

MiCollab Advanced Messaging MiCollab AM Notify Installation Guide

For version 6.1 and above

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Preface

This guide explains how to install the MiCollab AM Notify IVR application for MiCollab Advanced Messaging (MiCollab AM).

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 1. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>
Neverfail Cluster	<p>Refers to a pair or trio of like MiCollab AM System Servers participating in a Neverfail High Availability or Disaster Recovery configuration.</p>

Overview

The MiCollab AM Notify application can be installed directly on a MiCollab AM System Server, or on a remote Windows platform dedicated to running Automated Agent or UCConnect IVR scripts. Running scripts from both the local MiCollab AM System Server and a remote IVR platform at the same time is not supported.

The installation procedure can be summarized as follows:

- 1 Install the Application Services service.
- 2 Install the MiCollab AM Notify application.
- 3 Complete MiCollab AM Notify application setup.
- 4 Install MiCollab AM Notify application license file.
- 5 Application Configuration and Testing

NOTE The MiCollab AM IVR component has been renamed from Automated Agent to UCConnect as of MiCollab AM version 5.0. Any references in this document to Automated Agent also apply to UCConnect.

Requirements

- Microsoft Windows Server 2008 R2 with Service Pack 1 or 2012 R2.
- MiCollab AM software version 6.1 or later.
- MiCollab AM Automated Agent or UCConnect module properly installed and licensed.
- Optionally, a properly configured remote Windows platform for executing the IVR scripts. Refer to the appropriate Mitel MiCollab AM Software Release Notice for recommendations.
- A valid MiCollab AM Notify version 2.1 application license file.

Prepare for Installation

Complete the following steps prior to beginning the installation process.

To prepare for installation:

- 1 If necessary, log on to the platform using a Windows account that belongs to the Local Administrators group.
- 2 Stop Automated Agent or UCConnect if it is running on the platform.
- 3 If the application is being installed on a remote IVR platform, a drive letter must be mapped to the drive on the MiCollab AM System Server on which MiCollab AM is installed.
- 4 If the application is being upgraded from a previous version, refer to the [Upgrading from a Previous Version](#) section.

Install Application Services

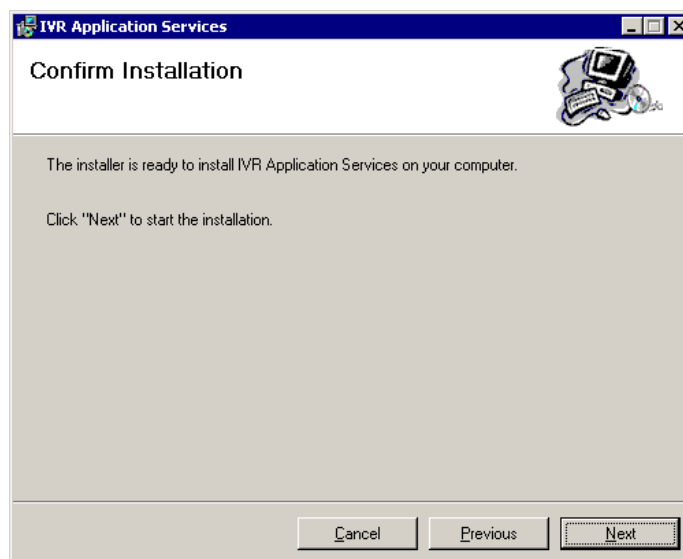
The IVR Application Services service must be installed prior to installation of the MiCollab AM Notify application. This service must be installed on the platform that will be running the application scripts.

