



RECEPTION CONSOLE

GROUP ADMIN GUIDE

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1 Introduction

1.1 Purpose

This Administrator Guide is designed to provide information about planning, installing, and configuring WANetics Reception Console. This document is not intended to supplement or replace the hardware manufacturer's instructions for equipment installation, maintenance, and support. This document assumes that WANetics Reception Console customers have a clear understanding of the underlying operating system and associated hardware. Customers should also have a working knowledge of the purchased access and network devices of our partner companies.

Some information in this document is specifically related to the current release of WANetics Reception Console. This information is subject to change without notice. Please consult your Service Provider for any updated information.

Although this document contains information regarding the Reception Console, it is important that 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 WANetics Reception Console that you feel warrant inclusion in this WANetics Reception Console Administrator Guide, please contact your Service Provider.

1.2 Overview

The WANetics Reception Console software is typically deployed via the service provider's 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 WANetics Reception Console software. The document is primarily aimed at network administrators and/or systems integrators who wish to install the WANetics Reception Console software for operator console activities on the WANetics TelPacks platform.



2 Hardware & Software Requirements

Please note that the requirements listed here are the minimum requirements for proper WANetics Reception Console behavior. It is strongly recommended that computer systems intending to run WANetics Reception Console have capability exceeding these minimums.

2.1 WANetics Reception Console

As stated before, the WANetics Reception Console is to be deployed on a on the Microsoft Windows platform. Support for other operating systems such as Linux/Mac will be available in future releases.

2.1.1 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 8 MB of RAM minimum
- Super VGA Monitor (15" or larger)
- 800x600 screen resolution minimum (1024x768 is recommended)
- TCP/IP connectivity to the BroadWorks Open Client Server on port designated by service provider (default port is 2208):
 - Lab Environment: Collocated with BroadWorks Application Server
 - Live Environment: Collocated with the BroadWorks External Web Server

2.1.2 Software Requirements

- Windows 2000 with SP2 (or higher) or Windows XP
- Windows Installer 2.0 (required for Windows 2000 SP2 systems)
- Sun Microsystems Java 2 Standard Edition (J2SE): Runtime Edition Version 1.4.2 or 1.5 (maintenance releases also supported, such as version 1.4.2_04).
- Internet Explorer 5.0 or later

2.2 Supported IP Phones

The WANetics Reception Console uses 3rd Party Call Control (3PCC) techniques to provide its Computer Telephony Integration (CTI) functionality. As such it is critical that the phones used comply with the Advanced Call Control Specification. Ensure the firmware revision used is supported by the WANetics platform.

The following phones support Advance Call Control:

Phone Model	Advanced Call Control Support	Call Appearances
Linksys 942	X	4
Polycom 301/501	X	2
Polycom 601	X	6

NOTE: Specifications are subject to change at vendor's discretion.



3 Network Architecture

3.1 Introduction

The WANetics Reception Console uses a web deployment method used to guide users through the installation process is a simple, wizard-based installation. It uses an intuitive graphical user interface and is simple to navigate.

Please ensure the machine you will be installing the WANetics Reception Console on complies with the Hardware and Software Requirements section above.

NOTE: The executable files are available at info.onvoip.net.

3.2 Firewall Considerations

The WANetics Reception Console leverages standard client-server architecture, and uses TCP/IP as the underlying network protocol to communicate with the WANetics Platform. The console communicates on a pre-defined port (default is port 2208).

IMPORTANT NOTE: You may need to make adjustments to your LAN firewall in order to allow proper communication with the WANetics Platform on port 2208. You will need to contact your firewall manufacturer or person responsible for your LAN firewall for any configuration issues with your existing firewall.

4 Installation Guide

The WANetics Reception Console is currently only supported on Windows 2000/XP operating systems.

