

Alcatel-Lucent OmniPCX Enterprise Communication Server

IP Desktop SoftPhone - Installation
Guide
Version - 9.x





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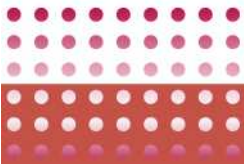
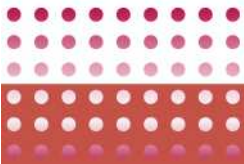


Table of Contents

1	INTRODUCTION	5
1.1	The Product	5
1.2	SoftPhone - more features than Hard-phone	5
1.3	Purpose of this guide	5
1.4	Scope	6
1.5	Intended Readership.....	6
1.6	Applicability Statement	6
1.7	Overview of this manual.....	6
1.8	How to use this document.....	6
1.9	Related Documents	7
1.10	Licensing.....	7
1.11	Customer Support.....	7
2	PREPARING FOR INSTALLATION	8
2.1	Requirements for installing.....	8
2.1.1	Hardware	8
2.1.2	USB Headset	8
2.1.3	Software	9
2.1.4	Networking	9
2.2	Installation Modes;	11
2.3	If Previous Version Exists in System	12
2.4	Installation Options	13
3	INSTALLATION USING: IPDESKTOPSOFTPHONEINST_V9.X.EXE	15
4	INSTALLATION USING: IPDESKTOPSOFTPHONE_9_X.MSI.....	41
5	LAUNCHING THE APPLICATION	57



- 6 CUSTOMIZING: 61
 - 6.1 Applications61
 - 6.2 Audio Wizard71
 - 6.3 Volume Level.....77
 - 6.4 UDP used ports.....78
- 7 UNINSTALLING 79
 - 7.1 Pre-uninstall Procedure79
 - 7.1.1 Close the application79
 - 7.1.2 Uninstall File79
 - 7.2 Uninstalling Using: Windows80
 - 7.3 Uninstalling Using: .msi File from command prompt.....84
- 8 TROUBLE SHOOTING..... 87
- 9 APPENDIXES 89
 - 9.1 Common Features89
 - 9.2 IP desktop SoftPhone in different environments.....90
 - 9.3 Table of Figures93

1 Introduction

1.1 The Product

Congratulations on your opting for: IP Desktop SoftPhone (IPDSP). You have indeed made a wise choice. Now you can enjoy the benefits of more than a sophisticated hard-phone, at the ease of mouse clicks.

This is an application that displays an image of a hard-phone in your system's screen. You can activate its various keys and buttons using mouse clicks. This SoftPhone accommodates customizations to suit the preferences of users. If you have installed this in a laptop, you can use the SoftPhone when you connect your laptop to your LAN.

Installation of this application is easy, quick and user friendly. This application is also known as **IP Desktop SoftPhone Agent**, when used in the Call centre Environment.

1.2 SoftPhone - more features than Hard-phone

Unlike hard-phones, to add a new terminal, you need not buy a new one and configure it. Instead, you can install the application in a system existing in that PABX network. It does not occupy more space, and saves on connectivity and other hardware problems. Besides these advantages, this SoftPhone provides more features than a hard-phone.


This is best suited for the Home working or the remote working with 100% feature transparency of the IP Hard phone. The Limitation of distance is no more a problem. As long as you can connect to your network using Internet/VPN, you are never out of reach.

With the Wireless Network card and the Bluetooth, you can be always connected to the system and this helps you in getting all your calls when you are on the move.

1.3 Purpose of this guide

This guide explains:

1. The hardware and software environment that the installation of this application requires.
2. The method of installing the application.
3. Basic configuration.



This manual targets at the System Administrator, and provides him with all necessary information to complete the above tasks.

1.4 Scope

This manual covers all activities necessary for installing the application in a PC and provides guidelines to configure it. It also covers all necessary information to create the environment suitable for the installation.

This document does not cover the usage details of this application. Please refer the **IP Desktop SoftPhone - User Guide** for the same.

1.5 Intended Readership

This manual targets System Administrator who also does networking. This is not relevant to the user of this application

1.6 Applicability Statement

This manual applies to installation of the application: IP Desktop SoftPhone version 9.x only.

1.7 Overview of this manual

This manual is split into different sections. The first section acts as a starter, providing preliminary and superficial information. Chapter 2 provides the mainstream information. The third chapter deals with customizing the installed application. Other sections provide vital support information. The last section states those that are implied, and provides for navigation by screenshots.

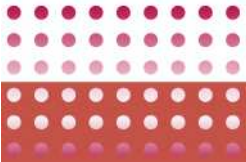
In the main part of this manual, i.e.: second chapter, tasks are explained with numbered steps. In between the steps, explanations given are marked by bullets for differentiation purposes. The steps are backed by screenshots, and the screenshots are given above their explanations. So, going through this manual would give you the feel of actually performing the task.

1.8 How to use this document

If you intend to straightaway get into the installation of this application, start at chapter 2. Ensure if the preparatory requirement for installing are in place by going through section 2.1. Then you can embark on the installation process by going through section 2.2. This also includes configuration activities.

Once the installation is over, go through the section on Customizing. You can refer to rest of the sections, when you are necessitated to do those tasks.

If you are looking for information about the manual superficially, then chapter 1 would be appropriate. If you intend to go by the screenshots, refer to Table of Figures that is given in Appendix.



1.9 Related Documents

- IP Desktop SoftPhone - User Guide

1.10 Licensing

There is no licensing mechanism included within the IP Desktop SoftPhone. This aspect is managed by the OXE.

1.11 Customer Support

Please contact your system administrator or Alcatel-Lucent Business Partner for support

2 Preparing for Installation

2.1 Requirements for installing

Below given are minimum requirements, without which, this application will not function properly. So, before installing this application, please ensure these minimum requirements are met.

2.1.1 Hardware

<i>Processor</i>	1.6 GHz Minimum
<i>RAM</i>	512 MB for Windows XP 1 GB for Windows Vista 1 GB for Windows 7
<i>Disk Space</i>	50 MB free space
<i>Sound card</i>	Integrated sound card or USB headset

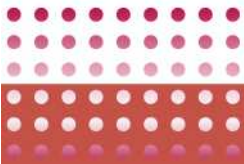
Note:

The above table lists the minimum hardware requirement. With additional hardware, you can establish many types of connections. Some of them are illustrated in point # [9.2 IP desktop SoftPhone in different environments](#):

2.1.2 USB Headset

USB (preferably USB2) Headset or a USB hands-free is an optional enhancement. By default, the application uses the default PC media devices (PC default microphone and PC speakers). When a USB headset is connected to the user PC with a sound card, **IP Desktop SoftPhone** can use it instead of the default media devices. The headsets can be used for picking up an incoming call, and then hang up once the conversation is over.

When using the headset, the **General** tab of the *Options* menu allows the user to select a sound card for ringing and another one for voice. A USB headset connection can make the best out of this facility. You can set the options to send the ringing to the default media device, and voice to USB headset.



You can use only the headsets that are compatible with IPDSP. The following headsets are compatible with IPDSP:

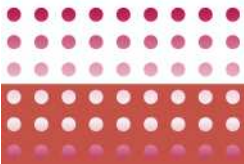
Note: Only the off hook/on hook feature is supported with the USB2 headset buttons

Brand	Model	
AUDIBIT	Tous les combinés	"Vid_06e6"
GN Netcom	GN_8120	"Vid_0b0e&Pid_8120"
	GN_9990	"Vid_0b0e&Pid_9990"
	GN_9950	"Vid_0b0e&Pid_9950"
Eutectics	IPP200	"Vid_0e7d&Pid_0001"
Plantronics	CS60-USB	"Vid_047f&Pid_0410"
	CS50-USB	"Vid_047f&Pid_0410"
	VOYAGER_510	"Vid_047f&Pid_4254"
Tiptel	Tiptel 115 :	"Vid_6999&Pid_b700"
	Tiptel 117 :	"Vid_6999&Pid_b001"
	Tiptel 217 pid:	"Vid_6999&Pid_b001"
	Tiptel 218 without webcam pid:	"Vid_6999&Pid_b001"

2.1.3 Software

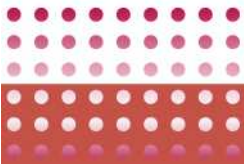
Operating System	<p>Windows XP SP2,SP3 Editions: Home and Professional</p> <p>Windows VISTA SP2 Editions: Home Basic, Home Premium, Home Business</p> <p>Windows 7 Editions: Professional, Home Premium, Ultimate</p>
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2.1.4 Networking



<i>Network Interface card</i>	10/100 Mbps Ethernet card or Wireless LAN Card 54 Mbps
-------------------------------	--

Note:
Please note that: IPDSP does not support 802.1Q, but it supports only TOS



2.2 Installation Modes:

You can install this application on 2 different modes. These are:

- Business and
- Pro ACD.

Before commencing installation process, you (Administrator) will have to decide, on which mode you intend to install the SoftPhone. This will enable you to select the mode when you are presented with the choices ([Screenshot - 20](#)), during installation process. Once installed, you cannot switch modes. To change the existing mode, you will have to reinstall the application.

Following are the licensing and other differences between using the SoftPhone as Business or as Pro ACD. You can decide on the mode, based on these.

Business	Pro ACD
They can have their own IP Desktop SoftPhone	They can use the same IP Desktop SoftPhone without buying additional licenses
Choosing Business mode will link the SoftPhone ID to the user (One ID per user account enabled)	Choosing Pro-ACD mode will link the SoftPhone ID to the PC (One ID only per PC)
ID & Config data stored in USER Account	ID & Config data stored in ALL USERS
One phone number per user = One License per user	One phone number per pc = One License per pc

Limitations:

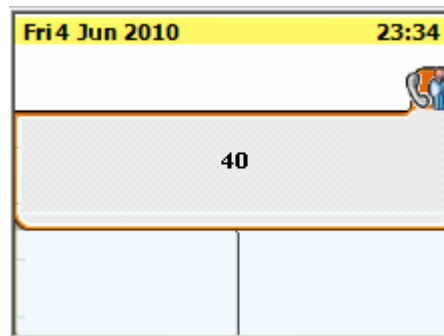
1. It will not be possible to run 2 instances of the IP Desktop SoftPhone on the same PC at the same time.
2. If you are using SoftPhone in **PRO-ACD** mode, **BUSINESS** users will not be able to have their own phone

3. It is not possible to switch from **PRO-ACD** to **BUSINESS** mode (and vice versa) dynamically: it is necessary to restart installation

2.3 If Previous Version Exists in System

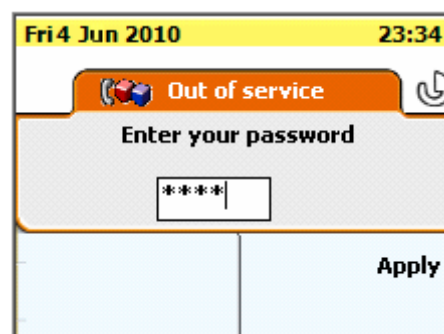
If you have an earlier version of this application installed in your system, then you will have to do the following, before you commence installing this version (9.x):

- a) Put the current installation out of service. To do this,
 - i. Run the earlier version of this application that you have installed in you system.
 - ii. Dial the prefix for **Out Of Service**. Eg **400** This code sends required message to OXE server.



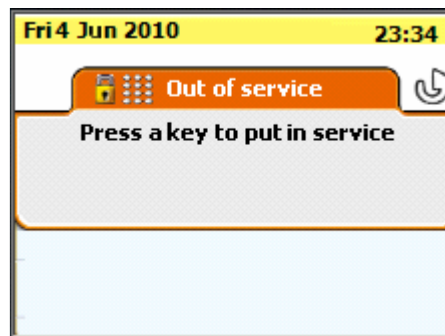
SCREENSHOT 1 - Dialing prefix to put out of service

- iii. You will be asked to provide your password. Key it in and click: **Apply**.



SCREENSHOT 2 - Confirming your rights using password

- iv. Now you have put the application out of service. The screen will show as below.



SCREENSHOT 3 - Application out of service

b) Uninstall the earlier application.

Now you are ready to install the current version: 9.x

2.4 Installation Options

To install this application, you can use either of the following 2 files:

1. IpDesktopSoftPhoneInst_v9.x.exe OR
2. IPdesktopSoftphone_9_x.msi

IpDesktopSoftPhoneInst_v9.x.exe

If you use this file, the installation is complete, and it does not give you any choices for custom installation. During the process of installation, you are required to input server and other specific details. Thanks to these inputs, you can start using the application immediately after installation.

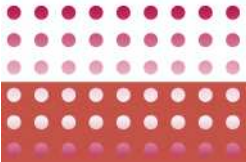
IPdesktopSoftphone_9_x.msi

If you use this file for installation, then you get the option for selecting either:

- Typical
- Custom or
- Complete

installation of the application. You can select the modules for installation, in different ways. Besides, during the process of installation, it provides a view of different partitions in your hard disk. There, it provides details of their sizes and space availability in each, for installation.

But by the time you complete installation, you would not have fed in server details and your choice of Business/ProACD. You will have to configure them manually, post installation. To overcome this, you can invoke this installation file from Command Prompt, where you can provide Server address, language and ProACD/Business option as parameters. This way, when installation completes, all



the required information would have been fed in. This enables you to start using the application, immediately.

In subsequent pages, you can find details of installing the application, using all these methods.