To install application services:

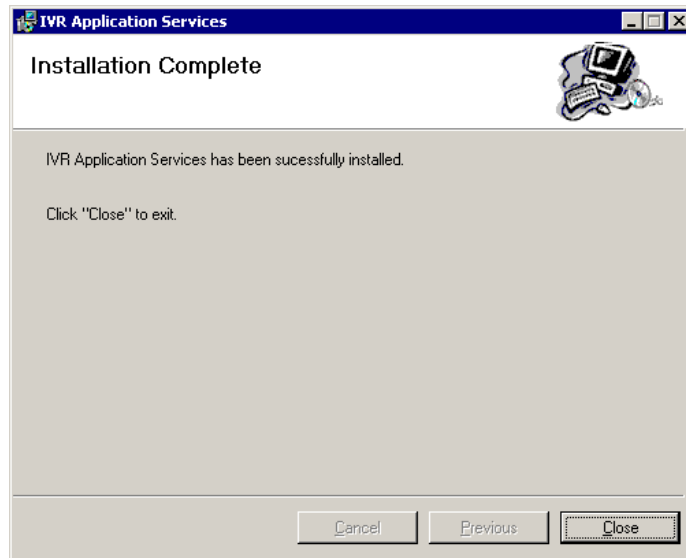
- 1 From the Start menu, click **Run**, and then click **Browse**.
- 2 Locate the folder containing the IVRSvc installation files.
- 3 Double click the command file IVRSvcInstall.cmd, and then click **OK**. A welcome screen displays.



- 4 At the Welcome screen, click **Next**. Setup continues with the Confirm Installation screen.



- 5 At the Confirm Installation screen, click **Next**. The service is installed and setup continues with the Installation Complete screen.



- 6 At the Installation Complete screen, click **Close**.
The Application Services service installation is complete, and the IVR Application Services applet can be found in the Windows Control Panel.
- 7 Proceed to the [Install MiCollab AM Notify Application](#) section.

Install MiCollab AM Notify Application

The MiCollab AM Notify application can be installed after successful installation of the Application Services service. The application must be installed on the platform that will be running the IVR application scripts.

To install the MiCollab AM Notify application:

- 1 From the Start menu, click Run, and then click Browse.
- 2 Locate the folder containing the MiCollab AM Notify installation files.
- 3 Double click the command file IVROUTInstall.cmd, and then click OK.
Setup begins with a Welcome screen.
- 4 At the Welcome screen, click **Next**.
Setup continues with the Select Installation Folder screen.
- 5 Accept the default folder, or click **Browse** to select a different folder.
- 6 Click **Next**.
Setup continues with the Select Base MiCollab AM Folder screen.
- 7 Accept the default folder, or click **Browse** to select a different folder.
If the application is being installed on a remote IVR platform, specify the drive letter and folder on the local machine on which Automated Agent or UCConnect Remote is installed.
- 8 Click **Next**.
Setup continues with the Confirm Installation screen.
- 9 At the Confirm Installation screen, click **Next**.
The IVR application is installed and setup continues with the Information screen.

NOTE During the installation process a dialog box may appear indicating that the file scrrun.dll cannot be updated because it is protected by Windows. This is acceptable behavior and does not indicate a MiCollab AM Notify installation failure. Click the OK button in the dialog box to continue the installation.
- 10 Review the information shown on the screen.
- 11 Click **Next**.
Setup continues with the Installation Complete screen.
- 12 Click **Close**.
The IVR application installation is complete.
- 13 Proceed to the [MiCollab AM Notify Application Setup](#) section.

MiCollab AM Notify Application Setup

To complete the MiCollab AM Notify application setup, the application files must be copied to the IVR production folders using the procedure described in this section. This setup procedure is performed on the platform on which the application files are installed.

To setup the MiCollab AM Notify Application:

- 1 From the Start menu, click **Run**, and then click **Browse**.
- 2 Locate the folder in which the application is installed. By default, this is the C:\Program Files\MiCollab AM Notify folder.
- 3 Double click the command file **OBSetup.cmd**.
- 4 Specify any needed parameters on the command line in the Run dialog before proceeding.

If the application is being installed on the MiCollab AM System Server, and MiCollab AM is installed in its default installation folder, D:\CX, the setup command file can be run without parameters. If these conditions are met, continue to step 5 below.

