

**Reception Console
Administrator's Guide
Release 4.0**

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1 Introduction

1.1 Purpose

This Administrator Guide is designed to provide information about planning, installing, and configuring the Reception Console.

This documentation assumes the administrator has a clear understanding of the underlying operating system and associated hardware.

Although this document contains information regarding the Reception Console, it is important all customers follow the appropriate support procedure for issue resolution.

For issues regarding operating systems and associated hardware please consult your respective reseller or support representative. When you have questions about Reception Console, please feel free to contact us.

Contributions to improving our support and reference materials are welcomed. If you encounter issues with the Reception Console that you feel warrant inclusion in this Reception Console Administrator Guide, please contact your Account Manager.

1.2 Overview

The Reception Console software is deployed typically via the Zayo Managed Services website to the end user's desktop. The web based installation wizard and subsequent download and setup of the software has been designed to be as user-friendly as possible.

1.3 Audience

This document is intended for anyone responsible for the deployment and management of the Reception Console software.

The document is primarily aimed at network administrators and/or systems integrators who wish to install the Reception Console software for operator console activities on the Zayo Managed Services hosted PBX platform.

2 Changes to Reception Console

2.1 Contact directory

ALL Broadworks group users will be displayed in the reception console contact directory.

The *Phone Status Monitoring* list in Broadworks identifies what extensions to monitor; however, it does not limit the list of displayed users in the contact directory.

The Reception Console Contact Directory list is not controllable in Broadworks, and can only be limited using the filter available in the reception console.

The filter in the reception console allows for filtering on name, number, department or user notes. A practical way to view a limited list of users is to filter on department (this will require all users to be viewed

to be assigned the same department in Broadworks.)

2.2 *Hardware & Software Requirements*

The requirements listed here are the minimum requirements for proper Reception Console behavior.

It is strongly recommended computer systems intending to run the Reception Console have capability exceeding these minimums.

2.2.1 Reception Console

The Reception Console is to be deployed on a on the Microsoft Windows platform.

Hardware Requirements

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 128 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
- 60 MB available hard disk space
- Video Graphics Card with 8MB of RAM minimum
- Super VGA Monitor (15" or larger)
- 800x600 screen resolution minimum (1024x768 is recommended)
- TCP/IP connectivity to the Zayo Managed Services Application Server on port 2208

Software Requirements

- Windows 2000 with SP2 (or higher) or Windows XP
- Sun Microsystems Java 2 Standard Edition (J2SE): Runtime Edition Version 1.4.2 (maintenance releases also supported, such as version 1.4.2_04). If not present, then the web installation wizard will prompt the user to download the required JRE.

2.2.2 Platform requirements

- For installation a Windows user account with local administrative rights is required

2.3 *Supported IP Phones*

The Reception Console uses ^{3rd} Party Call Control (3PCC) techniques to provide its Computer Telephony **Integration (CTI) functionality**. As such it is critical the phones used comply with the Advanced Call Control (ACC) Specification from BroadSoft.

Reception Console device interoperability is based on the following requirements:

1. Interoperability with the BroadSoft platform
2. ACC compliance
3. Two or more call line appearances
4. Passes miRECEPTION Test Plan

The **Polycom IP 600/601 and Polycom IP650** satisfies the aforementioned requirements.

3 Network Architecture

3.1 Introduction

The Reception Console uses a web deployment model to guide users through the installation process is a simple wizard-based installation that is targeted at the end-user. It uses an intuitive graphical user interface and is very simple to set up.

Please ensure the machine you will be installing the Reception Console on complies with the hardware and software requirements section of this document.

3.2 Enterprise/IP Centrex

The Reception Console leverages standard client-server architecture and supports hosted services for Enterprise/IP Centrex model.

The Reception Console client uses TCP/IP as the underlying network protocol to communicate with the platform Open Client Server (OCS) on a pre-defined port (default is port 2208).

