MITEL NETWORKS

6510 Unified Messaging CLIENT APPLICATION INSTALLATION GUIDE Draft



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About This Guide

Document Overview

This guide provides detailed instructions on installing UM Client Manager, Fax Client, and Web Client software. It also includes information on installing the RIMMSS Client Application for Research in Motion's Blackberry Device.

Note: Some screen captures in this document may not reflect the Mitel Networks[™] 6510 UM software exactly. All screens will be updated in the next release of the 6510 UM documentation.

Intended Audience

This document is intended for end users installing the client applications for their personal usage.

Before You Begin

Make sure you have the appropriate software or ask you system administrator for access to the software on your company's network.

Conventions

This guide contains three types of help:

- Note: Contains additional information about the task you are performing.
- Hint: Contains an alternative method of performing the task or offers a solution if you run into a problem.
- Caution: Information that alerts you to potential loss of data, or damage to an application, system, or device.

Warning: Information that alerts you to potential personal injury.

About This Guide

Contacting Mitel Networks

Contact us by mail at:

Mitel Networks Corporation 350 Legget Drive Ottawa, ON K2K 2W7

Contact us by phone:

Tel: 613-592-2122

Fax: 613-592-4784

Contact us on the Web:

www.mitel.com

About This Guide

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Overview

Web Client is a web-based interface that provides a user with access to their 6510 UM account and features over the Internet.

There are four steps that are required to be performed prior to configuring the Web Client:

- 1. Configuring the 6510 UM Server to install WebClient services.
- 2. Configuring your Browser to support the 6510 UM Portal for WebClient.
- 3. Installing the Java Plug-In to listen to voice messages over the web.
- 4. Installing Permissions for Java to allow you to record voice messages and greetings over the web.

Configuring Your Browser

Web Client requires a Microsoft Internet Explorer version 6.0 or greater and Netscape 6.2 or greater to run properly.

• To configure Microsoft Internet Explorer:

- 1. Open Microsoft Internet Explorer.
- 2. Click Help > About Internet Explorer. The About Internet Explorer dialog appears.

실 About Inte	rnet Explorer
	Microsoft* Internet Explorer
	Version: 6.0.2600.0000 Cipher Strength: 128-bit Product ID:51873-OEM-0000671-66525 Update Versions:; Q306121;
	Based on NCSA Mosaic. NCSA Mosaic(TM); was developed at the National Center for Supercomputing Applications at the University of Illinois at Urbana- Champaign.
// /	Copyright ©1995-2001 Microsoft Corp. OK Acknowledgements

 If the version number is less than 6.0, click Update Information to go to the Microsoft site and update your Internet Explorer browser.

• To configure Netscape:

- 1. Open Netscape.
- 2. Click Edit>Preferences. The Preferences dialog appears.
- 3. Under the Advanced category, click **Cache**. The Cache dialog appears in the right window.

Preferences			
Category	Cache		
	<u></u>		
Fonts	Set Cache Options		
Colors	The cache keeps conjes of frequently visited web names on your		
Themes	the amount of time you are connected to the Internet. (Clicking F		
Content Packs	the latest version of a page.)		
Navigator			
D Composer	Memory Cache: 4096 KB		
▷ Mail & Newsgroups	Did Cut		
▷ Instant Messenger	Disk Cache: D0000 KB		
▷ Privacy & Security	Compare the page in the cache to the page on the network:		
Cache	C Every lime I view the page		
Proxies	O Automatically		
Software Installation	O Once per session		
Mouse Wheel	O Never		
System			
Offline & Disk Space			

4. Select **Every time I view the page**. Your Netscape browser is now configured to work properly with the Web Client.

If you are using Netscape, make sure you are running version 6.2 or greater. If your Netscape Navigator browser version is less than 6.2, download the latest version at:

http://home.netscape.com/computing/download/

Downloading the Java Plug-In

Installing the Java Plug-In allows a user to listen to voice messages over the web. Before you can install the Java Plug-In, you must first download it from Web Client.

• To download the Java Plug-In:

- 1. Close all applications that are running.
- 2. Open your browser.
- 3. Enter the IP address of the 6510 UM server in the Address line, followed by */6510 UM/WebClient* and click **Go**. The Web Client login dialog screen appears.



Note: See your System Administrator for the exact IP address of your 6510 UM server.