The following parameters can be supplied on the command line:

/CXDrive	MiCollab AM drive on System Server. This parameter must be supplied if MiCollab AM is installed on a drive other than D:, or if the installation is being performed on a remote platform. This parameter requires the drive letter as an argument.
/CXFolder	MiCollab AM base folder on System Server. This parameter must be supplied if MiCollab AM is installed in a folder other than CX. This parameter requires the folder name as an argument.
/IVRDrive	MiCollab AM drive on Remote IVR server. This parameter must be supplied if the installation is being performed on a remote platform and Automated Agent or UConnect Remote is installed on a drive other than D:. This parameter requires the drive letter as an argument.
/IVRFolder	MiCollab AM base folder on Remote IVR server. This parameter must be supplied if the installation is being performed on a remote platform and Automated Agent or UConnect Remote is installed in a folder other than CX. This parameter requires the folder name as an argument.
/Remote	Installation being performed on Remote IVR server. This parameter must be supplied if the installation is being performed on a remote platform. This parameter does not accept any arguments.
/List	List installation actions, but do not perform them. This parameter is optional in all cases, and is useful to verify that the specified setup parameters are valid. This parameter does not accept any arguments.

Parameters are specified on the command line following the setup command file specification, and outside of any quotation marks surrounding the file specification. A space character must be placed between the end of the file specification and the first parameter, and all subsequent parameters must also be preceded by a space character.

The format for specifying parameters and arguments is:

`/Name:Argument`

Parameter arguments are separated from the parameter name by a colon character. There must be no spaces between the parameter name, the colon, and the argument.

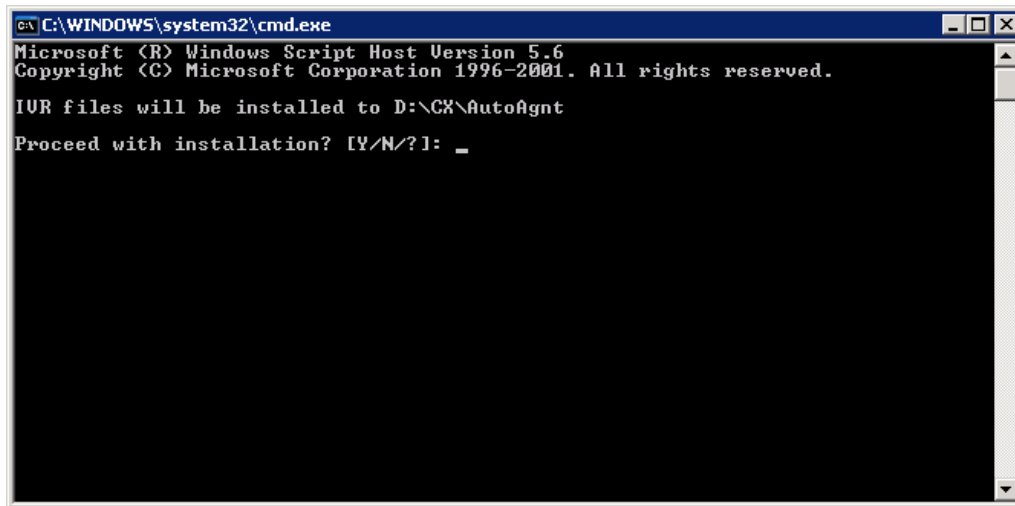
Example:

`C:\Program Files\MiCollab AM Notify\OBSetup.cmd /CXDrive:E /List`

- 5 When the command line is properly specified, click on OK to run the command file.

Setup will continue in a command window similar to Figure 10.

If the setup command file detects any problems, such as an invalid folder name, the setup process will be cancelled and an error message will display.

