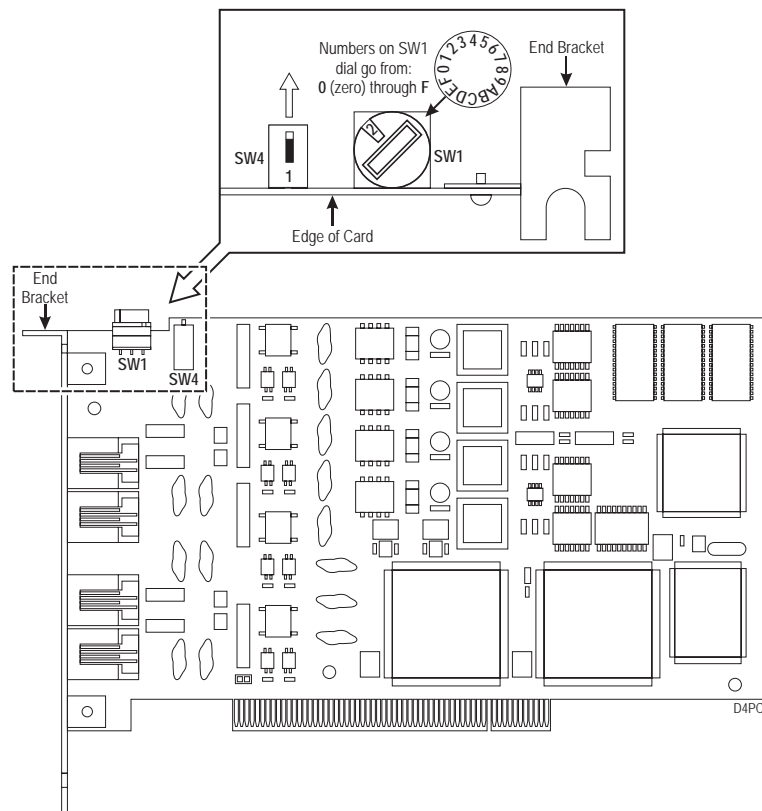
D/4PCI Port Card

The D/4PCIUF card provides up to four Voice or Fax ports. The card contains two switches that must be set before you install it in the Voice Mail chassis. The figure below shows the layout of this card.

Verify that SW4 is set to the **On Hook** position (away from the card edge).

Rotary switch SW1 is set according to the chassis slot where you are installing it. Use the next available slot going from right to left when looking at the back of the chassis. (If you are adding a card to a chassis that contains one card, you would use Slot 2).

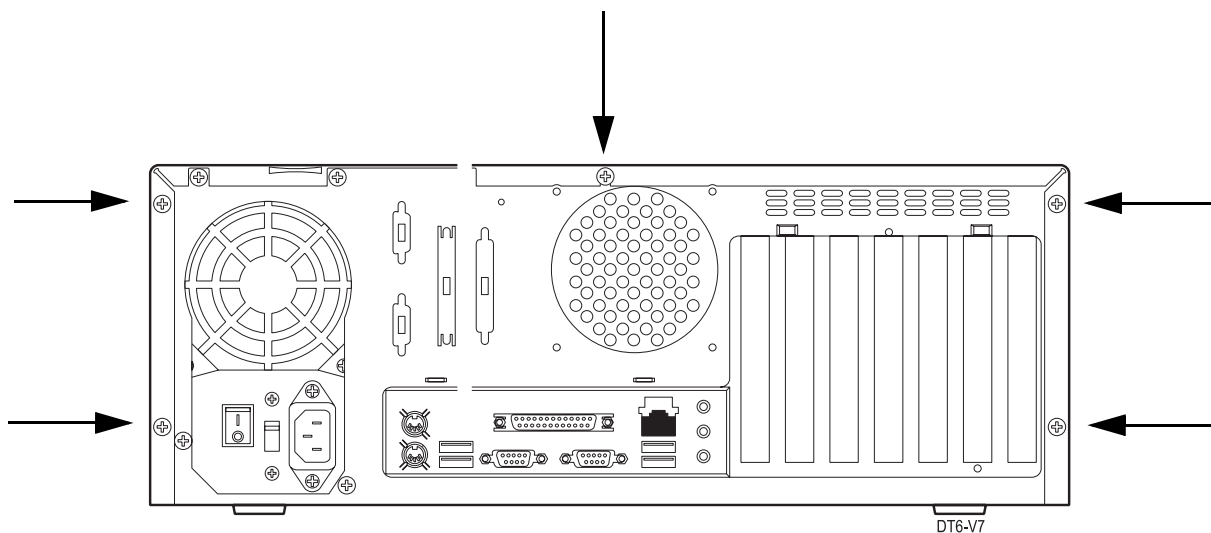
If you are installing the card into the chassis in:	Set SW1 on the card to:
Slot 1	1
Slot 2	2
Slot 3	3
Slot 4	4
Slot 5	5
Slot 6	6