3 Installation using: IpDesktopSoftPhoneInst_v9.x.exe

The following steps detail the installation process, using the file: **IpDesktopSoftPhoneInst_v9.x.exe**

1. Ensure that hardware, software and networking requirements are in place, as prescribed.
2. Close all running applications
3. Run the file: **IpDesktopSoftPhoneInst_v9.x.exe**
4. This displays the following screen. In it, select the language in which you intend to install this application



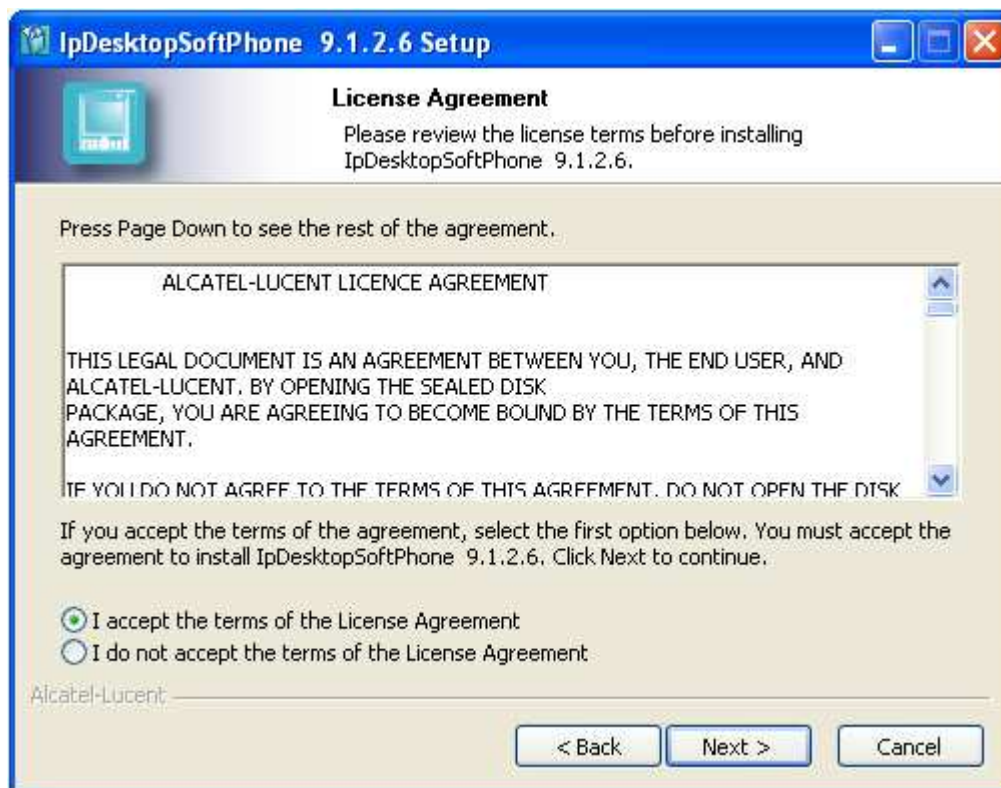
SCREENSHOT 4 - Select Language

5. Click **OK**.



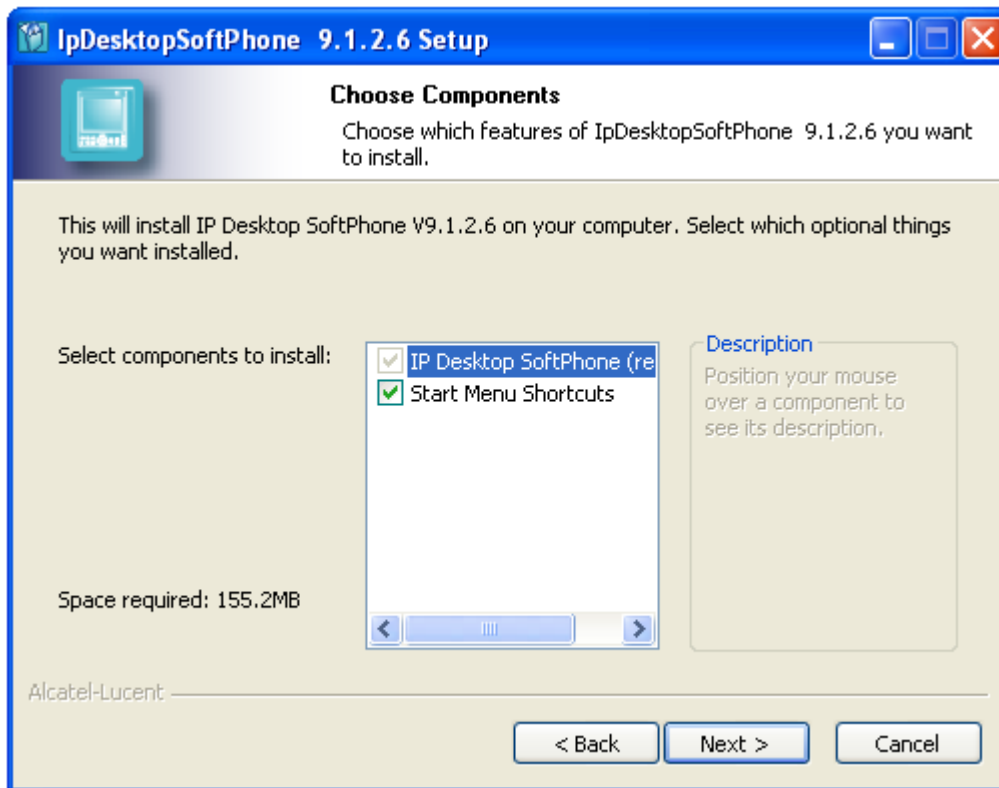
SCREENSHOT 5 - Commencement of Installation

- This screen is for your information only.
6. Click **Next**.



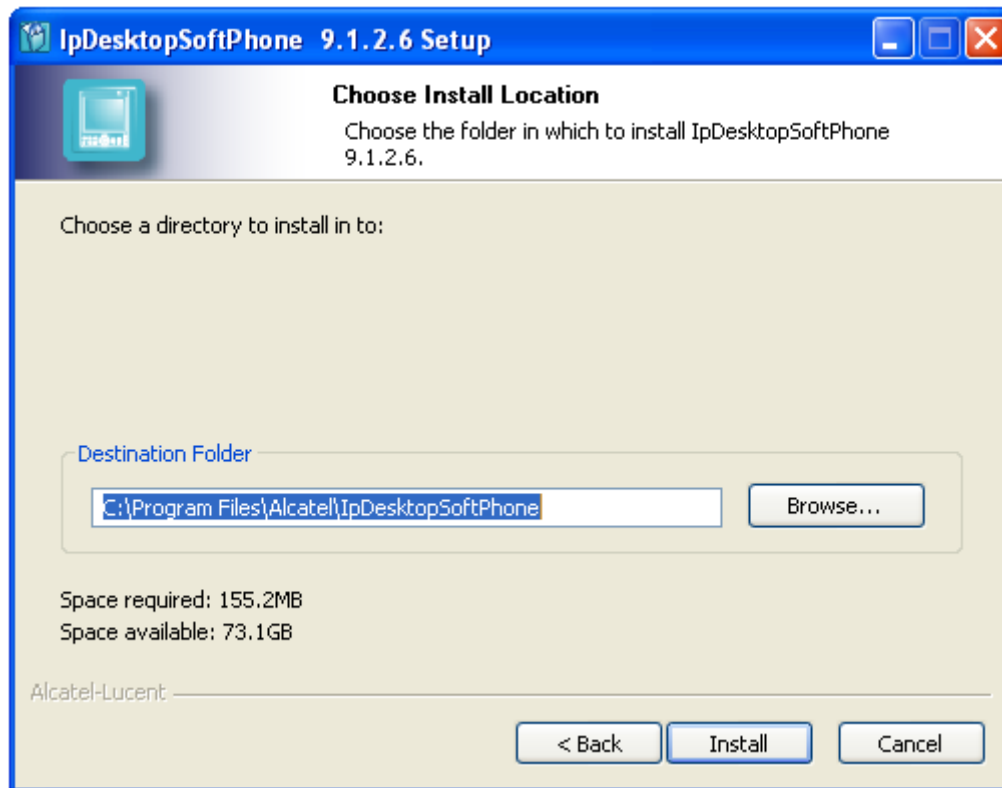
SCREENSHOT 6 - License Agreement

- This page displays the Alcatel-Lucent License Agreement.
 - Read through the agreement, and if it is acceptable to you, click on the 1st radio button against: **I accept the terms in the License Agreement**
 - If you click on the other radio button, then the installation process will abort, when you click **Next**. This cancellation happens after getting your confirmation.
7. Click **Next**.



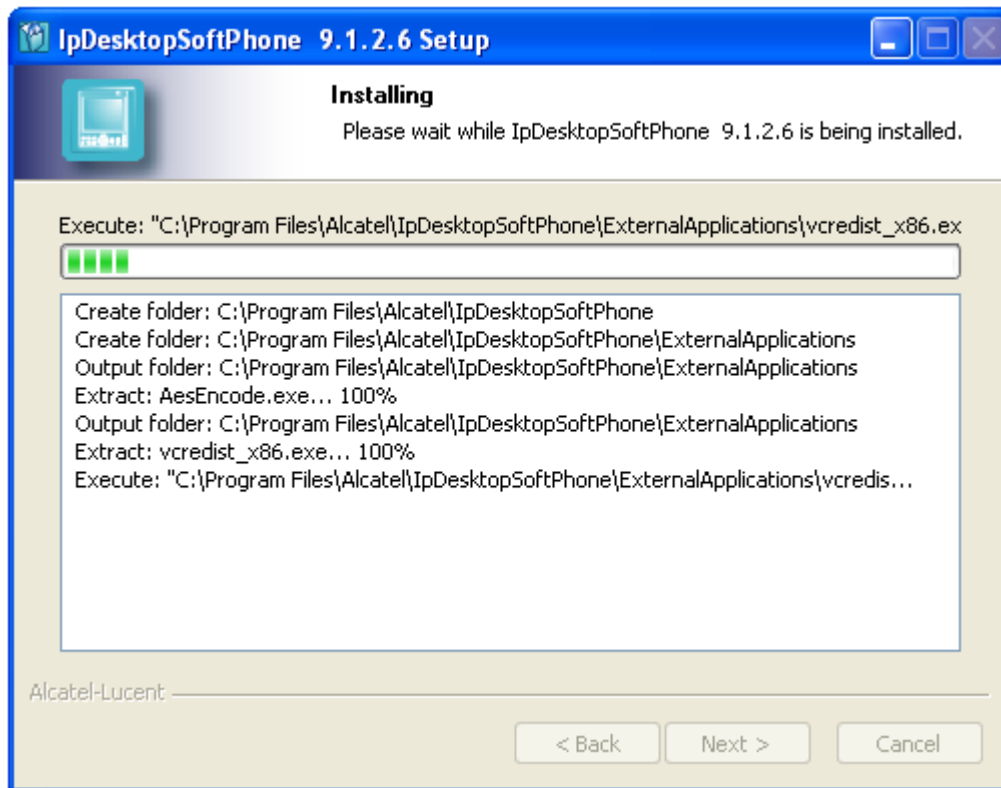
SCREENSHOT 7 - Select Components to install

- This screen lets you to select components to install.
 - **IP Desktop SoftPhone** is a mandatory installation and so you do not have choice there - you cannot undo the selection.
8. By default, all components are selected. If any of those components are already installed in your system, you can undo their selection.
 9. Click **Next**.



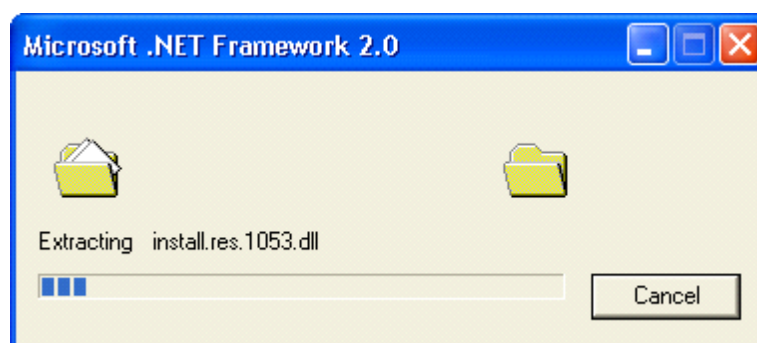
SCREENSHOT 8 - Installing Location

10. This screen displays the folder where it will install the files by default. If needed, you can change this folder, by using the *Browse* button nearby.
11. At bottom left, you can see the status of space availability for installation. If the space available is short of required space, then delete files to make room for installation.
12. Click **Install**



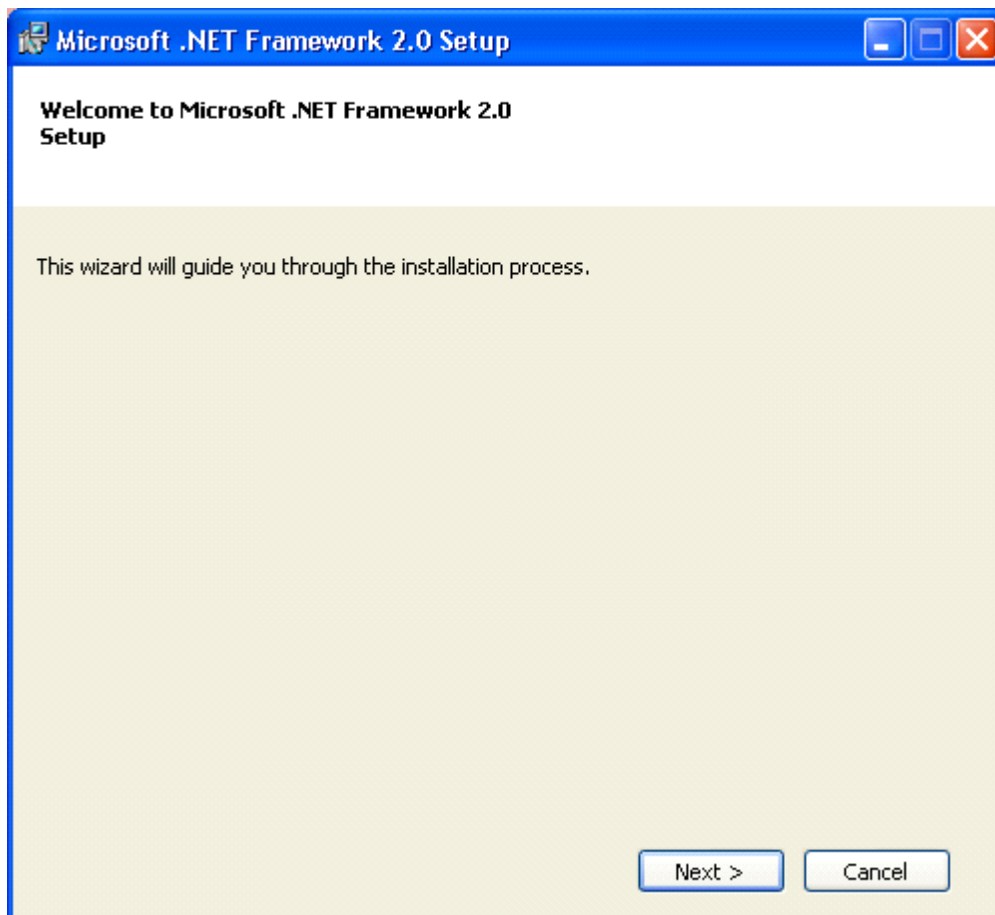
SCREENSHOT 9 - Installation progress bar

- Now the installation is in progress. This screen shows the progress bar at the top. It displays the files actually installed, in the box below. This is for your information only.
- This process would take a while. So, wait.
- If **.NET Framework 2.0** is not present in your system, then, its installation begins. Its opening screen is given below. if you have installed the previous version of this application, **.NET** framework will already be existing in your system. So, you will not see the screens shown below.



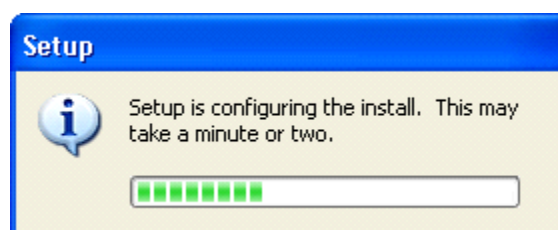
SCREENSHOT 10 - .NET Framework 2.0 Installation process is on

- This screen would automatically close, and the next screen would display. So, wait.



