



# **PARTNER<sup>®</sup> Messaging Release 7.0 System Administration**

Getting Started

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# Getting Started

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## About This Guide

This guide describes how to use the PARTNER<sup>®</sup> Messaging Release 7.0 System Administration software to set up and maintain the PARTNER Messaging Release 7.0 system. Using this guide, you will learn:

- What the software can do
- How to install the software
- How to connect to a PARTNER Messaging system
- The basics of the administration process

# What is PARTNER Messaging Release 7.0 System Administration?

PARTNER Messaging Release 7.0 System Administration gives you the ability to set up and manage a PARTNER Messaging Release 7.0 system from a PC instead of using the existing PARTNER Messaging touch-tone interface. Using PARTNER Messaging Release 7.0 System Administration, you can

- Program the system (for example, security, system language, etc.),
- Program Mailbox extensions,
- Program the Automated Attendants,
- Program line ownership,
- Administer System Group Lists, Directory Lists, and Personal Group Lists,
- Administer and activate Record-a-Call for mailboxes,
- Back up and restore the PARTNER Messaging system,
- Administer language prompt upgrades, and
- Administer Automated Attendant recordings, submenu recordings, and announcement recordings
- Administer the Unified Messaging Application (if installed), which enables users to access voice mail messages from their email accounts. After the Unified Messaging application is installed and administered, when the user receives voice mail, the system automatically forwards the voice message (as a .WAV file) to the user's email account. The user can listen to the message at the PC.

All of these features are accessed through a graphical interface that is easy to learn and use.

 **NOTE:**

*PARTNER Messaging Release 7.0 System Administration works with PARTNER Messaging Release 7.0.*

# What You Need to Run PARTNER Messaging Release 7.0 System Administration

PARTNER Messaging Release 7.0 System Administration requires an IBM PC-compatible with the following hardware and software:

- a Pentium® 100 MHz or faster processor. (A 200 MHz or faster processor is recommended.)
- a minimum of 32 MB of RAM for Microsoft® Windows NT® 4.0 Server or Workstation (Service Pack 4 or later), a minimum of 64 MB of RAM for Microsoft Windows® XP Professional (128 MB recommended) or Microsoft Windows 2000 Professional (128 MB recommended), and a minimum of 16 MB of RAM for Microsoft Windows 98, or Microsoft Windows 95.
- 10 MB of hard disk space to install the application on your PC. However, you will need more space to back up the PARTNER Messaging system.
- a network interface card with an RJ-45 connector. If your PARTNER Messaging system is connected to your company's local area network (LAN), the PC must be connected to the LAN and you must have an account on your company's LAN.
- a 10 Base-T CAT 5 crossover cable to connect your PC directly to the PARTNER Messaging system if your PARTNER Messaging system is not connected to your company's LAN. *This crossover cable is packaged with the PARTNER Messaging system.*
- a Windows-compatible VGA monitor supporting at least 16 colors and 800 x 600 pixel screen resolution.

## NOTE:

*The PC screen resolution must be set to 800 x 600 or higher.*

- a Windows-compatible pointing device (for example, a mouse).
- a Windows-compatible multimedia sound card and speakers to listen to announcements. The sound card must be capable of playing and recording audio files in the Microsoft .WAV format.
- a microphone to record announcements.
- an RS-232 cable to connect the PC directly to the PARTNER Messaging module if you want to change the default IP address of the PARTNER Messaging module.

## Install the Software

To install the PARTNER Messaging Release 7.0 System Administration software, insert the PARTNER Messaging System Release 7.0 Library CD into the CD drive on the PC, select **PARTNER Messaging Release 7.0 System Administration** from the menu, and follow the prompts.

## Solving Problems

This section describes the problems you may encounter when installing and using PARTNER Messaging Release 7.0 System Administration.

### **Problem 1: The Invalid Hardware Configuration message box appears.**

This message box appears if the PC screen resolution is lower than 800 x 600. PARTNER Messaging Release 7.0 System Administration requires a PC screen resolution of at least 800 x 600. Click the **OK** button, and then set the PC screen resolution to 800 x 600 or higher.

### **Problem 2: The Application Already Installed! message box appears.**

This message box appears if PARTNER Messaging Release 7.0 System Administration is already installed on the PC. Click the **OK** button to close this message box.

### **Problem 3: The Toolbar does not display properly.**

The Toolbar may not display properly if the display font size for your PC is set to **Large Fonts**. Change the display font size for your PC to **Small Fonts**. You can also access the Toolbar options from the Administration menu.

### **Problem 4: The backup, restore, and upgrade procedures fail.**

The backup, restore, and upgrade procedures may fail if the screen saver is enabled and running on your PC. Disable the screen saver, and repeat the backup, restore, or upgrade procedure.