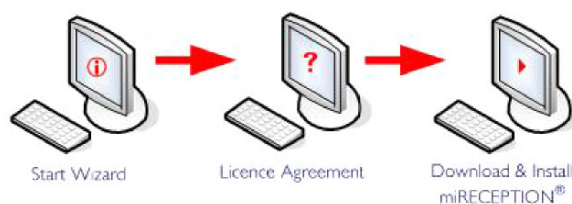
4 Installation Guide

4.1 Operating System Installation

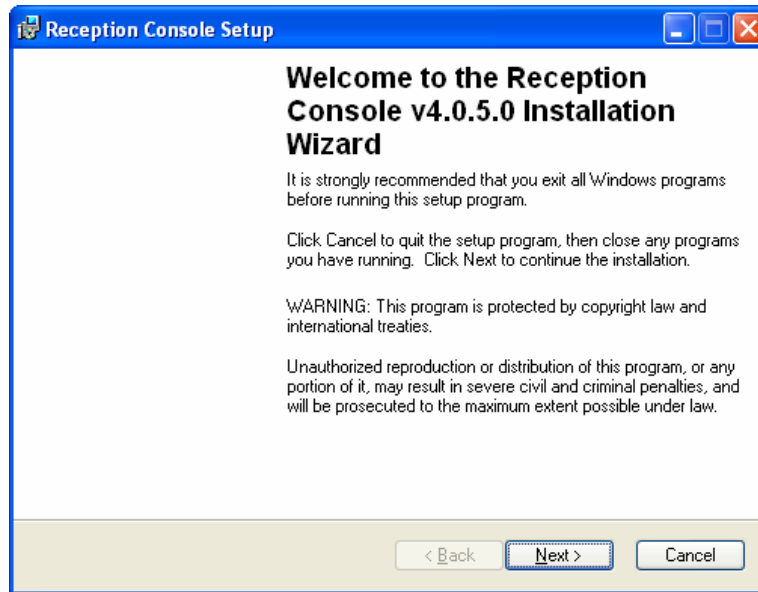
The Reception Console is only supported on Windows 2000/XP operating systems. A typical installation of one of these operating systems is required, and is beyond the scope of this guide. Please refer to the hardware and software requirements section of this document for more information.

4.2 Installing Reception Console

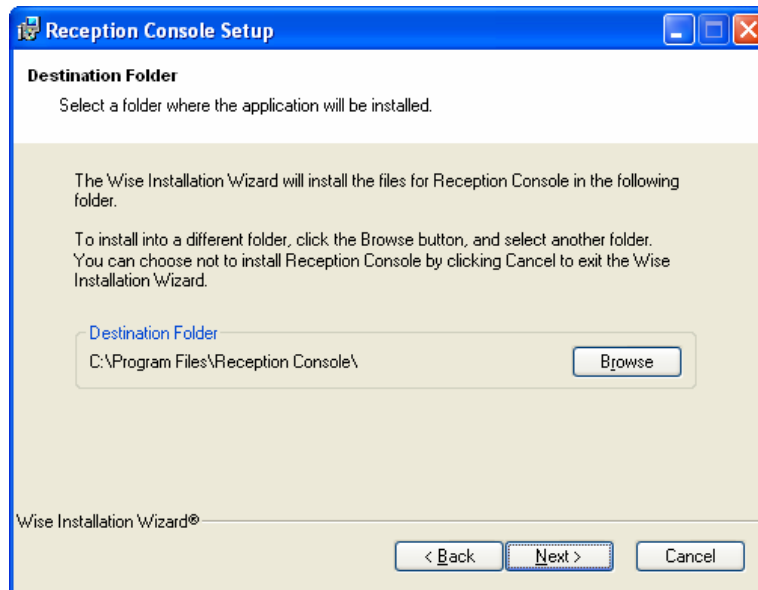
The installation of the Reception Console uses a web based deployment mechanism to guide the user through the installation process. The following diagram illustrates the web deployment steps:



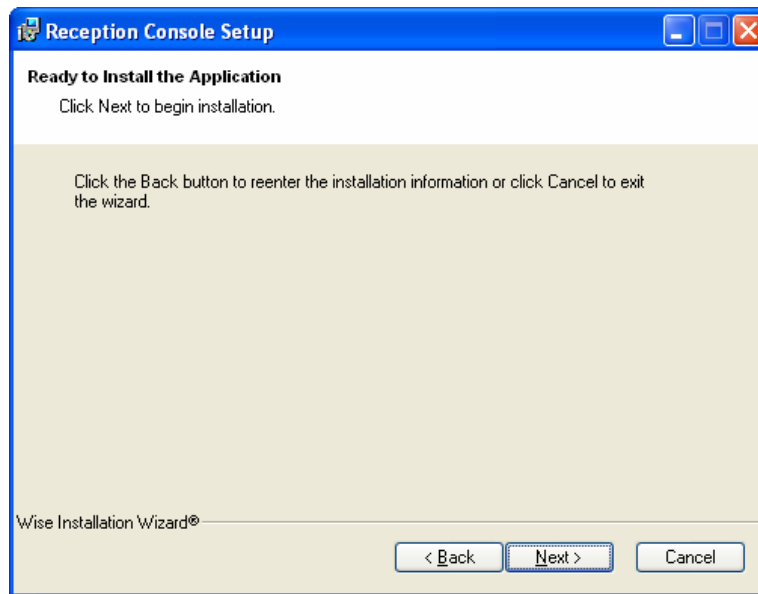
Once the software has been downloaded, the user initiates a standard Windows installer wizard that guides them through the simple installation process.