SCREENSHOT 11 - .NET Framework 2.0 Installation

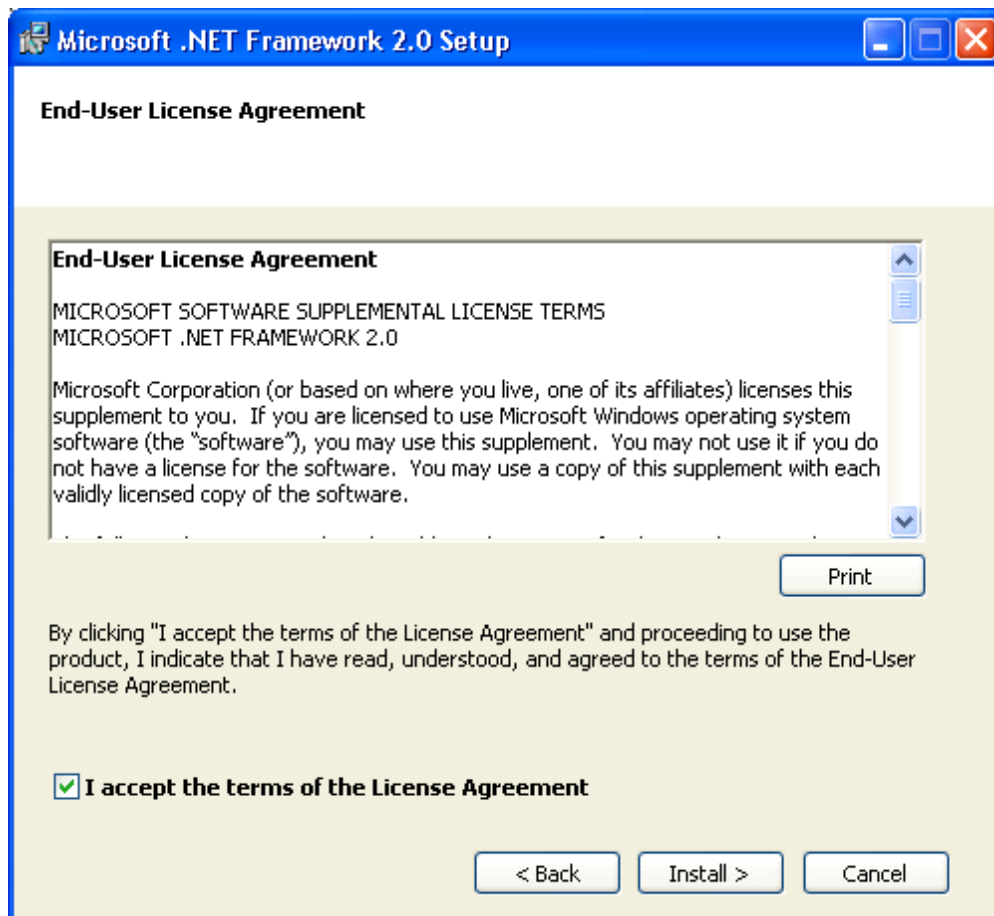
- This is Welcome screen. Click **Next** to continue.



SCREENSHOT 12 - .NET Framework 2.0 Installation progress bar

- The above screen shows up automatically. This shows the progress of installing **.NET Framework**.

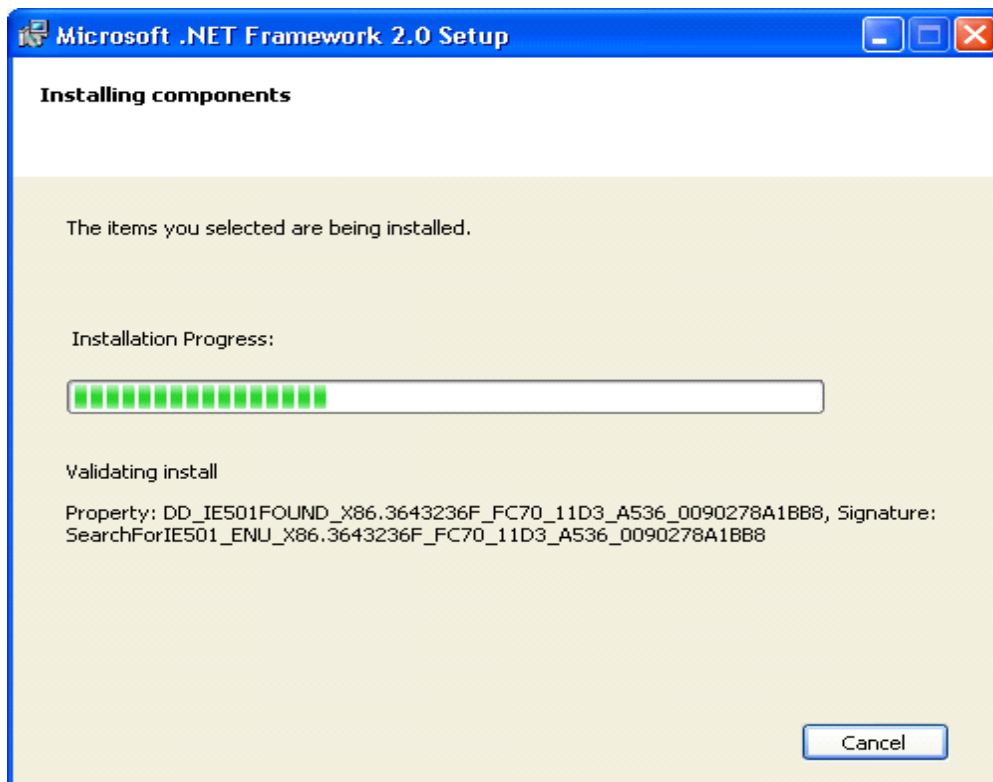
13. Click *Next*.



SCREENSHOT 13 - .NET Framework 2.0 License Agreement

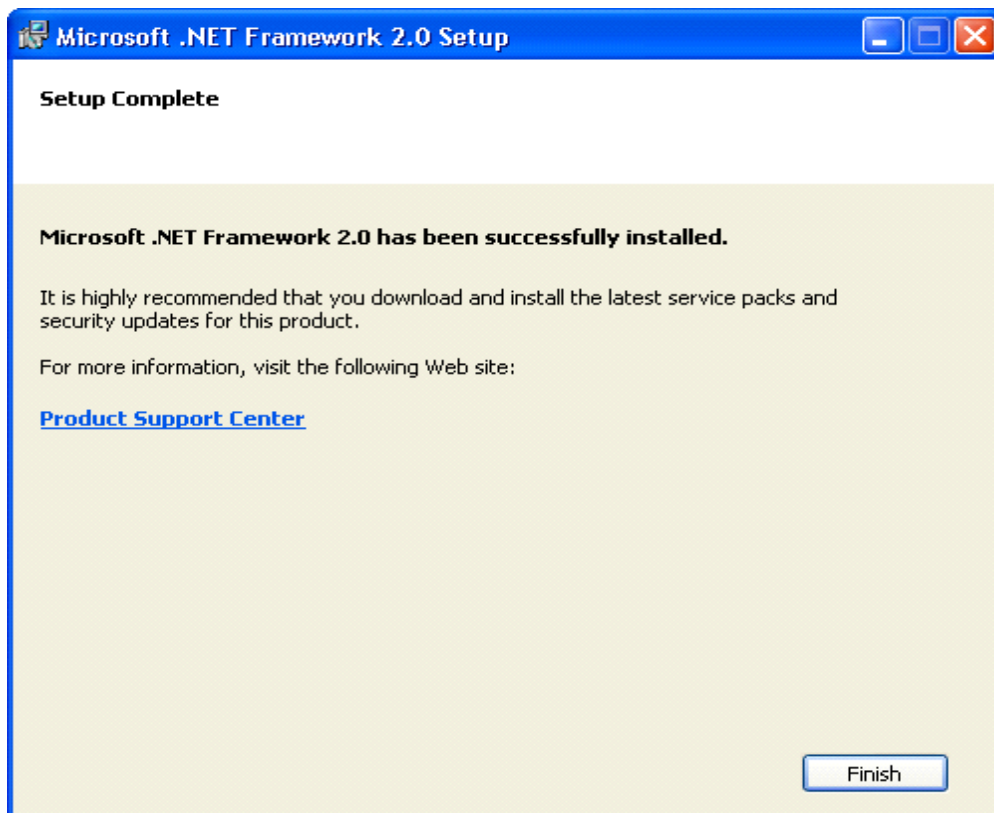
- This screen displays the **End User License Agreement** for installation of .NET Framework.
- To move further into installation, tick the checkbox against: **I accept the terms of the License Agreement**.

14. Click **Install**.



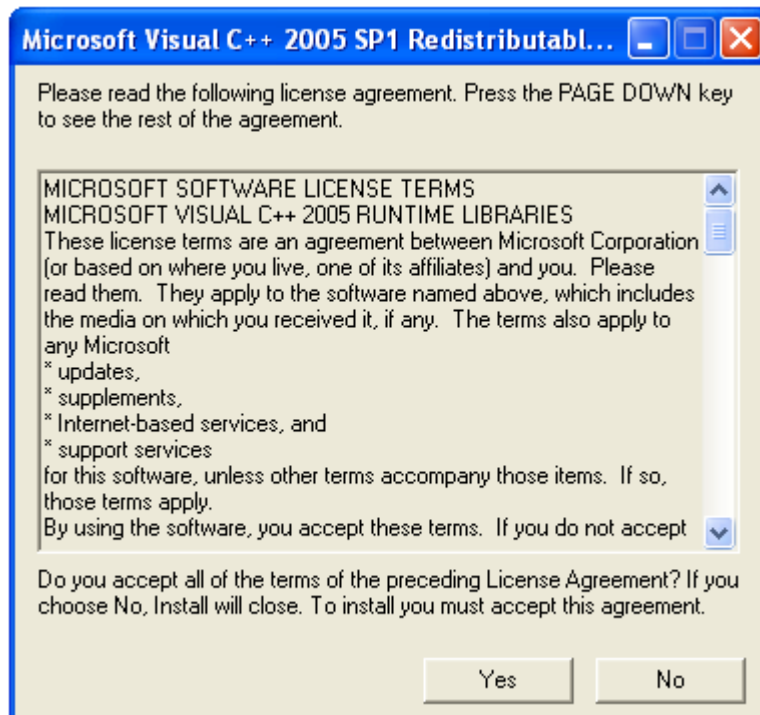
SCREENSHOT 14 - .NET Framework installing progress bar

- This is the progress bar showing installation of **.NET Framework**. Wait until it completes. Once it completes, the screen would change as given below:



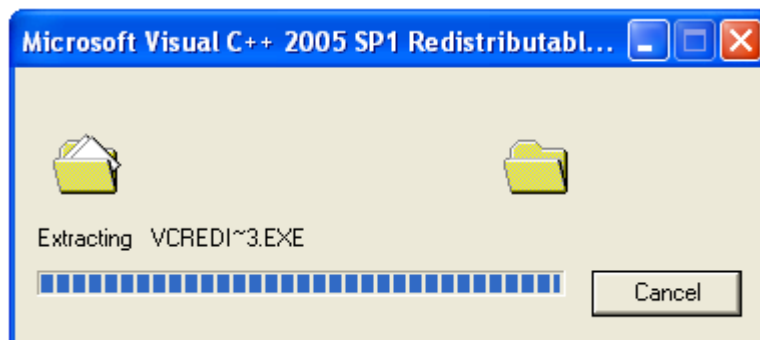
SCREENSHOT 15 - .NET Framework 2.0 setup complete

- This shows completion of **.NET Framework** installation.
15. Click **Finish** to continue.
 16. **Microsoft Visual C++ 2005 SP1** installation begins. Its opening screen is given below. if **Visual C++ 2005 SP1** will already be existing in your system just click **No**. So, you will not see the 2 screens shown below.



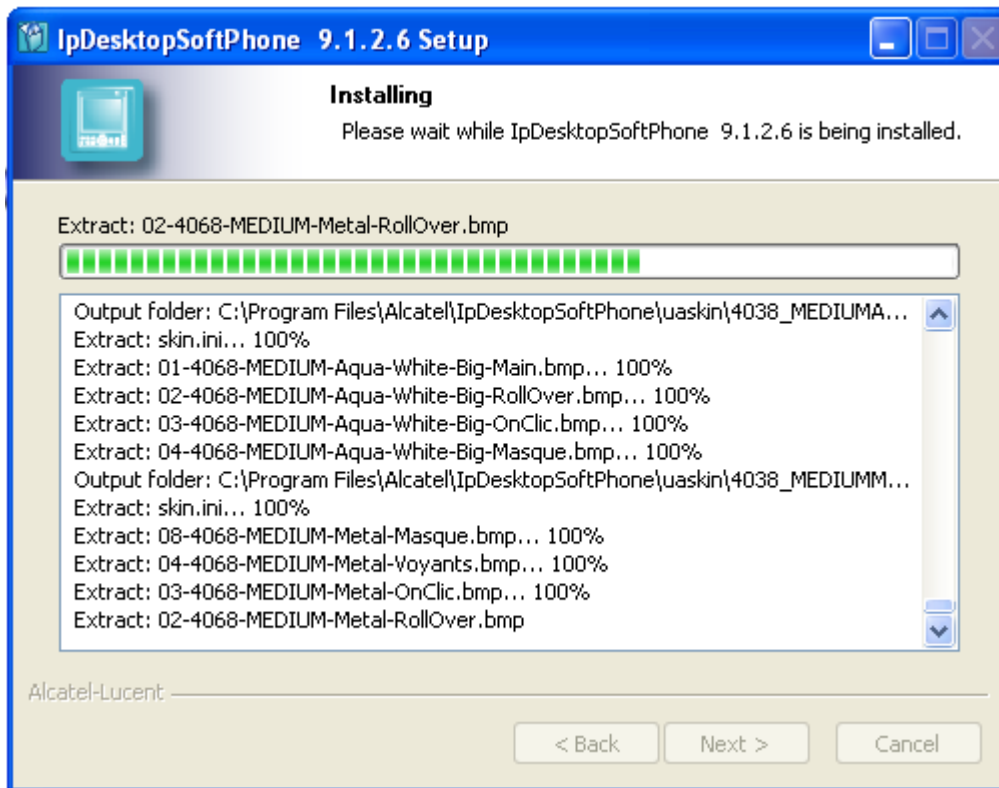
SCREENSHOT 16 - VISUAL C++ 2005 SP1 REDISTRIBUTABLE LICENSE AGREEMENT

- This is License agreement screen. Click **Yes** to install.



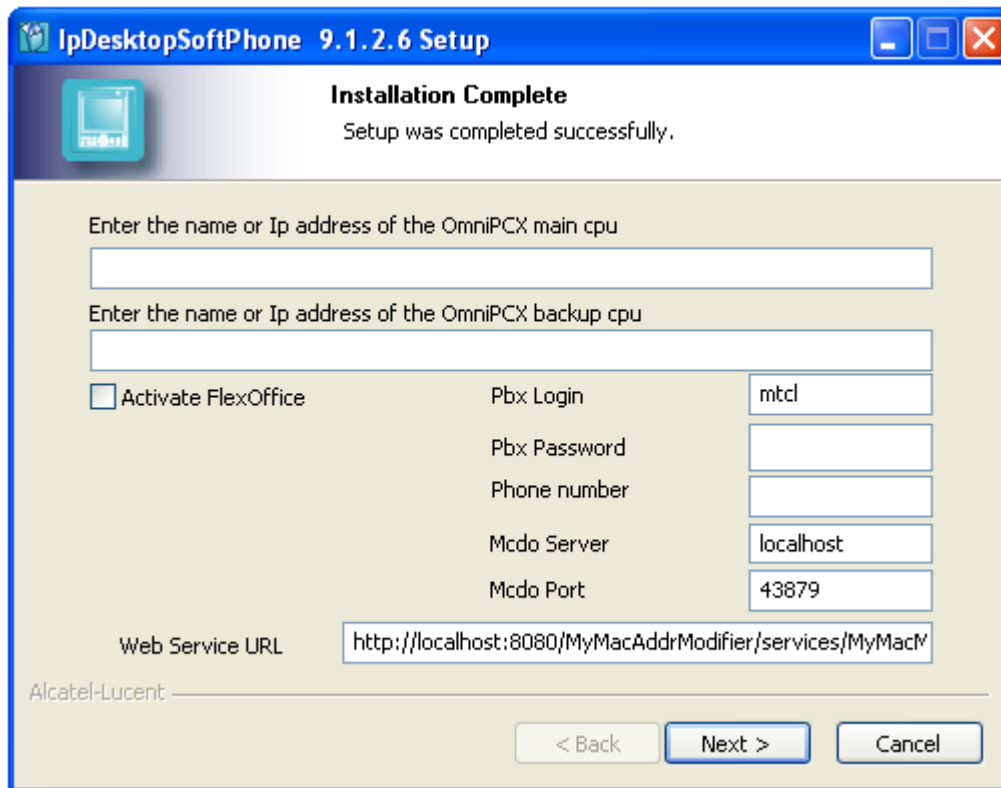
SCREENSHOT 17 - VISUAL C++ 2005 SP1 REDISTRIBUTABLE INSTALLATION IN PROGRESS

- The above screen shows up automatically. This shows the progress of installing **Visual C++ 2005 SP1**.