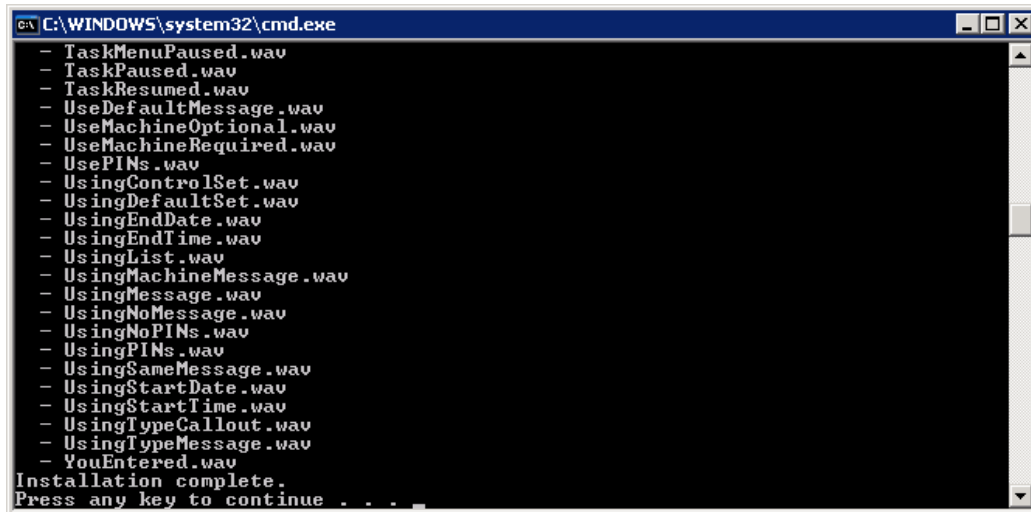


- 6 Verify that the installation path for the IVR files is correct. The path shown must correspond to the AutoAgnt or UCConnect folder on the MiCollab AM System Server.

If the application is being installed on a remote platform, the Remote IVR files installation path will also be displayed. This path must correspond to the AutoAgnt or UCConnect folder on the platform.

- 7 To proceed with the installation, type the letter Y and then press the Enter key.

Setup copies application files into place and pauses.



```
C:\WINDOWS\system32\cmd.exe
- TaskMenuPaused.wav
- TaskPaused.wav
- TaskResumed.wav
- UseDefaultMessage.wav
- UseMachineOptional.wav
- UseMachineRequired.wav
- UsePINs.wav
- UsingControlSet.wav
- UsingDefaultSet.wav
- UsingEndDate.wav
- UsingEndTime.wav
- UsingList.wav
- UsingMachineMessage.wav
- UsingMessage.wav
- UsingNoMessage.wav
- UsingNoPINs.wav
- UsingPINs.wav
- UsingSameMessage.wav
- UsingStartDate.wav
- UsingStartTime.wav
- UsingTypeCallout.wav
- UsingTypeMessage.wav
- YouEntered.wav
Installation complete.
Press any key to continue . . .
```

- 8 Press any key to continue.

The command window will close.

- 9 Implement the PCM A-LAW (G.711) format prompt set if needed.

If the IVR prompt format on the MiCollab AM System Server is PCM MU-LAW (G.711), continue to step 10 below.

NOTE The IVR prompt format can be identified using the Automated Agent or UCConnect Control Panel applet on the MiCollab AM System Server.

The PCM A-LAW (G.711) format prompt set can be found in installation sub-folders which, by default, are:

C:\Program Files\MiCollab AM Notify\Speech\OBOUT\A-Law

C:\Program Files\MiCollab AM Notify\Speech\OBTUI\A-Law

To implement the A-LAW prompt set, manually copy all files contained in these folders to the corresponding application production speech folders which, by default, are:

[IVR base folder]\Speech\OBOUT

[IVR base folder]\Speech\OBTUI

Where [IVR base folder] is D:\CX\AutoAgnt or D:\CX\UCConnect.

- 10 Proceed to the [Install MiCollab AM Notify License File](#) section.