Installing the D/4PCIUF Port Card

Removing the Cover

- 1) Select **VM Service** from the **Control Panel** section of the main menu and click the **Stop** button.
- 2) Use the power switch to turn off system power.
- 3) Remove the power cord from the AC power connector at the back of the chassis and from the surge protector.
- 4) Remove and retain the five hex head screws securing the cover. In the figure below, an arrow points to each screw that you need to remove.
- 5) Remove the cover by sliding it towards the rear of the chassis, and set it aside on a clean surface.



Installing the D/4PCIUF Port Card

Install the Card

- 1) Locate an empty card slot in which to insert the D/4PCIUF Card.
- 2) Remove and retain the screw securing the slot cover.
- 3) Insert the port card into the empty slot. Be sure that the rotary switch setting matches the number of the slot where you are installing the card. Make sure the card is fully seated and lines up with the connector.
- 4) Secure the card in place with the screws you retained in step 2.
- 5) Replace the cover on the Voice Mail chassis.
- 6) Replace the five hex head screws that secure the cover in place.
- 7) Plug the power cord into the surge protector and the AC Power connector at the back of the chassis.
- 8) Use the Power Switch to turn on the system power.

Note - When the Voice Mail unit reboots, the VM Service will automatically restart.

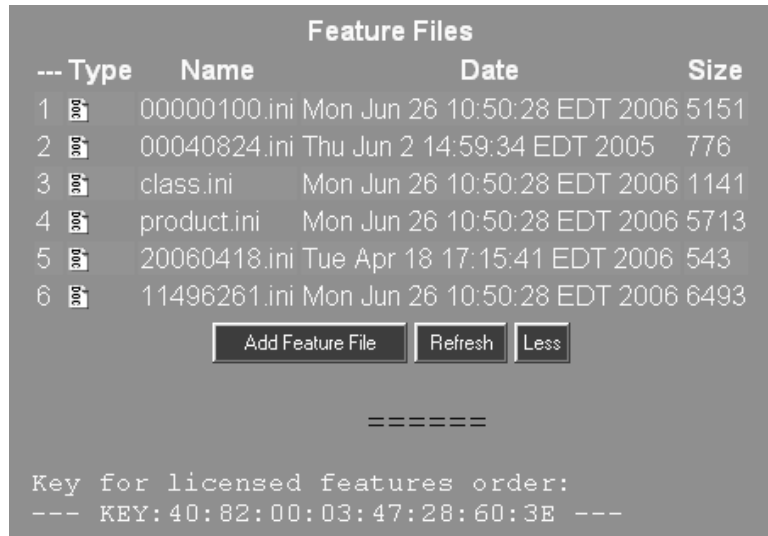
Installing the Feature File







Installing the Feature File

Once the D/4PCIUF port card has been installed, the port expansion Feature File must be installed in the Voice mail system. The Feature File must be obtained by calling NEC Unified Solutions Customer Service.