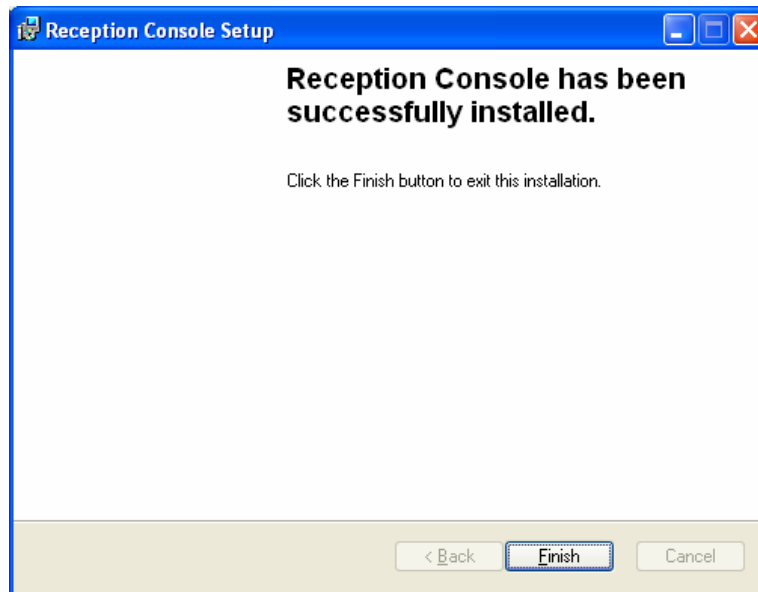
Click 'Next' to proceed with the installation wizard.



Select the destination directory of where you want the Reception Console installed, and then click 'Next' to proceed.



Press 'Next' to begin the installation.



When the installation procedure is complete, click 'Finish' to end the installation procedure.

4.3 Starting Reception Console

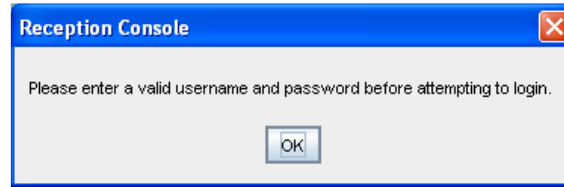
Double click on the Reception Console shortcut on your desktop:



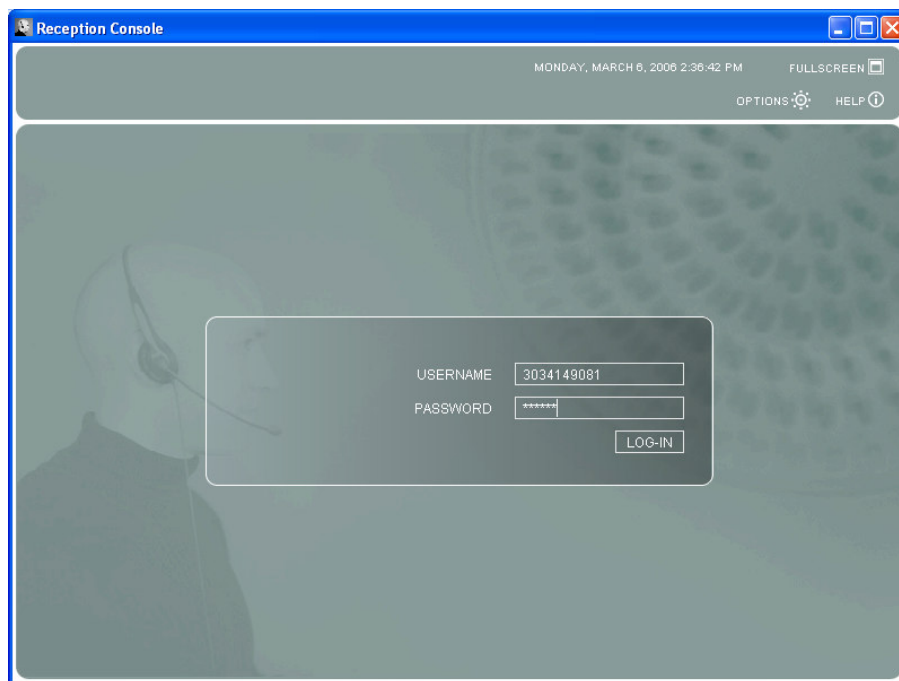
Reception Console.lnk

For further information about using Reception Console, please consult the Reception Console User Guide.

The operator or user needs to supply a valid Username/Password to log into a Reception Console session. The first time the Reception Console is started, the user will be prompted to enter this information.



Press 'OK' then enter the Telephone Number for the Username and the Password (the password is the same as the user's web portal password).



4.4 Upgrading the Reception Console

This section describes the upgrade process for the Reception Console. This section does not include hardware upgrade information. Please consult the documentation or support of the specific hardware manufacturer for upgrade information.

Upgrade Process

The Reception Console silently checks for updates each session by attempting to access a preset web server location.

Note: The executable files, Administrative and End-User Guides are available at resource.zayoms.com

The following steps indicate a typical procedure:

User selects 'Next' to let the update wizard check a URL (typically this is the original deployment website) for

any new releases of Reception Console. If a new version is available, it is automatically downloaded and the standard Uninstall and Install process takes place.

See the specific sections on Uninstall and Install for more information on how to perform these tasks.

The Reception Console should then start with the newly installed version.

4.5 Uninstalling the Reception Console

This section describes the uninstall process for the Reception Console. This section does not include uninstalling other software. Please consult the documentation/support of the specific software manufacturer for uninstall information.

Uninstall Process

The Reception Console is very simple to *uninstall using the following* procedure:

Firstly, make sure that the Reception Console is not running.

1. Open the Control Panel, select 'Add/Remove Programs', and navigate down to select 'Reception Console' Click on the 'Remove' button associated with the entry
2. Finally, click 'Yes' to end the uninstall process.