SCREENSHOT 18 - INSTALLATION IN PROGRESS

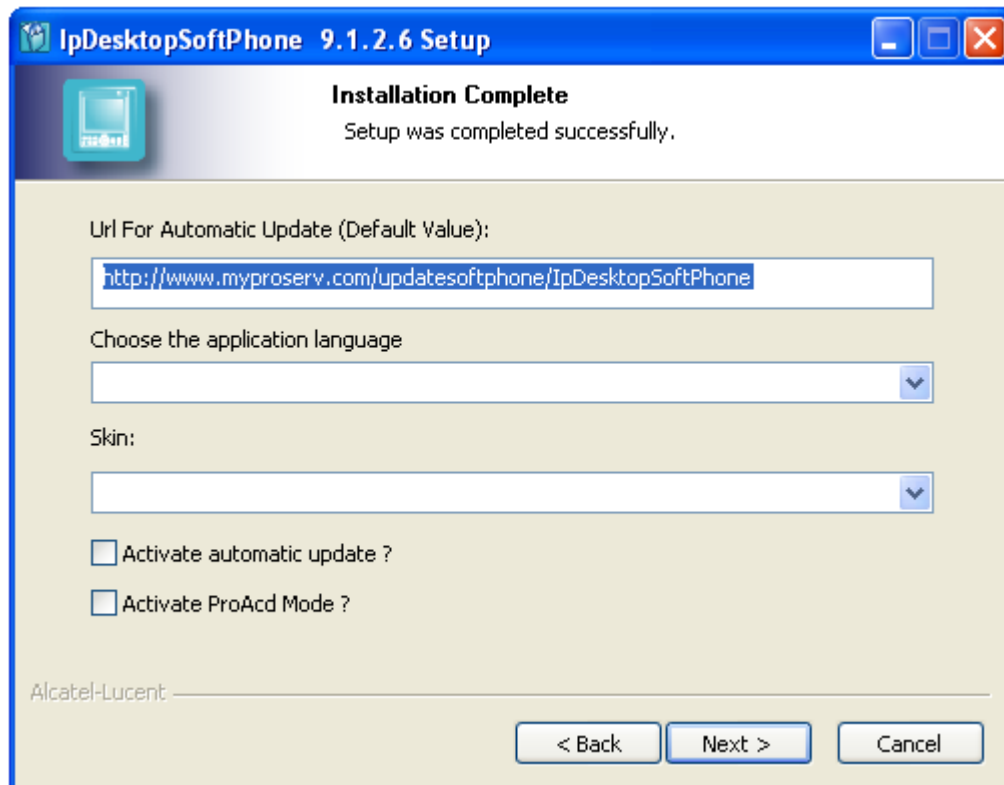
- Once **Visual C++ 2005 SP1** installed, the IpDesktopSoftPhone setup process will continue as in the above screen.



SCREENSHOT 19 - Connectivity Information

- Installation of software is complete. In the above screen you need to give connectivity information.
17. In the 1st entry box, give the IP address of your Call Server (ROLE MAIN Address). This is mandatory
 18. In the 2nd entry box, enter the IP address of the backup server for the main Call Server. You can give it if you have such a backup server. If you have Call server Duplication configured, then here you have to enter the Role MAIN address of the Standby Call Server. This is optional
- At this point, the application will not connect to the Server. So, it will not give any error messages for wrong entries. So, take care to make the correct entries.
19. At your option, you can tick the check box against **Activate FlexOffice**. Only when you tick this check box, the other check boxes at right will have effect.
 20. In the entry boxes at right, you can see the entries that display by default. You can change them as needed, and fill the empty boxes with entries applicable to your environment.

21. Against the entry: **Web Service URL**, replace the **localhost** with the actual name of your server, and the number **8080** with the actual number of the port.
22. Once done, click **Next**.



SCREENSHOT 20 - Customizing - 1

23. In the 1st entry box, the URL for automatic updating is given by default. You can change this entry if you want to update the application from an intranet website. (for security reasons)
24. Second entry box is for selecting the language for this application. Here, the languages are listed in abbreviated form. Those abbreviations and their expansions are tabulated below:

Abbreviation	Expansion
En	English
Fr	French
Ge	German
It	Italian



Abbreviation	Expansion
Es	Spanish
Pt	Portuguese
No	Norwegian
Ko	Korean
Nl	Dutch
Ch	Chinese
Ru	Russian
Fi	Finnish

Select your desired language.

25. The 9rd entry box lists the available skins for the phone display. They are:

- 4028_MediumBlack
- 4028_MediumWhite
- 4038_MediumAquaWhite
- 4038_MediumMetal
- 4068Medium AquaWhite
- 4068MediumBlack
- 4068MediumMetal
- Mini4068Aqua Blue
- Mini4068Aqua White
- Mini4068Black
- Mini4068Metal
- SkinPEPS

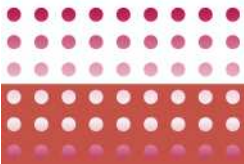
In pages following, you can see what display you get for the selection you make here. The sequence given in the above list match the display you get, when the IPDSP is operational.



Menu Choice: 4028_MediumBlack



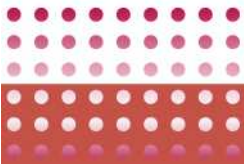
SCREENSHOT 21 - Skin: 4028_MediumBlack



Menu Choice: 4028_MediumWhite



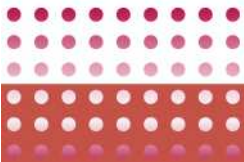
SCREENSHOT 22 - Skin: 4028_MediumWhite



Menu Choice: 4038_MediumAquaWhite



SCREENSHOT 23 - Skin: 4038_MediumAquaWhite



Menu Choice: 4038_MediumMetal



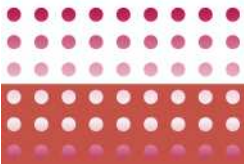
SCREENSHOT 24 - Skin: 4038_MediumMetal



Menu Choice: 4068_MediumAquaWhite



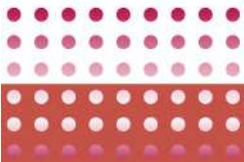
SCREENSHOT 25 - Skin: 4068_MediumAquaWhite



Menu Choice: 4068_MediumMetal



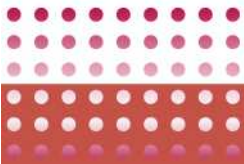
SCREENSHOT 26 - Skin: 4068_MediumMetal



Menu Choice: 4068MediumBlack



SCREENSHOT 27 - Skin: 4068MediumBlack



Menu Choice: Mini4068AquaBlue

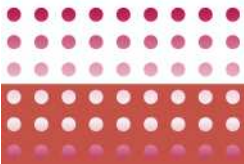


SCREENSHOT 28 - Skin: Mini4068AquaBlue

Menu Choice: Mini4068AquaWhite



SCREENSHOT 29 - Skin: Mini4068AquaWhite



Menu Choice: [Mini4068Black](#)



SCREENSHOT 30 - Skin: Mini4068Black

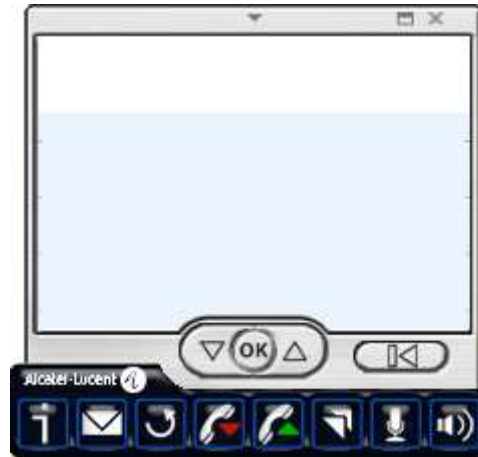
Menu Choice: [Mini4068Metal](#)



SCREENSHOT 31 - Skin: Mini4068Metal



Menu Choice: SkinPEPS



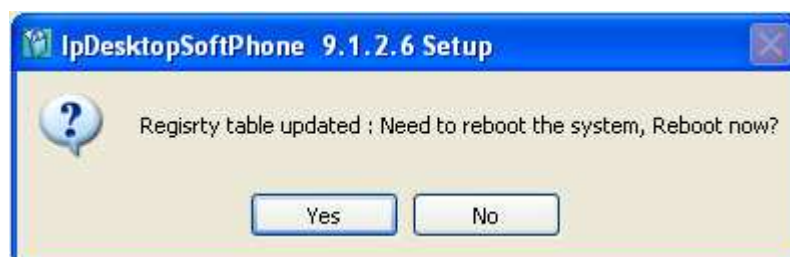
SCREENSHOT 32 - Skin: SkinPEPS - Displays only at bottom right of screen

26. Based on the above screenshots, make your choice of skin here.
27. To activate automatic updates, tick the checkbox at the bottom of the screen.
28. Select required mode - Business or Pro-ACD, according to the given guidance. If you select Business, different users of this application are given different MAC IDs. If you select Pro-ACD, then despite the number of users, the MAC ID remains same.
29. Click **Next**.



SCREENSHOT 33 - Setup complete

- The above screen informs of the completion of setup process.
30. To run this application immediately, tick the checkbox in this screen.
31. Click **Finish** to close this screen.



SCREENSHOT 34 - Setup complete - Reboot confirmation

- This screen displays only when **.NET Framework 2.0** is installed during this installation process. Otherwise there is no need to reboot.
32. Installation is now complete. For the installation to take effect, reboot the system. To do so, click **Yes** In the screen above.
33. If you click **No**, the system will not reboot. But you will not be able to use the SoftPhone.

4 Installation using: IPdesktopSoftphone_9_x.msi

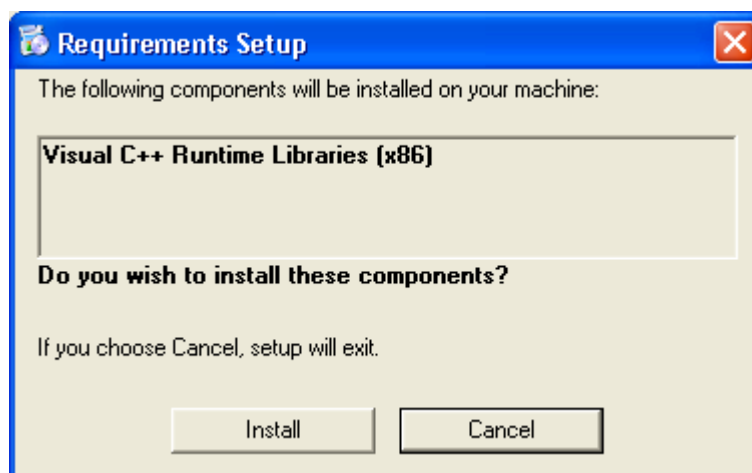
The following steps detail the installation process, using the file: IPdesktopSoftphone_9_x.msi

1. See if .NET Framework 2.0 and VC++ 2005 are already installed. If they are already installed, then you can go ahead with installing this application directly. Otherwise, when you invoke the installation process, the following warning message would display, and the installation process will be aborted:



SCREENSHOT 35 - Warning message when .NET is not installed

2. When .NET and VC++ 2005 are not installed, then you will have to first, run the **setup.exe** file.
3. When you run it, the following dialog box opens:



SCREENSHOT 36 - Requirements dialog box

4. Here if the system is not updated with the dotnet framework 2.0, then that package also will be displayed and will get installed.
5. In this dialog box, click on **Install**.



6. The installation process will commence. During the installation process you can see the progress bar. After installing, these displays would close automatically. This indicates that this application is installed as required.
7. Now you can proceed with the installation of IPDSP application using .msi file. To do so,
8. Close all running applications
9. To start the installation,
10. Open command prompt screen. You can do this by clicking on: Start → Run. In the screen that displays, key in: cmd. This opens the command prompt screen.
11. Move to the directory, where the file: IPdesktopSoftphone_9_x.msi is located.
12. There, key in the following. Below is the template. In the place of those given in blue fonts enclosed within "<>", give the actual values as applicable to you.

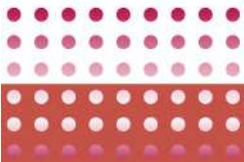
```
msiexec /i IPdesktopSoftphone_9_x.msi PBXADDR=<server address>  
BACKUPPBXADDR=<backup server address> MODEPROACD=<number>  
LANGUAGE=<number> ACTIVATEFLEXOFFICE==<number> PBXLOGIN=<pbx  
login username> PBXPASSWORD=<pbx login password>  
PHONENUMBER=<phone number> MCDOSERVER=<name of MCDO server>  
MCDOPORT=<MCDO server's port number> WEBSERVICE=<url of  
webservice>
```

- Below is a sample, where actual values are given in the place of variables given in the template above:

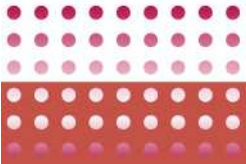
```
msiexec /i IPdesktopSoftphone_9_x.msi PBXADDR=155.192.215.150  
BACKUPPBXADDR=155.192.215.146 MODEPROACD=0 LANGUAGE=4  
ACTIVATEFLEXOFFICE=1 PBXLOGIN=mtcl PBXPASSWORD=mtcl  
PHONENUMBER=94025 MCDOSERVER=localhost MCDOPORT=49879  
WEBSERVICE=http://localhost:9090/MyMacAddrModifier/services/MyMacM  
odifier
```

- Below table explains the different components that constitute this command:

Component	Description
msiexec	Microsoft command to execute file with



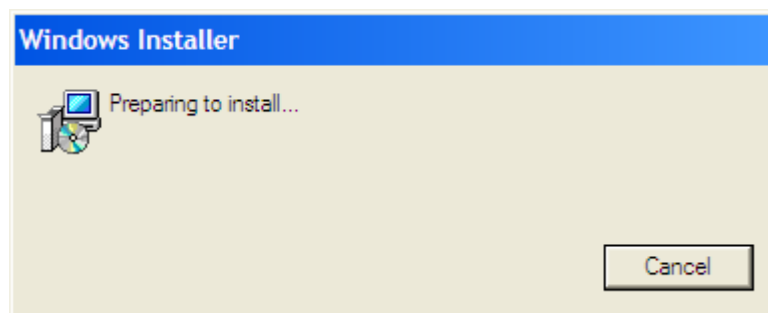
Component	Description
	'msi' extension
/i	Optional parameter for Status Messages. For more of such options, you can key in the following at command prompt: msiexec /i
IPdesktopSoftphone_9_x.msi	Name of file that is to be executed.
PBXADDR=	Command that indicates that the information that follows this command is the address of PBX server
<server address>	IP address or hostname of PBX server
BACKUPPBXADDR=	Command that indicates that the information that follows this command is the address of backup PBX server
<backup server address>	IP address or hostname of backup PBX server
MODEPROACD=	Command that indicates that the information that follows this command is the chosen mode (business or ProACD)
<number>	Here, key in: 0 for Business option 1 for ProACD option <i>Default - 0</i>
Language=	Command that indicates that the information that follows this command refers to the interactive language to be used during installation.



