

UCG – UC Solution Platform

NEC Technical Assistance Centre

Service Information Bulletin

UNIVERGE SV8100

Desktop Suite Applications

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Introduction

This Service Information Bulletin has been updated by NEC Australia Pty Ltd to cover the release of the new Desktop Suite Application version 3.7.0.7.

Minimum System Requirements

The minimum recommended PC requirements, and the supported operation systems are described in this section.

Minimum PC Requirements

The minimum recommended PC requirements for running the desktop application are as follows:

- PC Class: Intel i5
- Processor Speed: 3.33 GHz up to 3.60 with turbo boost
- RAM: 4GB Minimum
- Graphics: Super VGA (800 x 600) or higher
- Available Disk Space: 250MB
- CD-ROM Drive
- Network Adapter
- Sound Card
- Video Camera (optional)
- Microphone/Headset/USB Handset (optional)
- Speakers (optional)

Supported Operating Systems

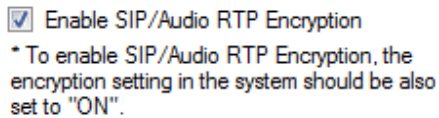
The desktop application is supported on the following operation systems:

- Windows 2000, SP3
- Windows XP, SP2
- Windows Vista (32 Bit)
- Window 7(32/64)

Enhancements in 3.7.0.7

SV8100 Desktop Applications **Version 2.2.6.0 or higher** with main CPU software **Version 4.00 or higher** provides the following enhancements:

- **Support for the CallTo hyperlink within Microsoft Applications or web pages.** Clicking a CallTo link will initiate a call to the number via the Desktop Application.
- **DNIS display** for incoming calls to the Desktop station when DNIS information is provided.
- **IP SoftPhone support for wide band codec (G.722).**
- **Notification by Windows toast in the system tray for missed calls and new InMail voice messages.** In-Mail Voice Message notification is only supported with SoftPhone mode, and not with Deskset modes.
- **SIP/Audio RTP encryption for IP SoftPhone setting added in Desktop client Configuration.**



- **Support for generic USB handsets** for the IP SoftPhone.
- **The toolbar has a new icon** to bring up the phone image for an IP SoftPhone.



- **The ability to choose Handset or Headset** for incoming and outgoing calls.
- **Shared Services is enhanced to include Presence.** Presence indicates the Availability Status, Location, Expected Return Date and Time, Forward Settings for the user's phone, and Special Instructions.
- **Outlook Add-In** is enhanced to also include the ability to transfer or conference from the Outlook Contacts Folder.
- **Highlight Dial** – Highlight a phone number within any Windows application and have it automatically dialed by the Desktop Application.
- **Recalled calls** to a Desktop Station show as recalled calls instead of a new ringing call. The same user name and password can be assigned to IP Multiline Station, MH240 and Desktop ports when automatic or manual registration is used (**Version 3000 or higher** software). SV8100 Desktop Applications **Version 3.7.0.7 or higher** provides the following enhancements:

Enhancements in 3.7.0.7 - Continued

- **Answering Centre** – The Answering Centre module supports additional features to be utilized with the Attendant Module to provide efficient call handling in a multi-tenant environment.
- **Presence Enhancements** – Customized Presence states and the ability to schedule Presence events.
- **Enhanced Outlook Integration** – A Presence State can be associated with an Outlook Calendar Appointment. Telephone numbers from an Outlook Contact can be added to the Desktop Speed Dial list.
- **Mobility Features** – Provides the user the ability to view and set the Presence status and call forwarding rules while out of the office.
- **Integration with the Salesforce.com website.**
- **TSP enhancements for additional CRM support.**
- **Attendant like features without Shared Services** – The Desktop Client can have the full function of Window mode with the DSS/BLF panel without shared services similar to the way it worked in 1.0. The DSS/BLF panel will not show all devices in the system, but will show DSS/BLFs that are programmed on a physical button on the terminal or DSS console attached to the terminal.

Summary of History Issue

The following issue was reported by NEC Strategic Business Partners and other NEC Technical Staff, and has been resolved. The issue is as follows:

V2.0.2.3 to V2.2.5.0

- Can't complete the supervised transfer from PC Attendant to an extension that has been call forwarded off-site.

V2.2.5.0 to v2.2.6.0

- The following PC Attendant transferring issues have been reported.
 1. Supervised transfer operation disconnecting call in Auto-Headset mode.
 2. 2nd supervised transfer gives "selected feature is un-available at this time" when in Auto-Handset mode.
 3. Supervised transfer doesn't clear at [Hang-up] when in Auto-Handset mode.

Overview

This Service Information Bulletin describes the operation and functionality of the SMB8000 Desktop Applications. The SMB8000 Desktop Applications is a new suite of software that combines the telephony functionality of three standard products:

The NEC Desktop Client Configuration Wizard steps the user through the settings that the application requires to connect to the SV8100 Telephone System and to initialize the appropriate application type.

Desktop Client Configuration Start-up

The Configuration Wizard launches automatically the first time the desktop application is started after installation. The Configuration Wizard can be started at Start/All Programs/NEC/SMB8000 Desktop Configure. The Configuration Wizard can be initiated from within the:

- Toolbar Mode: File/Configuration Wizard
- Window Mode: Tools/Configuration Wizard

Below: Desktop Client (PC Attendant mode if Shared Service is enabled)

NEC Desktop Suite

This wizard guides you through configuring the NEC Desktop Suite

Telephone System Info

Network Name/IP Address: 172.31.37.150

CTI Port Number: 8282

SIP Port: 5080

License Port: 6080

O&M Port: 8010

O&M User ID: user1

O&M Password: 1111

Shared Services

Enable Shared Services

Network Name/IP Address: 172.31.37.15

Port Number: 8888

Network Interface

Select card to use:

Atheros AR8152 PCI-E Fast Ethernet Controller

Advanced Settings

SIP Receive Port: 5070 to 5197

RTP Port: 60000 to 60254

< Back Next > Cancel

The Shared Services setting determines if PC Attendant functionality is used. IP address is PC running Shared Services & 3rd Party CTI. Port number must match port number in Shared Services.

Overview

SP310 (IP SoftPhone) with shared services enabled.

SoftPhone with presence capability. Shared Services must be enabled in Desktop configuration.



SP310 (IP SoftPhone) shared services disabled. (No Shared Services).



- **Desktop Client (PC Assistant mode if Shared Services is disabled)**
- **Desktop Client (PC Attendant mode if Shared Service is enabled)**

Through licensing control and user selection, the application can be tailored to meet the needs of a variety of end users. Additional utilities are provided as part of the desktop application suite:

Answering Centre - Desktop Applications Version 3.7.0.7 or higher. The Answering Centre supports additional features to be utilized with the Attendant Module to provide efficient call handling in a multi-tenant environment. For example, if a receptionist is required to answer calls for a variety of different businesses, the Answering Centre module will identify the company being called and display information on the receptionist's screen to assist with handling the call.

Configuration Wizard – Steps the user through the process of providing the settings that are required to start the desktop application.

Outlook Add-In – allows the user to dial out, end call and perform screen pops through the Contacts folder within Microsoft Outlook. With Desktop Applications **Version 2.2.6.0 or higher** and main CPU software **Version 5.00 or higher**, Outlook Add-In also allows the user to perform Conference and Transfer from the Contacts folder. With Desktop Applications **Version 3.7.0.7 or higher**, the Outlook integration is enhanced to include the ability to associate a Presence State with an Outlook Calendar Appointment, and to add telephone numbers from an Outlook Contact to the Desktop Speed Dial list.

