

MITEL NETWORKS

6510 | Unified Messaging

CLIENT APPLICATION INSTALLATION GUIDE

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6510 Unified Messaging Client Application Installation Guide

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Document Overview

This guide has been developed to describe the installation of the Client Applications that are available with the 6510 UM server.

Note: This document describes the procedures for new installations of the Client Applications. The procedures may vary slightly during upgrade installations.

The availability of the Client Applications and their features and functionality is determined by a user's classification on the 6510 UM system.

As you read through the guide, you will see notations indicating which features are available to a certain class of user.

As it pertains to the use of the Client Applications, the user classes are broken down as follows:

	Standard	Advanced	Unified
Definition	Integrated Messaging users who use Outlook and who have their messages forwarded to their email account for a single view.	Integrated Messaging users with Client Applications licenses.	Unified Messaging users. (The Client Applications are included in the UM license.)
Available Client Application Functionality	Client Manager: Limited Outlook Plug-in: Limited Web Client: None	Client Manager: Full Outlook Plug-in: Full Web Client: Access to mailbox settings. Access to voice and fax mail (not e-mail).	Client Manager: Full Outlook Plug-in: Full Web Client: Full

Your user class has been determined upon initial deployment of the system. If there is any feature or functionality described in this document to which you require access, please contact your System Administrator. Additional licensing may be required for the applications.

Intended Audience

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

Before You Begin

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

Conventions

This guide uses the following conventions to convey specific information:

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.

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Overview

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

Note: This application is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

There are four preliminary steps that need to be performed prior to configuring the Web Client. These are as follows:

1. Configure the 6510 UM Server to install Web Client services.

Note: This is a system administration task which will have been completed by your 6510 UM System Administrator.

2. Configure your Internet browser to support the 6510 UM Portal for the Web Client.
3. Install the Java Plug-In to listen to voice messages over the web.
4. Install the 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.

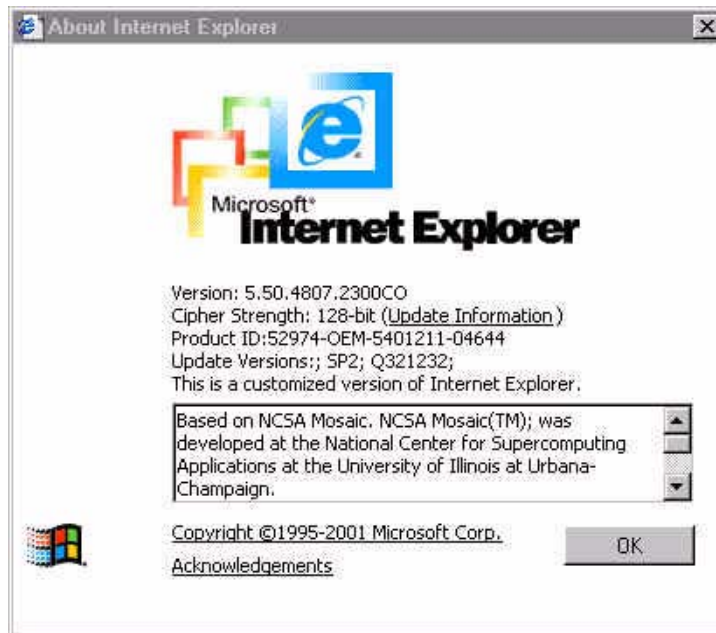
If your browser does not meet these requirements, then you will need to update it as described below in order to run the Web Client.

As well, you will need to configure your browser to ensure that new pages are downloaded each time you view a web page.

◆ **To check the Microsoft Internet Explorer version:**

1. Open Microsoft Internet Explorer.
2. Click **Help > About Internet Explorer**.

The About Internet Explorer window appears.