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# Configuring the Connection to the PARTNER Messaging System

Before you can log into the PARTNER Messaging system, you must determine how the PC running PARTNER Messaging Release 7.0 System Administration will connect to the PARTNER Messaging system. The PC can connect to the PARTNER Messaging system in either of the following ways:

- From an account on your company's LAN
- Directly via a 10 Base-T crossover cable

Perform one of the following procedures:

- If you are going to connect the PARTNER Messaging system to your company's LAN, go to [“Connecting to the PARTNER Messaging System via a LAN” on page 10](#).
- If you are not going to connect the PARTNER Messaging system to your company's LAN, go to [“Connecting Directly to the PARTNER Messaging System via a 10 Base-T Crossover Cable” on page 13](#).

## Connecting to the PARTNER Messaging System via a LAN

To connect to the PARTNER Messaging system from your company's LAN, the PARTNER Messaging system must be connected to the LAN. To connect the PARTNER Messaging system to the LAN, you will need:

- a 10 Base-T cable with an RJ-45 connector that is connected to your company's LAN
- an available IP address on your company's LAN that you will assign to the PARTNER Messaging module
- a subnet mask address on your company's LAN that you will assign to the PARTNER Messaging module
- a default gateway address on your company's LAN that you will assign to the PARTNER Messaging module
- a PC with an RS-232 cable that you can connect to the PARTNER Messaging module and set the IP address, subnet mask address, and default gateway address for the PARTNER Messaging module. *The HyperTerminal application must be resident on this PC.*

To connect the PARTNER Messaging system to the LAN:

- 1 Connect the RS-232 cable from the PC to the RS-232 serial port on the PARTNER Messaging module. The RS-232 ports are different on the PC (DB-9 jack) and the PARTNER Messaging module (RJ-45 jack). For this connection, you will need:
  - a DB-9 to DB-25 cable (AT modem cable), which you will connect to the PC.
  - a DB-25 to RJ-45 adapter (355A adapter or equivalent), which you will connect to the DB-9 to DB-25 cable on the PC.
  - a standard RJ-45 cable, which you will connect to the DB-25 to RJ-45 adapter and the RS-232 serial port on the PARTNER Messaging module.
- 2 Start a HyperTerminal session on the PC. The Connection Description dialog box appears.
- 3 Enter a name that describes the connection (for example, PARTNER Messaging), and click the **OK** button. The Connect To dialog box appears.

- 4 From the Connect using box, select the COM port to which the RS-232 cable is connected, and then click the **OK** button. The COM Properties dialog box appears.
- 5 Set the following options:
  - Bits per second: 19200
  - Data bits: 8
  - Parity: None
  - Stop bits: 1
  - Flow control: None
- 6 Click the **OK** button, and then press the ENTER key. The PARTNER Messaging system prompts you to login.
- 7 Type *sysadmin*, and then press the ENTER key. The Password prompt appears.
- 8 Enter the administrator password, and then press the ENTER key. The Options menu appears.
- 9 Enter *1* and press the ENTER key. The System Configuration Options menu appears.
- 10 Enter *3* and press the ENTER key. The IP Address Assignments menu appears.
- 11 Enter *1* and press the ENTER key. PARTNER Messaging displays the current IP address of the PARTNER Messaging module and prompts you to enter the new IP address for the PARTNER Messaging module.
- 12 Enter the new IP address for the PARTNER Messaging module, and press the ENTER key. PARTNER Messaging prompts you to confirm the new IP address.
- 13 Enter *y* and press the ENTER key to confirm the new IP address. PARTNER Messaging displays the new IP address and then displays the IP Address Assignments menu.
- 14 Enter *2* and press the ENTER key. PARTNER Messaging displays the current subnet mask address of the PARTNER Messaging module and prompts you to enter the new subnet mask address for the PARTNER Messaging module.

- 15 Enter the new subnet mask address for the PARTNER Messaging module, and press the ENTER key. PARTNER Messaging prompts you to confirm the new subnet mask address.
- 16 Enter *y* and press the ENTER key to confirm the new subnet mask address. PARTNER Messaging displays the new subnet mask address and then displays the IP Address Assignments menu.
- 17 Enter *3* and press the ENTER key. PARTNER Messaging displays the current default gateway address of the PARTNER Messaging module and prompts you to enter the new default gateway address for the PARTNER Messaging module.
- 18 Enter the new default gateway address for the PARTNER Messaging module, and press the ENTER key. PARTNER Messaging prompts you to confirm the new default gateway address.
- 19 Enter *y* and press the ENTER key to confirm the new default gateway address. PARTNER Messaging displays the new default gateway address and then displays the IP Address Assignments menu.
- 20 Press the ENTER key. The System Configuration Options menu appears.
- 21 Press the ENTER key. The Options menu appears.
- 22 Enter *9* and press the ENTER key to log out of PARTNER Messaging.
- 23 Close the HyperTerminal session.
- 24 Connect the 10 Base-T cable from your company's LAN to the RJ-45 connector (labeled "LAN Port") on the PARTNER Messaging module.
- 25 Disconnect the RS-232 serial cable from the PARTNER Messaging module.

