

Visual Messaging Installation Guide

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Active Voice, LLC.

Seattle, Washington

U.S.A.

Setting up Visual Messaging

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About Visual Messaging

Visual Messaging applications allow subscribers to use their desktop workstations to access and manage voice messages in various ways. The Visual Messaging applications consist of:

- **ViewMail®.** ViewMail is a family of applications that allows users to view and manage voice and e-mail messages on their desktop PC. ViewMail can be run as a stand-alone application or integrated with one of the following messaging systems:
- **ViewMail for Lotus® Notes®.** A ViewMail application for Lotus Notes users.
- **ViewMail for Microsoft® Messaging.** A ViewMail application for Microsoft messaging (Outlook) application users.
- **ViewMail for GroupWise®.** A ViewMail application for GroupWise users.
- **ViewCall® Plus (with PhoneBASIC®).** ViewCall Plus allows users to view and manage their incoming calls from their desktop PC.
- **ViewFax®.** ViewFax allows users to view and manage faxes in their fax mailbox and to send faxes directly to a fax machine from their desktop PC.

Software required to support Visual Messaging is installed on the unified messaging server during the unified messaging installation process. However, you will need to install the required Visual Messaging applications on each user's workstation. This guide describes the requirements and steps to set up Visual Messaging applications.

Visual Messaging requirements

The requirements to install and run Visual Messaging applications are summarized in the following table. Ensure that all these requirements are met before installing.

Component	Requirement
Unified messaging system	A voice mailbox set up for each subscriber as described in the <i>System Management Help</i>
LAN	Ethernet LAN
Workstation hardware and memory	Must meet the requirements of the workstation operating system.
Workstation hard disk space	For all Visual Messaging applications: 40 MB free hard disk space
Workstation operating system	One of the following: <ul style="list-style-type: none">• Windows 2000• Windows XP• Windows Vista
Workstation LAN software	Appropriate network software and drivers installed and set up
Messaging client for ViewMail for Lotus Notes	Lotus Notes 5, 6, 6.5, or 7.0
Messaging client for ViewMail for Microsoft Messaging	Microsoft Outlook XP (Corporate or Workgroup version), 2003, or 2007
Messaging client for ViewMail for GroupWise	GroupWise 6.0, 6.5, and 7.0
ViewFax	ActiveFax package installed on the unified messaging system

Visual Messaging installation overview

The steps to install the Visual Messaging applications are:

1 Install the Visual Messaging software on the messaging computer.

If you purchased Visual Messaging as part of a new unified messaging system, the software is already installed. Continue with the next step.

2 Connect the unified messaging server to the LAN.

A LAN connection is required for Visual Messaging applications. See [“Connecting the messaging server to the LAN” on page 5](#).

3 Set up TCP/IP on the workstations.

The TCP/IP network protocol must be set up on each workstation. See [“Setting up TCP/IP” on page 8](#).

4 Test the TCP/IP setup.

After you have set it up, test the TCP/IP setup on each workstation. See [“Testing the TCP/IP setup” on page 11](#).

5 Install Visual Messaging on the workstations.

You can install the Visual Messaging applications either from the *Visual Messaging Application Resource* disc, or from a network location. See [“Installing the Visual Messaging applications” on page 14](#).

NOTE

After installing Visual Messaging, you need to tell your subscribers how to get started using the Visual Messaging applications.

WANs and the Internet

In addition to running Visual Messaging applications over a LAN, they can also run remotely over wide area networks (WANs) and the Internet. For details, see [“Using Visual Messaging with WANs and the Internet” on page 42](#).

Connecting the messaging server to the LAN

The Visual Messaging applications require the messaging server to be connected to the LAN. If you have not already set up a LAN connection while installing the messaging server, use the following procedures to test the LAN connection and connect the system. If necessary, consult your network administrator for assistance in testing the LAN connection.

If you use a firewall, configure it for Visual Messaging access after you have connected the messaging server to the LAN. See [“Setting up Visual Messaging firewall access” on page 6](#).

To test the LAN connection

- 1 Use a network analyzer or a workstation that works correctly with the network. Connect it to the LAN, using the same network cable that the messaging server will use.
- 2 Verify that the network analyzer or workstation can communicate with the network.

If the unit cannot communicate correctly with the network, there is a problem with the network cable or connection. Consult with your network administrator for assistance in resolving the problem.

- 3 Following a successful test, disconnect the network cable from the network analyzer or workstation.

To connect the messaging server to the LAN

- Plug the network cable into the Ethernet connector on the messaging server.

Setting up Visual Messaging firewall access

The firewall on the messaging server is turned off by default. If you turn on the firewall, it must be set up to allow Visual Messaging TCP port access. Otherwise, the Visual Messaging applications will not work properly.

If the firewall is currently turned off, then you do not need to do this procedure.

To configure the messaging server firewall for Visual Messaging access

- 1 Log on to the messaging server as the administrator.
- 2 From the taskbar, click **Start > Settings > Control Panel**.
- 3 On the Control Panel, double-click **Windows Firewall**.
- 4 Click the **Exceptions** tab.
- 5 Click **Add Port**.

The Add a Port dialog box appears.

- 6 In the **Name** field, type `Visual Messaging`.
- 7 In the **Port number** field, type `1024`.
- 8 Confirm that **TCP** is selected, then click **OK**.
- 9 Click **OK** to close the Windows Firewall dialog box.

Joining a domain

You might already have joined a domain during the initial messaging server setup. If you did not join a domain at that time and wish to do so now, use the following procedure.

To join a domain

- 1 On the Windows desktop, right-click the **My Computer** icon then click **Properties**.
- 2 Click the **Computer Name** tab.
- 3 Click **Change** to join a domain.
- 4 Select either **Domain** or **Workgroup** as appropriate, and type the name of the domain or workgroup you want to join.

If unsure of which selection to make, consult your network administrator.

- 5 Click **OK**.
- 6 Click **OK** to close the System Properties dialog box.

Setting up TCP/IP

The Visual Messaging applications use TCP/IP as the communications protocol. TCP/IP must be set up on each workstation that is using Visual Messaging applications.