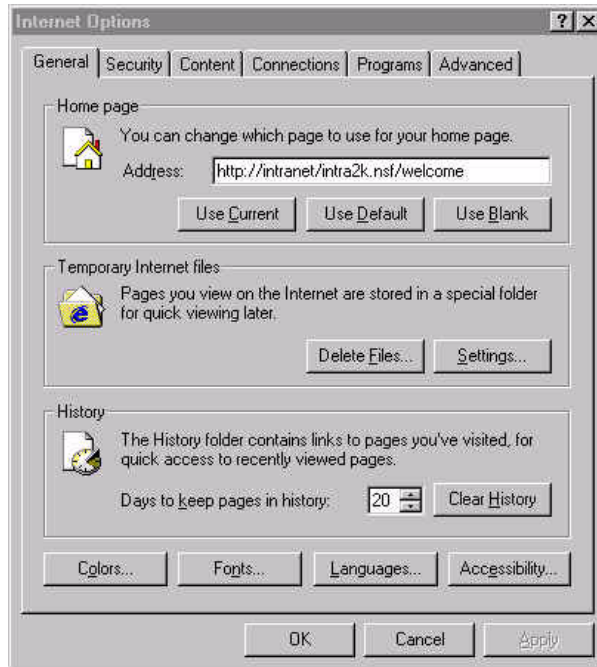


3. If the version number is less than 6.0, click **Update Information** to go to the Microsoft website and update your Internet Explorer browser version.

◆ To configure Microsoft Internet Explorer:

1. Open Microsoft Internet Explorer.
2. Click **Tools>Internet Options**.

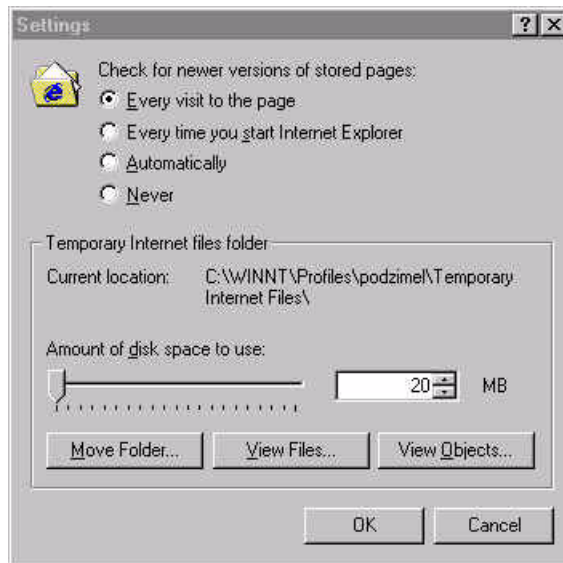
The Internet Options dialog appears.



3. Under **Temporary Internet Files**, click **Settings**.

Installing the Web Client

The Settings dialog appears.