Go to ["Starting PARTNER Messaging Release 7.0 System Administration"](#) on page 18.

## Connecting Directly to the PARTNER Messaging System via a 10 Base-T Crossover Cable

To connect the PC running PARTNER Messaging Release 7.0 System Administration directly to the PARTNER Messaging system, you will need:

- the 10 Base-T crossover cable with RJ-45 connector to connect the PC running PARTNER Messaging Release 7.0 System Administration to the PARTNER Messaging module. (This cable is packaged with the PARTNER Messaging system.)
- the IP addresses of the PARTNER Messaging module and the PC running PARTNER Messaging Release 7.0 System Administration to be in the same IP domain. You can either change the default IP address of the PARTNER Messaging module to be in the same IP domain as the PC, or change the IP address of the PC to be in the same IP domain as the PARTNER Messaging module.
- an RS-232 cable that you can connect to the PARTNER Messaging module and set the IP address for the PARTNER Messaging module. *The HyperTerminal application must be resident on the PC.*

### NOTE:

*An RS-232 cable and HyperTerminal are required only if you want to change the IP address of the PARTNER Messaging module.*

Perform one of the following procedures:

- If you are going to change the IP address of the PARTNER Messaging module, go to [“Changing the PARTNER Messaging Module IP Address” on page 14](#).
- If you are not going to change the IP address of the PARTNER Messaging module, go to [“Changing the PC IP Address” on page 17](#).

## ***Changing the PARTNER Messaging Module IP Address***

If you want to keep the current IP address for the PC, you must change the IP address for the PARTNER Messaging module to an address that is in the same IP domain as the PC. For example, if the IP address of the PC is 192.17.127.70, set the IP address of the PARTNER Messaging module to 192.17.127.71.

To connect the PC directly to the PARTNER Messaging system and change the IP address of the PARTNER Messaging module:

- 1 Connect the RS-232 cable from the PC to the RS-232 serial port on the PARTNER Messaging module. The RS-232 ports are different on the PC (DB-9 jack) and the PARTNER Messaging module (RJ-45 jack). For this connection, you will need:
  - a DB-9 to DB-25 cable (AT modem cable), which you will connect to the PC.
  - a DB-25 to RJ-45 adapter (355A adapter or equivalent), which you will connect to the DB-9 to DB-25 cable on the PC.
  - a standard RJ-45 cable, which you will connect to the DB-25 to RJ-45 adapter and the RS-232 serial port on the PARTNER Messaging module.
- 2 Start a HyperTerminal session on the PC. The Connection Description dialog box appears.
- 3 Enter a name that describes the connection (for example, PARTNER Messaging), and click the **OK** button. The Connect To dialog box appears.
- 4 From the Connect using box, select the COM port to which the RS-232 cable is connected, and then click the **OK** button. The COM Properties dialog box appears.
- 5 Set the following options:
  - Bits per second: 19200
  - Data bits: 8
  - Parity: None
  - Stop bits: 1
  - Flow control: None

- 6 Click the **OK** button, and then press the ENTER key. The PARTNER Messaging system prompts you to login.
- 7 Type *sysadmin*, and then press the ENTER key. The Password prompt appears.
- 8 Enter the administrator password, and then press the ENTER key. The Options menu appears.
- 9 Enter *1* and press the ENTER key. The System Configuration Options menu appears.
- 10 Enter *3* and press the ENTER key. The IP Address Assignments menu appears.
- 11 Enter *1* and press the ENTER key. PARTNER Messaging displays the current IP address of the PARTNER Messaging module and prompts you to enter the new IP address for the PARTNER Messaging module. Change the default LAN address of the PARTNER Messaging module to an IP address that is in the same IP domain as the PC. For example, if the IP address of the PC is 192.17.127.70, set the IP address of the PARTNER Messaging module to 192.17.127.71.
- 12 Enter the new IP address for the PARTNER Messaging module, and press the ENTER key. PARTNER Messaging prompts you to confirm the new IP address.
- 13 Enter *y* and press the ENTER key to confirm the new IP address. PARTNER Messaging displays the new IP address and then displays the IP Address Assignments menu.
- 14 Enter *2* and press the ENTER key. PARTNER Messaging displays the current subnet mask address of the PARTNER Messaging module and prompts you to enter the new subnet mask address for the PARTNER Messaging module. Change the default subnet mask address of the PARTNER Messaging module to an address that is in the same IP domain as the PC.
- 15 Enter the new subnet mask address for the PARTNER Messaging module, and press the ENTER key. PARTNER Messaging prompts you to confirm the new subnet mask address.