Install MiCollab AM Notify License File

During application setup, a temporary application license file is copied into place. In order for the application to function, a license file created for the specific MiCollab AM system must be obtained and installed.

The application license file is named OBFTR.DAT, and must be installed on the platform on which the IVR application files were installed.

NOTE The file is delivered as OBFTR<Serial Number>.DAT. The file must be renamed to OBFTR.DAT to remove the serial number before the file is copied to its final location.

NOTE A copy of the license file should be saved in a safe location in case future reinstallation is necessary.

To install MiCollab AM Notify License file:

- 1 Obtain a properly configured license file and copy it to the platform on which the IVR application is installed.
- 2 Using Windows Explorer, locate the new, properly configured license file.
- 3 Right click on the file, and select Copy.
- 4 Browse to the location of the temporary license file.
The temporary license file is located in the Data sub-folder of the IVR base folder. By default the IVR base folder is either D:\CX\AutoAgnt or D:\CX\UCCconnect.
- 5 Right click in the folder, and select Paste.
- 6 Click **Yes** to confirm replacement of the existing file.

Application Configuration and Testing

Referring to the Platform Configuration section in the application Reference Guide, performing the following steps will complete the installation and setup of the application.

To test application configuration:

- 1 Verify Application Services configuration.
- 2 Set Application Services to automatic startup.
- 3 Start the Application Services service.
- 4 Verify Automated Agent or UCConnect configuration.
- 5 Set Automated Agent or UCConnect to automatic startup.
- 6 Start Automated Agent or UCConnect.
- 7 Verify MiCollab AM Configuration.

NOTE If the Application Services and Automated Agent or UCConnect services are running during initial configuration, they will need to be restarted in order for MiCollab AM Notify to function.

To verify basic application functionality, a test call can be scheduled from the Tasks tab of the MiCollab AM Notify Configuration utility.

When basic functionality has been verified, the application can be configured for production use. Refer to the application Reference Guide for detailed information.

Uninstalling the Application

To uninstall the application and remove all application files from the system, the following steps must be completed. In general, the steps should be completed in the order they are listed here.

To uninstall the application:

- 1 Note the user-configurable application file locations.
 - Open the MiCollab AM Notify Configuration utility.
 - Note the settings for the Call Import File, Call Results Folder, and User Lists Folder. These settings will be useful if the corresponding files are to be removed in step 6 below.
 - Review the Speech Folder setting on the Options tab in each configured control set. Speech folders other than OBOUT are custom speech folders that have been implemented by the user. Note the names of any custom speech folders for use in step 4 below.
- 2 Stop the application-related services.
 - Shutdown the Automated Agent or UCConnect service on the MiCollab AM System Server using the corresponding control panel applet. If a remote IVR platform is in use, this action should also shutdown the remote IVR service.
 - Shutdown the IVR Application Services service on the platform on which the service is installed using the IVR Application Services control panel applet.
- 3 Remove the application files from the production IVR folders.

NOTE The file specifications shown below assume the default MiCollab AM installation folder D:\CX. If MiCollab AM is installed in a different folder, the file locations will be different than shown.

NOTE References to the AutoAgnt folder below should be replaced with UCConnect if running on MiCollab AM version 5.0 or above.

- Delete the D:\CX\AutoAgnt\Speech\OBOUT folder.

NOTE You may wish to save a copy of any customized phrase files residing in this folder.

- Delete the D:\CX\AutoAgnt\Speech\OBTUI folder.
- Delete the D:\CX\AutoAgnt\Incoming\Speech\OBOUT folder.
- Delete the D:\CX\AutoAgnt\Incoming\Speech\OBTUI folder.
- Delete the following files from the D:\CX\AutoAgnt\Script folder.

OBINIT.EXE

OBSMAINT.EXE

OBSMON.EXE

OBSOUT.EXE

OBSUI.EXE

- Delete the following files from the D:\CX\AutoAgnt\Data folder.