The steps to set up TCP/IP vary for different versions of Windows. The Visual Messaging applications are supported on the following Windows versions:

- Windows 2000
- Windows XP
- Windows Vista (32 bit)

NOTE

The Visual Messaging applications do not support Windows 95, 98 or NT

The following sections describe how to set up TCP/IP for each supported version of Windows. Refer to the appropriate section for each type of workstation.

- To set up TCP/IP for Windows 2000, see “[Setting up TCP/IP for Windows 2000](#)” below.
- To set up TCP/IP for Windows XP or Windows Vista (32 bit), see “[Setting up TCP/IP for Windows XP or Windows Vista \(32 bit\)](#)” on [page 10](#).

Setting up TCP/IP for Windows 2000

Use the following procedure to set up TCP/IP on Windows 2000 workstations.

NOTE

You must be a Windows 2000 administrator or a member of the power user group to do this procedure. If you attempt to do the procedure without administrative rights, an error message will appear, indicating that you have insufficient rights to change the settings.

To set up TCP/IP on a Windows 2000 workstation

- 1 From the taskbar, click **Start > Settings > Control Panel**.
- 2 On the **Control Panel**, double-click **Network and Dial-up Connections**.

- 3** In the Network and Dial-up Connections dialog box, right-click **Local Area Connection**, then click **Properties**.
- 4** On the Local Area Connection Properties dialog box, click the **General** tab.
- 5** Review the list of components to determine whether or not Internet Protocol (TCP/IP) is listed. Do one of the following:
 - If TCP/IP is listed, then it is already installed. Click **Cancel**, and skip to step 10.
 - If TCP/IP is not listed, then you must install it. Continue with the next step.
- 6** Click **Install**.

The Select Network Component Type dialog box appears.
- 7** From the list of network components, click **Protocol**, then click **Add**.
- 8** On the Select Network Protocol dialog box, select **Internet Protocol (TCP/IP)** then click **OK**.

TCP/IP is installed; this might take a few moments.
- 9** Click **Close** to close the Local Area Connection Properties dialog box.
- 10** Close the Network and Dial-up Connections dialog box.
- 11** Test the TCP/IP setup. See “[Testing the TCP/IP setup](#)” on page 11.

Setting up TCP/IP for Windows XP or Windows Vista (32 bit)

Use the following procedure to set up TCP/IP on Windows XP or Windows Vista (32 bit) workstations.

NOTE

You must be a Windows XP or Windows Vista administrator or a member of the power user group to do this procedure. If you attempt to do the procedure without administrative rights, an error message will appear, indicating that you have insufficient rights to change the settings.

To set up TCP/IP on a Windows XP or Windows Vista (32 bit) workstation

- 1 From the taskbar, click **Start > Control Panel**.
- 2 On the Control Panel, click **Network and Internet Connections**.
- 3 Click **Network Connections**.
- 4 Right-click **Local Area Connection**, then click **Properties**.
- 5 On the Local Area Connections Properties dialog box, click **Install**.
- 6 Click **Protocol**, then click **Add**.
- 7 Click **TCP/IP**, then click **Add**.
- 8 Test the TCP/IP setup. See [“Testing the TCP/IP setup” on page 11](#).

Testing the TCP/IP setup

After setting up TCP/IP on each workstation, verify that the workstation can communicate with the messaging server by doing the following procedures in order.

Testing the TCP/IP setup with Ping

The following procedure uses the Microsoft Ping utility to test basic network connectivity between the workstation and the messaging server.

To test the TCP/IP setup with Ping

1 On the workstation, open a command prompt.

2 Type the following:

```
ping <messaging server>
```

where *<messaging server>* is the name of the messaging server, as specified during the initial setup.

Alternately, type

```
ping <messaging server IP address>
```

where *<messaging server IP address>* is the IP address of the messaging server.

3 Press **Enter**.

Results of the Ping test

If a Ping reply message appears, indicating a reply from the unified messaging system and the correct number of packets received, then the TCP/IP protocol is set up properly. Follow the steps in the procedure [“Testing the TCP/IP setup with Telnet” on page 12](#).

If any other type of message appears, the TCP/IP protocol is not set up properly, or there is another networking problem. Possible causes include:

- The network cable is not attached correctly or securely. Confirm that the network cable is correctly attached to the workstation.
- TCP/IP is not set up correctly. Repeat the TCP/IP setup procedure.
- The workstation might need to be restarted. Close all files, shut down all applications and restart the computer.
- There is a problem with the network. Contact your network administrator for assistance.

Testing the TCP/IP setup with Telnet

If the Ping test is successful, use the following procedure to confirm that the Visual Messaging applications can communicate with the unified messaging software.

To test the TCP/IP setup with Telnet

- 1 On the workstation, open a command prompt.
- 2 Type the following:

```
telnet <messaging server> 1024
```

where *<messaging server>* is the name of the messaging server, as specified during the initial setup.

Alternately, type

```
telnet <messaging server IP address> 1024
```

where *<messaging server IP address>* is the IP address of the unified messaging server.

- 3 Press **Enter**.
- 4 To exit,
 - a Press **CTRL-]**.
 - b Type **quit**.
 - c Press **ENTER**.

Results of the Telnet test

If no text appears and the screen is blank, then a TCP session was successfully established and Visual Messaging applications on the workstation will be able to communicate with the unified messaging system. See [“Installing the Visual Messaging applications” on page 14](#).

If the message **Could not open connection to the host, on port 1024: Connect failed** appears, then the TCP/IP protocol is not set up properly, or there is another networking problem. Possible causes include:

- TCP/IP is not set up correctly. Repeat the TCP/IP setup procedure.
- A firewall is blocking incoming TCP connections on port 1024. Enable connections for port 1024 on the firewall, or contact your network administrator for assistance. See [“Setting up Visual Messaging firewall access” on page 6](#) for the steps to configure the firewall.

- There is a problem with the network. Contact your network administrator for assistance.

Installing the Visual Messaging applications

You can install the Visual Messaging applications in one of two ways: either directly from the *Visual Messaging Application Resource* disc or from a network location.