- 4. From the Getting Started drop-down list, select 1|Java Plugin, then click Go. The File Download dialog appears.
- 5. Click Save. The Save As dialog appears.

- 6. Select either a directory to save the file to or accept the default directory and click **Save**.
- 7. When the download has finished, click Close.

Installing the Java Plug-In

After downloading the Java Plug-In, you can install it onto your PC.

• To install the Java Plug-In:

- 1. Navigate to the directory containing the Java Plug-In installation file.
- 2. Double-click on **j2re-1_3_1_03-win-i.exe**. The Software License Agreement dialog appears.
- 3. Click Yes. The Choose Destination Location dialog appears.
- 4. Click Next. The Select Browsers dialog appears.
- 5. Select the checkbox beside the browser that you are using and click **Next**. The Java 2 runtime environment dialog box appears and begins the installation. When the installation is complete, an Installation Completed dialog appears and the active window returns to the directory containing the Java installation file.

Downloading Permissions

Permissions allow you to record greetings and voice messages over the web.

Note: If you are setting up Web Client at home or anywhere outside the office, the server should point to the following url:

http://IP Address/6510 UM/WebClient

- To download permissions:
 - 1. Exit all applications that are running.
 - 2. Open your browser.
 - 3. Enter the IP address of the 6510 UM server in the Address line, followed by */6510 UM/WebClient* and click **Go**. The Web Client login dialog box appears.

🚰 WebClient - Microsoft Internet Explorer	_ _ _ _ _
File Edit View Favorites Tools Help	
📔 🖶 Back 👻 🤿 🗸 🔯 🖓 Search 💿 Favorites 🎯 History 🛛 🖏 🗸	a
Address 😰 http://127.0.0.1/um/webclient/webclient.asp	▼ 🖉 Go 🛛 Links ≫
MITEL Networks 6510 Getting 1 Java	j Started? a Plugin
Mailbox Compan Compan Password English French Spanish	
ē	📄 📄 Internet 🏼 🎢
	UM006

4. From the Getting Started drop-down list, select **2 | Grant Permission** and click **Go**. The File Download dialog appears.

- 5. Click **Save**. The Save As dialog appears.
- 6. Select a directory to save the file to and click Save.
- 7. When the download is finished, click **Close**.

Installing Permissions

Once you have downloaded the permission, you can install them onto your PC.

- To install permissions:
 - 1. Navigate to the directory containing the Permission installation file.
 - 2. Double-click **GrantPermission**. The Installing dialog box appears and begins installing the permissions. The Set Client-Side Permission dialog appears.

Set Client-Side Permis:	sions	
Please enter the Web-	-Site address of your We	eb-Client server:
http://		
	0	01 1

- 3. Enter the IP address of the 6510 UM Server and click **OK**. A dialog appears, confirming that the permission is granted.
- 4. Click **OK**. You can now use the record and listen function in the web client.

Getting Started

After downloading and installing both the Java plug-in and the grant permissions program, you will be able to use the full functionality of the web client application. Before you can do this, you must restart the browser in order for the permissions to take affect. From the main login screen, enter your numerical user ID and password to access your account.

Caution: The browser must be restarted only if the user has already logged into their mailbox.

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Overview

6510 UM Client Manager installs both voice and fax forms that are used in conjunction with Microsoft Outlook. It allows a user to access the following client functionality:

- LanTalk Instant Messaging
- Caller ID Screen Pops
- Change personal status (in/out of office)
- Change passwords for user login
- Call control on incoming calls
- Dialing from the desktop

Minimum Requirements

Hardware/Software	Requirements
CPU	Intel Pentium 3 600mhz+ 256MB RAM+
OS	Windows 98
	Windows NT w/SP6
	Windows 2000 w/SP2
	Windows XP w/SP1
Browser	Netscape Navigator 6.2+
	Internet Explorer 6.0+

Downloading the UM Client Manager

Before you can install 6510 UM Client Manager, you must download the software from the WebClient login page.

• To download the UM Client Manager:

- 1. Exit all applications that are running.
- 2. Open your browser.
- Enter the IP address of the 6510 UM server in the Address line, followed by /6510 UM/WebClient/ and click Go. The Web Client login page appears.
- 4. From the Getting Started drop-down list, select **3**|6510 UM Client Manager and click **Go**. The File Download dialog appears.
- 5. Click Save. The Choose Destination Location dialog appears.
- 6. Select either a directory to save the file to or accept the default directory and click **Save**. The file begins to download.
- 7. Click **Close** when the download is complete.