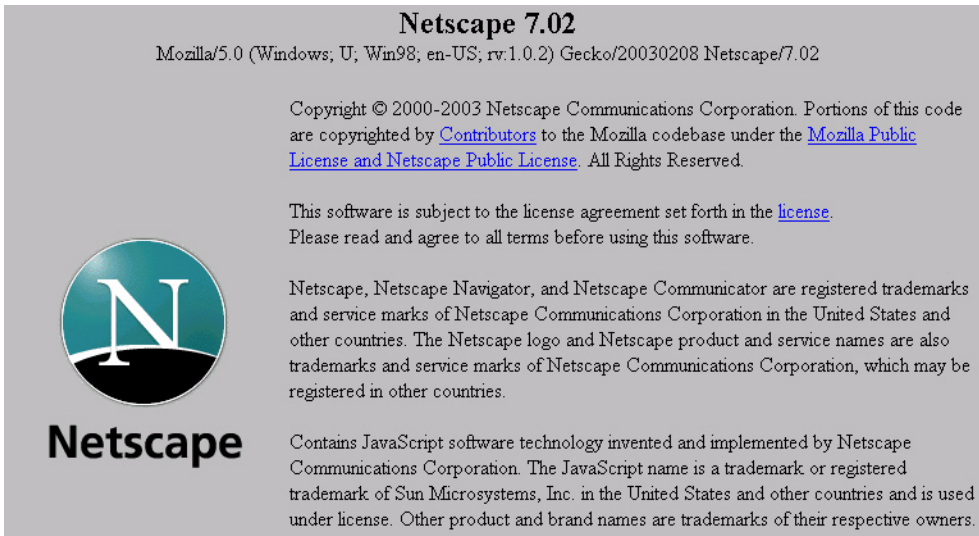


4. Under **Check for newer versions of stored pages**, select **Every visit to the page**. This will ensure that you are always viewing new web pages instead of cached ones.

◆ To check the Netscape Navigator version:

1. Open Netscape Navigator.
2. Click **Help > About Netscape**.

The About Netscape window appears.



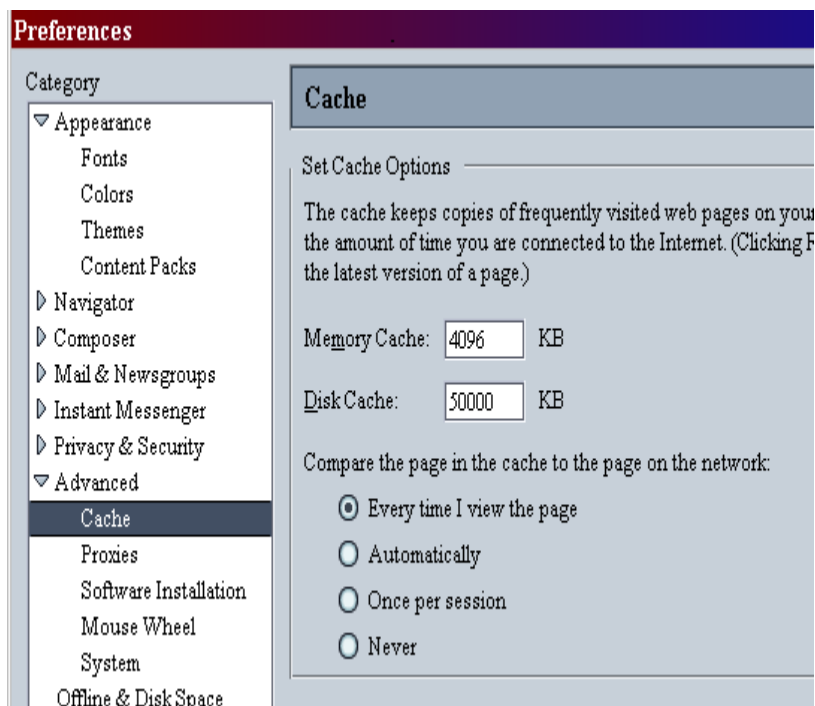
3. If the version number is less than 6.2, you will need to download the latest browser version from the following website:

<http://channels.netscape.com/ns/browsers/download.jsp>

◆ 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.



4. Under **Compare the page in the cache to the page on the network**, select **Every time I view the page**. This will ensure that you are always viewing new web pages instead of cached ones.

