



- Write down the exact wording for the closed hours greeting. Use the following example as a guide.  
"You have reached ABC Industries. We are closed for the day, but if you wish to leave a message, enter an extension number now. For a company directory, press 9."

**FOR BILINGUAL SYSTEMS**

- Record a welcome greeting in both languages. In the second language portion of the greeting, include instructions for callers to dial the Language Change mailbox number (default 8) for service in the second language. Use the following example as a guide:  
"Thank you for calling ABC Industries. Merci d'appeler les Industries ABC. Pour le service en francais, composez 8.
- Record open hours and closed hours greeting in both languages. You can use the examples provided above for unilingual systems.

- NOTE 1:** Express Messenger plays the appropriate greeting based on the setting of Day/Night service on the PBX or the specified open and closed hours.
- NOTE 2:** PBX Day/Night service overrides the open and closed hours set in Express Messenger when the "Greetings Based on Night Mode of PBX" setting in Express Messenger is enabled.
- NOTE 3:** Express Messenger always uses 9 for the company directory, so you can include that in your greeting.
- NOTE 4:** Use your greeting to create a favorable impression with callers. When recording, be aware of background noise and do not use a speaker phone.
- NOTE 5:** Limit greetings to less than 20 seconds in length.

**4 PROGRAM THE PBX**

**To program an Express Messenger into the PBX**

- Log on to the PBX CDE terminal.
- In Form 01, Configuration, assign the Express Messenger card as a Digital Line Card to its assigned slot.
- In Form 02, Feature Access Codes, program required feature access codes (see Worksheet). The codes for Feature Access Code 32 and 41 must also be entered into Express Messenger from either Express Manager or a telephone.
- In Form 03, COS Define, assign required COS Options to the COS assigned to the Express Messenger card. Assign COS options for the sets.
- In Form 09, Desktop Device Assignments program the ports as SS430 S/ATT sets (either 2, 4, 6, or 8 ports).
- In Form 17, Hunt Groups, program the Express Messenger ports as members of one or more hunt groups. Set the hunt group type to "terminal". Assign an access number for each hunt group.
- In Form 19, Call Rerouting Table, program Station Dial 0 Routing to route Dial 0 calls to the console (or to another defined location).

8. Program for any optional Express Messenger features purchased as follows:
- |  |  |
|--|--|
| Softkey Support:<br>(LW 17, Rel 3.1)                 | In Form 03, COS Define, enable Softkey support for Voicemail (Feature # 267).<br><br>Assign COS options for the sets.<br><br>In Form 04, System Options, enable Support Softkey Access to Voicemail (option 97) and set DTMF ON Timer to 9 (option 69).  |
| Hospitality Option<br>(LW 17, Rel 3.1)<br>(See Note) | In Form 04, System Options, enable Automatic Wake-up options 11 through 14.<br><br>In Form 02, Feature Access Codes, program an access code for setting wake-up calls (Feature # 32).<br><br>In Form 03, COS Define, enable options number 202 and 322.  |
| PMS Option:<br>(LW 17, Rel 3.1)<br>(See Note)        | In Form 04, enable Property Management System (option 108).  |
| Record a Call:<br>(LW 18, Rel 1.0)                   | In Form 04, System Options, enable Record a Call (option number 87).<br><br>In Form 03, COS Define, enable Record a Call in Voicemail (option number 268).<br><br>In Form 17, Hunt Groups, enter the maximum number of ports allowed for use by Record a Call.<br><br>In Form 19, Call Rerouting, enter the Record a Call hunt group number if you are using a separate voicemail system for call recording; otherwise enter the Voicemail hunt group number<br><br>Program sets with a Record a Call feature key. |

**NOTE:** The Hospitality Option and the PMS Option can be purchased by calling the Mitel Corporation order desk and giving the operator the serial number and model number of your Express Messenger card.

**CAUTION:** The following ports of an Express Messenger card CANNOT be programmed as phantom lines. Leave the following ports unprogrammed:

- Ports 3 through 12 of a 2-port card
- Ports 5 through 12 of a 4-port card
- Ports 7 through 12 of a 6-port card
- Ports 9 through 12 of a 8-port card

**5 INSTALL THE EXPRESS MESSENGER CARD**

**CAUTION:** Only personnel qualified by MITEL should install or program Express Messenger. Handle the Express Messenger card by the edges. Do not touch components or circuitry. Always wear an antistatic wrist strap while handling printed circuit cards. Handle the Express Messenger card with extreme care - it contains computer components, including a hard disk drive.