Component	Description
<number>	<p>Give any of the following integers here. The numbers and their related languages are listed below:</p> <ul style="list-style-type: none">4 - Generic Alcatel English5 - French6 - Italian11 - German12 - Portuguese15 - Spanish18 - Norwegian22 - Finnish29 - Dutch24 - Russian40 - Chinese42 - Korean <p><i>Default</i> - 4: Generic Alcatel English</p>
ACTIVATEFLEXOFFICE	<p>The number you give here is for activating FlexOffice facility.</p> <p>Give 1 for activating FlexOffice</p> <p>Give 0 for not activating FlexOffice</p>
PBXLOGIN	Username for logging into PBX server
PBXPASSWORD	Password for logging into PBX server
PHONENUMBER	Phone number allocated to the user and connected to the system
MCDOSERVER	Name of MCDO server
MCDOPORT	Port number of MCDO server

Component	Description
WEBSERVICE	URL of the webservice

13. But you need not necessarily key in the full command given. That command displays all the options available. PBXADDR is the only mandatory parameter. Other parameters are optional.
14. After keying the command, the installation process would commence and the application will open the following screen.



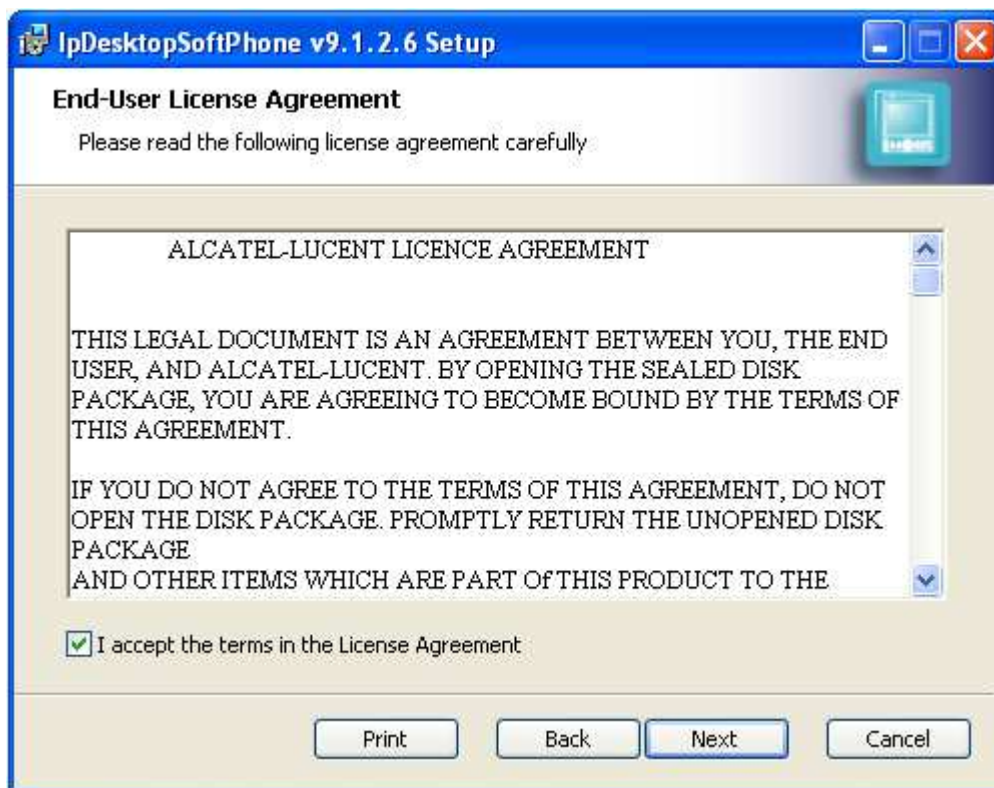
SCREENSHOT 37 - Microsoft utility preparing to install

15. The Windows utility is preparing for installation. It will automatically change. Wait.



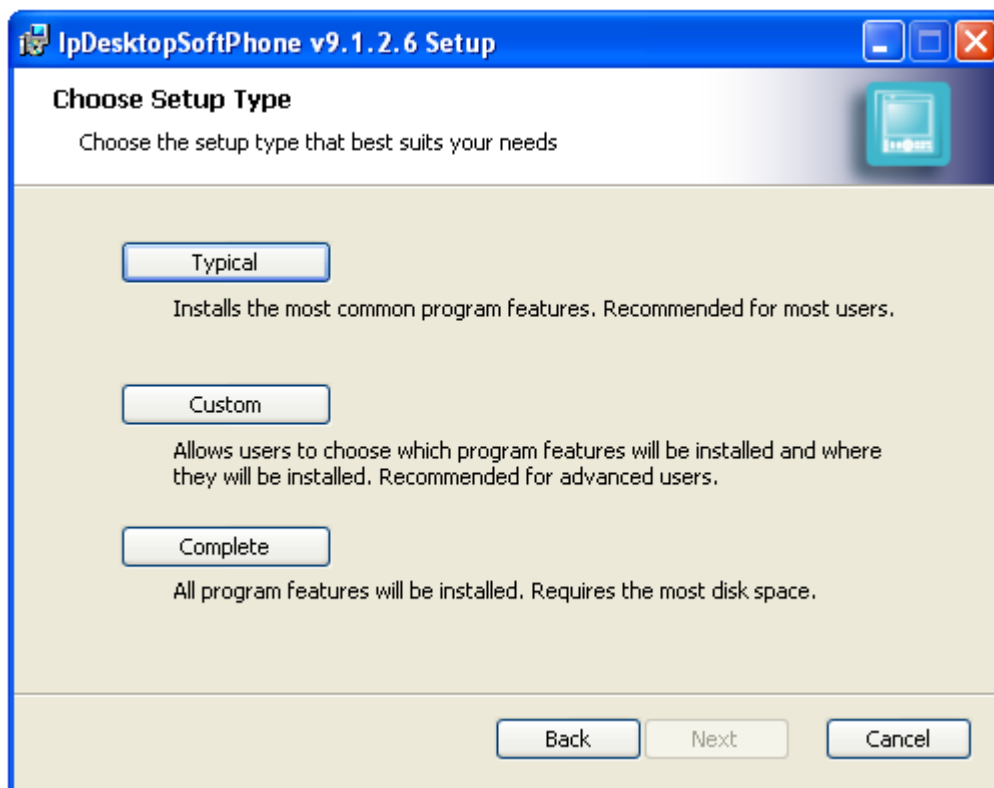
SCREENSHOT 38 - Welcome screen

16. This is Welcome screen. Click **Next** to move to next screen.



SCREENSHOT 39 - License Agreement

17. This is License agreement. You can use the scroll bar to read it fully. Check the box below the agreement text box to agree to this License. Then click **Next**.



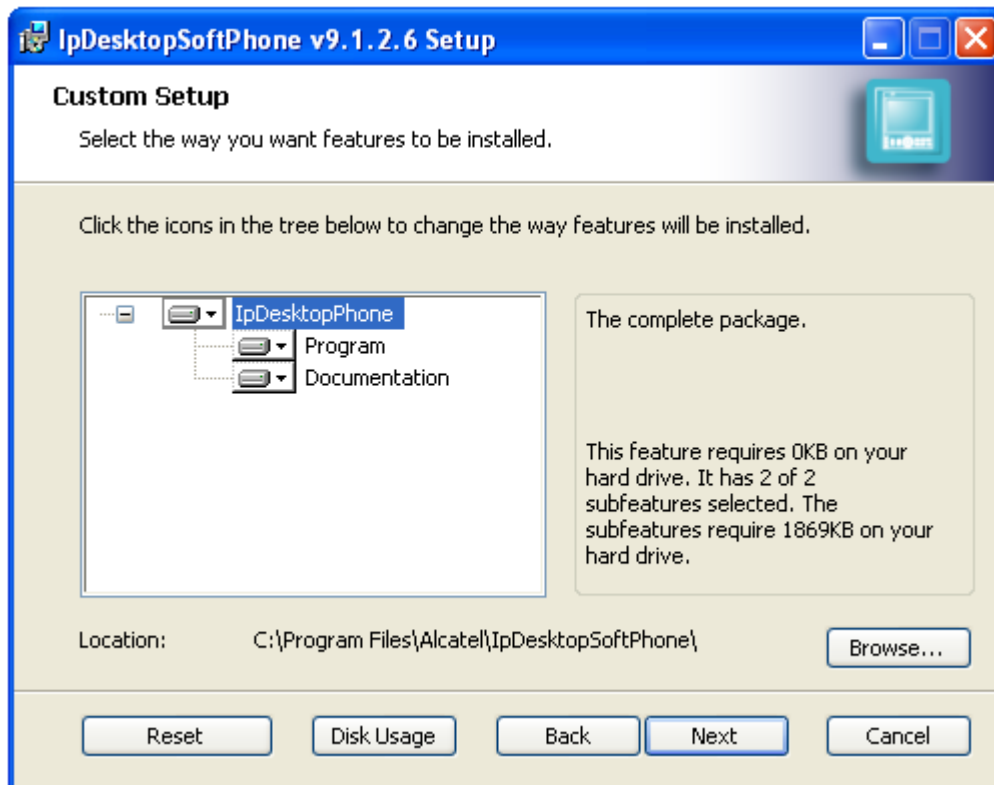
SCREENSHOT 40 - Setup type selection

18. In this page, you can select the type of installation:

a. **Type: Custom:**

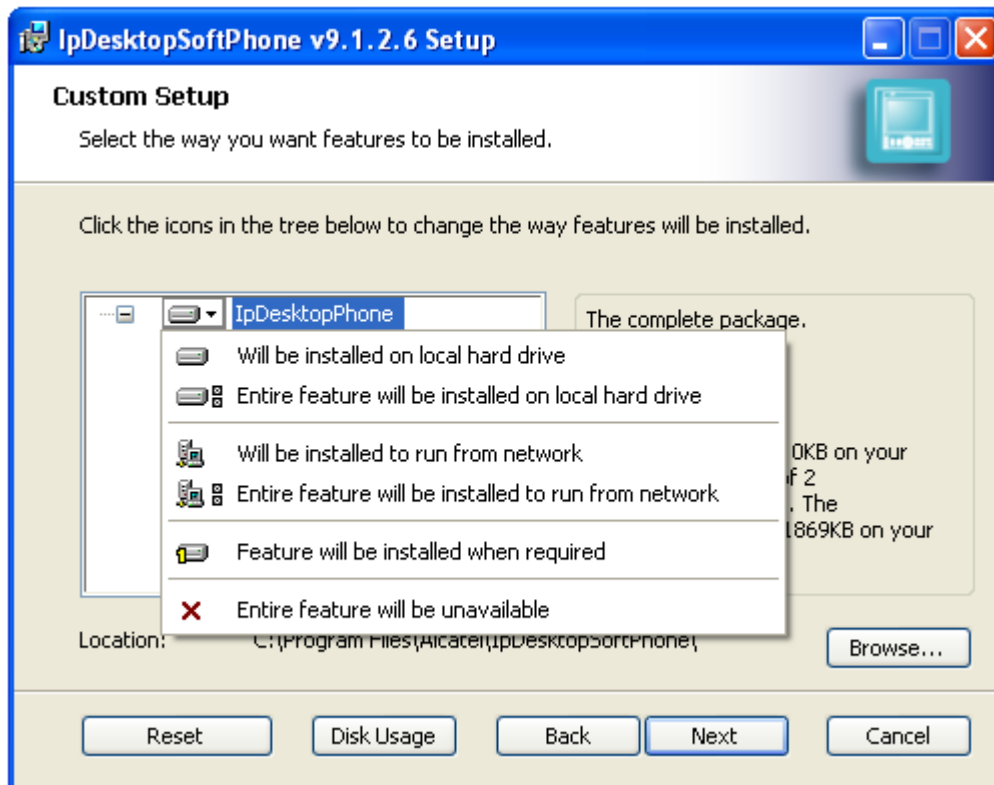
If you select this type, you can select the portions that should be installed. You can use this option, in the following manner:

- i) Click on the button: **Custom**. This opens the following screen:



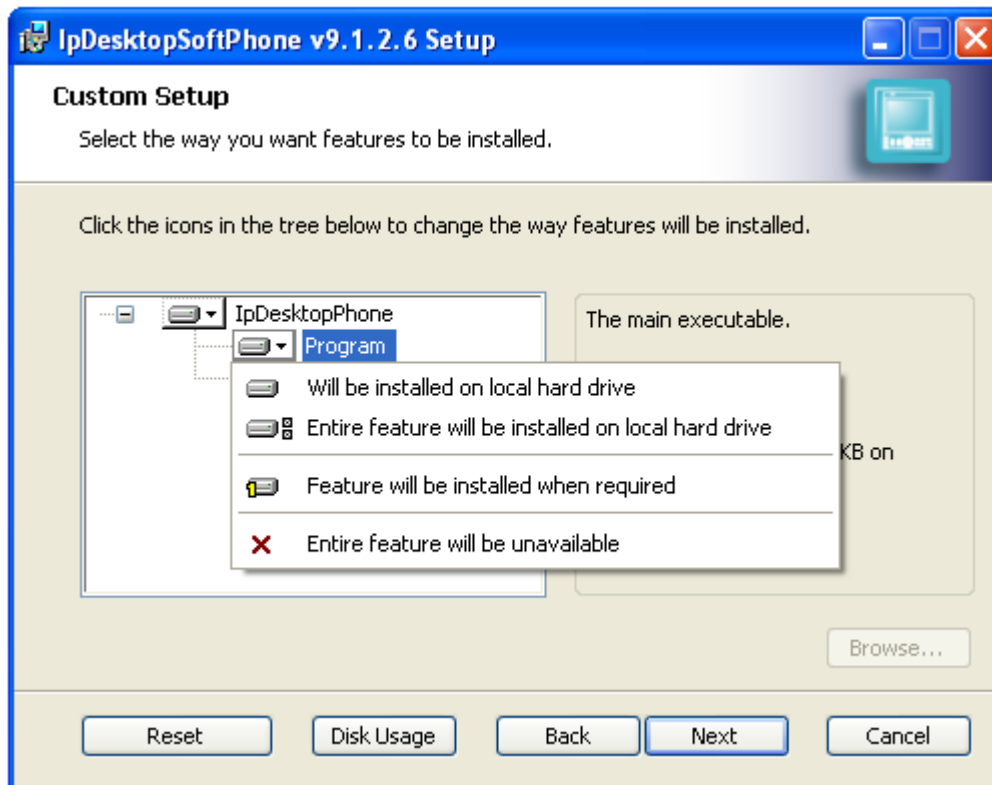
SCREENSHOT 41 - Items to choose for installation