Downloading the Java Plug-In

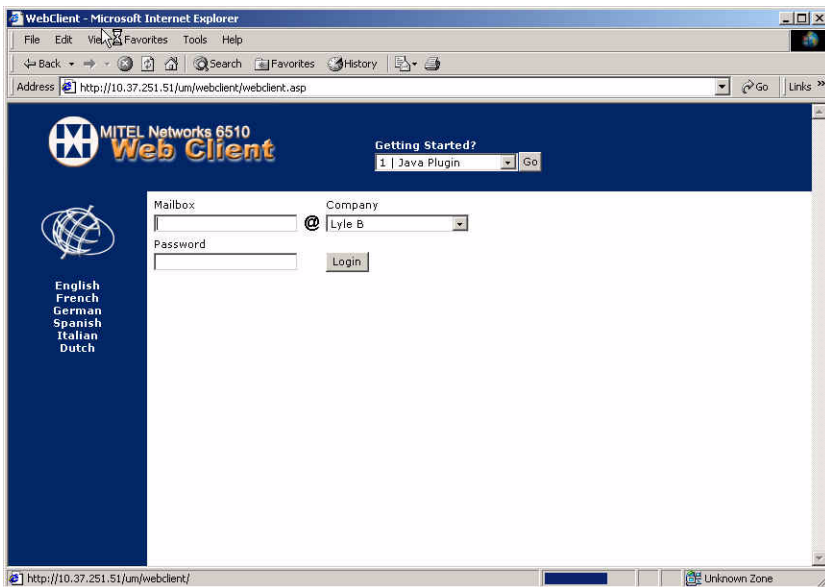
The Java Plug-In allows a user to listen to voice messages over the web. Before you can install the Java Plug-In, you must first download it from Web Client.

◆ 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 `/um/webclient` and click **Go**.

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

The Web Client login dialog screen appears.



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

5. Click **Save this program to disk**. The Save As dialog appears.
6. Click **OK**.
7. Select either a directory in which to save the file or accept the default directory and click **Save**.
8. 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 the **j2re-1_3_1_03-win-i.exe** file. 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.

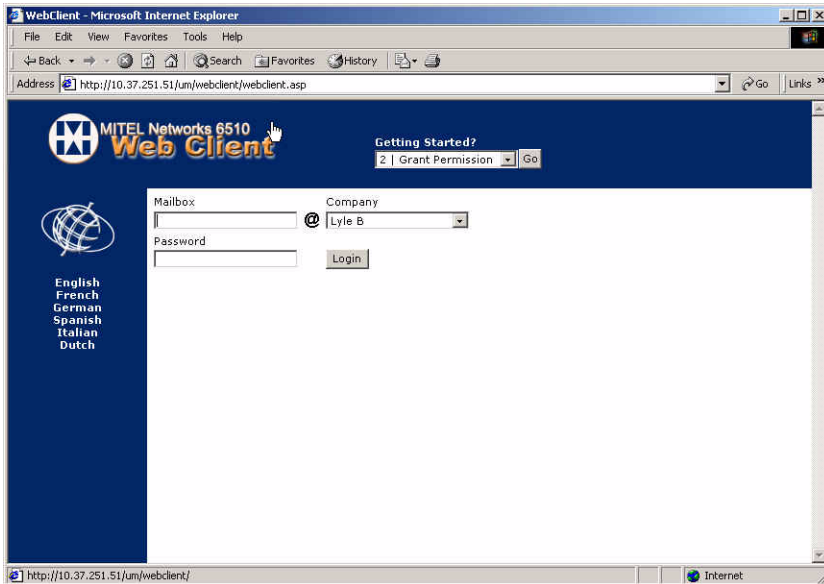
Downloading Permissions

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

◆ 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 `/um/webclient` and click **Go**.

The Web Client login dialog box appears.



4. From the Getting Started drop-down list, select **2 | Grant Permission** and click **Go**. The File Download dialog appears.
5. Click **Save this program to disk**. The Save As dialog appears.
6. Click **OK**.
7. Select either a directory in which to save the file or accept the default directory and click **Save**.
8. When the download has finished, click **Close**.

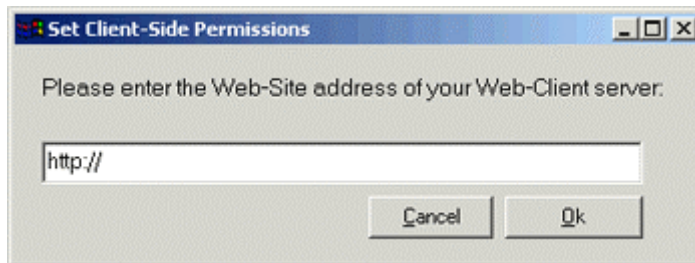
Installing Permissions

Once you have downloaded the permissions, 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.



