

Installing VM/Remote software

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VM/Remote installation overview

This document explains how to install the VM/Remote software on a remote computer.

The VM/Remote software allows you to change voice messaging system screens and transfer files with a remote computer. You can use VM/Remote to configure and maintain voice messaging systems for multiple customers. You can also use VM/Remote to troubleshoot system problems without visiting the customer site.

Requirements

To install or update VM/Remote, you need:

- An x86-based desktop or portable (laptop or notebook) computer with the Windows 9x, Windows NT 4.0, Windows 2000 Pro, or Windows XP Pro operating system installed.
- For a remote connection, an AT-command set modem with a serial cable. For a direct connection, an AT-command set modem with a null-modem cable.
- COM port set for 38,400 bps or lower, even if the operating system allows for faster file transfer. With CoSession 7.0, file transfers perform reliably at up to 38,400 bps.
- CoSession 7.0 compact disc and documentation.

Installation steps

- For updates, make a note of the Phone book entries for your customer sites.
- Install the VM/Remote software.
- Enter your customer sites into the Phone book.

Making note of Phone book entries for customer sites

If you are updating an older version of the VM/Remote software, make note of the Phone book entries for all of your customer sites before you install the new version.

For new installations, proceed to “Installing the VM/Remote software” on page 4.

To make note of Phone book entries for your sites

- 1** On the remote computer, start the VM/Remote software. To do this, open Windows Explorer, then browse to the folder where the VM/Remote software is installed. Double-click “CoSession Remote Viewer v7.0.”
- 2** In the CoSession Remote Viewer Control Center dialog box, click “Phone book.”
- 3** In the Phone book, click “Name.” Select a customer site from the list.
- 4** Write the information in the “Name,” “Description,” and “Phone ID” fields.
- 5** Next to the “Terminal type” list box, click “Setup.” Write the information in the “Login name” and “Login password” fields. Click “Close.”
- 6** Repeat step 3 through step 5 for each customer site.
- 7** When you have finished recording the information about all of your customer sites, click “Exit.”

Installing the VM/Remote software

Follow this procedure to install the VM/Remote software on the remote computer.

To install the VM/Remote software

- 1** Insert the CoSession 7.0 compact disc into the drive.
- 2** Open Windows Explorer. Browse to the compact disc drive, then open the CD folder. Double-click “Setup.exe.”
- 3** On the CoSession Remote dialog box, in the “Name” field, type your name.
- 4** In the “Company” field, type your company’s name. Click “OK.”
- 5** To install the software in the default folder, click “OK.” Otherwise, type a different folder name, then click “OK.”
- 6** On the Install Options dialog box, select “Custom install,” then click “OK.”
- 7** On the CoSession Installer dialog box, select “CoSession for Windows Remote.” Clear the “CoSession for Windows Host” option. Click “Install.”
- 8** On the Connection Types dialog box, select “Modem/serial.” Clear the “NetWare SPX,” “NetBIOS,” and “WinSock” options. Click “OK.”
- 9** On the CoSession Remote dialog box, click “Continue Setup without Testing Modem.”
- 10** On the Viewer Default Modem Settings dialog, in the “Modem Name” list box, select the modem brand. If uncertain, select “Generic High Speed.”
- 11** In the “COM Port” list, select the COM port.
- 12** In the “Baud Rate” list, select the baud rate. Click “OK.”

NOTE: *Even though Windows allows COM ports to initialize at higher speeds, CoSession file transfer performs reliably at up to 38,400 bps. Therefore, it is recommended that you do not use a baud rate higher than 38,400 bps.*
- 13** In the Enter Phone Number dialog, type the phone number of the site you expect to dial most often. Otherwise, leave this field blank. Click “OK.”
- 14** Click “OK” to finish the installation.

- 15** On the Registration dialog box, click “Cancel.” Click “Yes” to confirm. Setup displays a message that it will remind you again in 14 days to register. Click “OK.”

Entering customer sites into the Phone book

After you install the VM/Remote software, enter your customer sites into the Phone book. If you updated from an earlier version of VM/Remote, your Phone book entries should remain intact.

To enter the Phone book entries for your sites

- 1** On the remote computer, start the VM/Remote software. To do this, open Windows Explorer, then browse to the folder where the VM/Remote software is installed. Double-click “CoSession Remote Viewer v7.0.”
- 2** In the CoSession Remote Viewer Control Center dialog box, click “Phone book.”
- 3** In the Phone book, click “New.”
- 4** In the New Phone Book Entry dialog box, if desired, select a site to copy settings from. Otherwise, select “Default.” Click “OK.”
- 5** In the “Name” field, type the name of the customer site.
- 6** In the “Description” field, type a description of the customer site.
- 7** In the “Phone ID” field, type the phone number for the customer site.
- 8** In the “Communications type” list box, select “Modem/serial.” To set up the modem, click “Setup,” then verify the settings for the COM port, baud rate, and modem name. Verify that the “Data Bits” field is set to “EIGHT,” the “Stop bits” field is set to “ONE,” and “Flow Control” is set to “RTS/CTS.” Click “Close.”
- 9** In the “Terminal type” list box, select “CoSession Viewer.” Click “Setup.” In the “Login name” field, type the name used to connect to the customer site (for example, `SUPPORT`). In the “Login password” field, type the login password (for example, `VOICE`).
- 10** Click “Save.”
- 11** Repeat step 3 through step 10 for each customer site.
- 12** When you have finished adding customer sites to the Phone book, click “Exit.”

You are now ready to connect to customer sites with the remote computer. See the CoSession documentation and the voice messaging *Installation Guide* for detailed procedures.