- Unpack the Express Messenger card from its packaging and inspect it.
- Slide the Express Messenger card into its assigned PIC slot and secure it with the card lever.

**6 ASSIGN CALL FORWARDING TO TELEPHONES**

Set Call Forward/No Answer and/or Call Forward/Busy to forward calls to the internal hunt group assigned to Express Messenger.

**7 SET UP EXPRESS MESSENGER INITIALLY FROM THE ADMINISTRATOR MAILBOX**

**UNILINGUAL SYSTEM**

To set up a system that operates in one language only:

- Log into the System Administrator Mailbox by dialing the Express Messenger hunt group access code followed by the System Administrator mailbox 9999 (assuming 4-digit extensions; otherwise, 99 or 999 for 2- or 3-digit extensions).
- Do one of the following:
  - To set up a system to operate in the current language (default English), press 1.
  - To set up a system to operate in another language, dial the Technician's Passcode (default 8642), followed by 9, and then 20001 for English, 20002 for Spanish, or 20003 for French. Dial 10281 to reset the system. After the system resets, log into the System Administrator Mailbox again, and then proceed with step 3.
- When prompted, enter the default passcode (1234). Continue with the procedure "Setting Up Express Messenger for the First Time" as described in the System Administration Manual.

**BILINGUAL SYSTEM**

To set up a system that operates in two languages:

- Follow the above procedure to set up the system to operate in one language.
- Log into the System Administrator Mailbox.
- Dial the Technician's Passcode (default 8642), followed by 9.
- Dial 20272 followed by the 11-digit passcode required to enable the Bilingual Voice Prompts option. (You must call the Mitel Corporation order desk to get the passcode.)
- Set the default language (if different from the installation language) by dialing 20001 for English, 20002 for Spanish, or 20003 for French.
- Set the alternate language by dialing 20011 for English, 20012 for Spanish, or 20013 for French.
- Dial 10281 to reset the system.
- After the system resets, log into the System Administrator Mailbox again.
- When prompted, enter the default passcode (1234).
- Using the Greetings menu (press 4 from the main menu), verify existing greetings and then record new greetings in the alternate language, including the bilingual welcome greeting.

**8 INSTALL EXPRESS MANAGER SOFTWARE ONTO A PC**

**Equipment prerequisites:**

- IBM or IBM-compatible PC running DOS
- custom RS-232 null modem cable for local connection.

To install Express Manager onto the hard disk drive of the System Administrator's PC

- Place the disk labeled Express Manager into the floppy disk drive (A:)
- At the DOS prompt, change to the C:\> prompt (usually by typing `cd .. <ENTER>`)
- At the C:\> prompt, type `A:install <ENTER>`
- Follow the prompts to complete the installation.

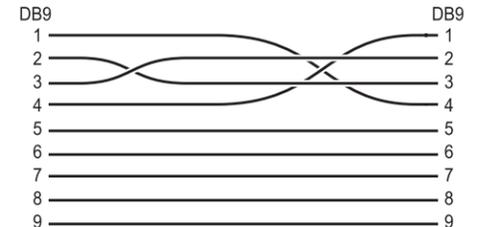
Express Manager will continue the install automatically until it is completed. You may see a notification of software or documentation changes on the screen - read this notification carefully (copy if required).

Installation is complete when the DOS prompt returns to your screen.

**9 CONNECT THE EXPRESS MANAGER PC TO THE EXPRESS MESSENGER CARD**

- Plug one end of the custom RS-232 cable into an unused COM1, COM2 (default), COM3, or COM4 port of the PC.
- Plug the other end of the cable into the Express Messenger card connector. Open the PBX door to connect the cable. Immediately upon completion of activities, remove the cable and replace the PBX front door.)
- Set the COM port on the PC to COM1, COM2, COM3, or COM4 as required.
- From the PC, access Express Manager and log in to the Express Messenger card (refer to the System Administration Manual).

**NOTE:** The custom RS-232 cable is a PC- to-PC cable with 9-pin female DB9 connectors at each end. Wires between pins 1 and 4 and between pins 2 and 3 of the connectors are crossed over within the cable (it is a custom **null modem** cable).