3. Enter the IP address of the 6510 UM Server and click **OK**. A dialog appears, confirming that the permission is granted.

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

4. Click **OK**. You can now use the record and playback 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 effect. From the main login screen, enter your numerical user ID and password to access your account.

Note: You only need to restart the browser if you have logged into your mailbox.

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Overview

The 6510 UM Client Manager allows a user to access the following features from the desktop:

- 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

The Client Manager also installs both voice and fax forms that are used in conjunction with Microsoft Outlook so that users can view their voice and fax messages from their Inbox.

Note: This application is available to all users. However, the functionality of this application may be limited for some user types. For an explanation of the different user types, refer to the *About This Guide* section in this document.

Minimum Requirements

Hardware/Software	Requirements
CPU	Intel Celeron 600mhz 128mb RAM
OS	Windows 98
Browser	Netscape Navigator 6.2 Internet Explorer 6.0

Recommended Configuration

Hardware/Software	Requirements
CPU	Intel Pentium 3 600mhz 256mb RAM
OS	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 Web Client login page.

◆ **To download the UM Client Manager:**

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 `/um/webclient/` and click **Go**. The Web Client login page appears.
4. From the Getting Started drop-down list, select **3|UMClient Manager** and click **Go**. The File Download dialog appears.
5. Click **Save this program to disk**. The Save As dialog appears.

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

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 (**UMClientManager.EXE**).

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

2. Double-click the installation file.

The Welcome dialog appears.



UM0067

3. Click **Next**. The License Agreement dialog appears.

Installing the UM Client Manager

4. Select **Yes**, and then click **Next**. The Choose Destination Location dialog appears.
5. Click **Next** to accept the default folder.

The Select Components dialog appears.



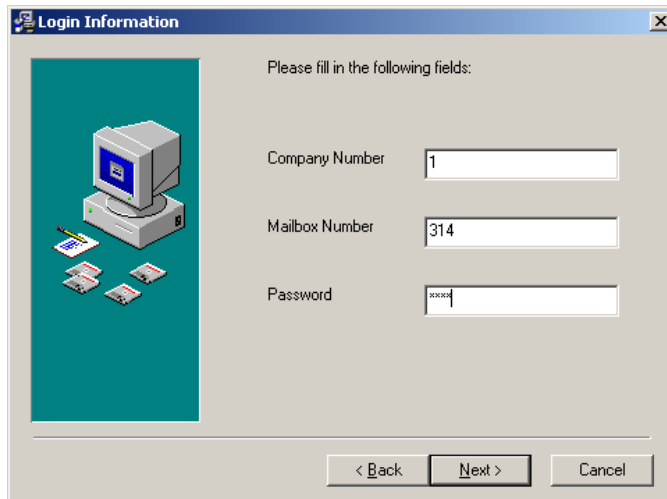
6. Select the **Forms** checkbox only if you are a Microsoft Outlook user.

Note: The **Forms** option is for Microsoft Outlook users only. It installs an Outlook plug-in that allows users to create and listen to voice messages from their desktop.

7. Select the **UM Client Manager** option and click **Next**.

Note: All users need to install the UM Client Manager. However, the functionality of this feature depends on your user type. For an explanation of the different user types, refer to the *About This Guide* section in this document.