- To install from the disc, see “[Installing Visual Messaging from the disc](#)” on page 16. This method requires that you use the disc to install the applications on each workstation.
- To install from a network location, copy the applications to a network location and install them from the network. See “[Installing Visual Messaging from the network](#)” on page 18.

To install the Visual Messaging applications, you must log on to users’ workstations with administrative rights. However, users do not need administrative rights to use the Visual Messaging applications after the software is installed.

NOTE

If you are installing ViewMail for Lotus Notes, ensure that the Domino server is configured correctly before installing the application. See “[Configuring the Domino server](#)” on page 24 for details.

Visual Messaging Application Resource disc

All Visual Messaging applications are provided on the *Visual Messaging Application Resource* disc. This disc supports Visual Messaging on several products and platforms.

Each Visual Messaging application is located in a different folder on this disc, shown in the table on page 15. When installing the applications, specify the correct folder for each application described in the following sections. When installing ViewMail, ViewMail for Microsoft Messaging, ViewMail for Lotus Notes, ViewMail for GroupWise, ViewCall Plus, or ViewFax, install the software from the correct folder on the *Visual Messaging Application Resource* disc.

For example, to install ViewMail on a workstation at a site where the unified messaging system is installed on a Windows server, go to the folder named VM\For_Windows_Servers on the *Visual Messaging Application Resource* disc. Double-click the executable file (.EXE file). Or to install ViewMail on a workstation at a site where the unified messaging system is installed on a Linux server, go to the folder named VM\For_Linux_Servers on the *Visual Messaging Application Resource* disc. Double-click the executable file (.exe file).

Make sure you install the Visual Messaging software that matches the operating system for the messaging server, not the workstation

computer. Refer to the table to determine the correct folder locations on the *Visual Messaging Application Resource* disc.

Table 1: Visual Messaging application folder locations

Visual Messaging applications	Messaging server folders
ViewCall Plus	VCP\For_Windows_Servers VCP\For_Linux_Servers
ViewFax	VF\For_Windows_Servers VF\For_Linux_Servers
ViewMail	VM\For_Windows_Servers VM\For_Linux_Servers
ViewMail for Lotus Notes	VML\For_Windows_Servers VML\For_Linux_Servers
ViewMail for Microsoft Messaging	VMM\For_Windows_Servers VMM\For_Linux_Servers
ViewMail for GroupWise	VMG\For_Windows_Servers VMG\For_Linux_Servers

WARNING!

Visual Messaging client applications must not be installed on the messaging server. The Visual Messaging client applications are intended exclusively for installation and use on users' workstations, not on the messaging server itself. If you install any of the Visual Messaging applications on the messaging server, this can damage your server installation including causing irreparable corruption of the system database.

Installing Visual Messaging from the disc

Use the following procedure to install Visual Messaging applications from the *Visual Messaging Application Resource* disc.

IMPORTANT

Visual Messaging client applications must not be installed on messaging servers. The Visual Messaging client applications are intended exclusively for installation and use on users' workstations, not on the messaging server itself. If you install any of the Visual Messaging applications on the messaging server, this can damage your server installation including causing irreparable corruption of the system database.

Installing ViewMail for Microsoft Messaging is a separate installation process. See "[Installing ViewMail for Microsoft Messaging](#)" on page 34 for the steps.

To install Visual Messaging applications from the disc

- 1 At the workstation, close all open programs.
- 2 Insert the *Visual Messaging Application Resource* disc into the disc drive.
- 3 From the taskbar, click **Start > Run**.

The Run dialog box appears.

- 4 In the **Open** field type:

`<drive>:\<folder>\<server type>\<filename>`

where:

`<drive>` is the CD-ROM drive letter,

`<folder>` is the folder for the required Visual Messaging application from the table on page 15,

`<server type>` is the folder for the messaging server from the table on page 15, and

`<filename>` is the executable (.exe) file located in the folder.

Alternatively, you can click **Browse**, then browse to the location of the required file.

- 5 Click **OK**.

The Visual Messaging application installation wizard starts.

- 6** On the Welcome page, click **Next** to begin the installation.
- 7** On the Destination Folder page, specify the folder where the application will be installed, then click **Next**.
You should accept the default destination folder, but you can also click **Browse** to specify a different folder.
- 8** On the Ready to Install the Application page, click **Next**.
The wizard installs the application.
- 9** You might be prompted to provide additional application-specific information. If so, follow the on-screen prompts to provide the required information.
- 10** When the installation is complete, the wizard displays a page announcing that the application is successfully installed. Click **Finish** to quit the wizard.
- 11** You might be prompted to restart the system. If prompted, click **Yes** to restart the computer.

NOTE

If you are installing ViewMail for Lotus Notes, see "[Configuring ViewMail for Lotus Notes](#)" on page 27 for the steps to configure the workstation.

Installing Visual Messaging from the network

Use the following procedures to install Visual Messaging applications from a network location.

IMPORTANT

Installing ViewMail for Microsoft Messaging is a separate installation process. See "[Installing ViewMail for Microsoft Messaging](#)" on page 34 for the steps.

To copy the Visual Messaging applications to a network location

- 1 Log on to the network.

NOTE

You must have network rights to create folders, copy files and grant directory rights to other workstations.

- 2 On a network drive accessible to all workstations, create a new installation folder for the Visual Messaging applications. Use either a command prompt window or Windows Explorer to create the new folder.

For example, to use a command prompt to create a folder named Temp on network drive X:, type the following, then press **ENTER**.

```
md x:\Temp
```

- 3 Insert the *Visual Messaging Application Resource* disc into the disc drive.
- 4 For each Visual Messaging application you will be installing, copy the appropriate folder in the table on page 15 from the disc to the network folder created in step 2.

To install Visual Messaging applications from the network

1 At the workstation, all open programs.

2 From the taskbar, click **Start > Run**.

The Run dialog box appears.

3 In the **Open** field type the following:

<path><folder>\<server type>\<filename>

where:

<path> is the path to the network installation folder,

<folder> is the folder for the required Visual Messaging application from the table on page 15,

<server type> is the folder for the messaging server from the table on page 15, and

<filename> is the executable (.exe) file located in the folder.

