



OUTLOOK – EXPLORER TOOLBAR

GROUP ADMIN GUIDE

March 2007



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1 Introduction

1.1 Purpose

This Administrator Guide is designed to provide information about planning, installing, and configuring 6DegreesIP Telephony Toolbar. This document is not intended to supplement or replace the hardware manufacturer's instructions for equipment installation, maintenance, and support. In fact, this documentation assumes that 6DegreesIP TelPack Toolbar 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 6DegreesIP Telephony Toolbar. This information is subject to change without notice. Please consult the appropriate NGT personnel for any updated information.

Although this document contains information regarding 6DegreesIP Telephony Toolbar, 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 6DegreesIP Telephony Toolbar, please feel free to contact your Account Manager or the Customer Support Center.

Contributions to improving our support and reference materials is welcomed. If you encounter issues with 6DegreesIP TelPack Toolbar that you feel warrant inclusion in this 6DegreesIP Telephony Toolbar Administrator Guide, please contact your Account Manager.

1.2 Overview

The 6DegreesIP Telephony Toolbar software is deployed typically 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 6DegreesIP Telephony Toolbar software. The document is primarily aimed at network administrators and/or systems integrators who wish to install the 6DegreesIP Telephony Toolbar software for end-user console activities on the TelPack platform.



2 Hardware & Software Requirements

Please note that the requirements listed here are the minimum requirements for proper 6DegreesIP Telephony Toolbar behavior. It is strongly recommended that computer systems intending to run 6DegreesIP Telephony Toolbar have capabilities exceeding these minimums.

2.1 6DegreesIP Telephony Toolbar

As stated before, the 6DegreesIP Telephony Toolbar is to be deployed 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

- 500 MHz or higher Pentium 3 or compatible CPU
- 64 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
- 10 MB available hard disk space
- Video Graphics Card with 4MB of RAM minimum
- Super VGA Monitor (15" or larger)
- 800x600 screen resolution minimum
- TCP/IP connectivity to the TelPack platform on port designated by service provider (default port is 2208)

2.1.2 Software Requirements

- Windows 2000 with SP4 (or higher) or Windows XP
- Windows Installer 2.0 (required for Windows 2000 SP2 systems)
- Internet Explorer 5.0 or later (required for IE Editions)
- Outlook 2000 SP3, 2002/XP SP2, or 2003 (required for Outlook Editions)

2.1.3 Platform Requirements

The platform requirements include:

For installation, a Windows user account with administrative rights is required. For post installation, a Windows user account with the following rights are required:

– Registry HKEY_LOCAL_MACHINE hive

– Read

– Enumerate

– Query

Registry HKEY_CURRENT_USER hive

– Full Access

– Assistant Install Directory (Default C:\Program Files\Carbon Twelve\Assistant...)

– Write

– Read

– Execute

Internet Explorer and Outlook COM-Add-in access

2.2 Supported IP Phones

All 6DegreesIP MPP Phones are supported.

3 Network Requirements

3.1 Introduction

The 6DegreesIP Telephony Toolbar uses a wizard-based installation process. This procedure provides a simple abstraction that is targeted at the end-user, and thus is very simple to set up.

Please ensure the machine you will be installing the 6DegreesIP Telephony Toolbar on complies with the hardware and software requirements section of this document.

3.2 Enterprise/IP Centrex

The 6DegreesIP Telephony Toolbar leverages standard client-server architecture and supports hosted services for Enterprise/IP Centrex model.

The 6DegreesIP Telephony Toolbar uses TCP/IP as the underlying network protocol to communicate with the TelPack platform on a pre-defined port (default is port 2208).

4 Installation Guide

4.1 Operating System Installation

The 6DegreesIP Telephony Toolbar is currently only supported on Windows 2000 (SP4 or higher) and Windows 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.

NOTE: The executable files, Administrative and End-User Guides are available at info.onvoip.net.