8. The system prompts you to enter the following user information:



Please fill in the following fields:

Company Number

Mailbox Number

Password

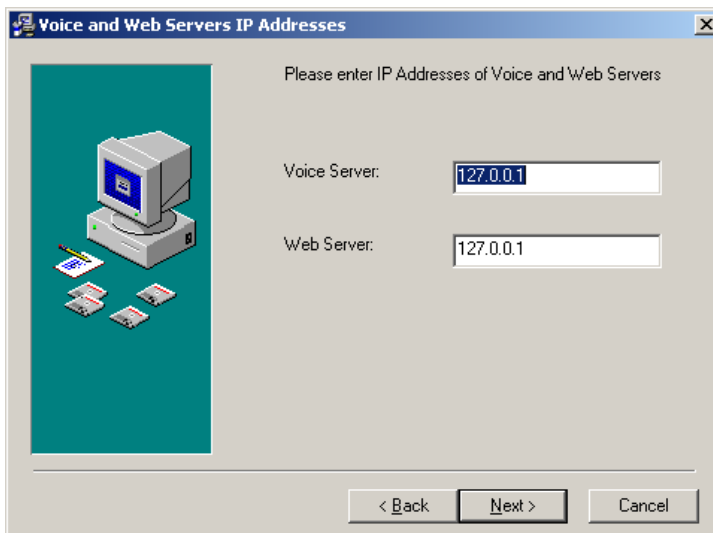
< Back Next > Cancel

- **Company Number:** Enter your company number.

Note: The default value is 1. Ask your system administrator if you do not know your company number.

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

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

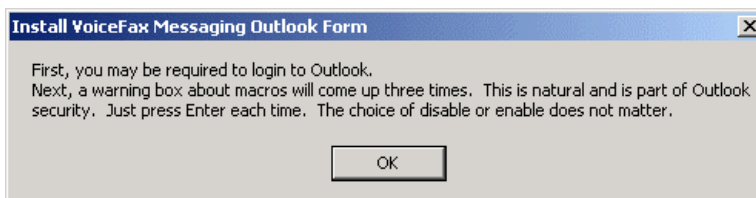


- Enter the IP address of the Voice Server and the Web Server.

Note: By default, both servers have the same IP address. If you do not know the IP address of the server, see your System Administrator.

- Click **Next**. The Start Installation dialog appears.
- Click **Next** to begin installation.

If the installation of the Outlook Plug-in Forms was selected, then the Install VoiceFax Messaging Outlook Form dialog appears.

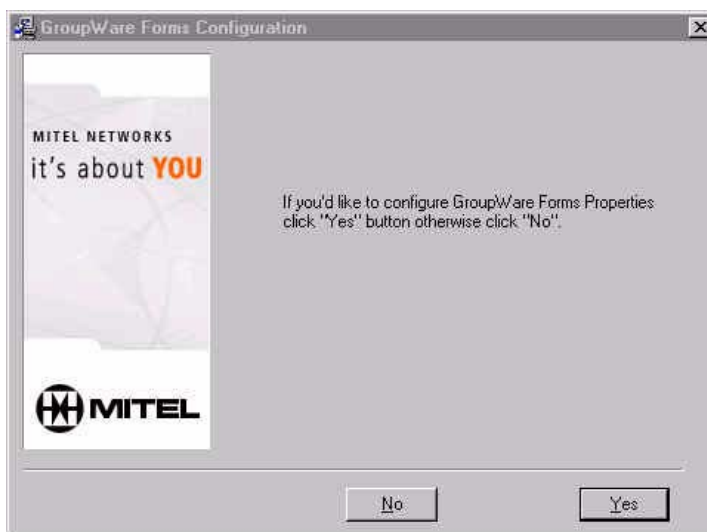


- Click **OK**. The Installation program displays a warning about forms and macros.

Installing the UM Client Manager

14. Click **Disable Macros** each time that the message appears. After the third time, a dialog appears confirming that the installation is complete.
15. Click **OK**. The Installation Complete dialog appears.
16. Click **Finish**.

The Groupware Forms Configuration dialog appears, and prompts you to configure the call handling properties.



17. 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 main settings. For specific instructions, follow the steps in Configuring Main Settings on page 29.