Alternatively you can click **Browse**, and browse to the location of the required file.

4 Click **OK**.

The installation wizard for the selected Visual Messaging application starts.

5 On the Welcome screen, click **Next** to begin the installation.

6 On the Destination Folder page, specify the folder where the application will be installed, then click **Next**.

You can either accept the default destination folder or click **Browse** to specify a different folder.

7 On the Ready to Install the Application page, click **Next**.

The wizard installs the application.

8 You might be prompted to provide additional application-specific information. If so, follow the on-screen prompts.

9 When the installation is complete, the wizard displays a page indicating that the application is successfully installed. Click **Finish** to quit the wizard.

- 10** You might be prompted to restart the system. If prompted, click **Yes** to restart the computer.

NOTE

If you are installing ViewMail for Lotus Notes, see "[Configuring ViewMail for Lotus Notes](#)" on page 27 to configure the workstation.

Installing or upgrading ViewMail

Installing stand-alone ViewMail is a separate installation process that does not use the *Visual Messaging Application Resource* disc. See “[Visual Messaging application folder locations](#)” on page 15 that describes the file locations for your installation.

To install ViewMail on a workstation

NOTE

This procedure assumes that ViewMail has never been installed on the workstation.

- 1 Verify that you are logged on as a system administrator. If not, log off the workstation and log on as a system administrator.
- 2 Copy the new ViewMail file, VM_3.4.6.8.exe, to a local drive or the workstation desktop.
- 3 Close all open programs.
- 4 Double-click the VM_3.4.6.8.exe file. The ViewMail installation wizard starts.
- 5 Follow the on-screen prompts to complete the installation.
- 6 When the installation is complete, restart the workstation.
- 7 If the workstation uses the Microsoft Vista operating system, you must install WinHlp32.exe to view the help content.

The WinHlp32.exe file for Vista can be found on the Microsoft web site at:

<http://go.microsoft.com/fwlink/?LinkID=82148>

To upgrade from ViewMail 3.3.x.x or later

- 1 Verify that you are logged on as a system administrator. If not, log off the workstation and log on as a system administrator.
- 2 Copy the new ViewMail file, VM_3.4.6.8.exe, to a local drive or the workstation desktop.
- 3 Close all open programs.
- 4 Double-click the VM_3.4.6.8.exe file. The ViewMail installation wizard starts.
- 5 Follow the on-screen prompts to complete the upgrade.
- 6 When the installation is complete, restart the workstation.

To upgrade from ViewMail 3.2.xx or earlier

- 1 Verify that you are logged on as a system administrator. If not, log off the workstation and log on as a system administrator.
- 2 Close all open programs.
- 3 Use the steps below to uninstall ViewMail:
 - a Click **Start > Settings > Control Panel**.
 - b Double-click **Add/Remove Programs**.
 - c Select **ViewMail** from the list and click **Remove**.
 - d Follow the on-screen instructions to complete the uninstall process.
- 4 Copy the new ViewMail file, VM_3.4.6.8.exe, to a local drive or the workstation desktop.
- 5 Close all open programs.
- 6 Double-click the VM_3.4.6.8.exe file. The ViewMail installation wizard starts.
- 7 Follow the on-screen prompts to complete the upgrade.
- 8 When the installation is complete, restart the workstation.

Setting up ViewMail for Lotus Notes

If you are installing ViewMail for Lotus Notes, additional configuration steps are required. These configuration steps are:

1 Configure the Domino server.

Before installing ViewMail for Lotus Notes on the workstations, you must first configure the Domino server. See [“Configuring the Domino server” on page 24.](#)

2 Install ViewMail for Lotus Notes.

Install ViewMail for Lotus Notes on the workstations. See [“Installing the Visual Messaging applications” on page 14.](#)

3 Configure ViewMail for Lotus Notes.

See [“Configuring ViewMail for Lotus Notes” on page 27.](#)

- If you want to uninstall ViewMail for Lotus Notes, see [“To uninstall ViewMail for Lotus Notes” on page 46.](#)
- ViewMail for Lotus Notes does not currently support Lotus iNotes or Lotus iNotes templates. See [“Using iNotes and ViewMail for Lotus Notes” on page 30.](#)

Configuring the Domino server

Before installing ViewMail for Lotus Notes on the workstations, you must first set up the Domino server. This consists of the following steps:

- Make a copy of the database template on the Domino server. See [“To copy the database template on the Domino server”](#) below.
- Sign the database template and copy the access control list (ACL) from the standard mail template. See [“To sign the database template and copying the access control list \(ACL\)”](#) on page 25.
- Set up the administration execution control list (ECL). See [“Setting up the administration execution control list \(ECL\)”](#) on page 25.

Do the following three procedures in the order presented.

To copy the database template on the Domino server

- 1 On the Domino server, insert the *Visual Messaging Application Resource* disc into the disc drive.
- 2 Browse to the VML\Domino_Templates folder on the disc, then double-click the executable (.exe) file.
- 3 Type a destination folder on the hard disk, then click **Unzip**.
- 4 Click **OK** and then click **Close**.
- 5 Start the Domino Designer utility.
- 6 Click **File > Database > Open**.
- 7 Click **Browse**.
- 8 Select the vmlmailxx.ntf file that matches the Domino version running on the server.

For example, if Domino 7.0 is running on the server, select
vmlMail70.ntf.

- 9 Click **Select**, then click **Open**.
- 10 Make a copy of the template:
 - a Click **File > Database > New Copy**.
 - b In the Copy Database window, in the **Server** box, select the Domino server name.
 - c Select the **Database design only** check box.
 - d Clear the **Access Control List** check box.
 - e Click **OK**.

11 Quit the Domino Designer utility.

Next use the following procedure to sign the database template and copy the access control list (ACL) to use the new template.

To sign the database template and copying the access control list (ACL)

- 1** On the Domino server, start the Domino Administrator utility.
- 2** Click the **Files** tab.
- 3** In the Show me box, select **Templates only**.
- 4** Select the VML Mail (Rxx) file that matches the Domino version number, then click **Sign**.