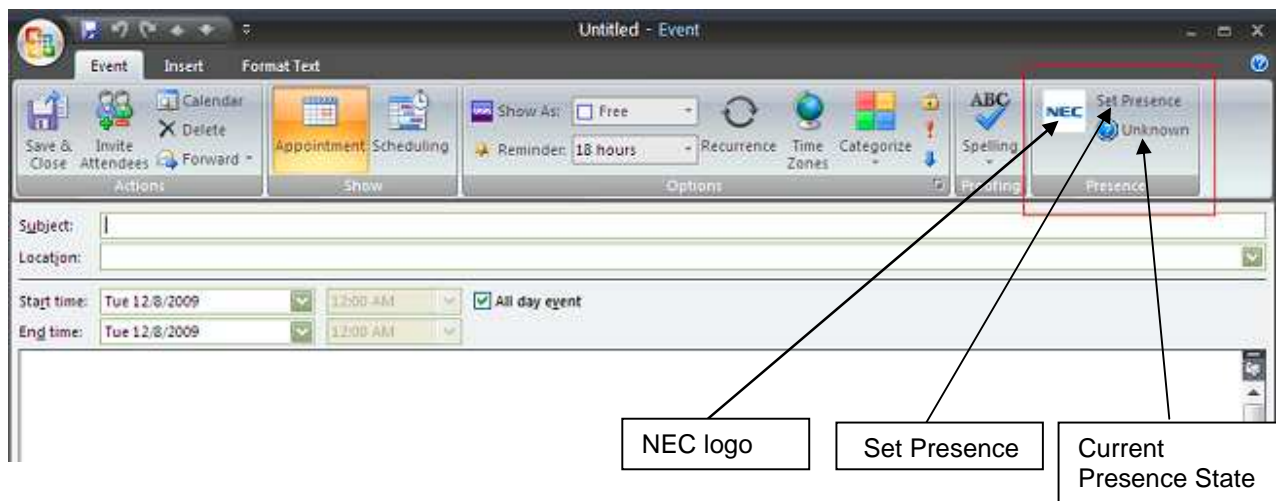
Overview - Continued

Presence Setting from Outlook Calendar-With **Desktop Application version 3.7.0.7 or higher**, a Desktop user can associate a Desktop Presence State with an Outlook Calendar appointment. New toolbar items are added to the Outlook appointment dialog with the following items:

- **NEC Logo** – this button identifies the toolbar. When this button is clicked, the “About” box for the NEC Desktop will be displayed.
- **Set Presence** – this button opens up a supporting dialog which allows the user to specify the details of the Presence setting for this appointment.
- **Current Presence State** – This button shows the current Presence state that has been selected for the appointment. If a Presence State is not selected, the status will show “No Presence State”. If a Presence State is not selected, then the Appointment will not result in a scheduled Presence event. Rolling the mouse over this button will show a tool tip which displays the current Phone Setting.

Part number 4426129 – LK-DT Upgrade 5.0-LIC license (license code 5309 in Program 10-50-01) and SV8100 System Software v5.00 is required for Presence Setting from Outlook Calendar.

Below screen shot of Outlook Calendar Appointment showing Presence Add-In.



Overview - Continued

Assigning a Presence State - To activate the Desktop Client Presence state for scheduled appointment, the **Set Presence button** must be selected after Outlook Appointment *subject, location, start time and end time* has been entered. If the user does not assign a Presence state, then the appointment will not have any effect on the Desktop Clients Presence settings.

Assigning an Automatic Call Forward Destination for Presence State - A Scheduled Appointment can have a user defined call forward setting set for appointed time. When appointed time has ended the end time call forward setting is invoked. This could be a "Do not Forward", setting or to Voicemail, Mobile Phone. The TAPI Service Provider (TSP) is used to set Call forward Settings Automatically.

When the user selects the **Set Presence button**, the following Schedule Presence Window is displayed:

The screenshot shows a dialog box titled "Schedule Presence for Jenny Hendrix". It has two main sections: "General" and "Schedule".

General Section:

- Subject: Quarterly Meeting
- Location: Main Conf Room
- Presence State: In a Meeting
- Phone Settings: Forward, 100
- Remarks: (empty)

Schedule Section:

- Start Time: Tuesday, December 08, 2009, 08:00 AM
- End Time: Tuesday, December 08, 2009, 08:30 AM
- At End Time apply the following settings
 - Presence State: In the Office
 - Phone Settings: Do Not Forward, 100

Buttons: OK, Cancel

Schedule Presence Screen

Overview - Continued

Salesforce.com adaptor – with Desktop Applications **Version 3.7.0.7 or higher**, the Salesforce.com module allows users to initiate calls to contacts from within Salesforce.com and to search for contacts automatically when an incoming call is received.

Part number 4426130 – LK-DT CRM Integration-LIC license (license code 5310 in Program 10-50-01) and SV8100 System Software v5.00 are required for Salesforce.com and Time matters integration.

Video Test Tool – Helps verify that the SP310 can communicate with and utilize the video camera connected to the PC. Version 3.7.0.7 or higher has been enhanced to support YUY2 video format. Previous to V3.7.07 only RGB video format was supported.

CallTo Configuration – Enables or Disables the ability to dial from a CallTo tag/hyperlink in a web page or MS Office document using the Desktop Application (**requires Desktop Version 2.2.6.0 or higher**).

TAPI Service Provider (TSP) - Included with the Desktop Suite is a 1st-Party TSP (NEC CTI Client Device) to support dialling from TAPI-compliant applications. With Desktop Applications **Version 3.7.0.7 or higher**, the TSP is enhanced to support passing call state a canned information events to third-party applications. This allows applications to utilize Caller ID to generate screen pops within their application if they support it. The TSP supports the following command set:

- Make Call
- Dial
- Drop
- Answer
- Hold
- Un-hold
- Blind Transfer
- Setup Transfer
- Complete Transfer
- Setup Conference
- Prepare Add To Conference
- Add To Conference

The TSP also supports the full set of call state events (Connected, Disconnected, Dial tone, Dialling, Proceeding, Ring back, Offering, On Hold, etc.), and the most common call info events including Called ID, Caller ID, Trunk, Reason, & Origin.

NEC Strategic Business Partners can now download the most recent **Univerge SV8100 Main CPU Software v5.00** from the KISS website (available via Nebula login <https://nebula.nec.com.au>).

NEC Strategic Business Partners can now download the most recent **Desktop Suite Application v3.7.0.7** from the KISS website (available via Nebula login <https://nebula.nec.com.au>).

Shared Services

The Desktop Applications include the option to install Desktop Shared Services for use by all Desktop Applications users. Desktop Shared Services are required to support the following features:

- PC Assistant using Shared Services
- PC Attendant
- Central Directory
- Phone Message
- Quick Message
- Presence

Desktop Shared Services manage shared resources and provide communication facilities between user endpoints. Desktop Shared Services include the following functions:

- **Shared Directory/Contact List** – provides a shared database that includes the company directory and external contact list that can be accessed by all users.
- **Centralized BLF Monitoring** – the 3rd-Party TSP is used to monitor the status of all stations on the system. Updates are provided by the shared services to the individual clients.
- **Common Trunk Labelling** – provides a central storage for assigning labels to trunks.
- **Quick Messaging** – manages delivery of messages and responses from attendant level users to end users. This is the same functionality available in the IPK II products.
- **Phone Messaging** – manages the delivery of messages and responses from attendant level users to end user Desksets. This is the same level of communication available in the IPK II products, with the addition of allowing users to customize the set of predefined messages.
- **Presence** – indicates the Availability Status, Location, Expected Return Date and Time, Forward Settings for the phone, and Special Instructions for Desktop Application users. Presence Status is viewable through the Shared Services Directory or the BLF area of the Window view. Presence status is set manually by each user. Attendant level users can be given permission to set the Presence status of other users if they forget. Presence is available in the Toolbar and Window views, but not in the Compact Phone view.

Desktop Applications **Version 3.7.0.7** with main CPU software **Version 5.00 or higher** is required for Presence. With Desktop Applications **Version 3.7.0.7 or higher**, Presence states can be customized for each site. The system administrator can determine which Presence states are valid, change the icon for the pre-defined Presence states, and define up to four custom presence states with custom labels/names and custom icons. Also with **Version 3.7.0.7 or higher**, scheduling of Presence state changes is supported by a list of Presence Events each user defines in the new user interface or through the Outlook Calendar. Users also have the ability to view and set Presence status and call forwarding rules while they are out of the office. This can be achieved through mobile devices that support web browsing and desktop web browsers like Internet Explorer.