- ii) Here, **IpDesktopPhone** is expanded. You can click on any of these, to customize them.
- iii) When you click on: **IpDesktopPhone**, the following sub-option list displays, for you to select from:



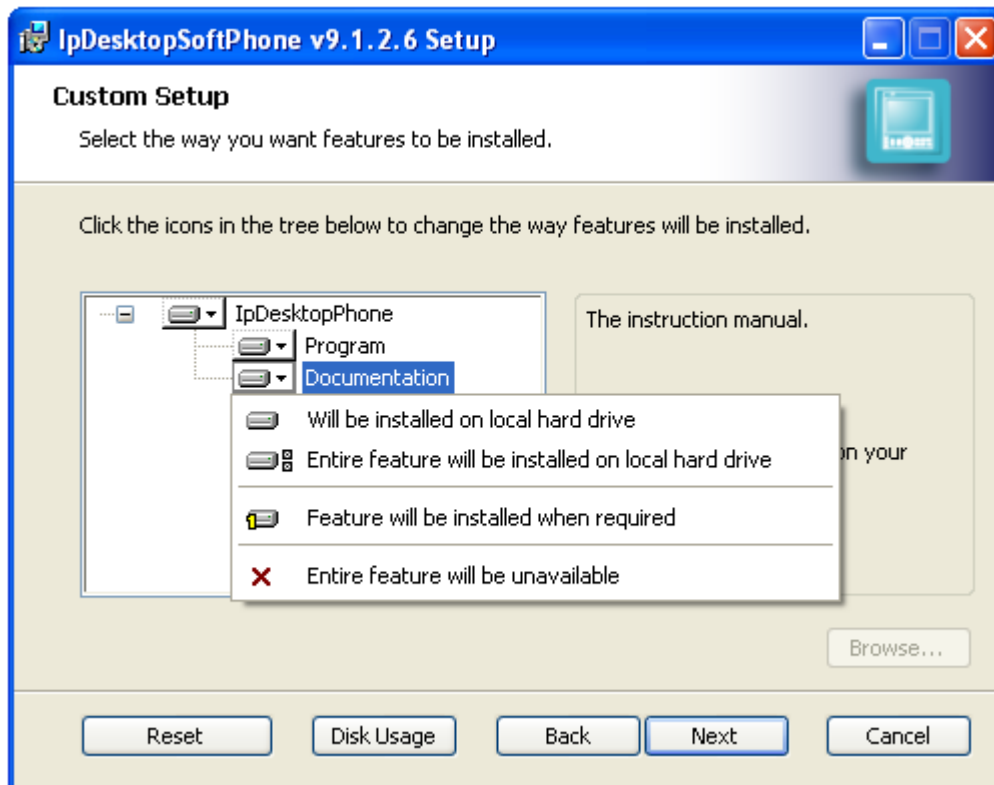
SCREENSHOT 42 - Sub-options to choose from - IpDesktopPhone

- iv) From the sub-option that displays, you can make your choice.
- v) You get the following display, when you click on: **Program**. You can make your choice likewise.



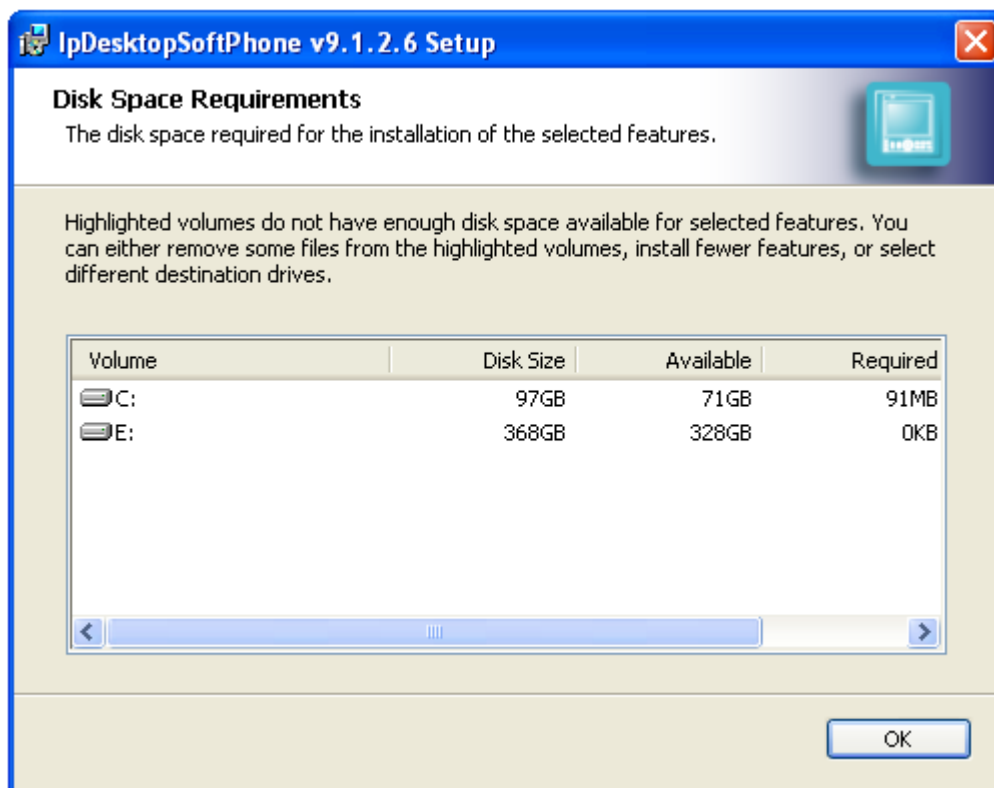
SCREENSHOT 43 - Sub-options to choose from - Program

vi) Below are the choices for **Documentation**.



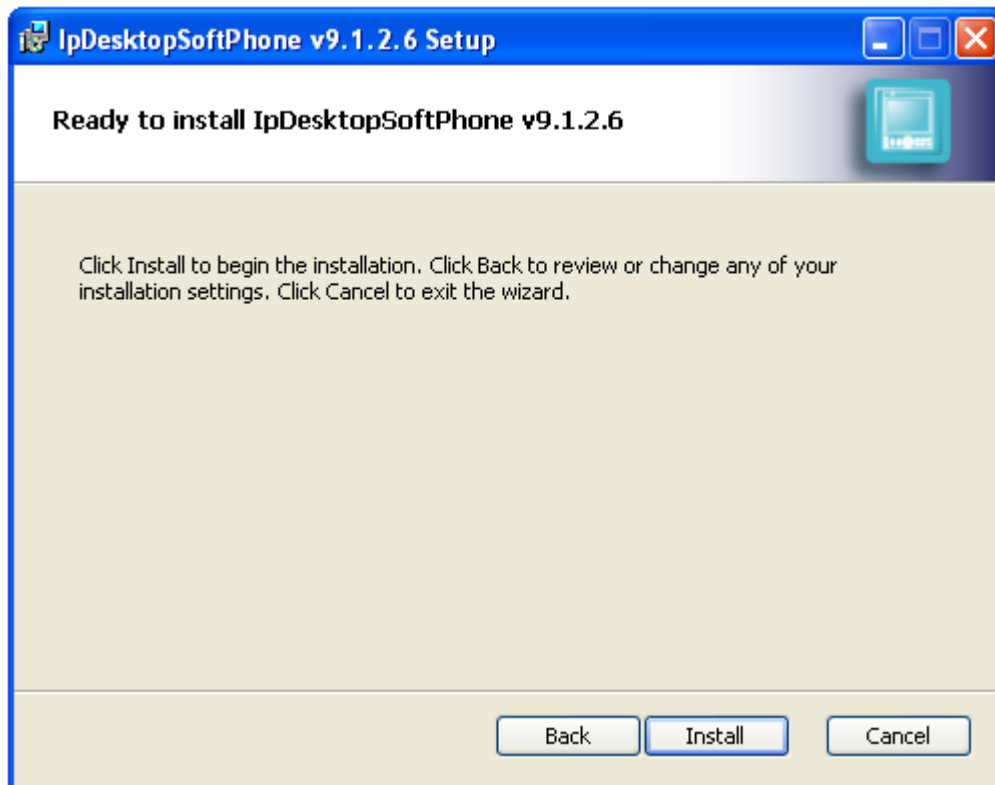
SCREENSHOT 44 - Sub-options to choose from - Documentation

- vii) The button: **Disk Usage** displays hard disk details. Based on that information, you can decide on the hard disk or its partition, to install the application. Its display is below:



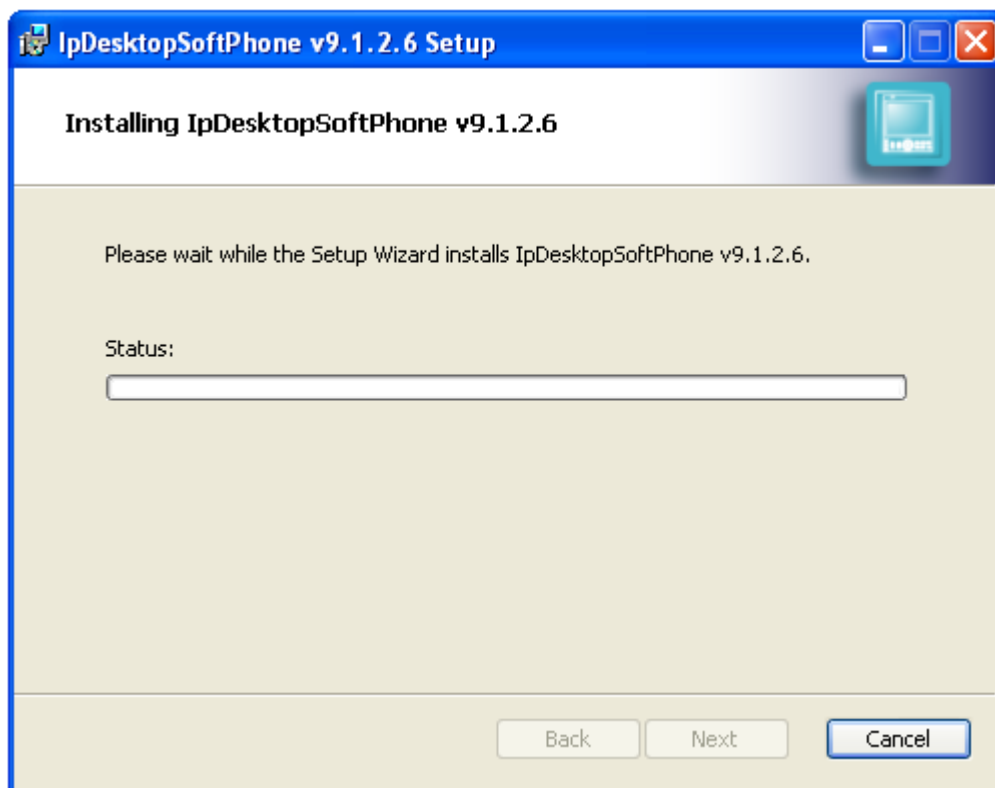
SCREENSHOT 45 - Hard disk details

- viii) Click OK to close this screen.
- ix) Once done, click next to move on.



SCREENSHOT 46 - Ready to install

19. Whatever choice you make among **Typical** or **Complete**, the above screen displays. If you select: **Custom**, then also, after making your selections, you reach this page.
20. In this screen, click on **Install** button to move to next page.
21. This triggers the installation process. The screen that follows, shows its progress:



SCREENSHOT 47 - Installation progress bar

22. Wait until the process completes.



SCREENSHOT 48 - Installation complete

23. The installation process is now complete. Click on the **Finish** button to close this screen.

5 Launching the Application

Before you could start using the SoftPhone, you will have to create a directory number for this SoftPhone on the OXE. The minimum requirement of OXE version is: Release 8.x or above.

1. In the call server, create a user. Sample text for this process is given below:

```
Create: Users-----
Node Number (reserved) : 1
Directory Number : 3000

Directory name : IP PHONE
Directory First Name : DESKTOP
Shelf Address : 255
Board Address : 255
Equipment Address : 255
Set Type + IPtouch 4068
Entity Number : 1
Set Function + Default
Profile Name : -----
Key Profiles + None
Domain Identifier : 0
Language ID : 1

Secret Code : ****
Confirm : ****
```

SCREENSHOT 49 - User creation in OXE

2. TSC IP Emulation should be set to Yes as shown in the following illustration:

```
Review/Modify: TSC IP User-----
Node Number (reserved) : 1
Directory Number : 7233
Directory Number : 7233

Set Type + IPtouch 4068
Voice Coding Algorithm + Default
Terminal Ethernet Address : 00:00:00:00:00:00
IP Address : Unused
IP Domain Number : 0
Use of volume in system + YES
Reset For Update Authorized + YES
IP-Sofiphone Emulation + YES
```


SCREENSHOT 50 - TSC IP Emulation → Yes

3. Click on the following icon that the application had placed during the process of installing this application.



Alternatively, from the task bar, you can activate the application using following path:

Start → Programs → IpDesktopSoftPhone → IpDesktopSoftPhone

4. When you launch the application for the first time, it displays the image of the IP Touch phone, overlapped by the Audio Tuning Wizard window as given below. This need to be completed during the first launch of the application. Here, you can view the various audio devices and configure them as needed. You can find details of these under point [#6.2 Audio Wizard](#) in this manual.