For example, if Domino 7.0 is running on the server, select **VML Mail (R7)**

- 5** In the Sign Database window, select **Active User's ID** or **Active Server's ID**, then click **OK**.
- 6** Right-click the VML Mail (Rxx) file that matches the Domino version number you are running, then click **Access Control > Copy**.
- 7** Right-click the VML Mail (Rxx) file that matches the Domino version number you are running, then click **Access Control > Paste**.

For example, if Domino 7.0 is running on the server, right-click **VML Mail (R7)**

For example, if Domino 7.0 is running on the server, right-click **VML Mail (R7)**

Setting up the administration execution control list (ECL)

- 1** On the Domino server, start the Domino Administrator utility.
- 2** Click the **People & Groups** tab.
- 3** Click **Action > Edit Administration ECL**.
- 4** In the **When signed by** list, select the user or server used to sign the VML database template.

If the user or server is not displayed, click **Add**, click the person icon, select the user or server, then click **OK**.

- 5** In the Workstation Security window, under **Allow**, select all check boxes.

6 Click **OK**.

Next step...

- ◆ **Install ViewMail for Lotus Notes on the workstations.**
See “[Installing the Visual Messaging applications](#)” on page 14.

Configuring ViewMail for Lotus Notes

After installing ViewMail for Lotus Notes on the workstation, use the following procedures to configure ViewMail for Lotus Notes.

To modify the execution control list for Lotus Notes 5.0

- 1 Log on to Lotus Notes.
- 2 Click **File > Preferences > User preferences**.
- 3 Click **Security options**, then click **Refresh**.
- 4 If the user or server used to sign the new e-mail database template does not appear in the **When code is signed by** list, click **Add** to add the user or server.
- 5 Select the user or server, then click **OK**.
- 6 Under **Allow**, select all check boxes.
- 7 Click **OK**.

To modify the execution control list for Lotus Notes 6.0 or 6.5

- 1 Log on to Lotus Notes.
- 2 Click **File > Security > User security**.
- 3 Type a password.
- 4 Select **What others do**, then click **Refresh all**.
- 5 If the user or server used to sign the new e-mail database template does not appear in the **When code is signed by** list, click **Add** to add the user or server.
- 6 Select the user or server, then click **OK**.
- 7 Under **Allow**, select all check boxes.
- 8 Click **OK**.

To modify the execution control list for Lotus Notes 7.0

- 1 Log on to Lotus Notes.
- 2 Click **File > Security > User security**.
- 3 Click **What others do**, then select **Using Workstation**.

- 4 Click **Effective Session ECL**.
- 5 If the user or server used to sign the new e-mail database template does not appear in the **When code is signed by** list, click **Add** to add the user or server.
- 6 Select the user or server, then click **OK**.
- 7 Under **Allow**, select all check boxes.
- 8 Click **OK**.

Next, update the database design from the new e-mail template. See [“To update the database design from the new e-mail template” on page 29](#).

To update the database design from the new e-mail template

If you will be using the iNotes functionality, skip this step and go to [“Using iNotes and ViewMail for Lotus Notes”](#) .

- 1 Log on to Lotus Notes.
- 2 Click the **Mail** icon.
- 3 From the **File** menu, click **Database > Properties**.
- 4 On the Design tab, select the **Inherit design from master template** check box.
- 5 Change the template name to one of the following:
 - VML Mail (R5.0)
 - VML Mail (R6)
 - VML Mail (R65)
 - VML Mail (R7).
- 6 Click **File > Database > Refresh Design** to update the e-mail database.
- 7 On the Refresh Database Design screen, select the server that the new e-mail database template was installed on, then click **OK**.
- 8 Click **Yes** to confirm.

Using iNotes and ViewMail for Lotus Notes

The new ViewMail for Lotus Notes iNotes template enables users to work with VML on systems that have the Lotus Notes client installed and use iNotes on the Web at the same time.

Changes to the ViewMail for Lotus Notes install process when using iNotes

Use the nConvert utility must be used to convert a users mail file for iNotes templates. Users who use iNotes and VML should not use the Lotus Notes Client option to replace their databases with the VML template.

The Domino administrator must use the nConvert utility with the integrated VML/iNotes template.

Using the VMLiNotesxx.ntf Template

To successfully use iNotes and VML, the following templates are provided:

- VMLiNotesxx.ntf template
- VMLMailxx.ntf template
 - xx corresponds to the Lotus Notes release/version number. For example the VMLiNotes65.ntf template is for use with Lotus 6.5.
 - To update a user to the VMLiNotesxx.ntf template, administrators must ensure the user has VML installed on their Lotus Notes Client system.
 - The standard VML template (VMLMailxx.ntf) must be in the server data directory. Update the user template using the nConvert utility with the VMLiNotesxx.ntf template.

If a user has Lotus Notes Client 6.5 installed, and is connected to a Domino 6.5 server, see the procedure [“To update the user’s template” on page 31.](#)

To update the user's template

- 1 Install VML 3.4.6.8 or later on the user's PC.
- 2 Copy the `VMLiNotes65.ntf` and `VMLMail65.ntf` templates to the data directory on the server.
- 3 Use the `nConvert` command to update the user's template:

```
nconvert mail\theUsersMailFile.nsf *  
VMLiNotes65.ntf
```

NOTE

See the IBM Domino documentation for more information about the `nConvert` command.

Users might have changed the iNotes template that came with the Domino Server software. Customized user templates can inherit the VML template without removing the user's customizations. Follow the procedure below to update the iNotes template.

NOTE

Make sure `VMLMailxx.ntf` is in the same directory as the iNotes template.

To update the iNotes template

- 1 Open the iNotes template in Domino Designer.
- 2 Click **File > Database > Properties**.
- 3 Click the Design icon.
- 4 Under the **Inheritance** heading, change **Template Name** from `StdRxxMail` to `VML Mail (Rxx)`.

NOTE

The `xx` in the template name represents the iNotes version number. For example, the VML template for iNotes 6.5 is `VMLiNotes65.ntf`, and the VML template for Lotus Notes Client is `VMLMail65.ntf`

- 5 Under Database file is a master template, change Template name from `iNotesxx` to `iNotesVMLxx`.