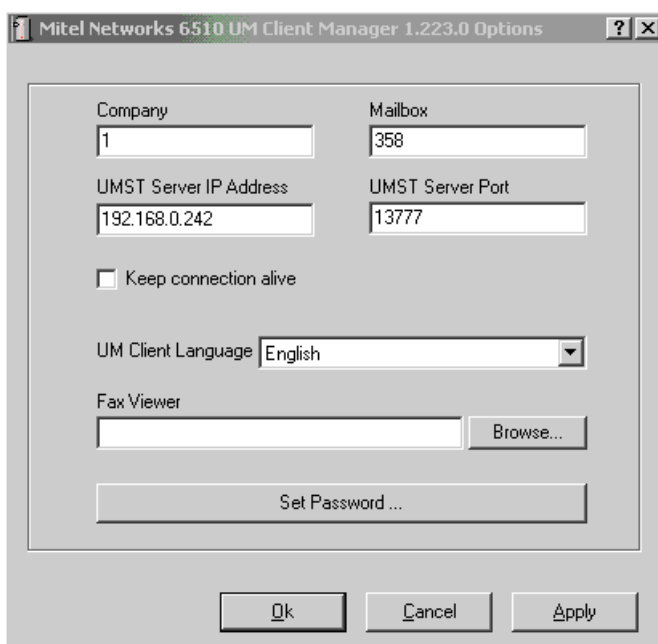
Configuring Main Settings

This function allows you to configure the personal settings required so that you can log in successfully.

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

◆ **To configure main settings:**

1. After clicking Yes in the GroupWare Forms Configuration tab, the 6510 UM Client Manager configuration window appears..



Mitel Networks 6510 UM Client Manager 1.223.0 Options

Company	Mailbox
1	358
UMST Server IP Address	UMST Server Port
192.168.0.242	13777

Keep connection alive

UM Client Language: English

Fax Viewer: Browse...

Set Password ...

Ok Cancel Apply

Note: The main mailbox, address and port information is automatically populated by the system if you entered them correctly during the installation process. If certain fields are not populated, refer to the following steps 2-5 for details. Proceed to step 6 if the main fields are already populated.

2. In the **Company field**, enter the company number name that your account is associated with on the 6510 UM server.

Note: Contact your System Administrator if you do not know your company number. The default value 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.

Note: Contact your System Administrator if you do not know your UMST Server IP Address.

5. In the **UMST Server Port**, enter the UMST server port number.

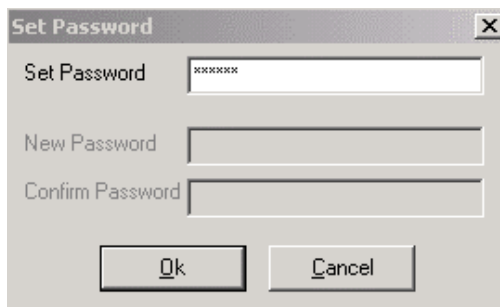
Note: Contact your System Administrator if you do not know your UMST Server Port number. The default value is 13777.

6. In the **Keep connection alive field**, place a checkmark in the box if you would like the UM Client Manager to maintain a connection with the UMST.

Note: When this option is selected, the UM Client Manager will attempt to reconnect to the UMST if the connection is lost between the two components.

7. In the **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 with your operating system.

9. Click **Set Password** to set your user password. The Set Password dialog appears.



10. In the **Set Password** field, enter your new password, and then click **OK**.
11. The 6510 UM Client Manager Main Options dialog reappears. Click **OK** to finish the configuration.

The full installation and initial setup of the 6510 UM Client Manager is now complete.

To launch the UM Client Manager from your desktop, click on the following path:

Start>Programs>UM Client Manager>UM Client Manager

Refer to Chapter 1 of the *Client Application User Guide* for details on configuring the settings for the 6510 UM Client Manager. The available settings will be dependent on the features enabled on each user's license.