OBSADMIN.DAT

OBSFTR.DAT

OBSOUT.MDB

OBSSETS.DAT

NOTE You may wish to save a copy of the license file OBSFTR.DAT if the application is to be reinstalled at a later time.

- 4 Remove any user-created speech folders from the IVR production folders.

NOTE References to the AutoAgnt folder below should be replaced with UCConnect if running on MiCollab AM version 5.0 or above.

- Using the speech folder names noted in step 1 above, any user-created speech folders may be deleted if desired. User created speech folders may be found in the D:\CX\AutoAgnt\Speech and D:\CX\AutoAgnt\Incoming\Speech folders.

NOTE: You may wish to save a copy of any customized phrase files residing in these folders.

- 5 Remove the IVR application.

- From the Windows Control Panel, select Add/Remove Programs.
- Click on the listing named MiCollab AM Notify.
- Click on the Remove button and follow the prompts to remove the application.

- 6 Delete miscellaneous application files.

- Using the settings noted in step 1 above, the call import, call results, and user list files may be deleted if desired.
- Check for existence of the C:\Program Files\MiCollab AM Notify folder. If the folder exists, review and delete the contents and the entire folder as appropriate.

- 7 Clear the IVR startup script setting.

- Open the Automated Agent or UCConnect control panel applet on the MiCollab AM System Server.
- Delete the text OBINIT from the Startup Script Name text box.
- Click on the **OK** button to save the change.

- 8 Remove the IVR Application Services service.

NOTE The IVR Application Services service should only be removed if there are no other IVR scripts on the system that are using the service.

- From the Windows Control Panel, select Add/Remove Programs.
- Click on the listing named IVR Application Services.
- Click on the Remove button and follow the prompts to remove the application.
- When removal is complete, the C:\Program Files\IVR Application Services folder can be manually inspected and deleted as appropriate.

Upgrading from a Previous Version

Upgrading from a previous version to version 2.1.3 involves uninstalling the previous version and then installing version 2.1.3. However, the previous version files that reside in the IVR production folders do not need to be deleted.

In the process of uninstalling the previous version, some application settings will be removed. Settings affected include all settings configured within the Management frame on the Settings tab of the application MiCollab AM Configuration utility, and the settings for the default control set. The following procedure includes the steps necessary to save or document the application settings for restoration after installation of version 2.1.3.

If restoring current settings is not a concern, the previous version can be completely removed as documented in the corresponding installation guide and version 2.1.3 can be installed normally as described in this document.

To upgrade from a previous version:

- 1 Save or document application settings.
- 2 Stop the application-related services.
- 3 Uninstall the previous version.
- 4 Upgrade IVR Application Services if needed.
- 5 Install MiCollab AM Notify version 2.1.3.
- 6 Restore saved application settings.
- 7 Complete MiCollab AM Notify version 2.1.3 setup.
- 8 Install MiCollab AM Notify version 2.1 license file.
- 9 Start the application-related services.
- 10 Reconfigure or review documented application settings.

Save or Document Application Settings

Application settings that will be removed when the previous version of the application is uninstalled can be saved to a file for later restoration, or documented for later manual reconfiguration.

To save the application settings to a file:

- From the Start menu, click **Run**, and then click **Browse**.
- Locate the folder containing the MiCollab AM Notify installation files.
- Double click the command file OBRegSave.cmd, and then click **OK**.

IMPORTANT Take note of the location of the output file, `about.reg`, as displayed in the command window. This file location will be important when restoring the settings.

To document the settings for later reconfiguration:

- Open the MiCollab AM Notify utility.
- Take note of all settings configured within the Management frame on the Settings tab. These settings include: Call Import File, Call Results Folder, Maintenance Time, Max Call Sessions, and Query Interval.
- Click on the Specify Fields button and take note of the name and order of the selected import file fields that appear in the list on the right, nearest the OK button.
- Click on the Edit Defaults button and take note of all settings on all tabs of the dialog.