6 Click **File > Database > Refresh Design**.

NOTE

The VMLMailxx.ntf must be in the same directory as the iNotes template.

The iNotes template inherits the VML template without removing the user's customizations.

Installing ViewMail for Microsoft Messaging

ViewMail for Microsoft Messaging can be installed separately without using the *Visual Messaging Application Resource* disc. This process requires that a .exe file is copied over from a network share to each user's workstation. The .exe is then run from each workstation. See "[Installation file names](#)" on page 34 that describes the manufacturer-specific .exe file for your installation.

1 Configure Outlook on each workstation.

Before installing ViewMail for Microsoft Messaging on a workstation:

- Outlook must be installed as the default mail client and set to Corporate/Workgroup mode. See the Outlook documentation for instructions.
- There must also be an Outlook profile for each subscriber using ViewMail for Microsoft Messaging on the workstation. See the Outlook documentation for instructions.

2 Install ViewMail for Microsoft Messaging.

Install ViewMail for Microsoft Messaging on each workstation. See "[Installing ViewMail for Microsoft Messaging](#)" on page 34.

3 Configure ViewMail for Microsoft Messaging.

Outlook must be configured for ViewMail for Microsoft Messaging on each workstation. Configuration is dependent upon the installed version of Outlook and the version of the Windows operating system. See "[Configuring ViewMail for Microsoft Messaging](#)" on page 36.

NOTE

If you want to upgrade ViewMail for Microsoft Messaging from a previous version, see "[Upgrading ViewMail for Microsoft Messaging](#)" on page 40.

Installing ViewMail for Microsoft Messaging

The following file must be located on a network share accessible by any user wanting to install ViewMail for Microsoft Messaging:

Table 2: Installation file names

Manufacturer	EXE file
Active Voice	AV_VMM_3.4.6.9.exe
NEC	NEC_VMM_3.4.6.9.exe
EliteMail	EM_VMM_3.4.6.9.exe
Tadiran	MC_VMM_3.4.6.9.exe
Phillips	PH_VMM_3.4.6.9.exe

The following procedure should be performed on each user's workstation.

To install ViewMail for Microsoft Messaging

NOTE

This procedure assumes that ViewMail for Microsoft Messaging has never been installed on the workstation. See ["To upgrade from an earlier version of ViewMail for Microsoft Messaging"](#) on page 40 if an older version is already installed.

- 1 Log on to the workstation as a system administrator.
- 2 Copy the VMM_3.4.6.9.exe file to a local drive or the workstation desktop.
- 3 Close all open applications.
- 4 Double-click the exe file.
- 5 On the Welcome page, click **Next**.
- 6 On the Destination page, accept the default installation folder, or click **Browse**, and select a new location. Click **Next**.
- 7 On the Installation Type page, choose **Typical**, then click **Next**.
- 8 On the Ready to Install page, click **Next**.

ViewMail begins to update the system. This might take several minutes.

- 9** On the Outlook setup dialog box, type the name or IP address of the unified messaging in the **Server name** field. If the workstation uses Outlook 2003 or earlier, select the default protocol. The default protocol is typically the TCP/IP. Click **Next**.
- 10** On the second Outlook Setup dialog box, type your **Personal ID** and **Security Code**. These should be provided to you by the system administrator. Click **Next**.

Optionally, select or clear the **Automatically enter security code when starting** check box. If you clear the check box, each time you log on to the unified messaging server you will be prompted for your security code.
- 11** When prompted to delete the **EXTEND.DAT** file, click **Yes**.
- 12** On the confirmation dialog box, click **OK**.
- 13** On the installation complete page, click **Finish**.
- 14** When prompted to restart the computer, click **Yes**.
- 15** Configure the Outlook e-mail client.

Next step...

- ◆ **Configure Microsoft Outlook**
See “[Configuring ViewMail for Microsoft Messaging](#)” on page 36.

Configuring ViewMail for Microsoft Messaging

Configure ViewMail for Microsoft Messaging based on the version of Outlook installed on the workstation.

- For Outlook XP or Outlook 2003, see “[To configure ViewMail for Microsoft Messaging for older versions of Outlook](#)” below.
- For supported versions of Outlook prior to Outlook XP, see “[To configure ViewMail for Microsoft Messaging for older versions of Outlook](#)” on page 37.
- For Outlook 2007 running under Windows XP, See “[To configure ViewMail for Microsoft Messaging with Outlook 2007 and Windows 2000 or Windows XP](#)” on page 37.
- For Outlook 2007 running under the Windows Vista 32-bit operating system, see “[To configure ViewMail for Microsoft Messaging with Outlook 2007 and Windows Vista \(32-bit\)](#)” on page 38.

To configure ViewMail for Microsoft Messaging with Outlook XP or 2003

- 1 Log on to the workstation as the ViewMail for Microsoft Messaging user.
- 2 Start Outlook.
- 3 In Outlook, click **Tools > E-mail Accounts > Add a new e-mail account**.
- 4 Choose **Additional Server Types**, then click **Next**.
- 5 On the E-mail Accounts page, click **ViewMail for Microsoft Messaging**, then click **Next**.

The ViewMail for Microsoft Messaging dialog box appears.

- 6 On the ViewMail for Microsoft Messaging dialog box, type the **Server Name or IP** address of the unified messaging server, and ensure that **TCP/IP** is selected as the Protocol.
- 7 Click the **Identification** tab and type the **Personal ID** and the **Security code** assigned to you by the system administrator. Click **OK**.
- 8 A confirmation dialog box appears, saying that the service will not start until you restart Outlook. Click **OK** to close the dialog box.
- 9 Exit and restart Outlook.

To configure ViewMail for Microsoft Messaging for older versions of Outlook

NOTE

Use this procedure only if the user does not have administrative rights for the workstation, or if the installed version of Outlook is older than Outlook XP or 2003.