To view a list of installed Feature Files:

- 1) Select **Feature Files** from the **Control Panel** section of the main menu. A features list similar to the following is displayed:



Feature Files			
--- Type	Name	Date	Size
1 	00000100.ini	Mon Jun 26 10:50:28 EDT 2006	5151
2 	00040824.ini	Thu Jun 2 14:59:34 EDT 2005	776
3 	class.ini	Mon Jun 26 10:50:28 EDT 2006	1141
4 	product.ini	Mon Jun 26 10:50:28 EDT 2006	5713
5 	20060418.ini	Tue Apr 18 17:15:41 EDT 2006	543
6 	11496261.ini	Mon Jun 26 10:50:28 EDT 2006	6493

=====
Key for licensed features order:
--- KEY: 40:82:00:03:47:28:60:3E ---

The Feature File for a 4-port expansion must be obtained and then added to this list.

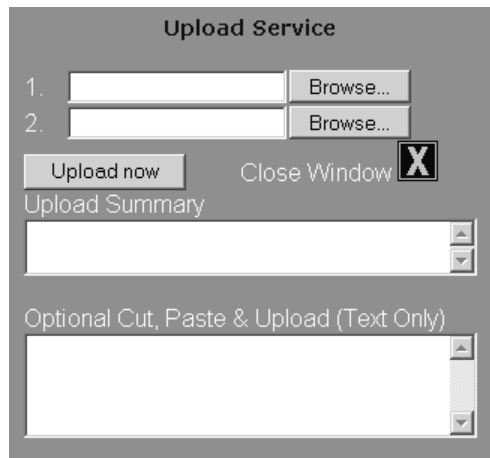
To obtain the port expansion Feature File:

- 1) Locate the **key code** listed at the bottom of the feature file list and record it. This code should match the serial number that is bar-coded on the bottom of the Voice Mail unit.
- 2) Locate and record the bar-coded **serial number** of the D/4PCIUF card. This number will appear on the card itself and also on the plastic container that the card was shipped in.
- 3) Call the NEC Unified Solutions Customer Service Number 1-800-999-8630. Provide the key code of the Voice Mail unit and the serial number of the port card. You will also be asked to provide an Email address where the Feature File can be sent.
- 4) You will be Emailed the zipped Feature File for the port expansion option. The Feature File will be matched to the serial number of your unit and will not work on any other Voice Mail unit.
- 5) Create a folder on the C:/ drive of your PC. Extract the zipped file to the folder that you created. The unzipped file will be converted to an .INI file.
- 6) Use the Upload procedure to add the Feature File to the list.

Installing the Feature File

To add the port expansion Feature File to the list:

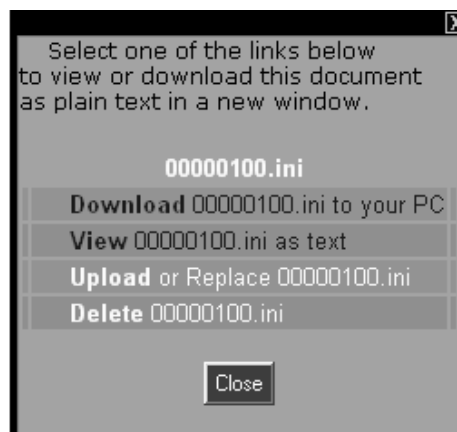
1) Click the **Add Feature File** button. An Upload Service dialog box is displayed:



- 2) Click the **Browse** button, locate the resource and the file, and then click **Open**. The file name you selected will appear in the Browse field.
- 3) Click **Upload now**. A message is displayed telling you that the file has been uploaded. Click **OK** to close the message window.
- 4) Close the Upload Service window.
- 5) Click the **Refresh** button. The new Feature File will be added to the list

To view, download, or delete the Feature File:

1) Click on the icon in the Type column next to the Feature File that you want to view. A dialog box is displayed:



- 2) To view the file, click on the **View** hyperlink. A text file is displayed showing the contents of the feature file.
- 3) To download the file and either open it or save it, click the **Download** hyperlink. A dialog box will appear, prompting you to choose to Open or Save the file. If you choose to save the file, a Browser will be displayed asking for the location you want to save to.
- 4) To delete the file from the list, click Delete

Configuring the System

Configuring the System

Once the port card has been installed, the Voice Mail System must be configured to recognize the added ports. You may also need to reconfigure some port options.