Installing the UM Client Manager

Once you have downloaded the 6510 UM Client Manager software, you can install it onto your PC.

• To install 6510 UM Client Manager:

- 1. Navigate to the directory containing the 6510 UM Client Manager Installation file.
- 2. Double-click **6510 UMClientManager**. The Welcome dialog appears.



Note: The system will prompt you to close Microsoft Outlook if it is in use before installing.

- 3. Click Next. The Choose Destination Location dialog appears.
- 4. Click **Next** to accept the default folder. The Select Components dialog appears.

覺 Select Components		×	
MITEL NETWORKS it's about YOU	In the options list below, select the checkboxes for the options that you would like to have installed. The disk space fields reflect the requirements of the options you have selected.		
	✓ Forms ✓ UM Client Manager	735 k 2716 k	
	Disk Space Required: Disk Space Remaining:	3451 k 3599385 k	
	< <u>B</u> ack	ext > Cancel	

Note: 6510 UM Client Manager is automatically selected, and must be installed.

5. Select the **Forms** checkbox if you want Forms to be installed along with the 6510 UM Client Manager, and click **Next**. The system prompts you to enter the following user information:

🛃 Login Information		×
	Please fill in the following fields:	
	Company Number 1	
	Mailbox Number 314	
\$\$_\$\$	Password xxxx	
	< <u>B</u> ack <u>N</u> ext > C	ancel

- Company Number: Enter your company number.
- Mailbox Number: Enter your mailbox number.
- **Password**: Enter the password you use to log into your voicemail via the telephone.

Note: The default company number is 1. Ask your system administrator if you are unsure.

6. Click Next. The Voice and Web Servers IP Addresses dialog appears.

😼 Voice and Web Servers IP A	ddresses		×
	Please enter IP Addre	sses of Voice and Web Servers	
	Voice Server:	127.0.0.1	
	Web Server:	127.0.0.1	
\$\$_\$\$			
	/ Back	Nevt \ Cancel	-

- In the Voice Server field, enter the IP address of the 6510 UM server.
- In the Web Server field, enter the IP address of the 6510 UM server.

Note: By default, the IP address for both fields is the same.

- 7. Click Next. The Start Installation dialog appears.
- 8. Click **Next** to begin installation. The installation begins and the Install VoiceFax Messaging Outlook Form dialog appears.

Install VoiceFax Messaging Outlook Form
First, you may be required to login to Outlook. Next, a warning box about macros will come up three times. This is natural and is part of Outlook security. Just press Enter each time. The choice of disable or enable does not matter.
ОК

- 9. Click **OK**. The Installation program displays a warning about forms and macros.
- 10. Click **Disable Macros** each time that the message appears. After the third time, a dialog appears, confirming that the installation is complete.
- 11. Click **OK**. The Installation Complete dialog appears.

12. Click **Finish**. The Groupware Forms Configuration dialog appears, and prompts you to configure the call handling properties. Clicking No brings you to the Windows desktop and you can configure the call handling properties at a later time. Clicking Yes allows you to continue the configuration of the call handling properties. For more information follow the steps in Configuring Call Handling Settings on page 30.

Configuring Main Settings

The **Main** tab allows you to configure the personal settings required so that a user can log in successfully.

Caution: This information must be correct in order for 6510 UM Call Manager and the forms to work properly.

- To configure main settings:
 - 1. Click **Start>Programs>6510 UM Client Manager>Configuration**. The Main dialog appears.

Mitel Networks 6510 UM Client Manager 1.105.4 Options	? ×
Main Call Handling LanTalk Notification	
Company Mailbox 1 100 UMST Server IP Address UMST Server Port 127.0.0.1 13777]
Web Server IP Address 127.0.0.1	
UM Client Language English	
Set Password	
	spply
	LIM0058

- 2. In the **Company field**, enter the company number name that your account is associated with on the 6510 UM server. Contact your 6510 UM administrator if you do not know your company number. The default is 1.
- 3. In the Mailbox field, enter your mailbox number for voice mail.