4.2 Installing 6DegreesIP Telephony Toolbar

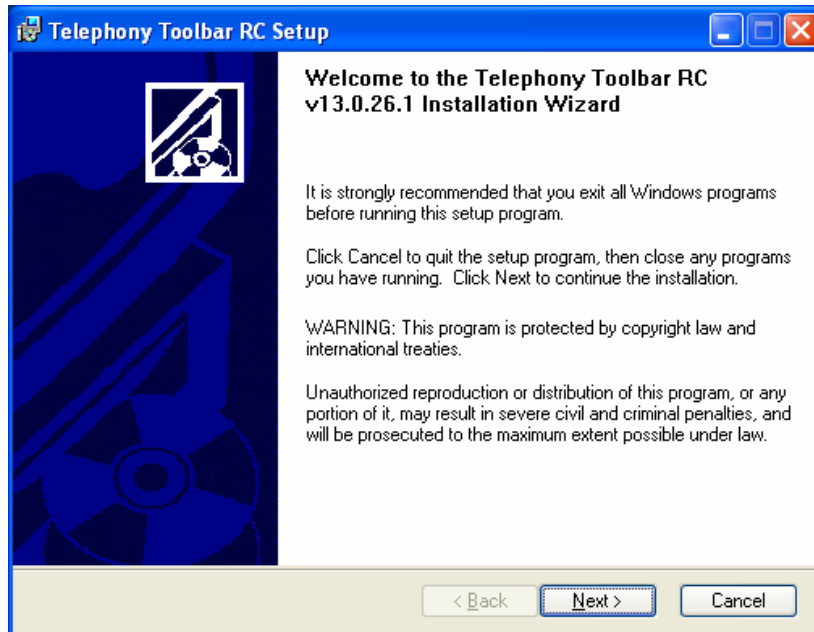
The installation of 6DegreesIP TelPack Toolbar uses a web based deployment mechanism to guide the user through the installation process. The following diagram illustrates the web deployment steps:



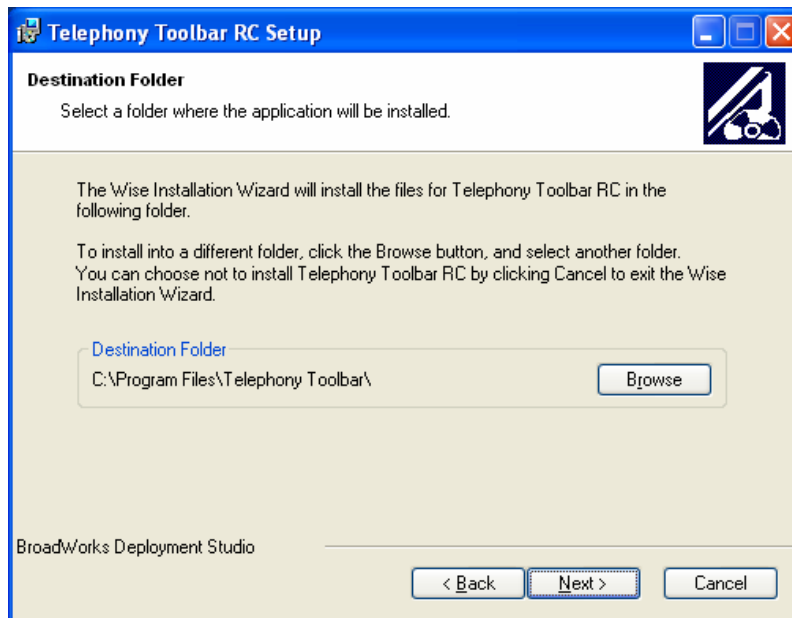
Once the software has been downloaded, the user initiates a standard Windows Installer wizard that guides them through the simple installation process.

NOTE: The executable files, Administrative and End-User Guides are available at info.onvoip.net.