- 1 Log on to the workstation as the ViewMail for Microsoft Messaging user.
- 2 On the desktop, right-click the Outlook icon, then click **Properties**.
- 3 Click the **Services** tab.
- 4 Click **Add**.
- 5 Click **ViewMail for Microsoft Messaging**.
- 6 Follow the instructions on the screen to complete the process.
- 7 Restart the computer.

To configure ViewMail for Microsoft Messaging with Outlook 2007 and Windows 2000 or Windows XP

Use the following procedure to configure ViewMail for Microsoft Messaging when the e-mail client is Outlook 2007, but the operating system is Windows XP.

NOTE

You must perform these steps before starting Outlook 2007.

- 1 From the taskbar, click **Start > Control Panel**.
- 2 Click **Mail**.
- 3 Click **E-mail Accounts**.
The Mail Setup - Outlook dialog box appears.
- 4 On the Mail Setup - Outlook dialog box, click **E-mail Accounts**.
The **Add New E-mail Account** page appears.
- 5 On the Add New E-mail Account page, choose **Other**, then select **ViewMail for Microsoft Messaging**. Click **Next**.
The ViewMail for Microsoft Messaging dialog box appears.

- 6 On the ViewMail for Microsoft Messaging dialog box, type the **Server Name or IP** address of the unified messaging server, and ensure that **TCP/IP** is selected as the Protocol.
- 7 Click the **Identification** tab and type the **Personal ID** and the **Security code** assigned to you by the system administrator. Click **OK**.
- 8 A confirmation dialog box appears, saying that the service will not start until you restart Outlook. Click **OK** to close the dialog box.
- 9 On the setup complete page, click **Finish**.
- 10 On the Account Settings page, click **Close**.
- 11 On the Mail Setup - Outlook dialog box, click **Close**.
- 12 Exit the Control Panel, then exit and restart Outlook.

To configure ViewMail for Microsoft Messaging with Outlook 2007 and Windows Vista (32-bit)

NOTES

You must perform these steps before starting Outlook 2007.

Only ViewMail for Microsoft Messaging 3.4.6 and higher support Microsoft Vista (32 bit) and Outlook 2007.

- 1 From the taskbar, click **Start > Control Panel**.
- 2 Click **Mail**.
- 3 On the Mail Setup - Outlook dialog box, click **E-mail Accounts**.
- 4 On the E-mail tab, click **New**.
- 5 On the Add New E-mail Account page, choose the **Other** option, then in the list select **ViewMail for Microsoft Messaging**. Click **Next**.
The ViewMail for Microsoft Messaging dialog box appears.
- 6 On the ViewMail for Microsoft Messaging dialog box, type the **Server Name or IP** address of the unified messaging server.
- 7 Click the **Identification** tab and type the **Personal ID** and the **Security code** assigned to you by the system administrator. Click **OK**.
- 8 A confirmation dialog box appears, saying that the service will not start until you restart Outlook. Click **OK** to close the dialog box.

- 9** On the setup complete page, click **Finish**.
- 10** On the Account Settings page, click **Close**.
- 11** On the Mail Setup - Outlook dialog box, click **Close**.
- 12** Exit the Control Panel.
- 13** Exit and restart Outlook.

Upgrading ViewMail for Microsoft Messaging

Upgrade from a previous version of Viewmail for Microsoft Messaging by first removing any older version of the application.

In advance of performing this procedure, make sure you have access to the network share where the product-specific .exe files are located. See “[Installation file names](#)” on page 34 for the list of manufacturer-specific .exe files.

To upgrade from an earlier version of ViewMail for Microsoft Messaging

- 1 Verify that you are logged on as a system administrator. If not, log off the workstation and log on as a system administrator.
- 2 Close all open programs.
- 3 Use the steps below to uninstall ViewMail for Microsoft Messaging:
 - a Go to **Start > Settings > Control Panel**.
 - b Double-click **Add/Remove Programs**.
 - c Select **ViewMail for Microsoft** from the list and click **Remove**.
 - d Follow the on-screen instructions to complete the uninstall process.
- 4 Copy the VMM_3.4.6.9.exe file to a local drive or the workstation desktop.
- 5 Close all open programs.
- 6 Double-click the VMM_3.4.6.9.exe file. The ViewMail installation wizard starts.
- 7 Follow the on-screen prompts to complete the installation.
- 8 When the installation is complete, restart the workstation.
- 9 Configure Outlook e-mail client. See “[Configuring ViewMail for Microsoft Messaging](#)” on page 36 for the configuration steps.

Setting up ViewMail for GroupWise

If you are installing ViewMail for GroupWise, additional configuration steps are required.

1 Install the GroupWise client.

Confirm that the GroupWise 6.0 Windows client with SP4 or GroupWise 6.5 Windows client with SP1 is installed on the workstations and configured to connect to the local GroupWise server.

2 Install ViewMail for GroupWise.

Install ViewMail for GroupWise on the workstations. See “[Installing the Visual Messaging applications](#)” on page 14.

3 Configure ViewMail for GroupWise.

See “[To configure ViewMail for GroupWise](#)” on page 41.

NOTE

If you want to uninstall ViewMail for GroupWise, see “[To uninstall ViewMail for GroupWise version 3.1 or later](#)” on page 46.

To configure ViewMail for GroupWise

- 1 Log on to the workstation as a user with administrator privileges.
- 2 Start the GroupWise client.
- 3 On the ViewMail for GroupWise login dialog box, type information in the following fields:

User ID. The unified messaging personal ID for the user using this workstation.

Security Code. The unified messaging security code of the user using this workstation.

Voice mail server. The IP address or DNS name of the messaging server.

- 4 Click **Login**.

The GroupWise mailbox appears, containing the user’s voice messages.

- 5 Quit all programs and restart the computer.

NOTE

Once this procedure is complete, the user does not need administrative privileges to use ViewMail for GroupWise.

Using Visual Messaging with WANs and the Internet

In addition to running over a LAN, the Visual Messaging applications can run remotely over a wide area network (WAN) or the Internet.

For the remote workstation to establish a TCP/IP connection with the unified messaging system, the following two conditions must be met:

- The remote workstation must be connected to the unified messaging system through a WAN, dial-up Internet service, or dedicated Internet connection.
- The network administrator must configure the network to enable remote connections.