4.1 Installing WANetics TelPack Reception Console

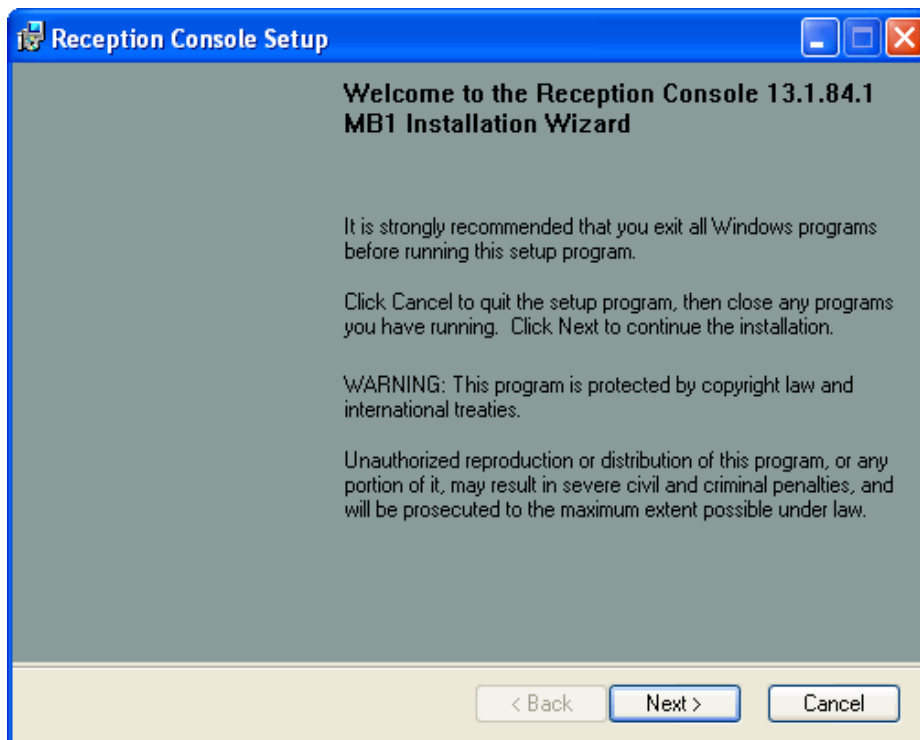
The installation of WANetics Reception Console uses a web based deployment mechanism to guide the user through the installation process. The following diagram illustrates the web deployment steps:

NOTE: The executable files are available at info.onvoip.net.

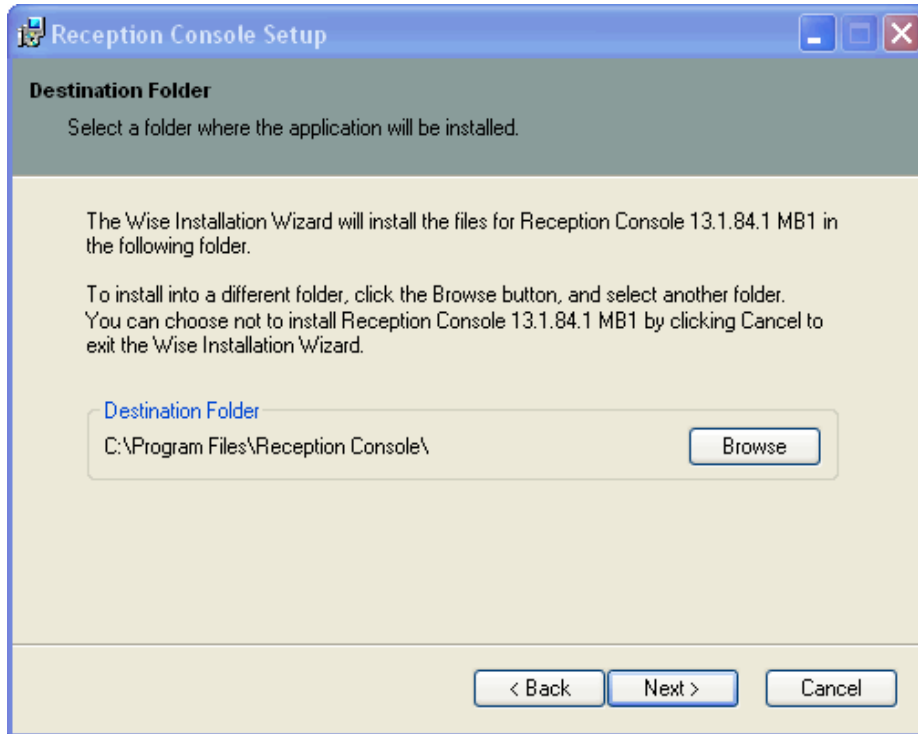


Once the software has been downloaded, the user initiates a standard Windows installer wizard that guides them through the simple installation process.