Shared Services - Continued

The Desktop Applications can be installed in two different configurations, standalone or standalone with the Shared Services.

Standalone Configuration

In the standalone configuration, each PC with the Desktop Applications has its own connection to the SV8100. The Desktop Applications communicates to the SV8100 via the LAN on the TCP port defined for the 1st-Party CTI connection in Program 10-20-01, although a 1st Party CTI license is not required for the Desktop Applications. The 1st-Party CTI connection is device 9 in 10-20-01 and the recommended port is 8282.

Standalone with Shared Services

In the standalone with **3rd-Party Shared Services configuration**, the desktop application can view DSS/BLF information for all stations and trunks in the system. The DSS/BLF status is provided to the Desktop Application from the Desktop Shared Services. All call control is still done via the 1st-Party connection. The Desktop Shared Services is also required for **Phone Message, Quick Message, Shared Central Directory and Presence**. Users do not have to maintain their own directory with Desktop Shared Services. The Shared Central Directory is viewed by all users, and any changes made by one user will be seen by the other users.

In the Standalone with Shared Services configuration, each PC with the Desktop Applications still has its own 1st-Party CTI connection to the SV8100 as described in the Standalone section. In addition, there is a PC with the Desktop Shared Services installed. This can be on a machine that also has the Desktop Application or a dedicated machine. There is a drawback to having the Desktop Shared Services on a user's PC that is using the Desktop Application. If that user shuts down their machine, all other Desktop Applications that are using Desktop Shared Services will lose the Shared Services connection. When this happens, the other users will receive an error. The Desktop will still work for call control, but the Shared Central Directory, Phone Message, Quick Message and Presence features will not be accessible.

The PC with Desktop Shared Services communicates to the SV8100 via the LAN on the TCP port defined for the 3rd-Party CTI connection in Program 10-20-01. The **3rd-Party CTI connection is device 1 in 10-20-01 and the recommended port is 8181**. The PCs with the Desktop Application then have second connection. This additional connection is to the PC that has the Desktop Shared Services. ***The Desktop Application communicates to the Desktop Shared Services PC via the LAN on TCP port 8888.*** This port can be changed but must be changed in the Desktop Shared Services and in the Desktop Configuration Wizard.

SoftPhone or CTI (Deskset) mode

PC Attendant and PC Assistant licenses levels have an option to run in SoftPhone or CTI (Deskset) mode. Deskset mode is when PC Attendant/Assistant software controls a desk terminal. SoftPhone mode allows PC Attendant/Assistant to run a Phone Emulation on their desktop.

Phone Emulation

When running in SoftPhone mode, users can choose to view an emulation of a DT730 (24 button) phone. Users can click on the buttons as per the real terminal with several exceptions:

- The LCD display does not support the double-height setting.
- The labels shown above the programmable keys are limited to six characters.
- The Jog Key (Round, four-position control) does not provide the same functionality as the physical phone. The up and down sides of the control will open the volume adjustment bar, and the left side will bring up the redial number.

The Emulation Phone can also be extended to become a 32 button terminal. As per a real terminal, the emulation phone can also have a DSS console attached.



Enhancement Bundle

The Enhancement Bundle license will enable the following enhanced features of Desktop Applications:

- **Video** – ability to conduct video call with other users
- **Whiteboard** – Collaborate & share drawing tools with others via a PC display
- **Application sharing** – Share windows applications & collaborate with other users
- **Chat** – Instant messaging capabilities with other Desktop Suite users
- **FTP** – easily send files to other users

New Licenses

Licensing is not required on the Applications. Licensing is setup on the Univerge SV8100 CD-CP00. The quantity of SoftPhone licenses that reside on the Univerge SV8100 dictate the number of SoftPhone clients that can register to the Univerge SV8100.

Below is a list of relevant licenses for the Desktop Application Suite 3.7.0.7 or higher.

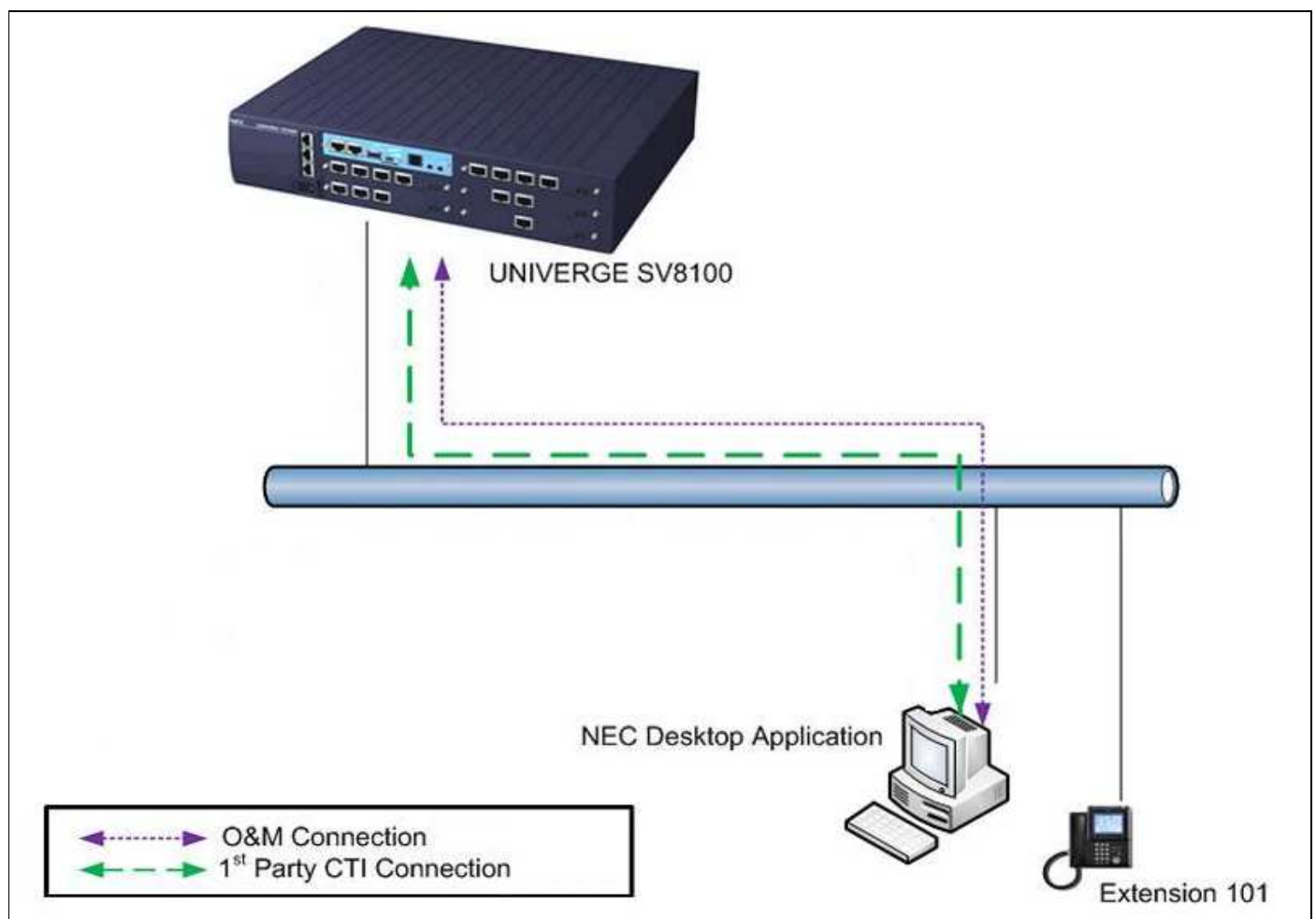
STOCK NUMBER	MODEL		DESCRIPTION
4426143	LK-DT Client 1-LIC	Desktop Client – PC Assistant	1 x PC Assistant License to control a desktop terminal.
4426144	LK-DT Client 4-LIC	Desktop Client – PC Assistant	4 x PC Assistant License to control a desktop terminal.
4426145	LK-DT Client 8-LIC	Desktop Client – PC Assistant	8 x PC Assistant License to control a desktop terminal.
4426146	LK-DT Client 16-LIC	Desktop Client – PC Assistant	16 x PC Assistant License to control a desktop terminal.
4426147	LK-DT Client 64-LIC	Desktop Client – PC Assistant	64 x PC Assistant License to control a desktop terminal.
4426138	LKS-SP E Client-IP 1-LIC	SP310 + Enhancement Bundle	1 x SoftPhone and Enhanced Collaboration License.
4426139	LKS-SP E Client-IP 4-LIC	SP310 + Enhancement Bundle	4 x SoftPhone and Enhanced Collaboration License.
4426140	LKS-SP E Client-IP 8-LIC	SP310 + Enhancement Bundle	8 x SoftPhone and Enhanced Collaboration License.
4426141	LKS-SP E Client-IP 16-LIC	SP310 + Enhancement Bundle	16 x SoftPhone and Enhanced Collaboration License.
4426142	LKS-SP E Client-IP 64-LIC	SP310 + Enhancement Bundle	64 x SoftPhone and Enhanced Collaboration License.
4426148	LK-DT SP E Client-IP 1-LIC	PC Assistant + SP310 + Enhancement Bundle	1 x PC Assistant License to control a desktop terminal or SoftPhone.
4426149	LK-DT SP E Client-IP 4-LIC	PC Assistant + SP310 + Enhancement Bundle	4 x PC Assistant License to control a desktop terminal or SoftPhone.
4426150	LK-DT SP E Client-IP 8-LIC	PC Assistant + SP310 + Enhancement Bundle	8 x PC Assistant License to control a desktop terminal or SoftPhone.
4426151	LK-DT SP E Client-IP 16-LIC	PC Assistant + SP310 + Enhancement Bundle	16 x PC Assistant License to control a desktop terminal or SoftPhone.
4426152	LK-DT SP E Client-IP 64-LIC	PC Assistant + SP310 + Enhancement Bundle	64 x PC Assistant License to control a desktop terminal or SoftPhone.
4426153	LK-SYS SHARED SVC -LIC	PC Attendant for all PC Assistant Clients	Allows PC Assistants to become PC Attendants. This one license contains the maximum of 128 Attendants. (Note: This part includes 3rd party CTI).
4426156	LK-SYS SHARED SVC UPG -LIC	PC Attendant for all PC Assistant Clients	Allows PC Assistants to become PC Attendants. This one license contains the maximum of 128 Attendants. (Note: This part does not include 3rd party CTI).
4426129	LK-DT-UPGRADE-3.0	.	License for Outlook Calendar Presence / Integration
4426130	LK-DT-CRM INTEGRATION-LIC		This license is required for integration with Salesforce or Time matters CRM applications.