If these conditions are met, the Visual Messaging applications on the remote workstation can access the unified messaging system.

NOTE

Network performance can affect Visual Messaging performance. Using Visual Messaging remotely can significantly affect performance.

To connect remotely to the unified messaging system

- 1 From the remote workstation, connect to the WAN or ISP using TCP/IP.
- 2 After the connection between the workstation and host is established, start the Visual Messaging application.

Removing Visual Messaging applications

To completely remove Visual Messaging applications from a workstation, determine which version is installed, then use the appropriate procedure.

To determine the version of Visual Messaging installed

- 1 On the taskbar, click **Start > Settings > Control Panel**.
- 2 Click **Add or Remove Programs**.
- 3 On the Currently Installed Applications screen, select the name of the Visual Messaging application.
- 4 Click the **Click here for support information** link
The version number appears.
- 5 Find the Visual Messaging application and version number in the table below, then follow the appropriate procedure.

To remove...	...see
ViewCall Plus version 3.1.x or later	"Uninstalling Visual Messaging applications from Windows 2000 or Windows XP" on page 44.
ViewFax version 3.1x or later	"Uninstalling Visual Messaging applications from Windows 2000 or Windows XP" on page 44.
ViewMail for Microsoft Messaging version 3.1.x or later	<ul style="list-style-type: none">• For Windows XP, see "Uninstalling Visual Messaging applications from Windows 2000 or Windows XP" on page 44.• For Windows Vista, see "Uninstalling ViewMail for Microsoft Messaging from Windows Vista" on page 45.
ViewMail for GroupWise	"Uninstalling ViewMail for GroupWise" on page 46.
ViewMail for Lotus Notes	"Uninstalling ViewMail for Lotus Notes" on page 46.
Mailbox Manager	"Uninstalling Mailbox Manager" on page 47.

Uninstalling Visual Messaging applications from Windows 2000 or Windows XP

Follow the procedure below to uninstall any of the Visual Messaging applications from a workstation running Windows 2000 or Windows XP.

To uninstall Visual Messaging applications, version 3.1.x or later

- 1 Close all open applications on the workstation.
- 2 If you are using Windows 2000/XP and logged on as a user with administrative privileges, go to step 3.
Otherwise, log off and log on as a user with administrative privileges.
- 3 From the taskbar, click **Start > Settings > Control Panel**.
- 4 Click **Add or Remove Programs**.
- 5 On the Currently Installed Applications screen, click one of the following Visual Messaging applications to remove:
 - **ViewCall Plus**
 - **ViewFax**
 - **ViewMail**
 - **ViewMail for Microsoft Messaging**
- 6 Click **Remove**.
- 7 Follow the on-screen instructions.
- 8 When the uninstall process is complete, restart the computer.
- 9 Repeat steps step 1 through 8 for each application you want to remove.

Uninstalling ViewMail for Microsoft Messaging from Windows Vista

Follow the procedure below to uninstall ViewMail for Microsoft Messaging from a workstation running any version of the Windows Vista operating system.

To uninstall ViewMail for Microsoft Messaging from Windows Vista

- 1** Click **Start > Control Panel**.
- 2** Under **Programs**, click **Uninstall a Program**.
- 3** In the list of programs, click **ViewMail for Microsoft Messaging**, then click **Uninstall**.

If User Account Control has been enabled on the computer, a dialog box will appear prompting you to confirm the deletion. Click **Continue**.

- 4** Exit the Control Panel.

Uninstalling ViewMail for GroupWise

Follow the procedure below to uninstall ViewMail for GroupWise from a workstation running Windows 2000 or Windows XP.

To uninstall ViewMail for GroupWise version 3.1 or later

- 1 Close all open applications on the workstation.
- 2 If you are using Windows 2000/XP and logged on as a user with administrative privileges, go to step 3.
Otherwise, log off and log on as a user with administrative privileges.
- 3 On the taskbar, click **Start > Settings > Control Panel**.
- 4 Click **Add or Remove Programs**.
- 5 On the Currently Installed Applications screen, click **ViewMail for GroupWise**.
- 6 Click **Remove**.
- 7 Follow the on-screen instructions.
- 8 When the uninstall process is complete, restart the computer.

Uninstalling ViewMail for Lotus Notes

Follow the procedure below to uninstall ViewMail for Lotus Notes from a workstation running Windows XP.

To uninstall ViewMail for Lotus Notes

- 1 Log on to Lotus Notes.
- 2 Click **File > Database > Properties**.
- 3 On the **Design** tab, select the **Inherit design from template** check box.
- 4 Change the template name to **Mail (R5.0)** or **Mail (R6)** or **Mail (R7)**.
- 5 Click **File > Database > Replace design** to update the e-mail database.
- 6 On the Replace Database Design screen, select **Mail (R5.0)** or **Mail (R6)**, then click **Replace**.
- 7 Click **Yes** to confirm.
- 8 From the taskbar, click **Start > Settings > Control Panel**.

- 9 On the Control Panel, double-click **Add or Remove Programs**.
- 10 On the Currently Installed Applications screen, click **ViewMail for Lotus Notes**, then click **Remove**.
- 11 Click **Yes** to confirm that you want to remove the program.
ViewMail for Lotus Notes will be removed.
- 12 Close Add or Remove Programs.
- 13 Close the Control Panel.

Uninstalling Mailbox Manager

Follow the procedure below to uninstall Mailbox Manager from a workstation running Windows 2000 or Windows XP

To uninstall Mailbox Manager

- 1 Close all open applications on the workstation.
- 2 If you are using Windows 2000/XP and logged on as a user with administrative privileges, go to step 3.
Otherwise, log off and log on as a user with administrative privileges.
- 3 On the taskbar, click **Start > Settings > Control Panel**.
- 4 Double-click **Add or Remove Programs**.
- 5 On the Currently Installed Applications screen, click **Mailbox Manager**.
- 6 Click **Remove**.
- 7 Follow the on-screen instructions.
- 8 When the uninstall process is complete, restart the computer.

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