

## **Question: How do I move my mobile account from the Corporate to my Personal Account?**

### **Answer:**

A user leaving Nortel can move his/her account off of the corporate program and into a personal liable account. The user simply needs to send an email to [mobilsol@nortel.com](mailto:mobilsol@nortel.com) (Mobility Solutions) citing:

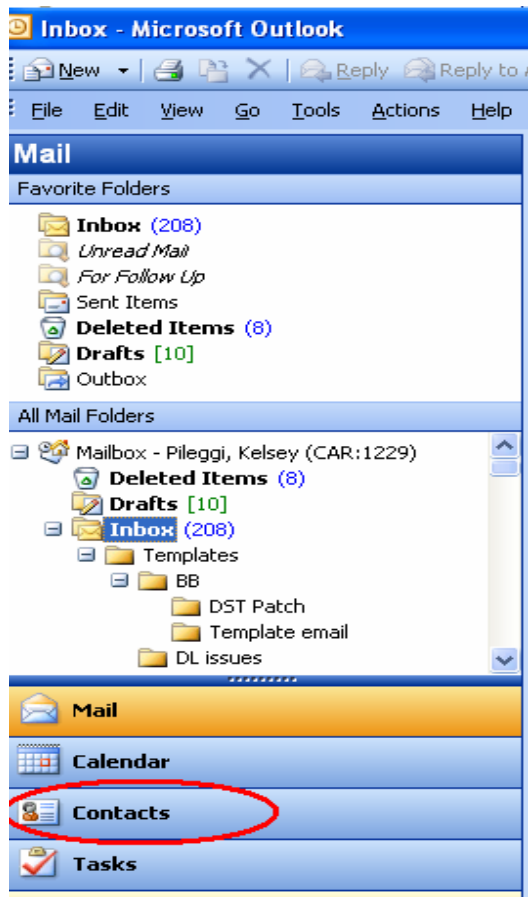
1. The phone number in question
2. The current service provider
3. A personal email address we can reply to in case the user is no longer has Nortel access.

## **Question: How do I export my work Outlook contacts and import them into my home outlook express email client?**

***Take Note:** There is a known issue with contacts that use internal Nortel email addresses. When importing the contacts into your home Outlook Express email client, it will import everything but the email address. There is a workaround that is documented below to assist you in correcting the problem.*

### **Answer:**

In MS Outlook open your Contacts folder



## To resolve the internal email address issue listed above.

- Go through your Nortel Outlook contacts.
- For any Nortel users open (by double clicking) their contact information.
- Copy their email address and paste it in the white space as seen below.
- Click 'Save and Close'.

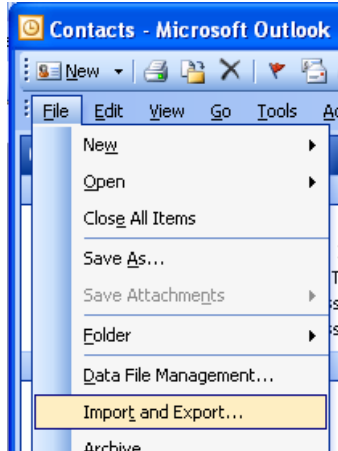
This will allow you to update there email address after doing your import at home.

The screenshot shows the 'Mickey Mouse - Contact' window in Nortel Outlook. The window has a menu bar (File, Edit, View, Insert, Format, Tools, Actions, Help) and a toolbar with various icons. The main area is divided into several sections:

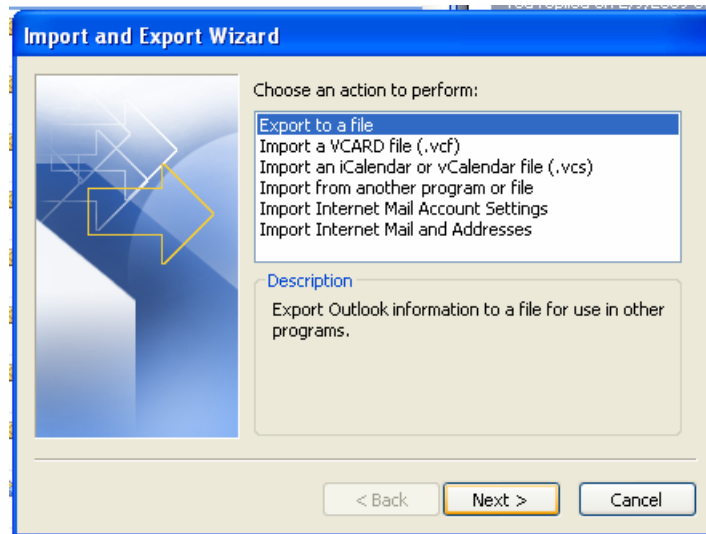
- General:** Full Name... (Mickey Mouse), Job title: (empty), Company: (empty), File as: (Mouse, Mickey).
- Phone numbers:** Business... (555-555-1234), Home... (555-555-9876), Business Fax... (empty), Mobile... (empty).
- Addresses:** Business... (empty),  This is the mailing address.
- E-mail...:** m.mouse@abc.com (highlighted in red).
- Display as:** Mickey Mouse (m.mouse@abc.com).
- Web page address:** (empty).
- IM address:** (empty).
- Large text area:** m.mouse@abc.com (highlighted in red).
- Buttons:** \_contacts..., Categories..., Private .

Once you have completed updating all your Nortel contacts, continue with the exporting process below.

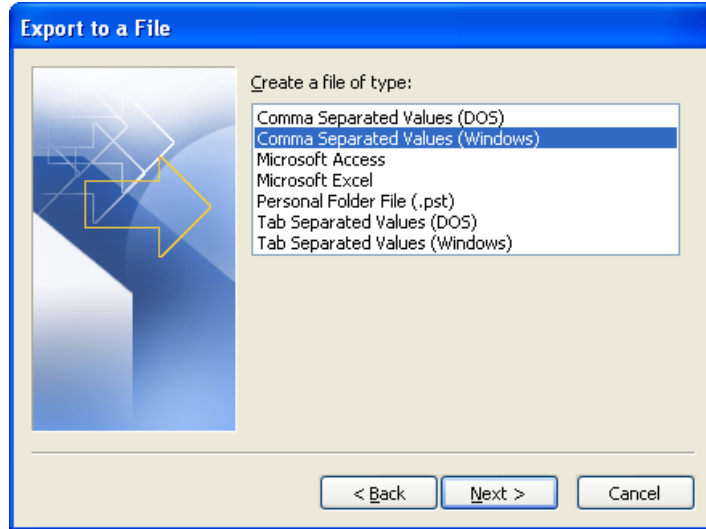
Select 'File' then 'Import/Export'



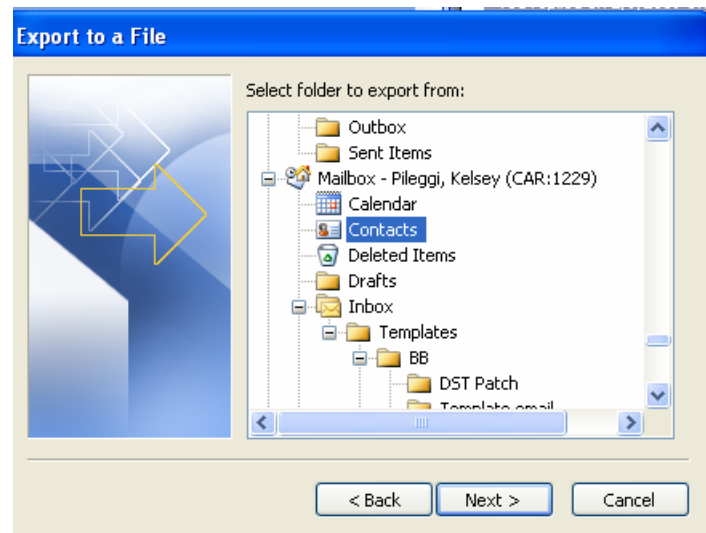
Select 'Export to a file' and click 'Next'.