- 4. In the **UMST Server IP Address** field, enter the UMST IP address so that the system can authenticate you using TCP/IP.
- 5. In the UMST Server Port, enter the UMST server port number.
- 6. In the **Web Server IP Address** field, enter the web server IP address so that the system can autheticate you.
- 7. In the **6510 UM Client Language** drop-down list, select the language that is to be used.
- 8. In the **Fax Viewer** field, enter the file name and location of the application you currently use to view .tiff files. If you leave this field blank, 6510 UM Client Manager will use the default viewer associated to your operating system.
- 9. Click **Change Password** if you want to change an existing password.
- 10. Click **OK** to end or click another tab to continue the configuration.

Setting the Password

After you have installed 6510 UM Client Manager onto a user's PC, you must specify a user password.

To specify the password:

- 1. Right-click the 6510 UM Client Manager icon and select **Options**. The Call Handling dialog appears.
- 2. Click the **Main** tab and then click **Set Password**. The Set Password dialog appears.

Set Password	x
Set Password	
New Password	
Confirm Password	
<u></u> k	<u>C</u> ancel

- 3. In the **Set Password** field, enter a password and click **OK**. The Main dialog appears.
- 4. Click **OK** and restart 6510 UM Client Manager so that the new password can take effect.

Configuring Call Handling Settings

The Call Handling tab allows you to define the call handling settings, including Personal Information Manager (PIM) Integration, Default Action, New Call Popup and User Extension.

- To configure the call handling properties:
 - Click Start >Programs>6510 UM Client Manager>6510 UM Client Manager. The 6510 UM Client Manager icon appears in the taskbar.
 - 2. Right-click the 6510 UM Client Manager icon and select **Options**. The 6510 UM Client Manager options dialog appears.
 - 3. Click the Call Handling tab. The Call Handling dialog appears.

Mitel Networks 6510 UM Client Manager 1.105.4 Options			<u>? ×</u>
Main Call Handling LanTalk Notification			
🔲 New Call Popup	🔽 Use Ph	ione Formatting	
PIM Integration Outlook	-		
Default Action Take Cal			
Delaur Action Take Cal	<u> </u>		
• Use Ext. • Internal	C External	C Centrex	
Country			
City/Area Code			
Number			
		ancel Apply	
		L	JM0059

 Select the New Call Popup checkbox to activate screen pops on incoming calls.

- 5. Select the **Use Phone Formatting** checkbox to enable the formatting of incoming phone calls on the Call Manager display.
- 6. From the **PIM Integration** drop-down list, select the Personal Information Manager (PIM) application you are using on this PC to integrate database look ups and screen pops on incoming calls.

Function	Related Fields
Maximizer	Select Auto Add Record on Not Found to add the call record if it is not found in the database. It takes the caller ID information including the name and number, and creates a new contact in Outlook or Act.
Goldmine	No related fields.
ACT!	Select Auto Add Record on Not Found to add the call record if it is not found in the database. It takes the caller ID information including the name and number, and creates a new contact in Outlook or Act.
Outlook	Select Auto Add Record on Not Found to add the call record if it is not found in the database. It takes the caller ID information including the name and number, and creates a new contact in Outlook or Act.
	Select Search Public Contacts to search the public contact database on the office exchange server for matching contact number.
	Select Eliminate New Call Popup If Found when you want to turn off call control and only popup the contact information on incoming calls.
Custom ActiveX	This allows a user with Visual Basic (VB) Script experience to integrate the screen pops and call controls into custom databases and applications.
	In the Class Name field, enter the file name of the script created to do custom screen pops.

- Select the **Auto Add Record on Not Found** checkbox to take the caller ID information of the caller's name and number and create a new contact in Outlook if it isn't found in the database. With Outlook, you can define the public folders as the database you want reverse lookups for, instead of your PST file.
- Select the **Search Public Contacts** checkbox if you want the system to search the database for matching public contacts when an incoming call occurs.
- Select **Eliminate New Call Popup If Found** if you do not want a new call popup when matching information is found for the incoming call by the system.
- 7. From the **Default Action** drop-down list, select a default action. If you do not click on any actions on the incoming screen popup, the system will process the call based on the action you have assigned in this field.

Note: These default actions will be overridden by the actions you may choose on an incoming screen popup.

Action	Function
Take Call	Take the call automatically
Take Message	Take a message automatically
Transfer Call	By default, transfer the call to another extension

If Microsoft Outlook is selected for PIM integration, reverse lookups will be executed using your contacts defined in Outlook. To execute reverse lookups using public contacts, the **Search Public Contacts** feature must be enabled.