Setup Mode: 1st Party CTI only

There are two configuration modes available when setting up the Desktop Client: 1st Party and 3rd Party modes.

1st Party Connection Configuration

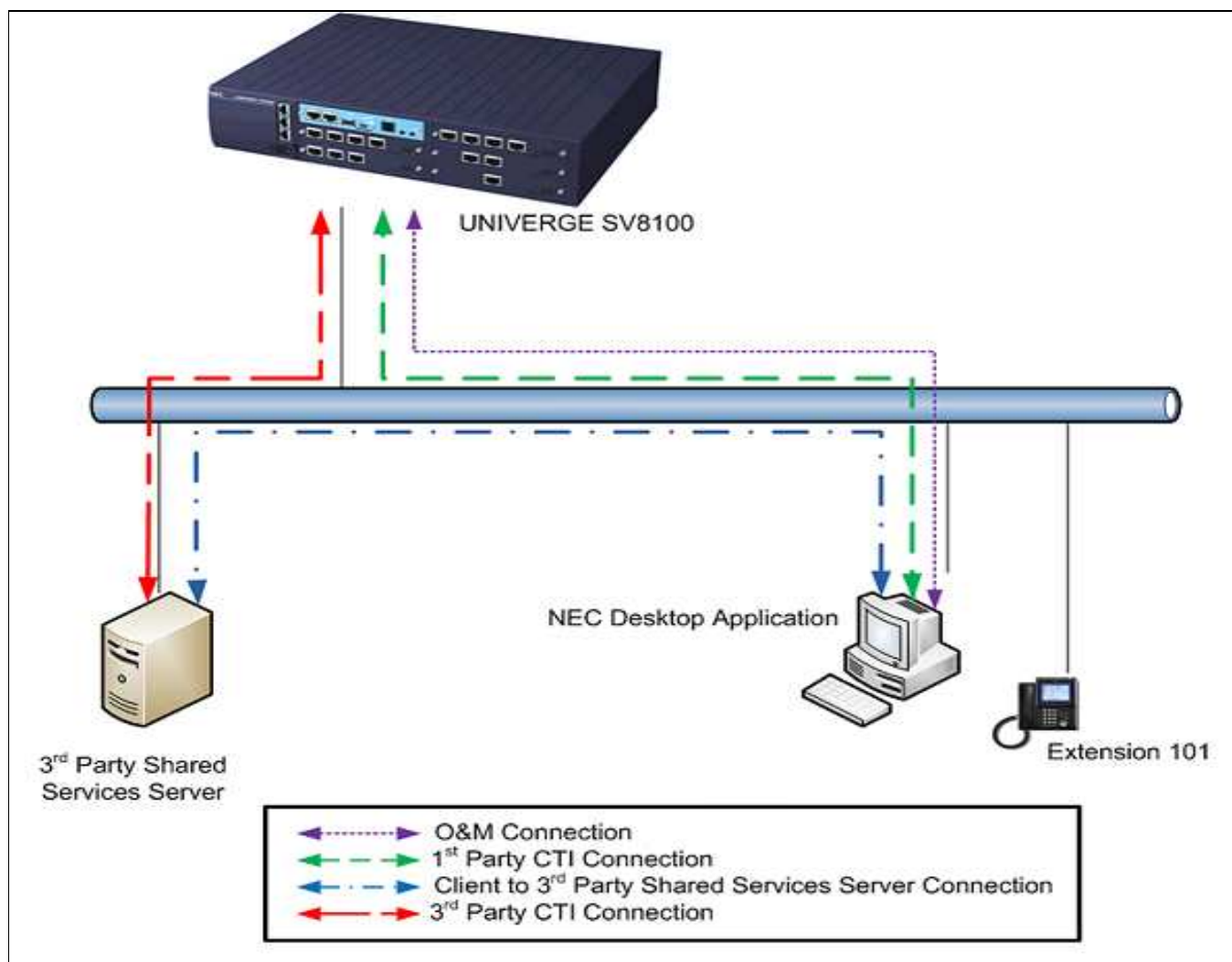
- BLF taken from DSS Keys programmed on Desk Phone/SoftPhone.
- Desktop Client users maintain their own directory.
- Each PC with the Desktop Client application has its own 1st Party CTI connection to the SV8100.
- Up to 128 Desktop Client Users.
- The Shared Services setting in Desktop Client configuration must be disabled to use this setup mode. (Refer to page 6 for screen capture of Desktop client configuration setting).



Setup Mode: 3rd Party CTI

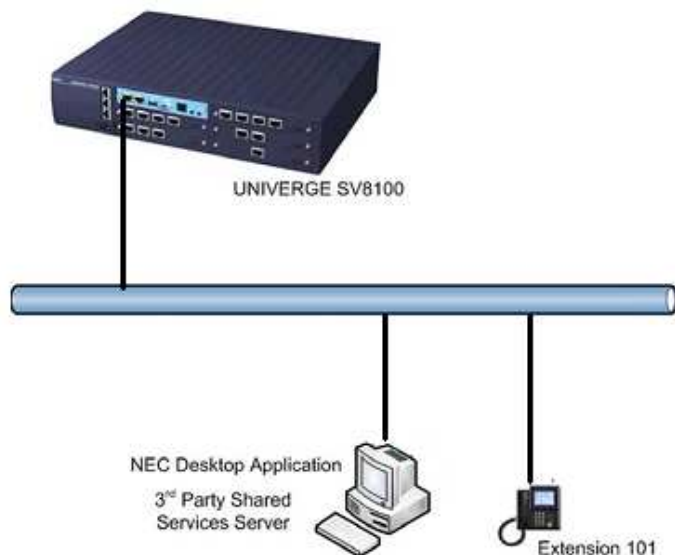
3rd Party Connection Configuration

- **BLF information for all stations and trunks** in the system.
- **Shared Central Directory.** Users do not have to maintain their own directory. Viewed by all users, and any changes made by one user will be seen by the other users.
- Allows **Phone Message, Quick Message & Presence features.**
- All call control is still done via the 1st Party connection.
- Up to 128 Desktop Client Users.