To configure this, it is mandatory to connect your system with an audio device. Otherwise, you will not be able to complete this process. Unless you complete this process, you cannot run this application



SCREENSHOT 51 - Display on first launch

5. Once you have completed the settings of the Audio Tuning Wizard, close the screen. Now you will have to deal with the display screen of IP Touch phone.
6. Initially, there will not be any connectivity. So, the display panel displays as follows:



SCREENSHOT 52 - State of no connectivity

7. Press any key. This changes the display as:



SCREENSHOT 53 - Commencement of Registration process

8. For this display, key in your extension number. Once you have entered the configured number it automatically moves to next screen. The next screen prompts for the related password. The default password is: 0000. This screen looks like this:



SCREENSHOT 54 - Enter Password

9. Once you have keyed in the password, it moves to next screen. No need to press **Enter** key.
10. It verifies your credentials, and once this process is over, you can see the following display:



SCREENSHOT 55 - Connected and ready for use

11. Now the application is ready for use by the user.

6 Customizing:

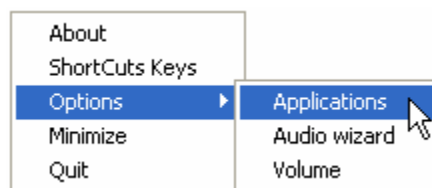
In the system administration level, you can customize the application to suit your existing environment. You can do this customization, only after installing the application. To embark on this task, you will have to right-click on the phone image. Then you can customize under following heads:

- Applications
- Audio Wizard
- Volume Level

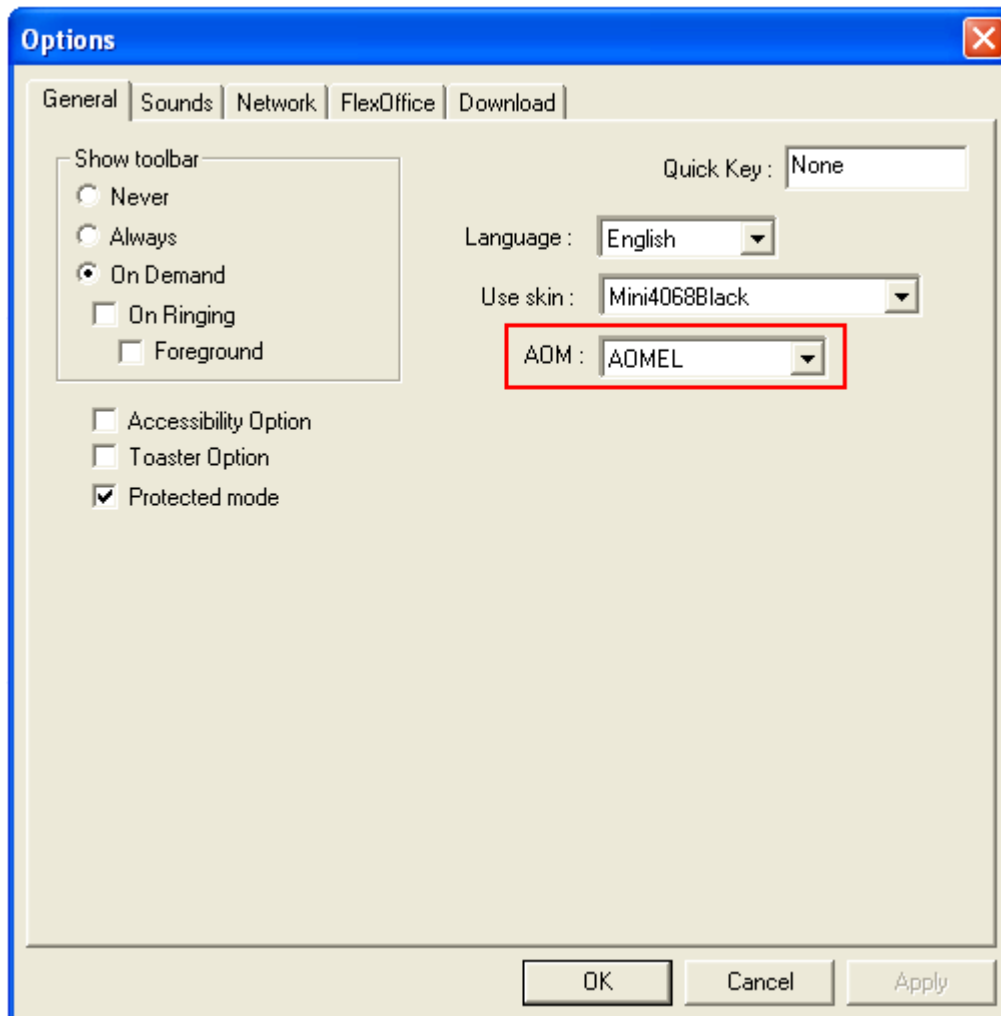
6.1 Applications

Steps to customize **Applications** are given below:

1. Right-click on the phone image, but outside the display window.
2. In the list box that displays, select: **Options** → **Applications**, as given below:



3. This displays options screen with 5 tabs as given below:



SCREENSHOT 56 - General Tab

Note:

Current version of IPDSP does not support **Encryption** and **VLAN**. The **Protected Mode** in the above screenshot is relevant only where encryption is already in existence.

4. By default, the General tab opens. For a System Administrator, only the field: **AOM** that is marked by the red outline is relevant.

In this dropdown box, 9 following options are available:

- AOM10
- AOMEL
- NONE

The user's choice here, impacts the number of additional, programmable buttons, called Add-On Module buttons, that is optionally available to the phone.

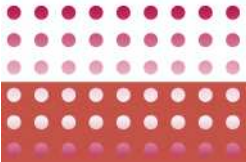


Illustration:

Below is the phone image:



SCREENSHOT 57 - Button for extending AOM key pad

In the phone image, when you click on the button that the arrow points to, then a pad extends. It contains AOM (Add-on Module) buttons. The programming that you do in the OXE server determines the number of buttons that this pad would contain. It has the following 2 choices:

- **AOM10** (Add-on Module 10 keys) - Extending pad with 10 buttons
- **AOMEL** (Add-on Module Electronic 14 keys) - Extending pad with 14 buttons.

AOM10:

To provide for 10-key extending pad, in the OXE server, you will have to key in as given below:

Review/Modify: Users

```
NOMADIC + False
TAPI premium server + NO
Conference group : -1
Announcement group : -1
Call Restriction COS : 0
Applicable Restriction COS : 0
```

Implicit Priority

```
Activation mode : 0
Priority Level : 0
```

Explicit Priority

```
Activation mode : 0
Priority Level : 0
```

```
Pra-emptable Primary Inc. Line + NO
Pre-emptable Secondary Inc. Line + NO
Priority Presentation + NO
Ith Service type + Not Valid
CUG List Number : -1
Preferential CUG : -1
CUG Outgoing Access + False
CUG Incoming Access + False
Automatic reconfiguration + CTQ Forbidden - Connection TO
Associated RSI : -----
Add On Module 1 + 10 Keys
Add On Module 2 + None
Add On Module 3 + None
Internal Alphanum.Keyboard + English
Called Associated DECT set : -----
Dial by name and text msg. + NO
Text msg number : 8
```

Multi-Line Properties

SCREENSHOT 58 - OXE programming for AOM 10 keys

In the above sample, note the portion enclosed within red box. This is the place where you will have to make the change. Once you do this, then the phone display will have the extending pad with **10 buttons** option. When the pad is extended, it will look as below:



SCREENSHOT 59 - AOM keypad - 10 keys

AOMEL:

To provide for 14-key extending pad, in the OXE server, you will have to key in as given below:

Review/Modify: Users

NOMADIC + False
TAPI premium server + NO
Conference group : -1
Announcement group : -1
Call Restriction COS : 0
Applicable Restriction COS : 0

Implicit Priority

Activation mode : 0
Priority Level : 0

Explicit Priority

Activation mode : 0
Priority Level : 0

Pre-emptable Primary Inc. Line + NO
Pre-emptable Secondary Inc. Line + NO
Priority Presentation + NO
Ith Service type + Not Valid
CUG List Number : -1
Preferential CUG : -1
CUG Outgoing Access + False
CUG Incoming Access + False
Automatic reconfiguration + CTQ Forbidden - Connection TO
Associated RSI : -----
Add On Module 1 + ☒ Electronic 14 Keys
Add On Module 2 + None
Add On Module 3 + None
Internal Alphanum.Keyboard + English
Called Associated DECT set : -----
Dial by name and text msg. + NO
Text msg number : 8

Multi-Line Properties

SCREENSHOT 60 - OXE programming for AOM 14 keys

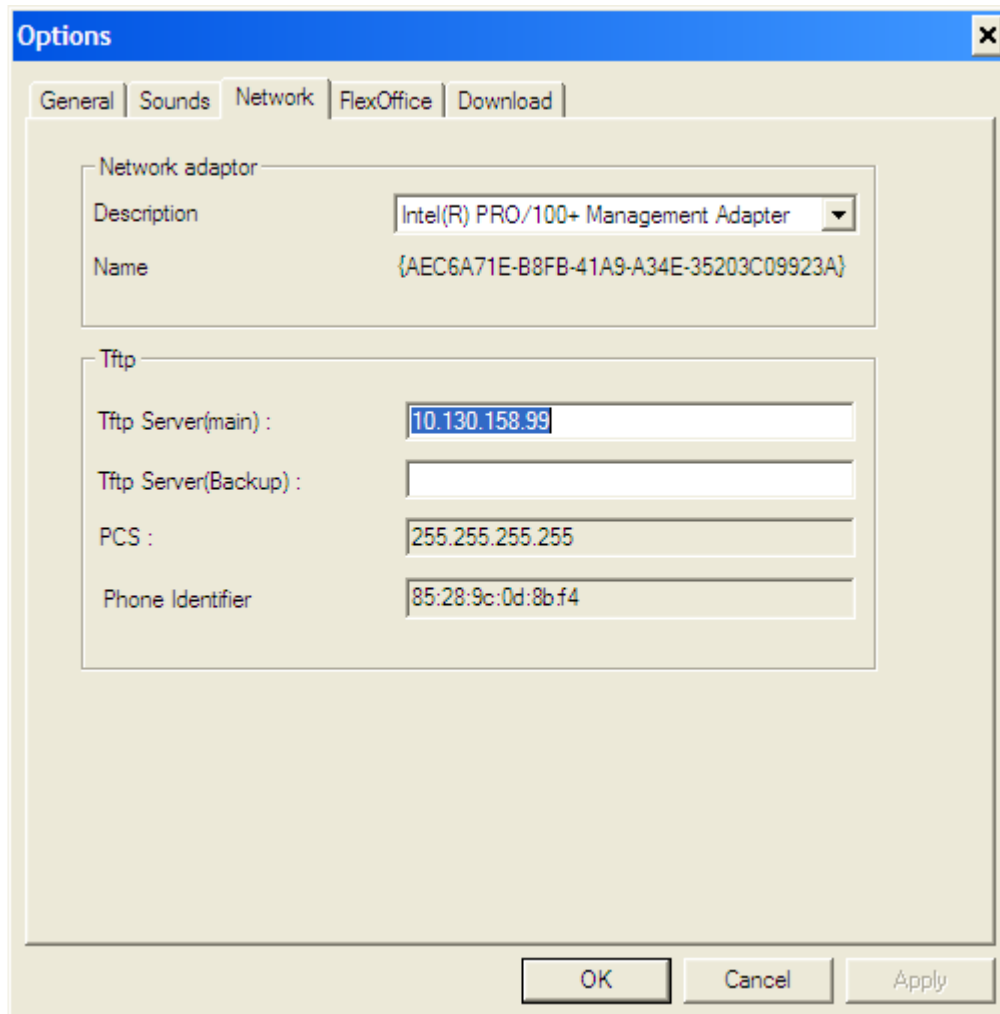
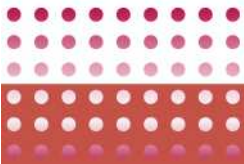
In the above sample, note the portion enclosed within red box. This is the place where you will have to make the change. Once you do this, then the phone display will have the option of extending pad with **14 buttons**. When the pad is extended, it will look as below:



SCREENSHOT 61 - AOM keypad - 14 keys

In the **General** tab, in the field: **AOM**, the user can opt for either **AOM10** or **AOMEL**, based on your programming only.

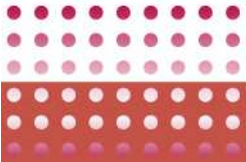
5. Based on your programming in OXE server, make your selection
6. The tab: **Sounds** is relevant to users only. You can skip this tab, and click on the tab: **Network**. This opens the following page:



SCREENSHOT 62 - Network configuration

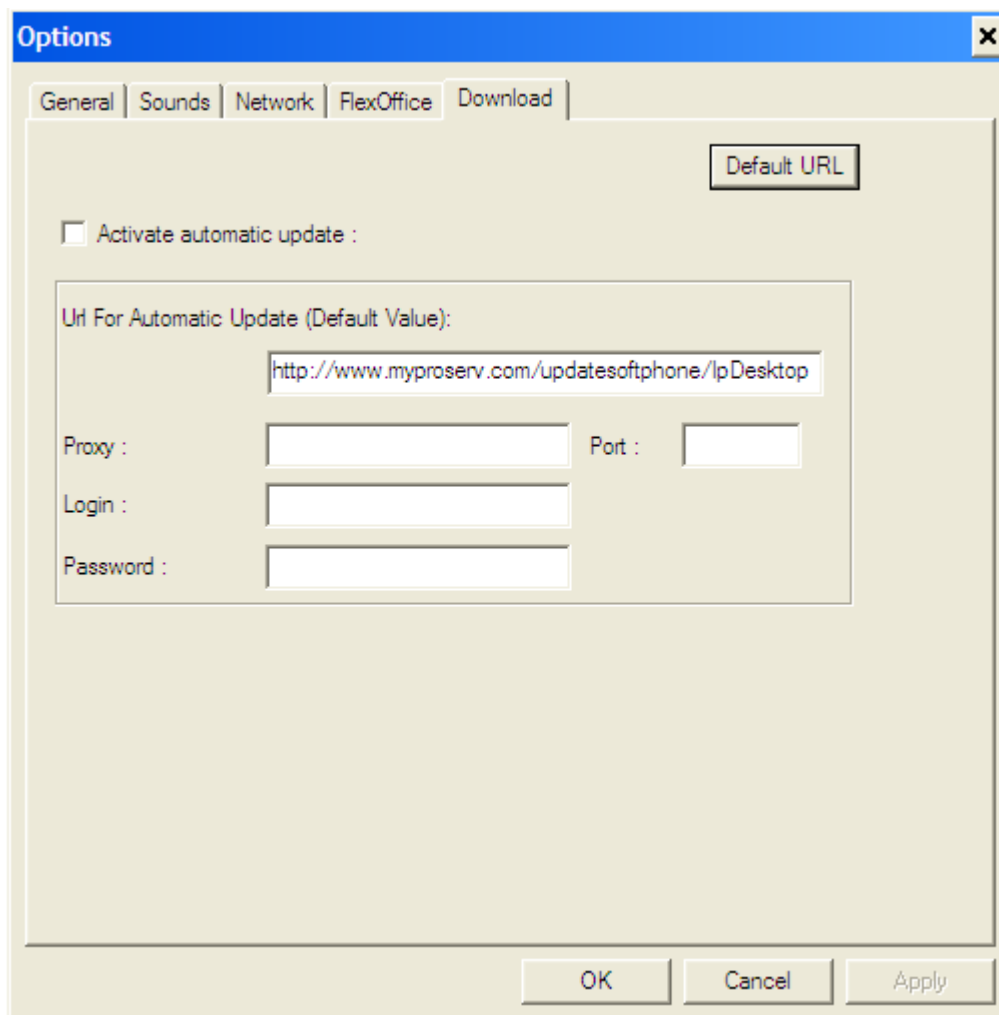
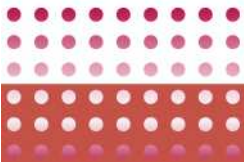
7. In the entry boxes in this tab, you can see the values you had entered during the installation process. Now, you can change these default entries as you require. The following table explains these entries:

Field Name	Description
Network Adaptor:	
Description	This refers to the Ethernet card. The application automatically detects existing cards in the system, and lists them here. You can select the card you prefer.
Name	This automatically displays. This is for your information. You cannot change it.
Tftp:	
Tftp Server (Main)	This refers to the IP address of your call server.



Field Name	Description
	The entry you see here is the one you had keyed in during the installation process. You can change if required. Any error in the entry would deprive connectivity. This is a mandatory entry.
Tftp Server (Backup)	Optional. This is the IP address of the 2 nd CPU. Please enter the 2 nd Role MAIN IP address here if spatial redundancy is managed.
PCS	If there is a Passive call server configured, The IP address of the Passive call server is displayed here. This value is automatically provided by the NOE protocol and cannot be modified manually.
Phone Identifier	This is the MAC ID for your terminal, that is automatically generated by the application. You cannot change it.