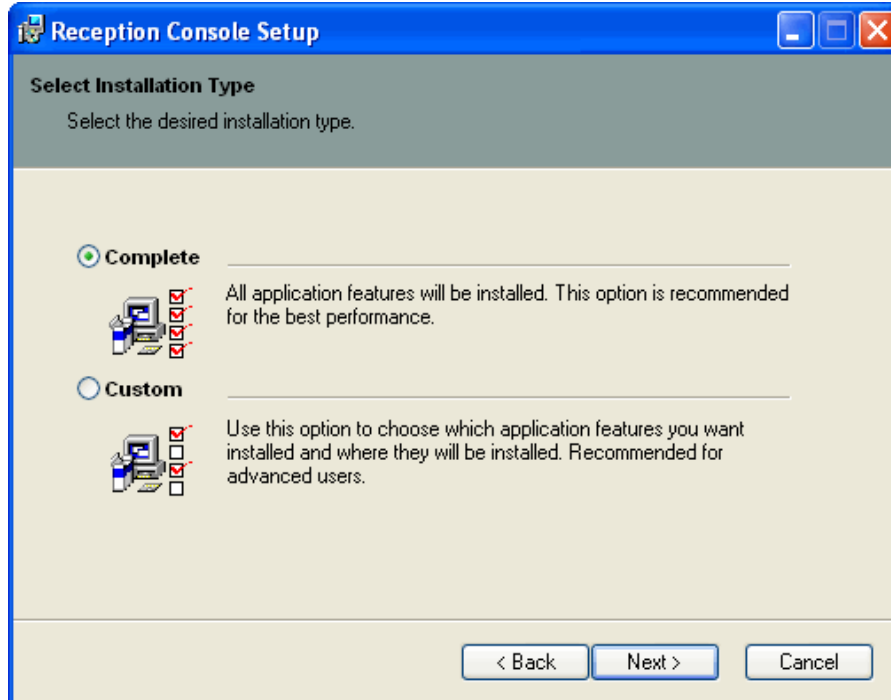
1. Double-click on the WANetics Reception Console install executable and click **NEXT** to proceed.



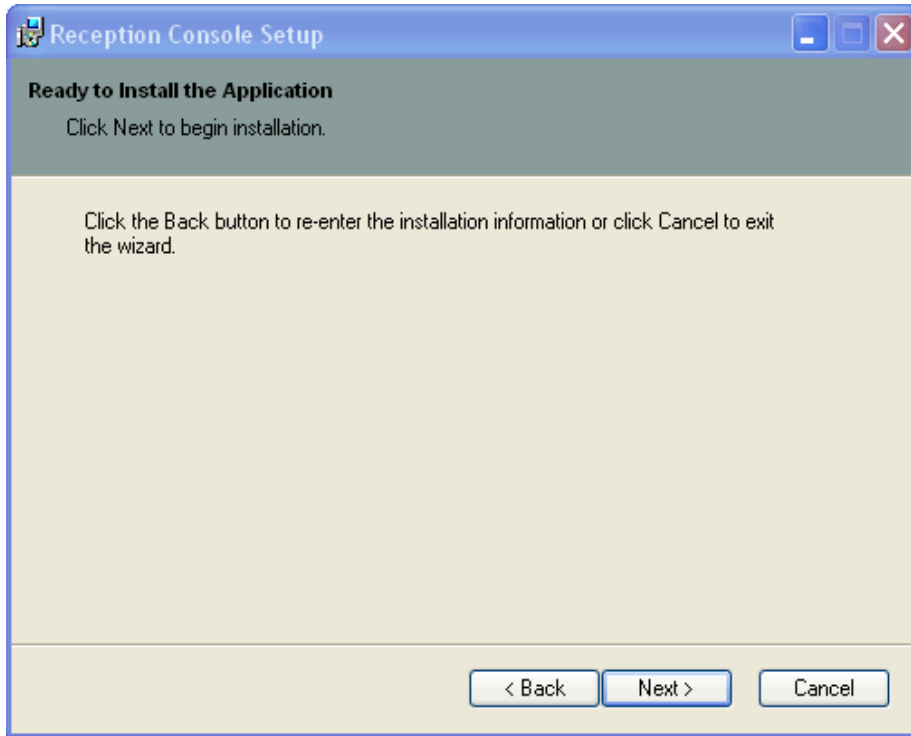
2. Use the following dialog box to select where you would like to install the application.