Setup Example: Standalone Desktop Client with Shared Services (PC Attendant)

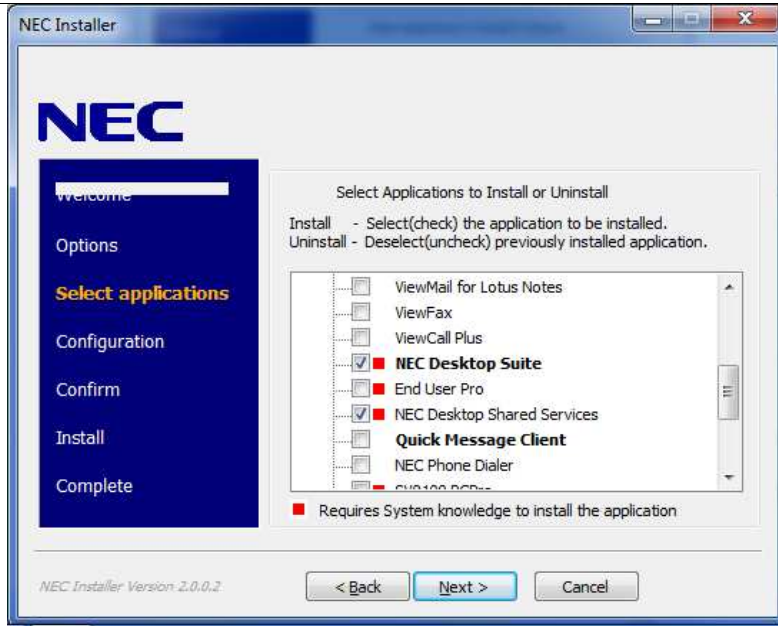
This setup example shows the settings for a configuration with PC Attendant and the Shared Services Server both installed on the same PC. The PC Attendant will be configured to control the terminal on the desk. This installation assumes that the PC in which the Desktop Suite is to be installed has the prerequisite programs already installed. If not, the NEC Installer will install the required components automatically.



Example Settings:
 SV8100 IP Address: 172.31.33.200
 PC IP Address: 172.31.33.50

(NB: **This is an Example only!!!!**)

Steps	Settings
1	SV8100 Programming 10-12-03: <i>172.31.33.1</i> 10-12-09: <i>172.31.33.200</i> 10-12-10: <i>255.255.255.0</i> 10-20-01: Device 1 = <i>8181</i> , Device 9 = <i>8282</i> , Device 11 = <i>8010</i> 84-26-01: <i>172.31.33.201 – 208</i> Reboot is required after IP addressing change.
2	SV800 Licensing Via WebPro, upload the licenses. In this example, the customer requires PC Attendant and 3 rd Party CTI license.
3	Desktop Applications Suite Installation Insert the Application CD and choose to install these 2 components: NEC Desktop Suite and NEC Desktop Shared Services . The NEC Telephony Service option installs the necessary components for the 3 rd Party Server.

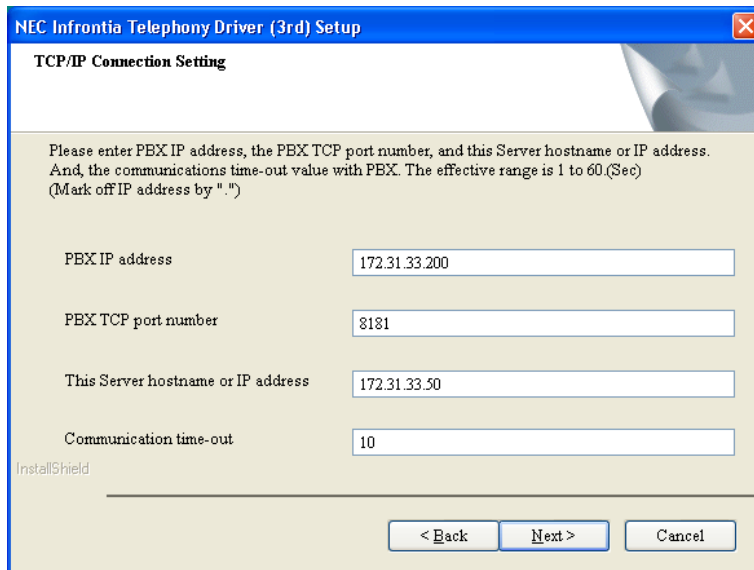


4 **Desktop Suite Installation**

Just follow the instructions to complete the installation.

5 **NEC Telephony Service Installation**

This involves the installation of several components most of which require clicking Next. On this screen however, you would enter the following:



PBX IP Address: **172.31.33.200** (= PRG 10-12-09)
 PBX TCP Port Number: **8181** (= PRG 10-20 Device 1)
 This Server Hostname or IP Address: **172.31.33.50** (= PC IP Address)
 Communication Time-out: **10**

6

Desktop Suite Setup via Configuration Wizard

The Configuration Wizard will appear automatically when you run the Desktop Application the first time.

Screen 1

Telephony System Info

Network Name/IP Address: **172.31.33.200** (= PRG 10-12-09)

CTI Port Number: **8282** (= PRG 10-20 Device 9)

SIP Port: **5080** (= PRG 10-46-06) Default

O&M Port: **8010** (= PRG 10-20 Device 11)

O&M User ID: **user1** (= PRG 90-02 Account 5 Username) Default

O&M Password: **1111** (= PRG 90-02 Account 5 Password) Default

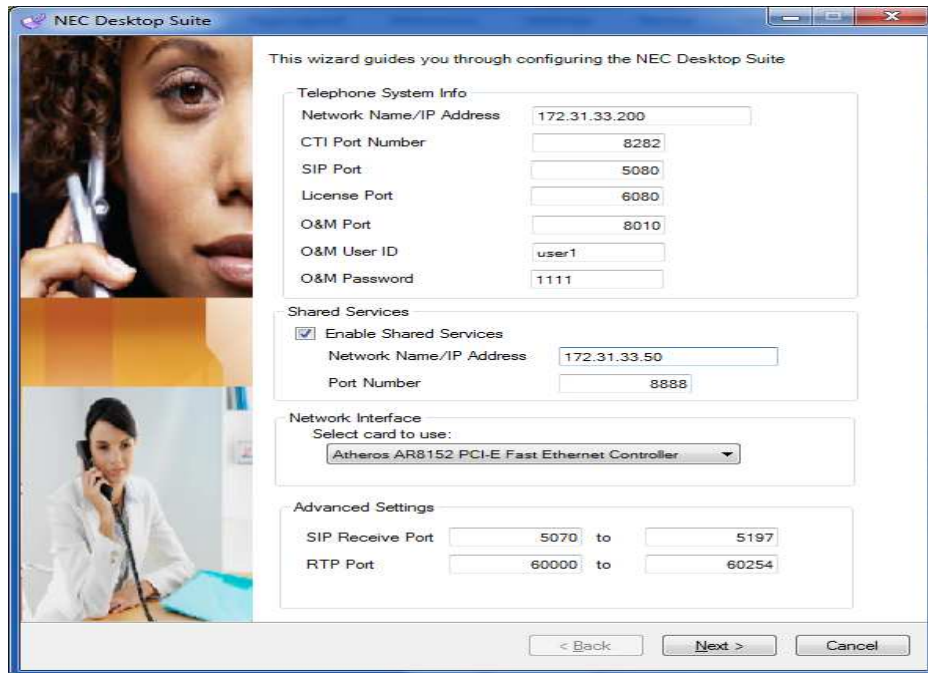
Shared Services

Enable Shared Services: **Check box**

Network Name/IP Address: **172.31.33.50** (=PC IP Address)

Network Interface

Select the NIC of the PC that connects to the LAN



Screen 2

License

4426143-LK-DT Client (1 x PC Assistant license to control a desktop terminal)

4426153-LK-SYS SHARED SVC-LIC (This enables ability to use shared services for all Desktop clients installed)

Options

None selected

Login Information

Select **Desktop client only** & selected **Plug and Play**

NEC Desktop Suite

License Level

- Desktop Client + Softphone
- SP310 - Softphone Only
- Desktop Client (Deskset Only)

Options

- Trial Mode
- Enhancement Bundle (Chat, Application Sharing, Whiteboard, File Transfer)

Login Information

System Mode

- Plug and Play
- Manual
- Automatic

User ID

Password

Enable SIP/Audio RTP Encryption
* To enable SIP/Audio RTP Encryption, the encryption setting in the system should be also set to "ON".