- 16 Enter **y** and press the ENTER key to confirm the new subnet mask address. PARTNER Messaging displays the new subnet mask address and then displays the IP Address Assignments menu.
  - 17 Enter **3** and press the ENTER key. PARTNER Messaging displays the current default gateway address of the PARTNER Messaging module and prompts you to enter the new default gateway address for the PARTNER Messaging module. Change the default gateway address of the PARTNER Messaging module to an address that is in the same IP domain as the PC.
  - 18 Enter the new default gateway address for the PARTNER Messaging module, and press the ENTER key. PARTNER Messaging prompts you to confirm the new default gateway address.
  - 19 Enter **y** and press the ENTER key to confirm the new default gateway address. PARTNER Messaging displays the new default gateway address and then displays the IP Address Assignments menu.
  - 20 Press the ENTER key. The System Configuration Options menu appears.
  - 21 Press the ENTER key. The Options menu appears.
  - 22 Enter **9** and press the ENTER key to log out of PARTNER Messaging.
  - 23 Close the HyperTerminal session.
  - 24 Connect one end of the 10 Base-T crossover cable to the network interface card on the PC running PARTNER Messaging Release 7.0 System Administration.
  - 25 Connect the other end of the 10 Base-T crossover cable to the RJ-45 connector (labeled “LAN Port”) on the PARTNER Messaging module.
  - 26 Disconnect the RS-232 serial cable from the PARTNER Messaging module.
- Go to [“Starting PARTNER Messaging Release 7.0 System Administration” on page 18](#).

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## ***Changing the PC IP Address***

If you want to keep the default IP address for the PARTNER Messaging module (10.0.0.42), you must change the IP address for the PC to an address that is in the same IP domain as the PARTNER Messaging module (for example, 10.0.0.43).

To connect the PC directly to the PARTNER Messaging system and change the IP address of the PC running PARTNER Messaging Release 7.0 System Administration:

- 1** Change the IP address for the PC running PARTNER Messaging Release 7.0 System Administration. The IP addresses of the PARTNER Messaging module and the PC must be in the same IP domain. The default IP address for the PARTNER Messaging module is 10.0.0.42. You must change the IP address for the PC to an address that is in the same IP domain as the PARTNER Messaging module (for example, 10.0.0.43). Refer to Windows help for instructions on how to change the IP address for the PC.
- 2** Connect one end of the 10 Base-T crossover cable to the network interface card on the PC running PARTNER Messaging Release 7.0 System Administration.
- 3** Connect the other end of the 10 Base-T crossover cable to the RJ-45 connector (labeled “LAN Port”) on the PARTNER Messaging module.

Go to [“Starting PARTNER Messaging Release 7.0 System Administration” on page 18](#).

# Starting PARTNER Messaging Release 7.0 System Administration

To start PARTNER Messaging Release 7.0 System Administration:

1 Perform one of the following steps:

- Double-click on the PARTNER Messaging Release 7.0 Administration desktop short cut.
- Select the PARTNER Messaging Release 7.0 Administration short cut from the Start menu.
- From the Start menu, select **Programs>PARTNER Messaging Release 7.0>System Administration**. (This is the default location.)

The PARTNER Messaging Release 7.0 System Administration window appears, displaying the PARTNER Messaging Login dialog box.

2 In the IP address or host name box, enter the IP address of the PARTNER Messaging module.

3 In the Login box, enter *sysadmin*.

4 In the Password box, enter the system administration password. (If this is your first time logging in, click the **OK** button. You are prompted to enter the password.)

5 Click the **OK** button.

Once you log in successfully, you can start administering the PARTNER Messaging system. The PARTNER Messaging Release 7.0 System Administration windows display the current PARTNER Messaging settings.