- 8. In the **Use Ext.** field, enter the physical phone extension you are currently using. This extension is used to transfer a call, replay a voice message, and dial a number. The default extension will be used by the system if no extension number is entered in this field.
- 9. Click **OK** to end the configuration or click another tab to continue.

Specifying LanTalk

LanTalk is the instant messaging component of the 6510 UM system that allows users to chat with each other over an IP. LanTalk messaging can be completely personalized that each user can specify background and foreground colors as well as font type and size.

Note: To allow a user to have access to this feature, ensure that it has been selected in the 6510 UM Client LanTalk settings and that the user is in a class of service that enables Instant Messaging.

• To configure LanTalk:

1. Click the LanTalk tab. the LanTalk dialog appears.

Mitel Networks 6510 UM Client Manager 1.105.4 Options	? ×
Main Call Handling LanTalk Notification	
Background Color Foreground Color Font Font Sample	
 LanTalk Popup New LanTalk Window for every Session 	
<u> </u>	Apply
	0300MU

- 2. Click Background color to set the background screen color.
- 3. Click Foreground Color to set the color of the text.

4. Click **Font** to configure font type and size.

Note: Refer to your Windows 2000 documentation for information on changing color and fonts.

- 5. Select the LanTalk Popup checkbox to turn instant messaging on and then click OK.
- 6. Select the **New LanTalk Window for every Session** checkbox if you want a new window for every new LanTalk session.
- 7. Click **OK** to save the LanTalk settings.

Configuring Notifications

- To configure notifications:
 - 1. Click the Notification tab. The Notification dialog appears.

Mitel Networks 6510 UM Client Manager 1.105.4 Options 🛛 🤶 🗙		
Main Call Handling LanTalk Notification		
☑ When new messages arrive, make the icon flash		
When new messages arrive, popup notification wind	low	
\checkmark When other users log in, popup notification window		
Sounds		
New Message	Browse	
Urgent Message	Browse	
Record Beep	Browse	
New Call	Browse	
LanTalk	Browse	
Logged in User	Browse	
<u> </u>	Apply	
	UM0061	

- Select the **When new messages arrive, make the icon flash** checkbox to enable the 6510 UM Client Manager icon to flash when you receive a new message.
- Select the **When new messages arrive, popup notification window** checkbox to enable the screen popup that notifies you of incoming calls.
- Select the **When others log in, popup notification window** checkbox to enable the screen popup that notifies you of every user that logs in.

2. Customize the sounds you wish to use for each function by using the Browse button to select the appropriate sound files within the following fields.

New Message	Select the sound file you want played when you receive a new message.
Urgent Message	Select the sound file you want played when you receive an urgent message.
Record Beep	Select the sound file you want played for the record beep.
New Call	Select the sound file you want played when you receive a call.
LanTalk	Select the sound file you want played when you receive a LanTalk message.
Logged in User	Select the sound file you want played when a user logs in.

- 3. Click **OK** to save your Notification settings.
- Note: The Notifications sounds feature only supports sound files in .WAV format.

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Overview

Fax Client allows a user to send a fax to one or more destinations and to receive incoming faxes.

Installing the Software

The fax client software enables users to print documents from any windows based application to the Fax server. The Fax server must be installed on the network and licensed in order to have the client software operating properly. Ask you system administrator for the IP address of the server to simplify your installation.

• To install the fax client software:

- 1. Insert the Installation CD into the CD-ROM drive. The Fax Install Shield Wizard dialog appears.
- Hint: If you do not have the Installation CD, you can browse your network for the *setup.exe* file located in the fax folder. If you cannot find the file, ask your network administrator for either the file or the Installation CD.
 - 2. Click Next. The License Agreement dialog appears.
 - 3. Select I accept the terms in the license agreement and click Next. the Customer Information dialog appears.
 - 4. In the User Name field, enter your user name.
- Note: The user name is the name assigned to the user logging in. This user must already exist on the Fax server.
 - 5. In the Organization field, enter your organization name.
 - 6. Select one of the following installations:
 - All users (anyone using this computer)
 - Only for the user specified in the User Name field

Note: The second option is only available if you are installing Fax Client on Windows NT or 2000.

7. Click **Next**. The Setup Type dialog appears.

- 8. Select the setup type that is most useful to you and click **Next**. The Destination Folder dialog appears.
- 9. Select a folder to install the software to and click **Next**. The default folder is *C:\Program Files\3Com\6510 UM Fax*. The Fax Server dialog appears.
- 10. In the IP Address field, enter the IP Address of the fax server.