< Back Next > Cancel

Screen 3

Enter 101. Then click finish

NEC Desktop Suite

Terminal

- Deskset
- IP Softphone

Extension:

Audio Device:

Audio Device:

Ring Volume:

Special Audio:

- Cradle Hook
- Local Ring
- Headset Hook
- Hook by 'Func' button
- Use analog headset port

Volume:

F1: F3:

F2: F4:

< Back Next > Finish

7

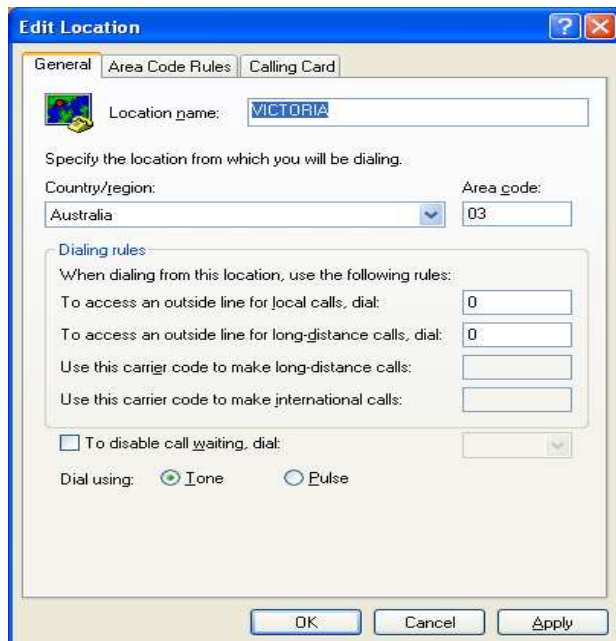
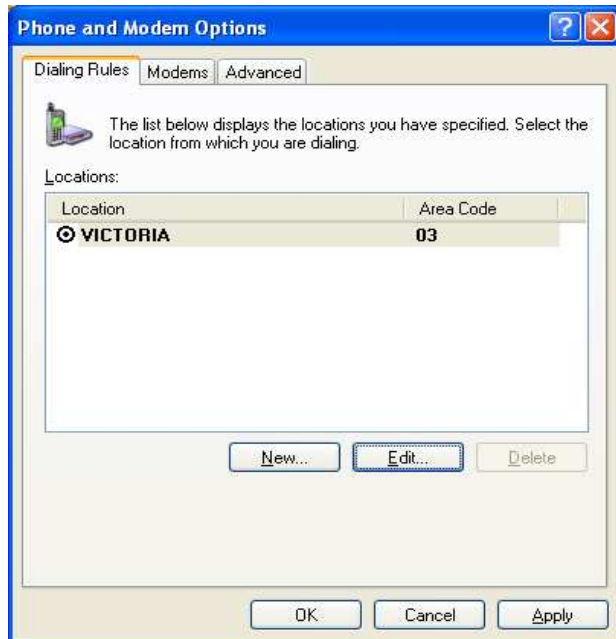
When the Desktop Application is run, the program will appear in PC Attendant mode. All stations that appear on the SV8100 will appear on the BLF/DSS area. This excludes Virtual Extensions; these will have to be activated manually via the Directory.

For further details on installation please see the **SMB8000 Desktop Application Manual**. Once the Desktop Suite is un-zipped the manual can be located in folder “Desktop Suite AU-DesktopClient-3-7-0-7\Documents\SMB8000-Desktop-Applications.pdf”

PC Configuration when dialing out via Desktop Suite

When dialling out via the Desktop Suite Applications, please ensure that the “**Dialling Rules**” option is set with the trunk access code within the Control Panel for the Phone and Modem Options. This allows you to enter the destination number without putting the zero, at the front.

Below is an example for Victoria.



Microsoft Outlook - Contact Phone Number

Synchronization of contacts between Microsoft Office Outlook and your Apple iPhone requires the contacts to be entered as below. When receiving a contact from an iPhone, make sure the area code is entered and local number modified.

Local number must be entered as below. The contact does not require the leading zero but must have the 3 (Victoria) entered as area code. This will enable correct dialling of local numbers via Desktop client.

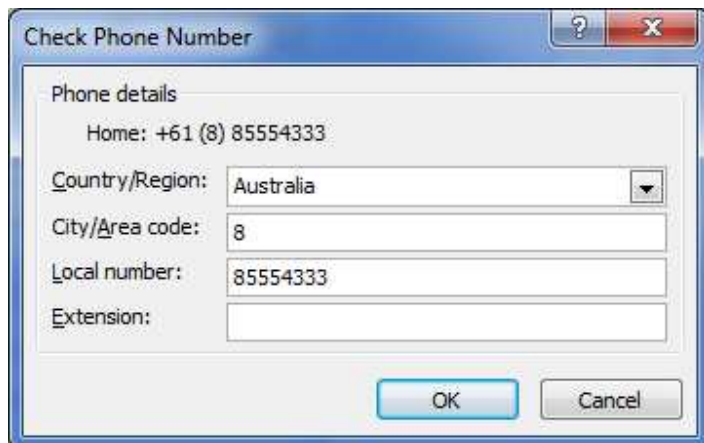


The screenshot shows a dialog box titled "Check Phone Number" with a question mark icon and a close button (X) in the top right corner. The dialog contains the following fields:

- Phone details: Business: +61 (3) 95554222
- Country/Region: Australia (dropdown menu)
- City/Area code: 3
- Local number: 95554222
- Extension: (empty field)

At the bottom of the dialog are two buttons: "OK" and "Cancel".

National number must be entered as below. The contact does not require the leading zero but must have the 8(South Australia) entered as area code. This will enable correct dialling of mobile numbers via Desktop client.



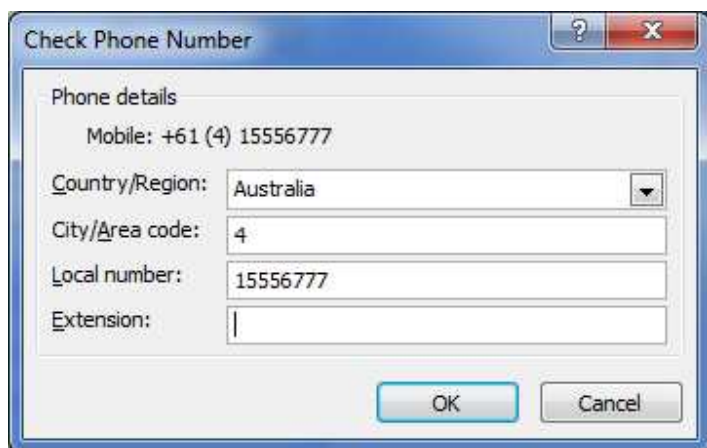
The screenshot shows a dialog box titled "Check Phone Number" with a question mark icon and a close button (X) in the top right corner. The dialog contains the following fields:

- Phone details: Home: +61 (8) 85554333
- Country/Region: Australia (dropdown menu)
- City/Area code: 8
- Local number: 85554333
- Extension: (empty field)

At the bottom of the dialog are two buttons: "OK" and "Cancel".