To configure the number of ports:

- 1) Select **Install Options** from the **Installation** section of the main menu. The following screen is displayed:

Install Options

Phone System ...

Ports

Compression ...

Default Security

Default Bilingual ...

Numbering Plan

Option

Status

- 2) In the **Ports** field, enter the total number of Voice Mail ports now installed in your system.
- 3) Click the **Install Ports** button. While the ports are loading, a Status of "Busy" is displayed.
- 4) Wait a few seconds and then click the **Update Status** button. If the ports have finished loading, the Status will indicate "Idle".

To view and customize Port Options:

1) Select **Port Options** from the **Customize** section of the main menu:

<< 1	< 1	Move to	2 >	8 >>	Copy
Viewing: 1					
Tenant Number	<input type="text" value="1"/>				
Extension	<input type="text" value="556"/>				
Answering Schedule Table	<input type="text" value="1"/>				
In Service	<input type="text" value="Yes"/>	...			
Self Test	<input type="text" value="No"/>	...			
TTS Enabled	<input type="text" value="Yes"/>	...			
Allow Lamp Callouts	<input type="text" value="No"/>	...			
Allow Notification Callouts	<input type="text" value="Yes"/>	...			
Allow Network Callouts	<input type="text" value="No"/>	...			
Immediate Self Test	<input type="button" value="Apply"/>				
Clear Failure	<input type="button" value="Apply"/>				
Port Options	<input type="button" value="Apply changes"/>				

2) Select the port number (using the **Move to** button), or select a range of ports that will be set for the same parameters (using the **Copy** button). Note that when the Copy feature is used, checkboxes appear next to each field. Checking a box will apply that setting to each port in the range.

3) Select or type in the data for the following Port Options:

- **Tenant Number** - If this is a multi-tenant application, enter the tenant number. In most cases, there will only be one tenant.
- **Extension** - Enter an extension number outside the range of extensions being used in the phone network. For example, if all the phones in the network contain extensions from 200 to 600, enter 700 in this field. If a second port will have notification enabled, use 701 as the extension for that port.
- **Answering Table** - The Answering Table that Voice Mail refers to when answering all trunks that use the port.

Configuring the System

- **In Service** - Make sure that this option is enabled so that the port is operational.
- **Self Test** - If this feature is enabled, the Voice Mail will perform a two-part test at regular intervals as follows:
 - After taking the port off-hook, the Voice Mail will listen for dial tone. If no dial tone exists, this would constitute a test failure.
 - If a dial tone exists, the Voice Mail will dial a digit on the port to see whether the digit will break the tone. If the dial tone does not get broken, this would constitute a test failure.
- **TTS Enabled** - If you want to enable this port for Text-To-Speech, select Yes.
- **Allow Lamp Callouts** - When this field is enabled, the port will allow the Voice Mail to light the Message Waiting lamp at the extension.
- **Allow Notification Callouts** - When this field is enabled, the port will allow the Voice Mail to send message notification to an extension, a local number, or a long distance number. The port will also be used for Fax callouts.
 - Note - At least one port must be enabled to Allow Notification. It is recommended that the highest numbered port be used for this purpose. If additional ports are needed to make notification callouts, enable the next highest numbered port.
- **Allow Network Callouts** - When this field is enabled, the port will allow the Voice Mail to use this port to make callouts to a mailbox in another AMIS compatible network.
- **Immediate Self Test** - Clicking the **Apply** button will cause a self test (as described above) to be performed immediately on the selected port.
- **Clear Failure** - Click the **Apply** button to clear the fail condition generated after performing an Immediate Self Test.

4) Click the **Apply changes** button.

Backing Up the Feature Files

It is recommended that you back up all the feature files including the ones that you just added. Files can be saved to another location such as a CD using the CD R/W drive on your Voice Mail unit, or a hard drive on the LAN (if allowed to do so by your Network Administrator).