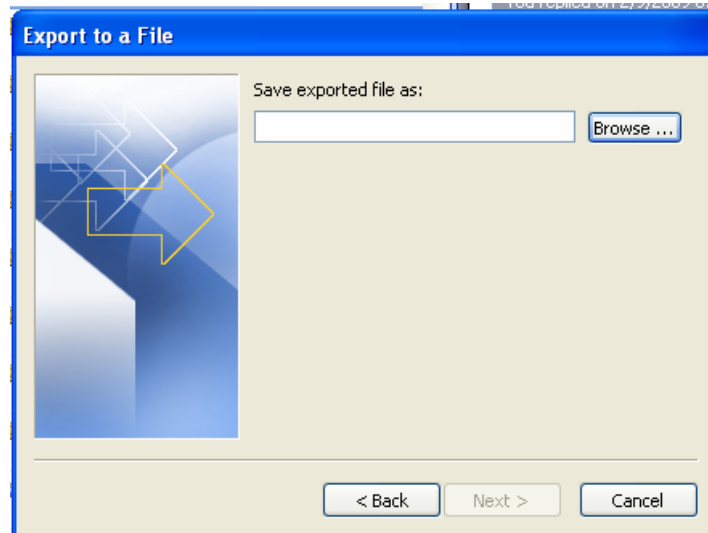
Select 'Comma Separated Values (Windows)' and click 'Next'.



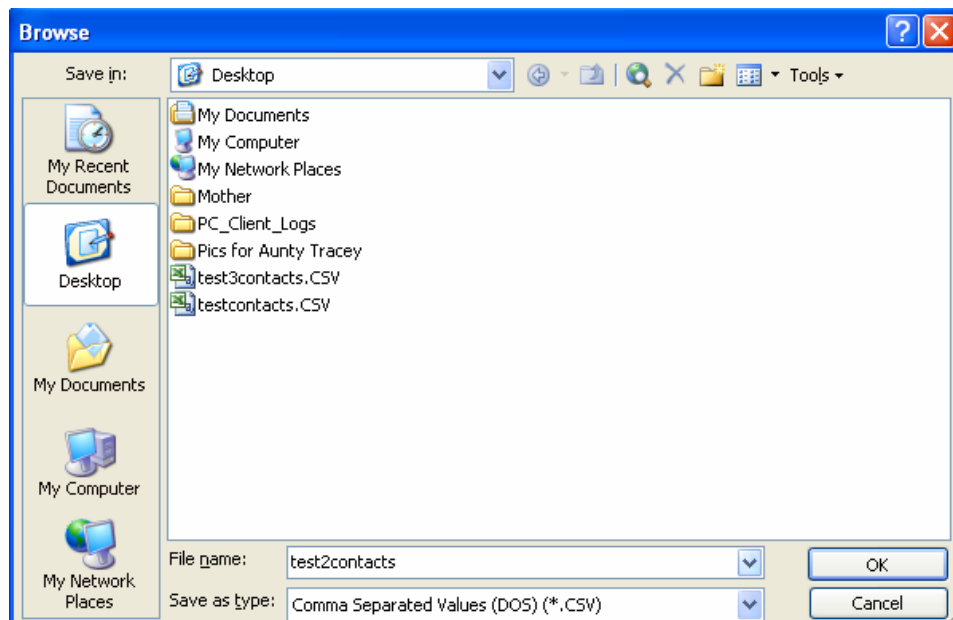
Select 'Contacts' and click 'Next'.



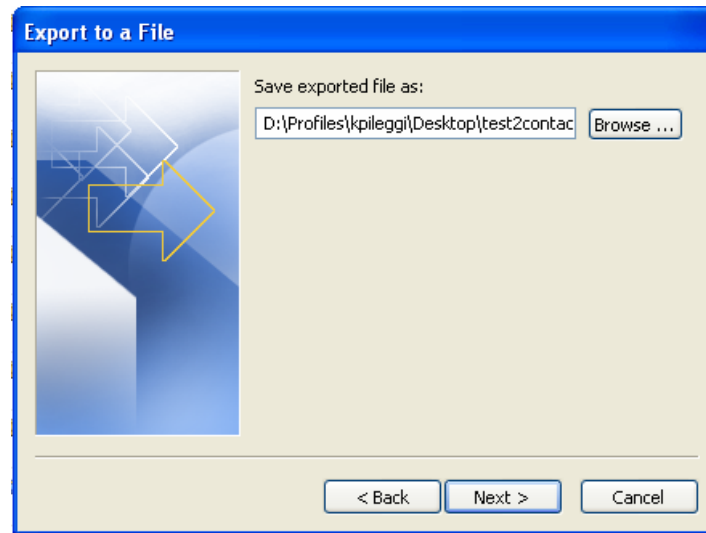
At the 'Export to a File' screen, click on Browse