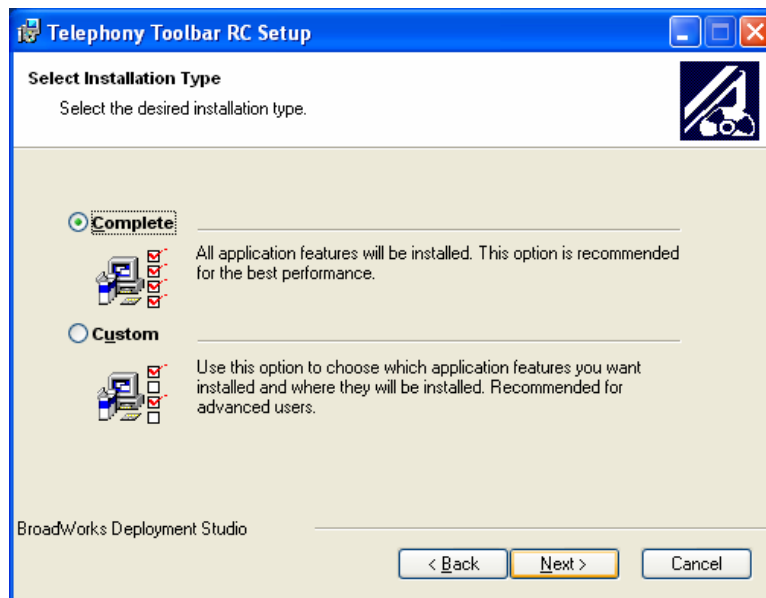
1. Run the install executable and you will get the following screen, Click **NEXT** to continue:



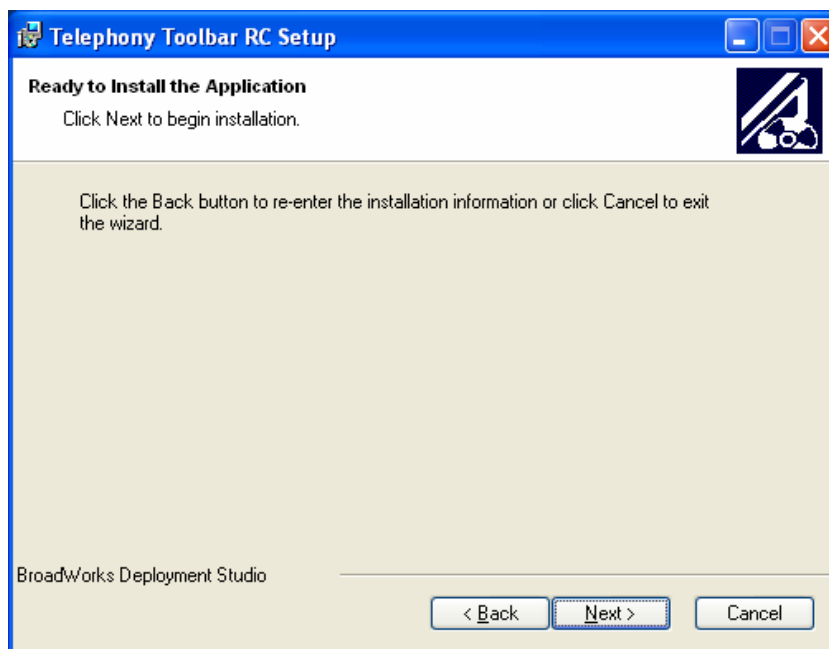
2. Use the following dialog box to select where you would like to install the application.