Note: Ask your Network Administrator if you do not know the IP Address.

- 11. In the **Port of Clients** field, enter the IP port that is assigned to access the fax server on the network. The default is port 7000 or ask your network administrator if you are unsure of the port number.
- 12. Click Next. The Ready to Install the Program dialog appears.
- 13. Click **Install** to start the installation. After the Install Shield Wizard finishes installing the software, a dialog appears confirming the installation.
- 14. Click **Finish**. A message appears, prompting you to restart your system so that configurations made can take effect.
- 15. Click Yes to reboot your PC.

Note: Once you reboot, you can print documents from any Windows application to the fax server through the print utility.

16. Click Start>Programs>6510 UM Fax>Fax Client to start 6510 UM Fax.

Specifying the Server

After you have installed the software, you must establish a connection with the Fax server. You can also use this procedure to specify new server settings.

Note: You will only need to make this connection once.

• To specify the server:

1. Click Start>Programs>6510 UM Fax>Fax Client. The Fax Client window appears.

🚭 Fax-Client				_	
File View Compose Del	iver Help				
	🛛 🔁 🙎 🗌				
Personal Folders	Attention	Fax Number	Send Time	Pages Send	92
- S Inbox					
- Cutbox - Chi Sent Items					
- Deleted Items					
1					
	1				F
	Document File	Format	Flags	Print on	9
	Construction of the	1 with the	1 range	1 THIN WIT	
	1				
	•				F
For Help, press F1				NUM	1
				LIN	40069

- 2. Click **File**>**Set Server** from the main menu. The Set Server dialog box appears.
- 3. In the IP Address field, enter the IP address of the Fax server.
- 4. In the **Port Field**, enter the port number of the fax server. This value refers to a specific IP port number that the client software will use to access the fax server over the network.
- 5. In the **User Name** field, enter the user name assigned to the user that is logging in. This user **must** exist already on the fax server.
- 6. In the **Password** field, enter the password that has been assigned to the user.

- 7. Select the **Save Password** checkbox if you want the system to remember the password for future logins.
- 8. Click OK. You can now use Fax Client.

Specifying the Database

If the Data Link Properties dialog appears while you install FaxClient, perform the following steps.

1. Select **Microsoft Jet 4.0 OLE DB Provider** and click **Next** or **Connection**. The Connection tab appears.

Data Link Properties				1
Provider Connection Adv	anced All			
Specify the following to con	nect to Acce	ss data:		
1. Select or enter a datab	ase name:			

2. Enter information to log	on to the da	tabase:		
User name: Admin				
<u>Password</u>				
		Ī	est Conne	ection
	ж	Cancel		Help

- 2. In the **Select of enter a database name** field, enter the path to the database or click **Browse** to navigate to the database.
- 3. In the User Name field, enter the user name.
- 4. In the **Password** field, enter the password.

- 5. Select the **Blank password** checkbox to prevent entry of the password in the Password field.
- 6. Select the **Allow saving password** checkbox if you want Fax Client to remember the user's password for future logins.
- 7. Click **Test Connection** to test the connection to the specified database. If the test is successful, a message appears that confirms connection.
- 8. Click Advanced. The Advanced tab appears.

Data Link Propertie	s	
Provider Connection	Advanced All	
Network settings		
[mpersonation level:		Ŧ
Protection level		-
Other		
Connect (imeout	seconds.	
Agcess permissions:	Read ReadWite Share Deny None Share Deny Read Share Deny Write Share Exclusive	*
Γ	OK Cancel	Help

- 9. In the Access Permissions field, select the ReadWrite checkbox. This allows the user to read from and write to the database.
- 10. Click OK.

Enabling FaxGuard

If you are running Windows NT, FaxGuard allows you to print your faxes. If an error message appears, either restart your PC or run FaxGuard from BIN in the installation directory.

Printing Documents

Once your PC reboots, the fax printer driver is ready to be used. You can print documents from any Windows application (for example, Microsoft Word) to the UM Fax printer through the print utility.

Print			? ×
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See the Fax User Guide for information on how to use the Fax Client software.

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Overview

The RIMMSS Client software enables the Blackberry device to synchronize all your message, contacts, and tasks with your corporate e-mail server. Users will not need to put the device into a cradle and manually synchronize with the groupware solution.