To perform the Local Backup procedure:

- 1) Select **Local Backup** from the **Tools** section of the main menu:

The screenshot shows a configuration window for backing up feature files. It contains several rows, each with a label and a control element:

System Configuration Database	No	...
Fax Documents	No	...
Feature Files	No	...
Messaging Mailboxes	All	
New Voice Messages	No	...
Held Voice Messages	No	...
Saved Voice Messages	No	...
New Fax Messages	No	...
Held Fax Messages	No	...
Saved Fax Messages	No	...
Reference/Comments		
Option	Backup	Update Status
Status	Idle	

- 2) Select **Yes** for each item you want to back up. Make sure to include Feature Files. Optionally, System Configuration and voice and Fax messages can also be backed up. Note that whenever you back up the feature files, the previously backed up files are written over.

If you want to back up the messages in all mailboxes, type **All** in the **Messaging Mailboxes** field. If you only want to backup messages in certain mailboxes, enter the numbers of those mailboxes in the **Messaging Mailboxes** box, or enter **None**.

Select **Yes** for each type of voice or Fax message you want to back up: **New Messages**, **Held Messages**, or **Saved Messages**.

- 3) Type in a file name for the backup files in the **Reference/Comments** field. The file name should include reference information such as the Mac address of the NVM-DFx or the date that the backup was performed.
- 4) Click the **Backup** button. The backup process may take a few seconds depending on the size of the file. If the status is "Busy", wait a few seconds and then click the **Update Status** button. When the status is "Done", the backup is complete.

Backing Up the Feature Files

Appendix A

Stopping Remote Services

If you have replaced the internal modem (slot 6) with an Expansion Card and the Remote Access was previously operating, you may see the Service Control Manager dialog box shown below.

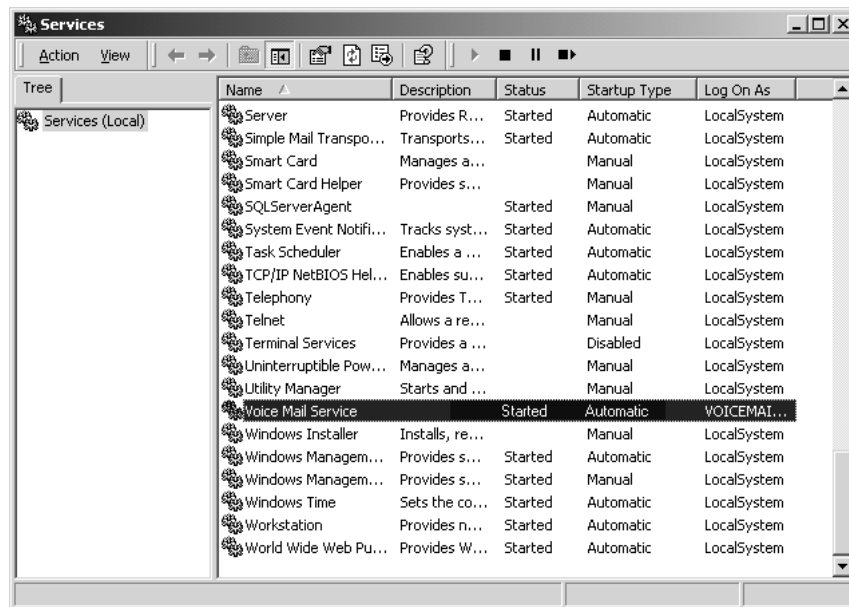


If you see this message, you will need to stop two services associated with the Remote Access:

- Remote Access Auto Connection Manager
- Remote Access Connection Manager.

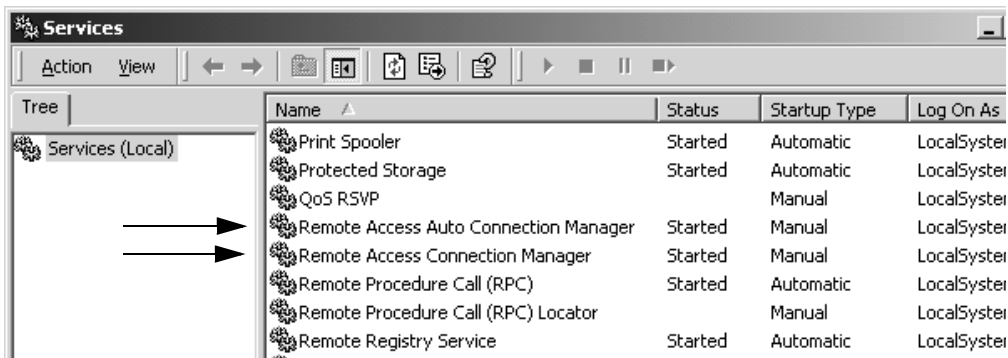
To stop the Remote Access services:

- 1) If you see the dialog box shown above, click **OK** on the dialog box.
- 2) From the Voice Mail desktop, double-click the **Services** icon. You see a **Services** window, similar to the one shown below.

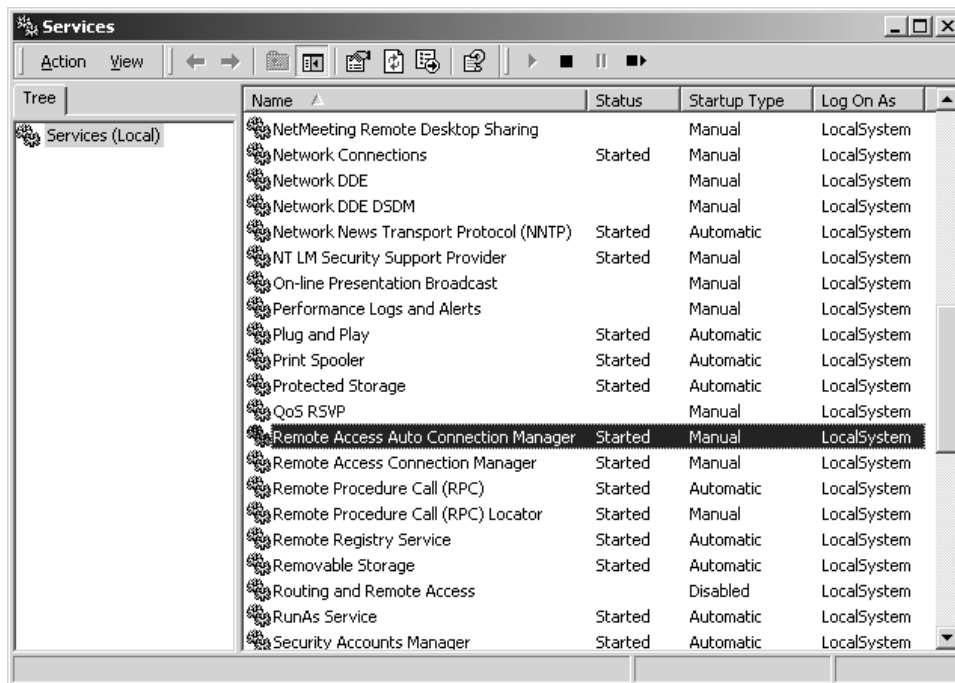


Stopping Remote Services

- 3) Use the scroll bar on the **Services** window until you see **Remote Access Auto Connection Manager** and **Remote Access Connection Manager** as shown below.