NOTE As an alternative, a new, temporary control set can be created and all settings left at the defaults. This temporary control set can be used as a reference when reconfiguring the defaults at a later time.

NOTE Settings for the control sets that appear in the control sets grid will be retained during the upgrade.

Stop Application-Related Services

- Shutdown the Automated Agent or UCConnect service on the MiCollab AM System Server using the corresponding control panel applet. If a remote IVR platform is in use, this action should also shutdown the remote IVR service.
- Shutdown the IVR Application Services service on the platform on which the service is installed using the IVR Application Services control panel applet.

Remove Previous Version of MiCollab AM Notify

- From the Windows Control Panel, select Add/Remove Programs.
- Click on the program listing for MiCollab AM Notify, named either MiCollab AM Notify or Outbound Notification for MiCollab AM.
- Click on the Remove button and follow the prompts to remove the application.

Upgrade IVR Application Services if Needed

MiCollab AM Notify 2.0 shipped with IVR Application Services v1.1.10, while MiCollab AM Notify 2.1 shipped with IVR Application Services v1.1.11. When upgrading from MiCollab AM Notify 2.0, the IVR Application Services component must also be upgraded.

To determine the installed version of IVR Application Services, open the IVR Application Services control panel applet and view the version number in the title bar.

If version 1.1.11 is already installed, the following two steps can be skipped.

Remove IVR Application Services v1.1.10

- From the Windows Control Panel, select Add/Remove Programs.
- Click on the listing named IVR Application Services.
- Click on the Remove button and follow the prompts to remove the application.

Install IVR Application Services v1.1.11

- Follow the instructions in the [Install Application Services](#) section.

Install MiCollab AM Notify v2.1.3

- Follow the instructions in the [Install MiCollab AM Notify Application](#) section.

Restore Saved Application Settings

Application settings saved to a file in the [Save or Document Application Settings](#) section can now be restored. If application settings were not saved to a file, continue with the next step below.

- Open Windows Explorer on the System Server.
- Navigate to the folder containing the **obout.reg** file created in the [Save or Document Application Settings](#) section.
- Double-click the **obout.reg** file.
- Click the **Yes** button, to confirm that the information should be added to the registry.

After the settings have been restored, the file **obout.reg** should be deleted.

Complete MiCollab AM Notify v2.1.3 Setup

- Follow the instructions in the [MiCollab AM Notify Application Setup](#) section.

The setup command file will ask for confirmation that existing files should be replaced. All existing files must be replaced. The only possible exceptions to this rule are the OBFTR.DAT file (if a backup version has not been saved elsewhere) and any of the default application phrases in the OBOUT speech folder that have been overwritten with custom phrases that have the same file name.

When prompted for an existing file, indicate a response by typing one of the following letters and pressing the Enter key.

Y – Yes, the file should be replaced.

N – No, the file should not be replaced.

A – All files in the same folder as the listed file should be replaced.

S – All files in the same folder as the listed file should not be replaced.

Install MiCollab AM Notify v2.1 License File

- Follow the instructions in the [Install MiCollab AM Notify License File](#) section.

Start Application-Related Services

- Start the IVR Application Services service using the IVR Application Services control panel applet.
- Start the Automated Agent or UCCconnect service on the MiCollab AM System Server using the corresponding control panel applet. If a remote IVR platform is in use, the remote IVR service must also be started.

Reconfigure or Review Documented Application Settings

If application settings were restored from a saved file in the [Restore Saved Application Settings](#) section, manual reconfiguration is not necessary. However, settings should be reviewed for accuracy.

- Open the MiCollab AM Notify Configuration utility.
- Using the values that were documented at the beginning of the upgrade procedure as a guide, review the corresponding settings and make any required configuration changes.
- If a temporary control set was created in order to document the default settings, this control set can now be deleted.