Note: Make sure that your PC has had the RIMMSS Connector installed on you 6510 UM Server. For more information, contact your System Administrator or refer to the 6510 Unified Messaging Server Installation Guide.

Before You Begin

Before you begin, ensure that the MSSConnector*.dll you are using matches with the RIM OS and message .dll versions installed on your Blackberry Wireless Device. The MSS Connector performs actions to determine the addresses of the unread messages counter. Depending on the version of the RIM operating system you are using, these addresses are assigned different values. 12 libraries have been created to address each of the known sets of RIM operating systems and their corresponding message .dlls.

The table below indicates the correct MSSConnector*.dll to use with each known set of RIM OS and Message .DLL.

Library	RIM OS/Message .DLL version
MSSConnector14570_15000.dll	RIM OS 1.4.57.0/Message .dll 1.5.000
MSSConnector14890_16030.dll	RIM OS 1.4.89.0/Message .dll 1.6.030
MSSConnector2013_17000REL.dll	RIM OS 2.0.13/Message .dll 1.7.000 (Release)
MSSConnector2013_17000SDK.dll	RIM OS 2.0.13/Message .dll 1.7.000 (SDK)
MSSConnector2013_20001.dll	RIM OS 2.0.13/Message .dll 2.0.001
MSSConnector2013_20002.dll	RIM OS 2.0.13/Message .dll 2.0.002
MSSConnector2013_20004.dll	RIM OS 2.0.13/Message .dll 2.0.004
MSSConnector2017_20004.dll	RIM OS 2.0.17/Message .dll 2.0.004
MSSConnector2020_20005.dll	RIM OS 2.0.20/Message .dll 2.0.005

Installing the RIMMSS Client Application

Library	RIM OS/Message .DLL version
MSSConnector2022_20004.dll	RIM OS 2.0.22/Message .dll 2.0.004
MSSConnector2123_21058.dll	RIM OS 2.1.23/Message .dll 2.1.0.58
MSSConnector2123_21219.dll	RIM OS 2.1.23/Message .dll 2.1.2.19

Installing the Software

You can install the RIMMSS client connector software via the Blackberry software installed on your PC.

• To install the RIMMSS Client Application:

- 1. Insert the client application CD into the CD-ROM drive.
- 2. Click Start > Programs > Blackberry > Desktop Manager. The Blackberry Desktop Manager screen appears.



Installing the RIMMSS Client Application

3. Double-click on the Application Loader. The Welcome screen appears.



- 4. Click **Next**. The installation program connects to your device and begins to install the application.
- 5. The Optional Application Selection dialog box appears and displays all of your loaded applications.
- 6. Click Add. The following dialog box appears.

Installing the RIMMSS Client Application

 Select the CD drive and the MSSConnector.ali file to load the RIMMSS connector for your blackberry device, then click Next. The Summary dialog box appears.



- 8. Select all default settings, then click **Finish**. The installation starts and initializes your RIM device with the new connector. When installation is complete a message appears.
- 9. Click **OK**. The loader connects to your RIM device, and you should see the MSS Connector as a main option on your RIM Device

You now have complete wireless synchronization with both your Exchange and 6510 UM accounts.

Synchronizing the Elements

Once you have installed the RIMMSS Client Application software, you must configure the application on your device to synchronize with your office e-mail server.

To synchronize the elements:

- 1. Click on the MSS Connector icon found on your device. This will open the MSSConnector properties where you can define what elements you want synchronized between your 6510 UM server and the Blackberry device. You have the options of:
 - Messages
 - Contacts
 - Memos
 - Tasks
- 2. Click on the message screen. The options are the following:
 - Enable message synchronization? Yes/No
 - Enable sent folder synchronization? Yes/No
- Caution: After configuring wireless synchronization make sure that the Custom Notification For Received Messages feature is enabled. This will allow you to receive notification of new messages and avoid dummy notifications.
 - Note: When the message pool that holds all synchronization messages becomes full, it will automatically delete the oldest message.
 - 3. Select the yes option to synchronize this event and the no option if you do not want to synchronize this event or task
 - 4. Under contacts you have the following options:
 - Enable contact Sync? Yes/No
 - 5. Under memos you have the following option:
 - Enable Memo sync? Yes/No
 - 6. Under tasks you have the following option:
 - Enable Task sync? Yes/ No

Once you have decided which tasks you want to synchronize, you can exit and save the settings. Your device is now ready and configured for wireless synchronization.

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