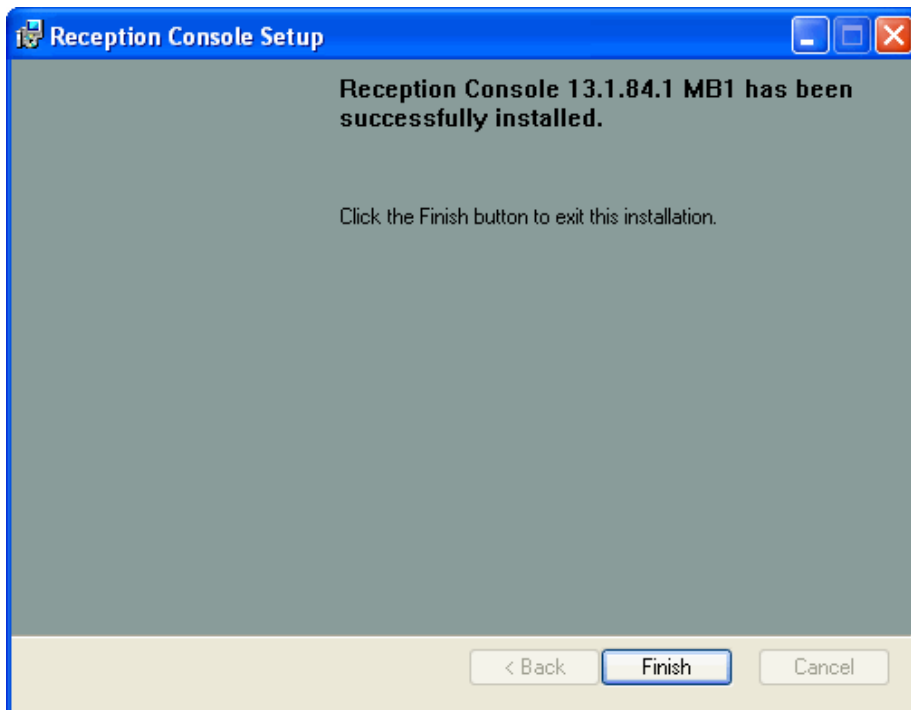
3. Select the Installation Type and click **NEXT** to proceed.



4. Click back to modify the installation directory set in the previous screen, or click **NEXT** to proceed with the installation



5. When the installation procedure is complete, click **FINISH** to complete the installation procedure.



4.1.1 Starting WANetics TelPack Reception Console

From the Start Menu, navigate to Start -> Reception Console -> Reception Console.

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

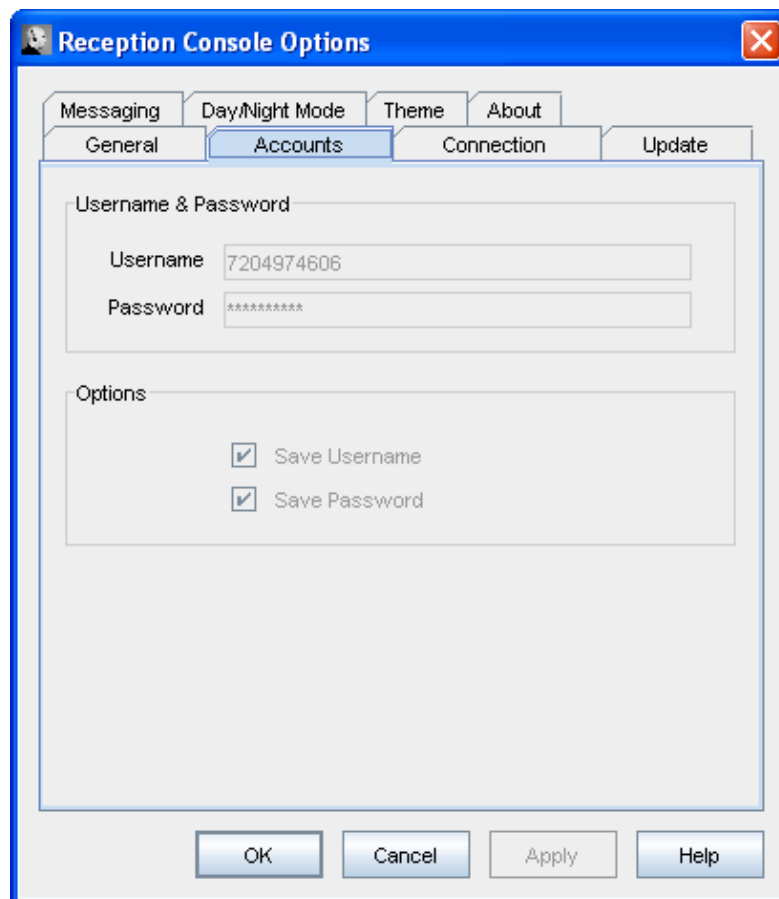
NOTE: The executable files are available at info.onvoip.net.