Microsoft Outlook - Contact Phone Number

Mobile numbers must be entered as below. The contact does not require the leading zero but must have the 4 (Mobile) entered as area code. This will enable correct dialling of mobile numbers via Desktop client.



Check Phone Number

Phone details

Mobile: +61 (4) 15556777

Country/Region: Australia

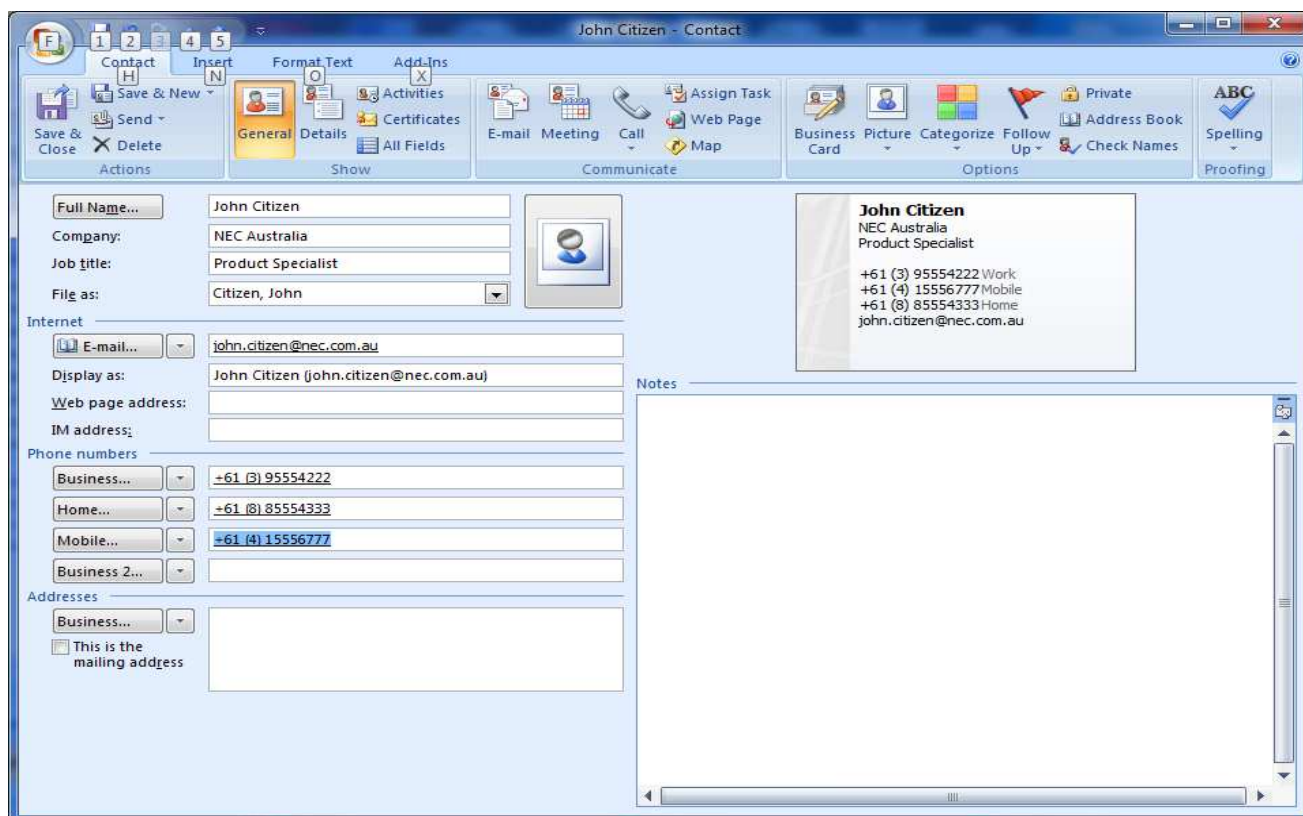
City/Area code: 4

Local number: 15556777

Extension:

OK Cancel

Example below of correct number format for Desktop Client Outlook integration.



John Citizen - Contact

Full Name: John Citizen

Company: NEC Australia

Job title: Product Specialist

File as: Citizen, John

Internet

E-mail: john.citizen@nec.com.au

Display as: John Citizen (john.citizen@nec.com.au)

Web page address:

IM address:

Phone numbers

Business: +61 (3) 95554222

Home: +61 (8) 85554333

Mobile: +61 (4) 15556777

Business 2:

Addresses

Business:

This is the mailing address

John Citizen
NEC Australia
Product Specialist

+61 (3) 95554222 Work
+61 (4) 15556777 Mobile
+61 (8) 85554333 Home
john.citizen@nec.com.au

Service Conditions

1. Emulation Phone Mode: The **Synchronize** function within **Preferences** does not change the Line Key display on the Emulation Phone immediately. A restart of Desktop Applications is required to reflect these changes on the Emulation Phone.
2. Emulation Phone Mode: DSS Console function 95 (Second Page) is not supported.
3. Desktop Application users cannot place another call while there is another ICM call on Hold. In the circumstance that a user wants to place an internal call on hold the Park function can be used instead.
4. Parked trunk calls residing on CAP keys do not remain visible in the Active call list. Only Parked calls on Trunk keys remain visible on the Active Call list and are indicated as Held calls. Also, there is no separate designation for Parked calls; they appear as Held calls in the Active Call column in Window Mode.
5. Extension numbers on the system must be the same digit length. Example: 1xx number range cannot co-exist with 3xxx number range. This is due to Preference settings in Desktop Applications: Preferences > Dialing Rules > Internal Calls > Station Number Length = x digit. Any other number dialed that is not the defined digit length is automatically placed to trunk.
6. User Defined notes created by the Desktop Application user are not retained if the call is Transferred/Recalled. Any new note created thereafter appears as a separate entry in the Call Log.
7. Window Mode: Trunk BLF indications within the Trunks Tab do not appear as Red while ringing. Instead they will appear as Green and remain so for busy state until idle and the BLF will return to Grey.
8. Window Mode: The **Preferences** window is not accessible while a Quick message or Phone message is visible in the Active Call column.
9. Toolbar Mode: User defined notes are not viewable from active call information. These can be viewed at the completion of the call within the Call Log.
10. Compact Phone mode: Directory Tab View. When viewing the Alternate number for a contact, users cannot double-click to call the alternate number. Instead, the main number is always dialed.
11. Transfer Recall information will not be provided for a Virtual Extension which is programmed to Land on Key as per PRG 15-18.
12. The Toolbar function **Redirect** is not supported with Virtual Extensions.
13. Calls which are forwarded to the Attendant are indicated only as ringing. A handset will show the call as forwarded though. There is no indication that the call is forwarded from a particular extension from Desktop Applications.
14. NEC USB handset described in Configuration Wizard screen 3 is not available in the AUS market.
15. When the Desktop Application user initiates Barge-in by pressing Enter, an error window appears but Barge-in is successful. However, if the user clicks "Start" instead, Barge-in is successful without the error.