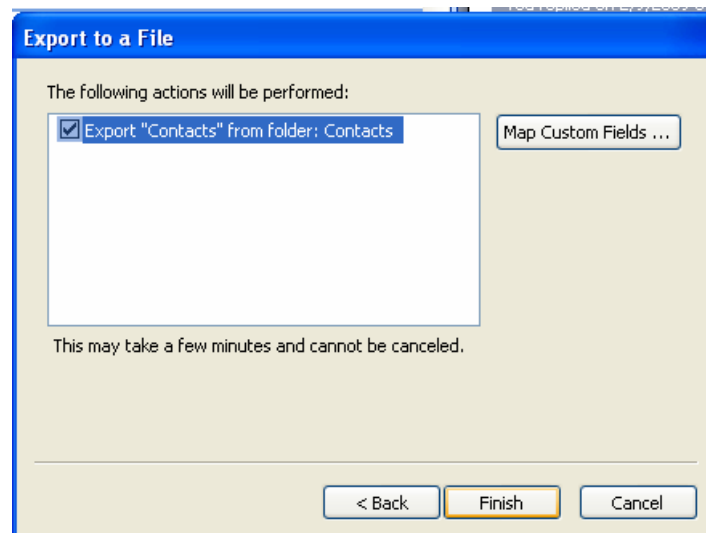
Choose the location where you wish to save the file, give it a name and click 'OK'



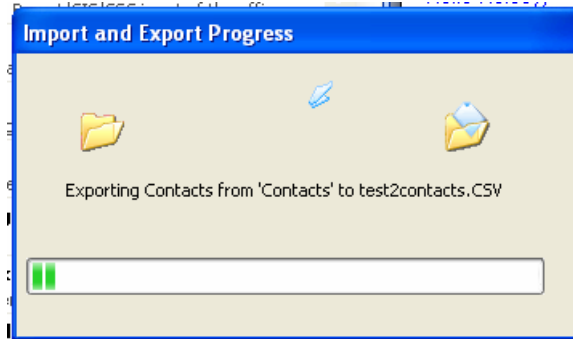
Click 'Next'



Click 'Finish'



You should see the dialog box below as it's exporting.



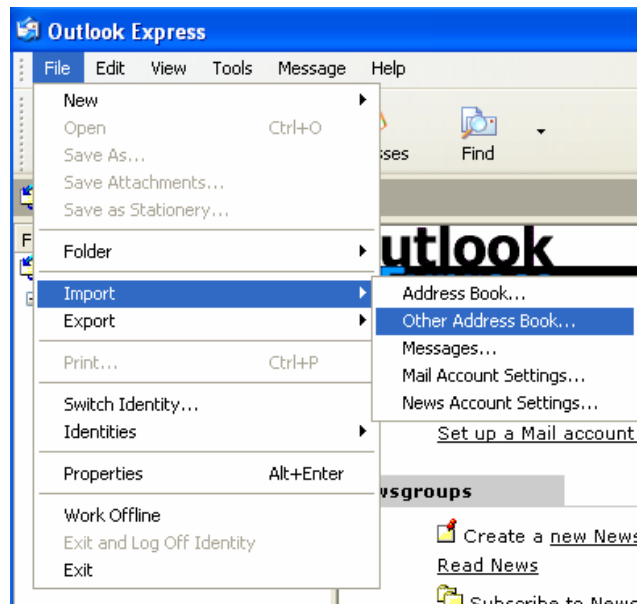
After the Export has completed, email this CSV file to your home email address or any other way you may have to transfer the file to your home system.



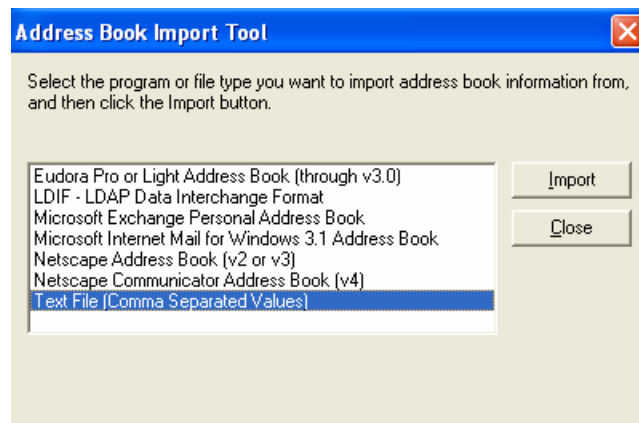
## ***How to you import your Nortel Outlook Contacts to your home Outlook Express Contacts***

Before continuing, you will need the file you created in the above steps saved to your home system where you are performing the import.