4.1.2 Account/Connection Settings

This section is also covered in the WANetics Reception Console User Guide as all post-installation options are available using the WANetics Reception Console interface. The operator or user needs to supply the following information as a minimum to log into an OCS session. The options to be modified include:

- Username/Password
- Server Settings (OCS Hostname/Port)
- Save Username
- Save Password

The following screen shows the WANetics Reception Console Options dialog:





4.2 Upgrading WANetics TelPack Reception Console

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

4.2.1 Upgrade Process

The WANetics Reception Console executable can be downloaded from info.onvoip.net. Once this is downloaded, double click on the executable and follow Installation instructions outlined in the previous section.

4.3 Uninstalling WANetics TelPack Reception Console

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

4.3.1 Uninstall Process

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

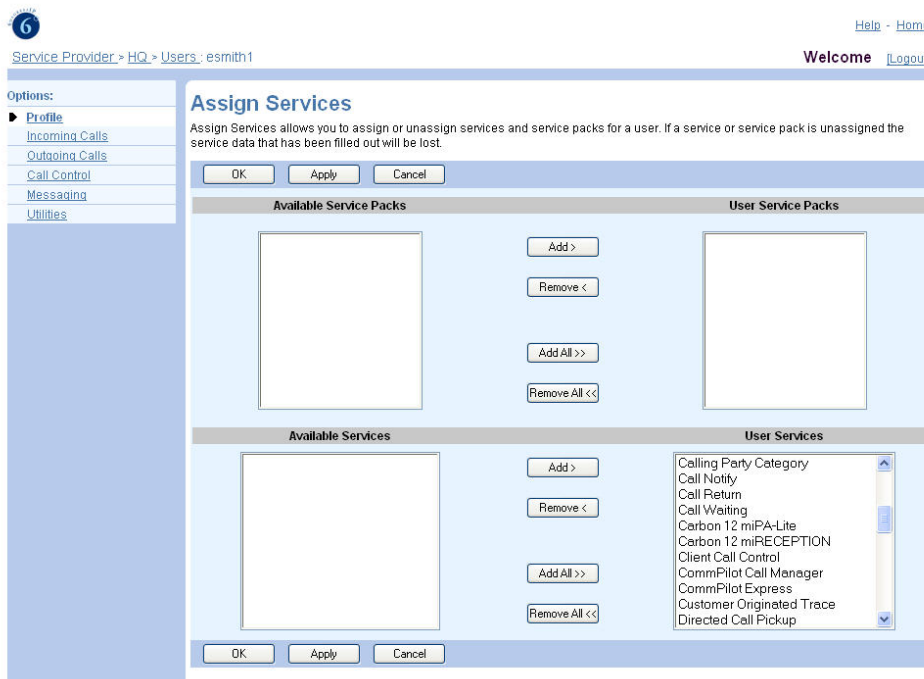
- First, make sure that WANetics Reception Console is not running.
- Open the **CONTROL PANEL**, select **ADD/REMOVE PROGRAMS**, and navigate down to select **RECEPTION CONSOLE**
- Click on the **REMOVE** button associated with the entry
- Finally, click **YES** to end the uninstall process.

5 WANetics TelPack Provisioning & Activation

Before running the WANetics TelPack Reception Console, it is necessary to login to the WANetics platform via the Web Portal interface and assign the necessary services to the user that intends to access the WANetics Reception Console service.