# An Overview of System Administration

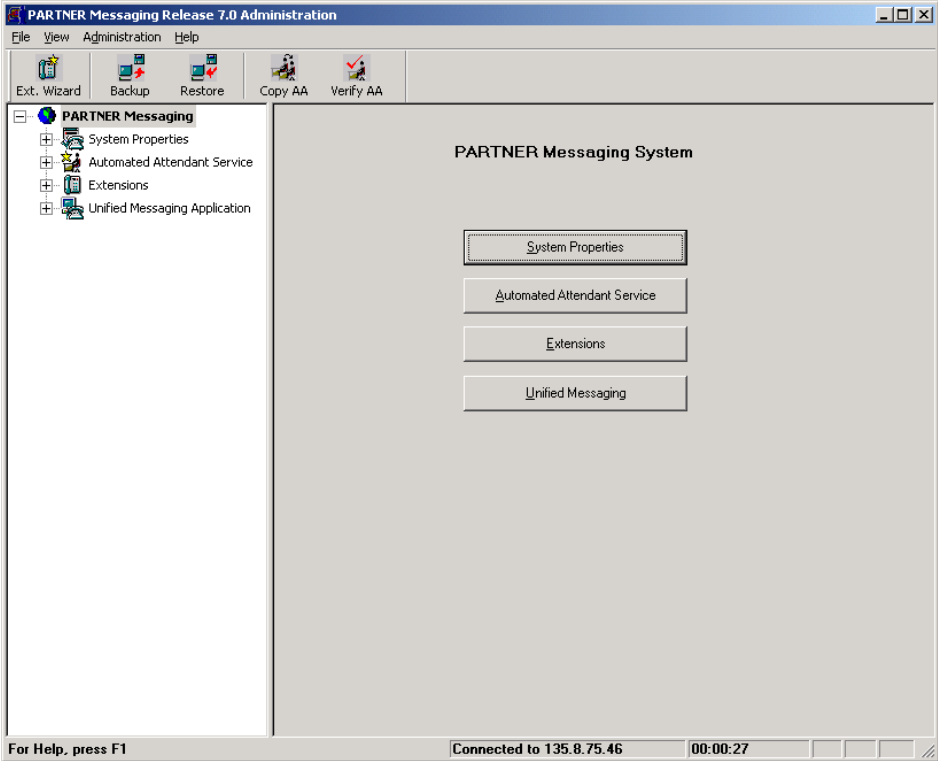
Once you log into the PARTNER Messaging system successfully, the current settings for the PARTNER Messaging system are “downloaded” to the PARTNER Messaging Release 7.0 System Administration workspace. At this point, you can

- program and administer the system,
- back up the system,
- restore the system,
- upgrade system language prompts, and
- view the date and time for the system.

To access information on how to program and administer the PARTNER Messaging system via PARTNER Messaging Release 7.0 System Administration, press F1 on your keyboard or choose Contents from the Help menu.

## Exploring the Workspace

Each window in the PARTNER Messaging Release 7.0 System Administration workspace contains additional subsections where you make changes to specific PARTNER Messaging features.



Window	Function	Sections/Features
<b>System Properties</b>	Administer the global settings	<ul style="list-style-type: none"><li>• System Configuration</li><li>• System Parameters</li><li>• Security</li><li>• Line Ownership</li><li>• System Group Lists</li></ul>
<b>Automated Attendant Service</b>	Create and administer the Automated Attendants	<ul style="list-style-type: none"><li>• Automated Attendant 1</li><li>• Automated Attendant 2</li><li>• Automated Attendant 3</li><li>• Automated Attendant 4</li><li>• Submenus</li><li>• Announcements</li></ul>
<b>Extensions</b>	Create and administer the extensions	<ul style="list-style-type: none"><li>• Mailboxes</li><li>• Automated Attendants</li><li>• Faxes</li><li>• Transfer-Only</li></ul>
<b>Unified Messaging</b>	Administer the email servers and parameters for the Unified Messaging Application	<ul style="list-style-type: none"><li>• Email Servers</li><li>• Parameters</li></ul>

## Programming and Administering the System

To make changes to the PARTNER Messaging settings, just access the window that contains the feature you want to modify and make your changes. As soon as you access another window, the changes you made in the previous window are made automatically to the PARTNER Messaging system. Press the F1 key on your keyboard or choose Contents from the Help menu to access the online help for instructions on how to administer the PARTNER Messaging features.

## Where to Get More Information

PARTNER Messaging Release 7.0 System Administration contains an integrated Help file that can provide you with detailed information on all of the program's features. You can access the online help by pressing the F1 key on your keyboard or choosing Contents from the Help menu.

For more documentation on administering PARTNER Messaging, refer to the *PARTNER Messaging Release 7.0 System Manager's Quick Reference*.

For information on installing and configuring the Unified Messaging Application, refer to the *Unified Messaging Application Installation and Configuration*.

For additional technical support, contact Avaya Inc. Technical Support or your local Authorized Avaya Inc. dealer.