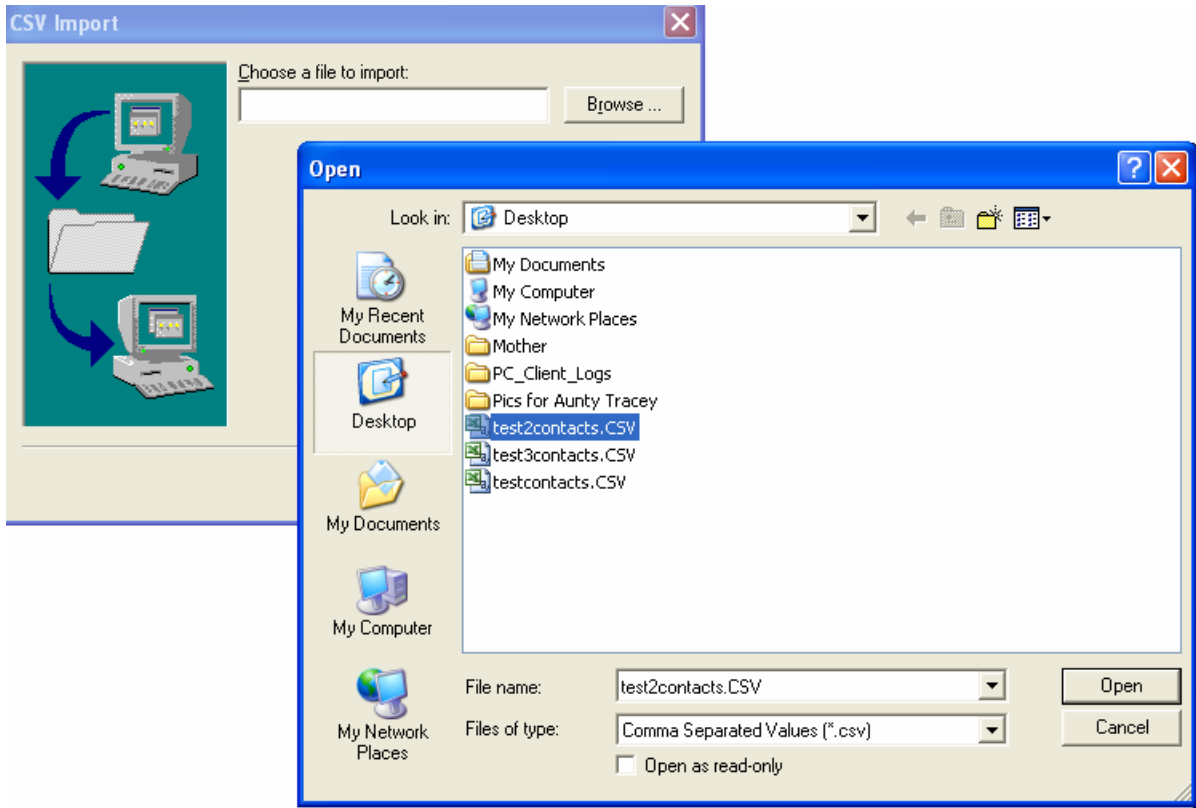
Open your Home Outlook Express email client and select 'File' / 'Import' then 'Other Address Book'.