The steps are defined below:

1. Login to the platform using a Group Administrator account. (If you do not have a Group Administrator account, contact your Service Provider).
2. Navigate to the user to whom you wish to assign the WANetics Reception Console service.
3. Assign the following required services to this user:
 - a. Client License 4 (Carbon 12 miRECEPTION)
 - b. Phone Status Monitoring



- c. Now navigate to the Phone Monitoring configuration screen for the user you just assigned the service to in the previous step and perform the following:
 - i. Ensure that all contacts you wish the operator to monitor are in the “Monitored Users” list box. All other contacts that are in the “Unassigned Users” list box cannot be monitored for on/hook phone status.
 - ii. Check all the required call details information you wish to support on the WANetics Reception Console interface (we highly recommend you check all call detail fields).

Service Provider > HQ > Users : esmith1 Help - Home
Welcome [Logout]

Options:
 Profile
 Incoming Calls
 Outgoing Calls
 ► Call Control
 Messaging
 Utilities

Phone Status Monitoring

Phone Status Monitoring allows you to select members in your group to be monitored using BroadSoft or third party Attendant Console applications.

OK Apply Cancel

Available Users	Monitored Users
Abeyta, Michelle (mabeyta) Andregg, Ryan (RAndregg) Barrett, Bill (bbarrett) Benson, David (dbenson) Blanchard, Mark (mblanchard) Bluhm, Kevin (kbluhm) Bolton, Mark (mbolton2) Bowerman, Patrick (pbowerman) Bradley, Tim (tbradley) Brain, Left (leftbrain) Brain, Right (rightbrain)	

Show only: All

OK Apply Cancel

IMPORTANT NOTE: Both services in step 3 need to be assigned to the operator/user otherwise the WANetics Reception Console will NOT login successfully. If your Web Call Manager Web Portal does not contain Client Licenses, please contact your Service Provider.

NOTE: The executable files and End-User & Admin Guide are available at info.onvoip.net.

6 Operational Scenarios

The WANetics Reception Console may be used under a number of different operational scenarios. Additional TelPacks services need to be assigned and configured to support these scenarios and provide a strategy to complement the usage category, and still provide a level of freedom between the softswitch and the client application software. Some common operational scenarios and recommended configuration strategies are provided below:

Scenario	Description	Solution
Low Traffic	Single receptionist answering one or more dedicated mainline numbers.	Configure all dedicated mainline numbers to <i>Call Forward All</i> to the WANetics Reception Console user (aka operator number). Additionally you may setup <i>Call Forward Busy</i> and <i>Call Forward No Answer</i> to redirect calls to an alternative destination to cover an overflow situation.
High Traffic	More than one attendant console managing multiple dedicated mainline numbers.	Additionally you may setup <i>Call Forward Busy</i> and <i>Call Forward No Answer</i> to redirect calls to an alternative destination to cover an overflow situation. For each mainline dedicated number, configure a <i>Hunt Group</i> consisting of all WANetics Reception Console users (aka operator number). This will allow incoming calls to be directed to the next available receptionist in high volume overflow situations.
Network Attendant Console	Geographically dispersed operators supporting each other in an enterprise configuration. Calls that cannot be handled at one location for any reason will be answered at the other.	Use a combination of the <i>Hunt Group</i> , <i>Call Forwarding Busy</i> and <i>Call Forwarding No Answer</i> services to either handle overflow or simply redirect calls from one WANetics Reception Console user (aka operator number) to another.
Multi-Tenanted or Executive Offices	One or more operators answering calls on behalf of different organizations. Typically there is a dedicated mainline number for each organization and the operator will greet the caller based on the number.	Create a mainline (or several mainline) DID's for each organization and set each line to use the <i>Call Forward Always</i> service redirecting the mainline DID to the number set for the WANetics Reception Console user (aka operator number). The Call To field will now display each organization's mainline number for inbound calls.
Optional Voicemail User	Operator has the added ability to transfer calls to voicemail for contacts in a group/enterprise that are busy or unavailable.	The <i>Voice Messaging User</i> service must be set assigned for any user in a group in order for the Voicemail Call Option to be enabled in WANetics TelPack Reception Console.