Service Conditions - Feature & Spec's Manual

1. The Desktop Application must be running in order to run the Answering Centre.
2. The Desktop Application does not support Centrex trunks for transferring or call forwarding off-site.
3. The Desktop Application does not follow delay ringing. For example, if a virtual extension is set to delay ring and appears on a Desktop terminal, the Desktop will show the call as ringing immediately.
4. If a 3rd-Party CTI connection is used on the SV8100, the Override function for IP multiline terminals and SoftPhones is not supported.
5. The Bluetooth Cordless Handset (BCH) is not a supported terminal when using 1st-Party CTI, 3rd-Party CTI, or with the Desktop Suite.
6. SV8100 Desktop Applications do not support Secondary Incoming Extensions.
7. A maximum of 128 Desktop Applications connections is supported (Desktop Client, Desktop Client with Shared Services or SoftPhones). Any 1st-Party CTI over Ethernet connection takes away from the 128 maximum connections.
8. The SV8100 Desktop Application does not support Network Address Translation (NAT). Because of this, any Desktop Application must appear to be on the same network as the SV8100 VoIP Interface (IPLA). For remote Desktop Applications, like SP310 soft phone, this can be achieved by a VPN connection to the network the SV8100 resides on.
9. The Desktop Applications require a ADA-L Adapter installed on the multiline terminal with connection directly to the client PC for Call Recording and Personal Greeting voice functions when running in Deskset mode.
10. With **Version 1.00 or lower** software, the CD-CP00-US must be licensed for an IP Terminal license for each Desktop Application whether it is running in Deskset or SoftPhone mode.
11. With **Version 3.00 or higher** software, the CD-CP00-US must be licensed for either an IP Terminal license or an IP Terminal SoftPhone License when using a SP310 SoftPhone or the Enhancement Bundle.
12. Desktop Application users cannot dial digits while a call is in progress.
13. If the Desktop user presses the disconnect button to abort a transfer, the call shows up in Desktop as a held call. The Desktop user is not automatically connected back to the caller.
14. When Desktop Application is in Toolbar mode, if the docked edge is changed from Top to Bottom or Bottom to Top, it may rearrange the icons on the PC Desktop.
15. Recording with Deskset mode, either digital multiline or IP multiline requires ADA-L adapter.

Service Conditions - Feature & Spec's Manual - Continued.

16. Recording with SoftPhone mode does not require an ADA adapter. Recording is done through the SoftPhone.
17. The Voice Mail button on the tool bar is not used in the US market.
18. If the dial window is open when a new call rings into the Desktop, and the phone is on-hook, the new call takes priority and the dial window will close.
19. When using the Chat feature in the Desktop Applications, the maximum number of characters in a chat message is 256.
20. The integration between the desktop application and the CD-CP00-US does not support CAP keys 1000-9999. Only 0001-0999 can be supported. CAP keys above 1000 can be used elsewhere in the system, but not for CTI controlled extensions which include Desktop Suite.
21. To reset the Telephony Settings (i.e., Service Codes) to default, you must delete the c:\Documents and Settings\All Users\Application Data\Cygnus Application Suite\PC Phone\TapiConfig.xml file and it recreates with defaults on the next launch of the application.
22. Using an ADA-L for recording in Deskset mode for the Desktop applications: DIPS 1 and 6 on the ADA-L should be on with all others off.
23. With **Desktop Applications 1.0, 2.0 and 3.5**, Intercom calls parked in the Desktop Application do not show up. Parked trunk calls will show as held calls if the trunk key is programmed on the phone. If the trunk is not programmed on the phone, parked trunk calls will be removed from Desktop.
24. With **Desktop Applications Version 3.6.0.0**, Parked calls can be monitored in the Active Call list and will show up as a blue Parked Call similar to the IPK II PC Attendant.
25. TAPI does not monitor all the system park orbits. Therefore, TAPI errors can occur in the application if the Desktop user attempts to park a call in an orbit that is already occupied by a call manually parked in that orbit by another user.
26. With Desktop Applications **Version 3.7.0.0 or higher**, Desktop users can park calls in the next available park orbit by choosing orbit 0 from the application when Program 20-11-27 is set to 1 (on).
27. Any station using Desktop Applications, in SoftPhone or Deskset mode, must have an ICM key programmed in 15-07 (00).
28. BLF indication for another station is solid green or flashing green if the BLF is for the station the application is running. There is no difference between busy or ringing for a BLF of another station.
29. If DND and CFA are set for another station, its BLF shows red.

Service Conditions - Feature & Spec's Manual - Continued.

30. In the 1st-Party solution, BLF/DSS to be monitored in the Desktop Application must be programmed on a physical key on the phone or DSS console attached to the phone. DSS/ BLF buttons that are programmed on buttons that do not physically exist on the phone or on a DSS console that is not physically present do not show up in the Desktop Application.
31. Without Shared Services, ringing trunk calls show green. With the Shared Services solution, ringing trunks calls show red.
32. Application Sharing uses Microsoft Net Meeting. When application sharing is used, the Forward Control and Window Bar options are not available.
33. Usually, Windows Vista does not include NetMeeting. NEC distributes a Vista version of NetMeeting. The full installation installs NetMeeting if the OS is Vista and NetMeeting is not present.
34. Application Sharing has a 1 to 1 functionality. A desktop suite client cannot share with multiple clients.
35. When running Desktop Applications in Deskset mode for an IP phone when the registration mode is set to automatic or manual, the user name and password must be different than that of the IP phone.
36. A soft phone that is assigned a DSS console cannot override another IP phone.
37. A soft phone cannot override an IP phone that is assigned a DSS console.
38. Once a soft phone with a DSS console is logged in, it cannot log in with a different user name and password.
39. Once a desktop is launched on one PC using a User ID and Password in Deskset or SoftPhone mode, the same User ID and Password cannot be used on a different PC in a different mode.
40. If an IP Multiline phone is controlled by the Desktop Application, it cannot be overridden by another IP multiline phone or SoftPhone (**Version 3000 or lower** software).
41. Only one 3rd-Party CTI connection to the SV8100 is supported. If an SV8100 system has UCB (Unified Communications for Business), the 3rd-Party Shared Services feature of SV8100 Desktop Applications cannot be used. If an SV8100 system has SV8100 Desktop Applications with the 3rd-Party Shared Services, UCB cannot be used.
42. If the desktop is launched for a phone that is on a call, the desktop will not show the active call until it is placed on hold.
43. **Version 2.x.x.x** of the Desktop Application has new license levels for Deskset Only. With these license levels, the Desktop controlling a Deskset phone do not register as an IP station, therefore no longer take up an additional system port.

Service Conditions - Feature & Spec's Manual - Continued.

44. The Enhancement Bundle features require a non-Deskset only license level even when controlling a Deskset phone. When a non-Deskset only license level is selected, the Desktop registers as an IP station consuming an additional system port.
45. The system sees terminal types 1 (Economy), 2 (Value), 3 (DESI-Less), 4 (Sophisticated) and 5 (SoftPhone) as the same terminal type.
46. When using Multiple Logon, the same Personal ID index can be assigned to an ITL/SoftPhone, a CTI (Desktop), and an MH240 terminal type.
47. Two ports of the same terminal type (Program 15-05-26) cannot be assigned to the same Personal ID index (Program 15-05-27).
48. Program 10-46-01 must be set to 1 (Auto) or 2 (Manual) for Multiple Logon to work.
49. When three ports are assigned the same Personal ID index in Program 15-05-27, if Program 15-05-26 is not set for those ports, the terminal types will be assigned based on order of login. If Program 15-05-26 is set, the login order does not matter and they will assign the correct port.
50. The Override feature functions the same as single login.
51. Desktop Applications installed on a 32/64-bit Windows 7 system support the Desktop Client, SP310 Soft Phone, Plantronics USB Headset, and UTR-1W-1 USB Handset and Shared Services (Desktop Applications **Version 3.7.x.x or higher** software). UTR-1-1(BK) and UTR-1-1(BK1) handsets, the Enhancement Bundle (Chat, Whiteboard, Application Sharing, and File Transfer are **not** supported on 32/64-bit Windows 7.
52. When selecting the Desktop Client (Deskset Only) license level in the Desktop Configuration Wizard with the Shared Services option checked, call control is handled by the Telephony Service Provider on the Shared Services Server.
53. The new Voice Message notification by Windows Toast is only supported in Softphone mode, and not in Desktop mode.
54. The new Voice Message notification by Windows Toast is only supported with VM8000 InMail. The UM8000 Mail does not support this Voice Message notification in Desktop Applications.
55. With **Version 4000 or higher** software, SOAI and 3rd Party CTI can be used at the same time in the system. This allows systems at **Version 4000 or higher** to have Desktop Applications and DTPlusware or UCB and DTPlusware.
56. The Synchronization button within **Preferences** is available to the license levels shown below as long as Shared Services is not used:
 - Desktop Client + SoftPhone
 - SP310 – SoftPhone only
57. The Synchronization button within **Preferences** is **not** available to the Desktop Client (Deskset only) license level with or without Shared Services.