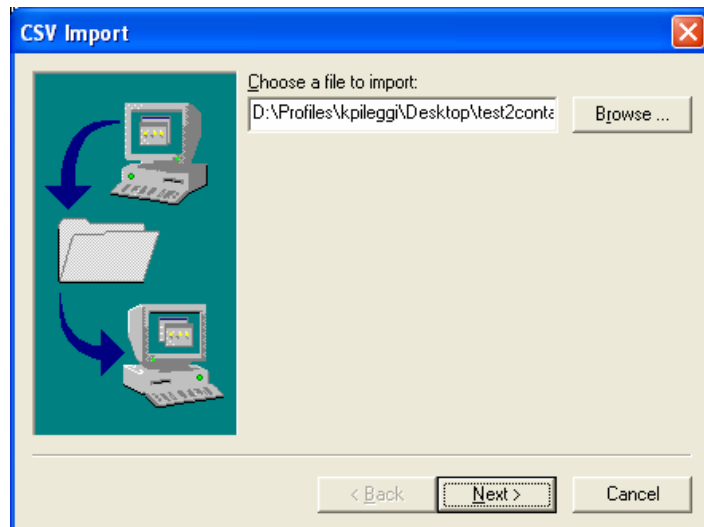
Select 'Text File [Comma Separated Values]' then click 'Import'



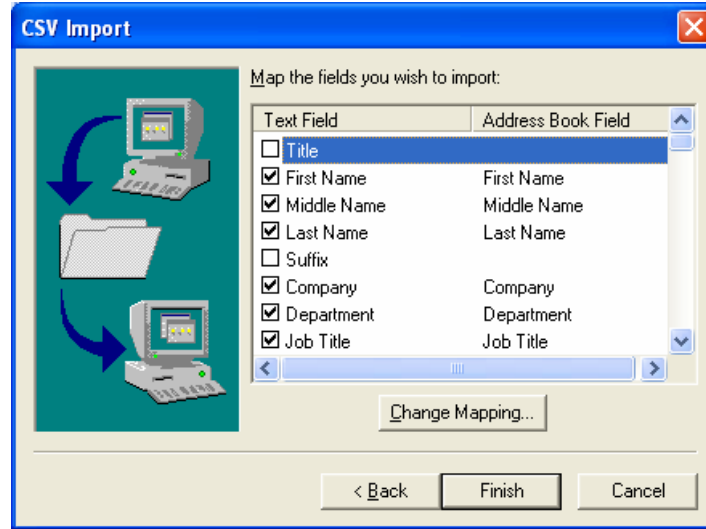
Select 'Browse' then navigate to the location where you saved the exported contact file, select it and click on 'Open'



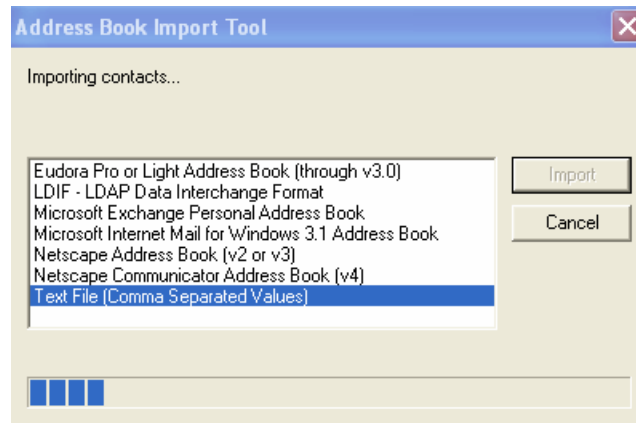
Click 'Next'



Click 'Finish'



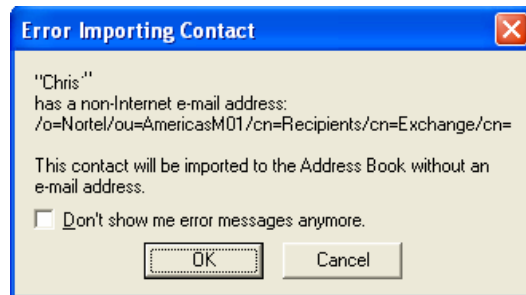
At this point, your file will now be imported into your home Outlook Express contacts.