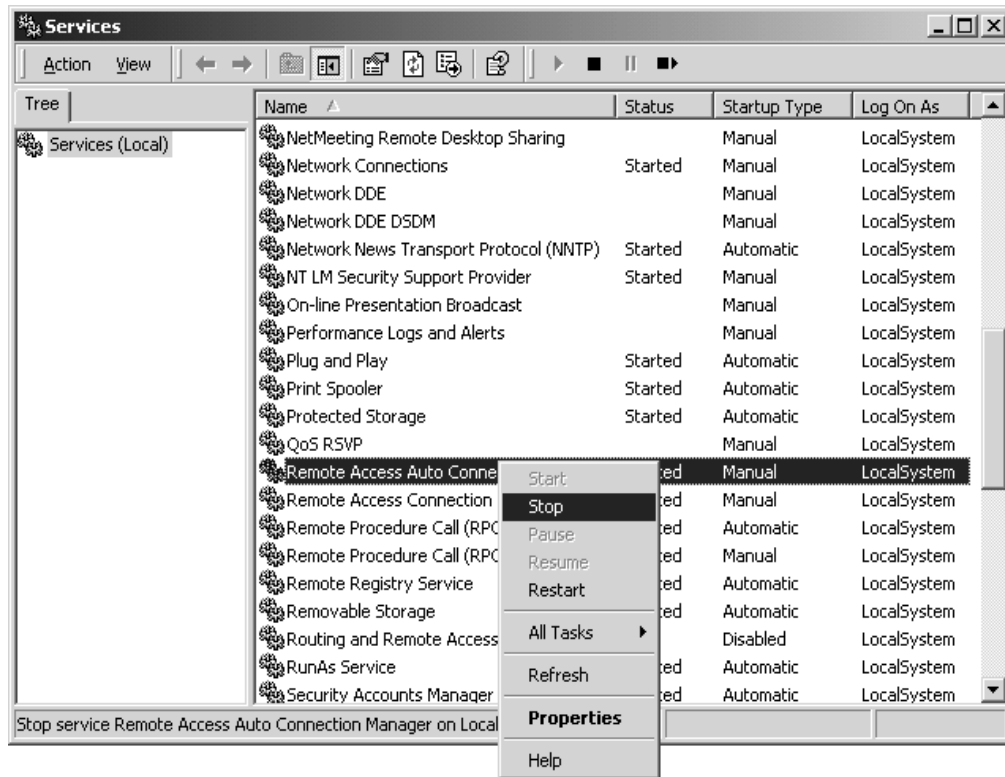


- 4) Click to select (highlight) **Remote Access Auto Connection Manager** as shown below.

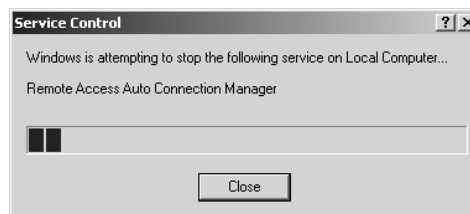


Stopping Remote Services

- 5) Right-click **Remote Access Auto Connection Manager**, and select **Stop** from the pop up menu..

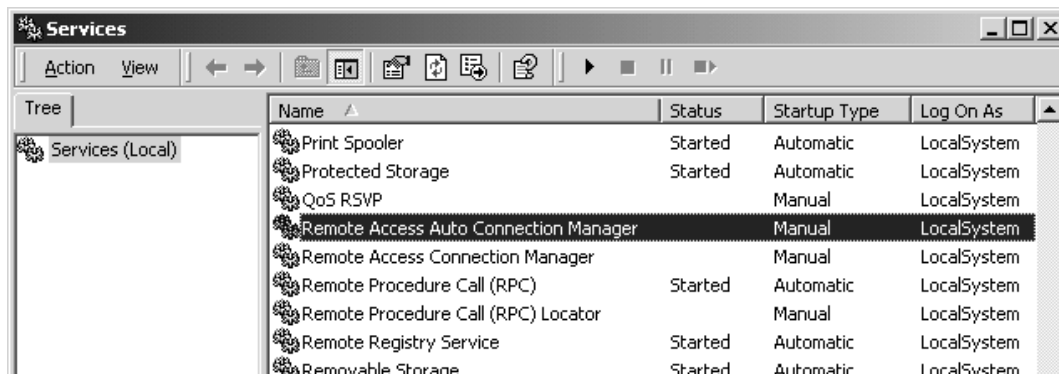


- 6) You see a status screen (similar to the one shown below) as the system stops the service



Stopping Remote Services

When the service is stopped, you return to the **Services** window. Notice that stopping the **Remote Access Auto Connection Manager** automatically stops the **Remote Access Connection Manager** as well. (See the example below.)



7) Close the **Services** window.

Note

If you want to maintain remote access to the Voice Mail for performing System Administration procedures, you can connect an external modem to one of the USB connectors on the Voice Mail. (For instructions on installing an external modem, see the directions from the modem manufacturer.)

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