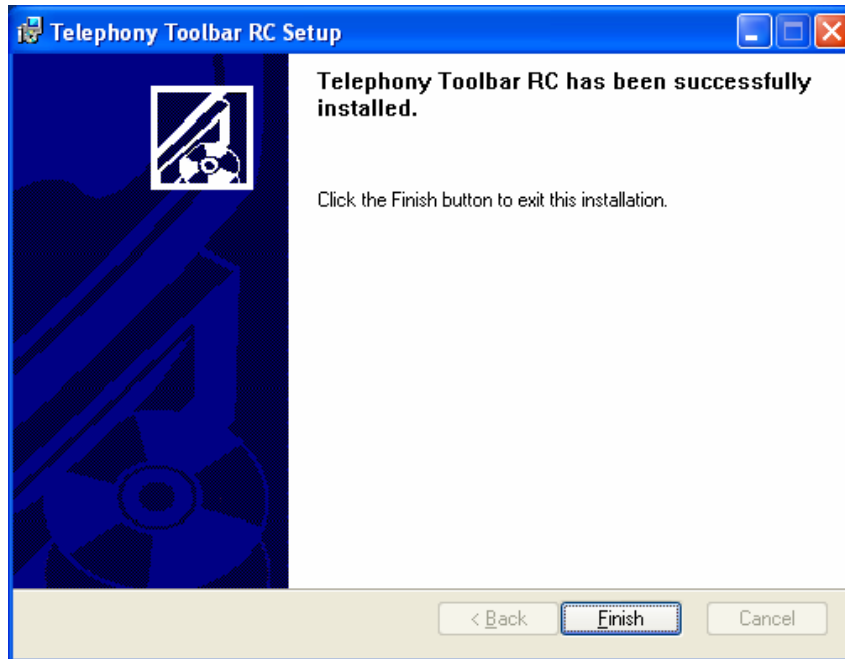
3. Select the installation type.
 - a. The 'Complete' option installs both the Internet Explorer and Outlook toolbars.
 - b. The 'Custom' option allows individual toolbar installation, allows users to select the target installation folder. Click **NEXT** to proceed.



4. Click **NEXT** if you are ready to install the application



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



4.2.1 Starting the Toolbar

In order to run the Toolbar, launch either Internet Explorer or Outlook. For further information about using 6DegreesIP Telephony Toolbar, please consult the 6DegreesIP Telephony Toolbar End-User Guide.

4.2.2 Account/Connection Settings

This section is also covered in the 6DegreesIP Telephony Toolbar End-User Guide, as are all post-installation options available in the Toolbar interface. The user will need the following information as a minimum to log into the 6DegreesIP Telephony Toolbar. The options to be modified include:

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

4.3 **Upgrading the Telephony Toolbar**

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

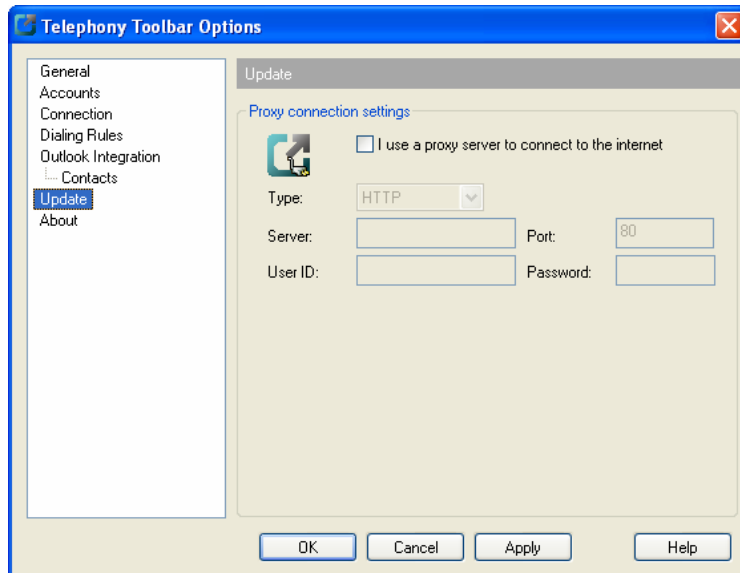
4.3.1 Upgrade Process

The Telephony Toolbar silently checks for updates each session by attempting to access a preset web server location. The user may also click the **UPDATE TOOLBAR** shortcut in the Program Files > Telephony Toolbar > Telephony Toolbar menu. The following steps indicate a typical procedure:

- User manually launches update check from shortcut or is automatically launched via the silent check.
- User selects **NEXT** to let the update wizard check a URL (typically this is the original deployment website) for any new releases of the Toolbar. If a new version is available, it is automatically downloaded and the standard Uninstall and Install process take place.
- See the specific sections on Uninstall and Install for more information on how to perform these tasks.
- The Toolbar should then start with the newly installed version.