Mitel does not supply the cable. Two recommended cables are

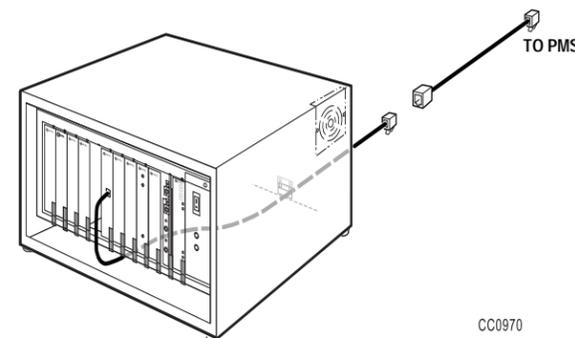
- Belkin F3B207-06 (6 feet)
- Belkin F3B207-10 (10 feet)

**10 COMPLETE THE PROGRAMMING FROM EXPRESS MANAGER**

- Connect the Express Manager PC (with Express Manager installed) to the Express Messenger card DB9 connector.
- From the PC, access the DOS window.
- Change directory to Express `cd \express <ENTER>`
- Type `express <ENTER>` (Express Manager screen appears shortly after)
- Select Login from the File menu and use the default passcode 1234.
- Complete Express Messenger programming as described in the System Administration Manual. In addition,
  - If Softkey support is required, you must enable it. Refer to "Enabling Softkey Support" in the System Administration Manual.
  - If the Hospitality Option (with or without PMS Support) is required, you must enable it. Refer to "Enabling the Hospitality Option" or "Enabling the Hospitality Option with PMS Support" in the System Administration Manual.
  - If Spanish or French voice prompts are required, refer to "Setting the Voice Prompt Language" in the System Administration Manual.
  - If the Bilingual Voice Prompts Options is required, refer to "Enabling the Bilingual Prompts Option" in the System Administration Manual.

**11 CONNECT THE PMS TO THE EXPRESS MESSENGER CARD (OPTIONAL)**

- Plug one end of the custom two-piece cable to the Express Messenger card. Open the PBX door to connect the cable.
- Remove cable port cover on the back of the PBX cabinet.
- Route the RS-232 cable through the cable port as shown in the illustration below.
- Connect the other half of the two-piece cable and then plug the free end into the PMS.
- Log in to the System Administrator's mailbox. and then follow the procedure, "Enabling the PMS Option" as described in the System Administration Manual.



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**M I T E L**  
**Express Messenger**  
**Installation Worksheet**

Customer: \_\_\_\_\_

Location: \_\_\_\_\_

Message Center No. \_\_\_\_\_

Date (mmddyy): \_\_\_\_\_

Time (hhmm): \_\_\_\_\_

Operator's Extension: \_\_\_\_\_

**BUSINESS HOURS**

Enter the open and closed business hours in 24-hour format for each day of the week. If your business will not be open on a particular day, enter 0000 for both the opening and closing times.

DAY	OPENING TIME	CLOSING TIME
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

**FEATURE ACCESS CODES REQUIRED IN FORM 02**

FORM 02 - FEATURE ACCESS CODES		
FEATURE #	FEATURE	ACCESS CODE
3	Call Forwarding - All Calls	
4	Call Forwarding - Internal Only (optional)	
5	Call Forwarding - External Only (optional)	
11	Extension General Attendant Access	
24	Abbreviated Dial Access	
41	Send Message	
To set Wake-up calls		
32	Automatic Wake-up	

**NOTE:** You must enter the access codes for Feature #32 and #41 into Express Messenger.

**SYSTEM OPTIONS IN FORM 04**

FORM 04 - SYSTEM OPTIONS		
SYSTEM OPTIONS	STATUS	OPTION NO.
To Synchronize Express Messenger to the PBX clock		
Clock Format	12 HOUR AM	01
For Softkey support		
DTMF ON Timer	9	69
Support Softkey Access to Voicemail	ENABLED	97
To set Wake-up calls		
Automatic Wake-up	ENABLED	11
Automatic Wake-up Alarm	ENABLED	12
Automatic Wake-up Print	ENABLED	13
Automatic Wake-up Music	ENABLED	14
For PMS Option		
Property Management System	ENABLED	108
For Record a Call support		
Record a Call	ENABLED	87