## Errors and Warnings

### Errors

You will see the following error when performing the import:

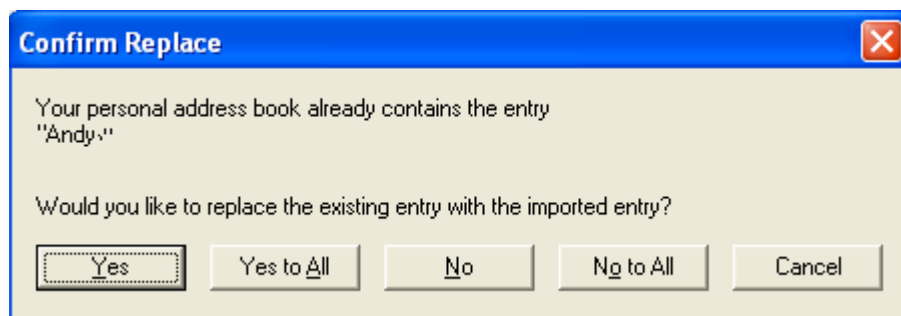


The above error will occur because your internal Nortel Outlook Contacts use an internal email address link format similar to `'/o=Nortel/ou=AmericasM01/cn=Recipients/cn=Exchange/cn=0101010'` for their exchange address.

Click 'OK' to continue past this error. If you have a large number of internal Nortel contacts to import, then you may wish to check the "Don't show me error messages anymore" to avoid this pop-up appearing for all the entries you are processing. Otherwise, you will need to click OK for every error.

### Warnings

- 1) The below warning is to inform you that you are trying to add a new contact that already exists in your home contacts. Both entries are exactly the same. Select No to continue.



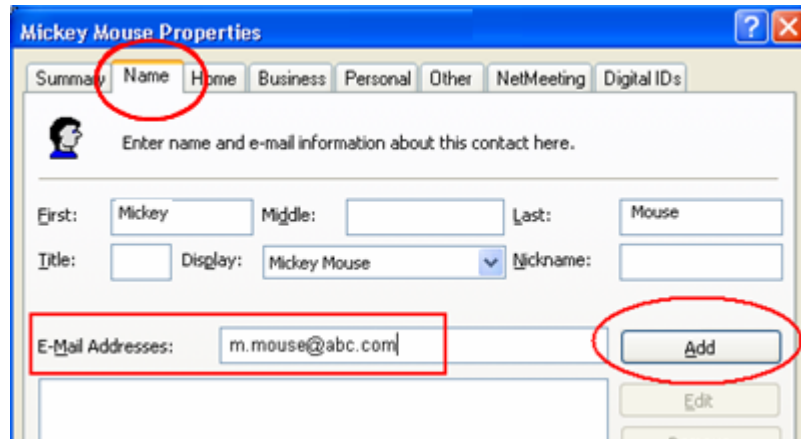
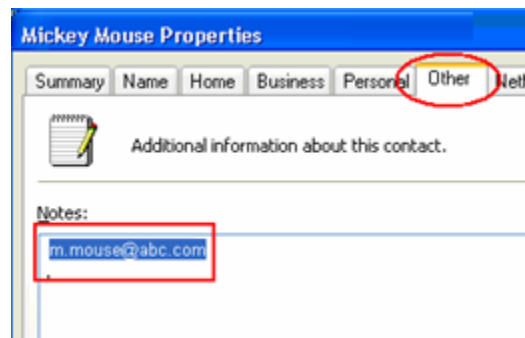
- 2) If a contact you are adding already exists in your home contact list, but has different information from what is being imported, you will not see a

warning or be prompted, it will create a new entry and will not overwrite your existing information for that user (you will see more than one entry in your contacts).

## Correcting the Email Addresses within Outlook Express:

After the import has completed, you will need to manually edit any Nortel contact's email address in Outlook Express by right clicking on their name and choosing properties.

Click the 'Other' tab, select and copy the email address in the 'Notes' field. Click on the 'Name' tab and paste it into the email address box then click 'Add'.



Once you have completed these two steps you should see:

The screenshot shows a Windows-style dialog box titled "Mickey Mouse Properties". The "Name" tab is selected, and the "Summary" tab is also visible. The dialog contains the following fields and controls:

- A small icon of Mickey Mouse and the text: "Enter name and e-mail information about this contact here."
- Fields for "First:" (Mickey), "Middle:" (empty), and "Last:" (Mouse).
- Fields for "Title:" (empty), "Display:" (Mickey Mouse), and "Nickname:" (empty).
- An "E-Mail Addresses:" section with an input field (empty) and an "Add" button.
- A list box containing "m.mouse@abc.com (Default E-Mail)".
- Buttons for "Edit", "Remove", and "Set as Default" next to the list box.
- A checkbox labeled "Send E-Mail using plain text only." which is currently unchecked.
- "OK" and "Cancel" buttons at the bottom right.

Click 'OK'

You are now done!