4.3.2 Proxy Settings

If web traffic on the local network is directed through a proxy, the relevant fields must be set in the Options dialog / Connection tab. It is important to understand that these proxy settings are only used for the silent upgrade checking mechanism, and not for the OCS connection. The Toolbar supports HTTP and SOCKS proxies. The required fields can be obtained from your network administrator or Service Provider.



4.4 **Uninstalling the Telephony Toolbar**

This section describes the uninstall process for the Telephony Toolbar. This section does not include uninstalling other software. Please consult the documentation/support of the specific software vendor for uninstall information.

4.4.1 Uninstall Process

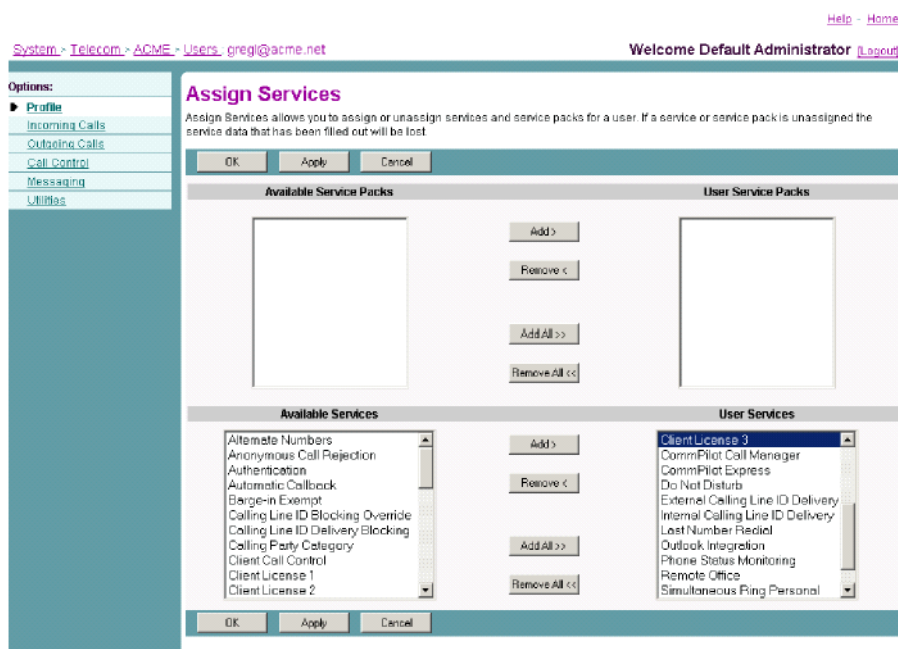
- The 6DegreesIP Telephony Toolbar is very simple to uninstall using the following procedure:
- Close all the instances of Internet Explorer/Outlook
- Open the Control Panel, select **ADD/REMOVE PROGRAMS**, and navigate down to select **TELEPHONY TOOLBAR**
- Click on the **REMOVE** button associated with the entry
- Finally, click **YES** to end the uninstall process.

5 TelPack Platform Provisioning & Activation

Before running the 6DegreesIP Telephony Toolbar, it is necessary to login to the Service Provider or Group Admin login on the TelPack platform via the Web Portal interface and assign the necessary services to the user that intends to access the 6DegreesIP Telephony Toolbar.

The steps are defined below:

1. Login to as the TelPack platform using a Service Provider Administrator or Group Administrator account
2. Navigate to the user you wish to assign the Telephony Toolbar service
3. Assign the **CLIENT LICENSE 3** (Carbon 12 miPA-Lite) to this user.



NOTE: The service in step 3 needs to be assigned to the user otherwise the 6DegreesIP Telephony Toolbar cannot be used. If your Web Portal does not contain Client Licenses, please contact NGT. The executable files, Administrative and End-User Guides are available at info.onvoip.net.