8. Once you have completed making changes, click on **Apply** to save your entries. If you click **OK**, it saves the entries and closes this screen.
9. Move on to 5th tab. Its displays as below:



SCREENSHOT 63 - Automatic Update configuration

10. This tab is specifically for customizing automatic updates. The table below explains the components of this tab:

Field Name	Description
Default button	Cancels the changes made and displays default values
Activate automatic update	By default, it is not ticked. Tick this checkbox to update the application automatically. If this is not ticked, then, the application will not be updated automatically. Besides, entries in this page will not have any effect.
URL for automatic update	You can see the default display in the above screenshot. If needed, you can change this. This will be necessary if you intend to update from any source other than the given URL. This URL is mandatory, if you opt for automatic updating.
Proxy	This is optional. Give Proxy details for connecting to internet.

Field Name	Description
Port	Give the Port id for the Proxy.
Login	Give the Login name used for accessing URL if necessary.
Password	Give the Password used for accessing URL if necessary.
Apply	Saves the changes
Cancel	Undoes the changes made
OK	Saves the changes and closes the screen.

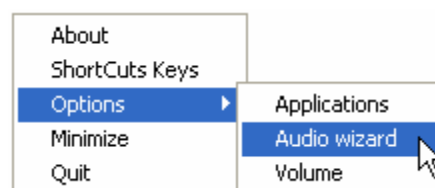
11. Now the application is operational. You can change the settings whenever you require, following these steps.
12. The automatic update will check for availability of updates during the launch of this application. It will display a message if an updated version is available.

6.2 Audio Wizard

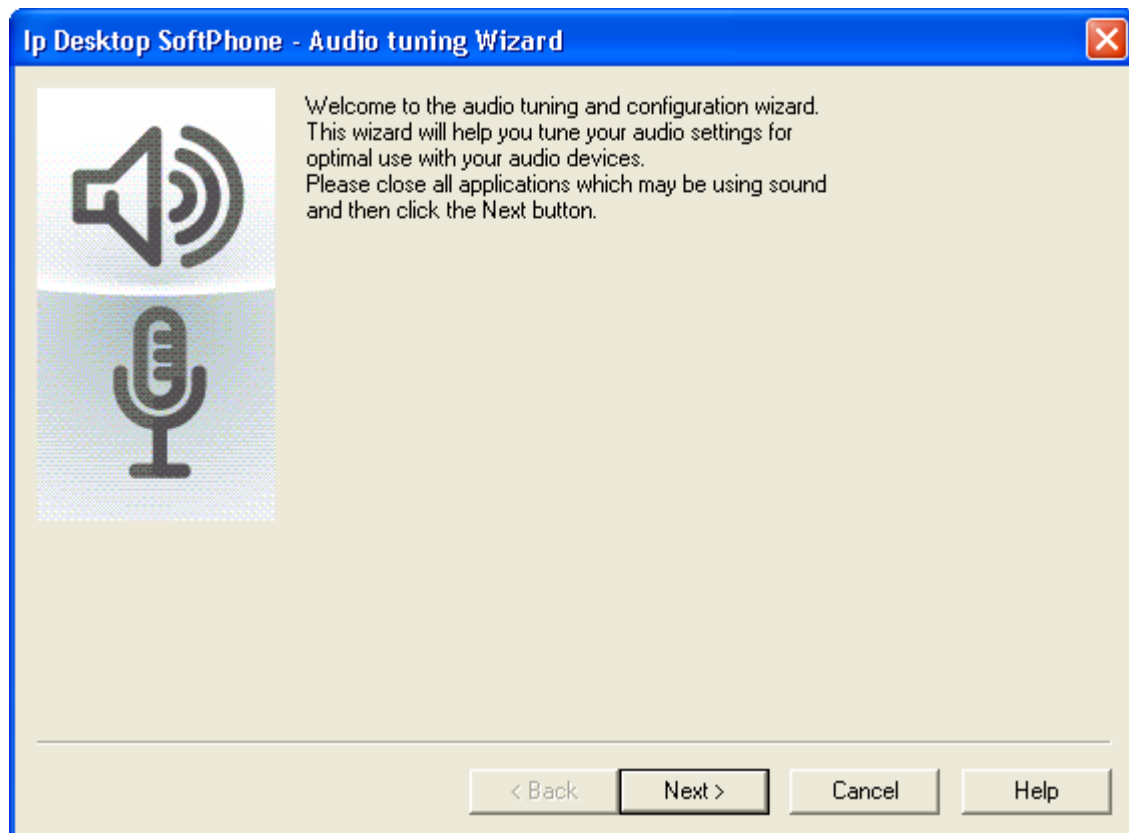
This section is dedicated for configuring different types of audio devices for the application. Whenever you add/change audio devices, you will have to run this wizard again and select your preferences. Otherwise, the changes in audio hardware will not have any effect.

Follow the steps below to customize:

1. Right-click on the phone image, but outside the display window.
2. In the list box that displays, select: **Options** → **AudioWizard**, as given below:

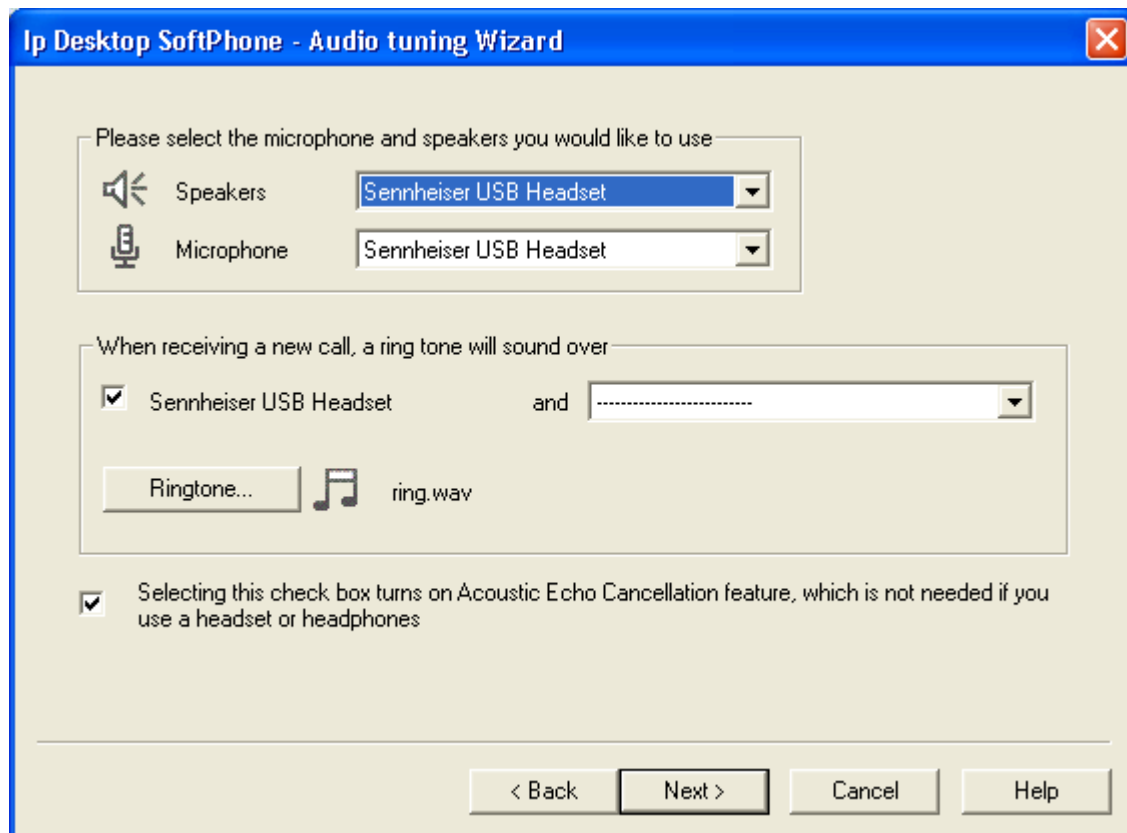


3. This opens the starting page for customizing. As given in that page, close all running programs that deal with audio playing or recording.





SCREENSHOT 64 - Audio customization - starting page

4. Click Next to open the following page:



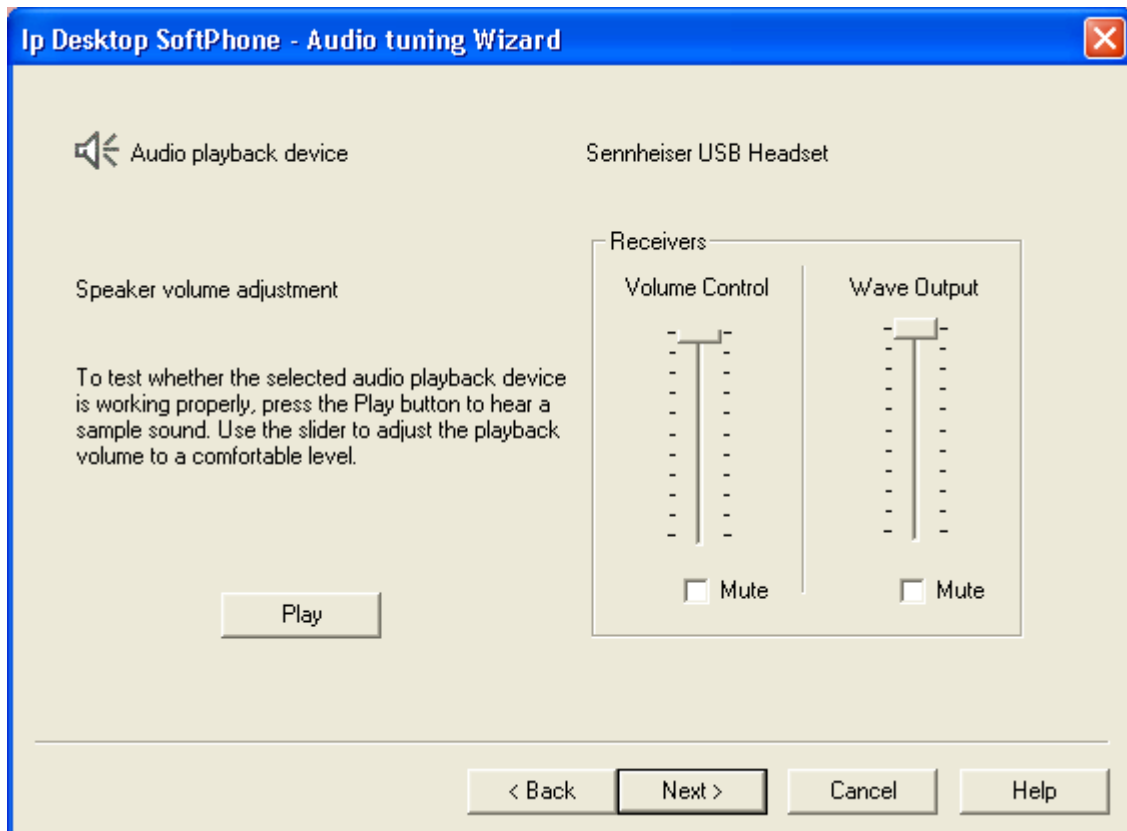
SCREENSHOT 65 - Audio customization - Main page

- In the above screen, the installed audio devices are listed in the dropdown boxes. You can select different or same device for the different tasks listed. The following table explains the fields in this page:

Field Name/Icon	Description
	In this dropdown box, the audio device that you select will be utilized for phone's output, and is heard through speakers.
	The audio device you select here picks up your speech and inputs into the phone.
Checkbox	Once you check it, you can see the phone's output device you had chosen, replicated here. This is default. If you do not want to use this, then uncheck the checkbox. When uncheck this box, the nearby display will vanish.
Ring - 2	This is second ringing device for you to select
Ringtone	When you click on this button, it opens Explorer window. From there, select a .wav file. The phone uses this file while testing the audio properties. The file you have selected, displays above this button.
Checkbox (last)	This refers to the audibility of what you speak, in your

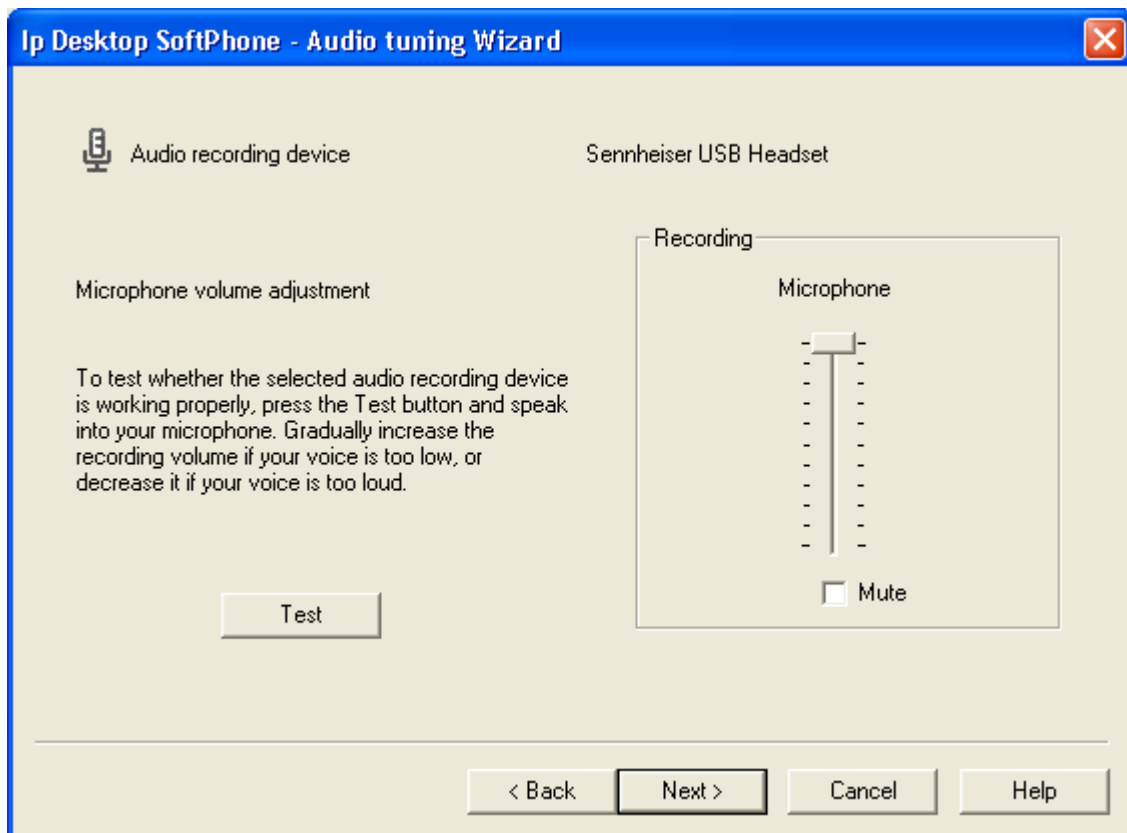
Field Name/Icon	Description
	earpiece. When you tick this box, this echo is done away with.

5. Once done with this page, click **Next**. The following screen opens:



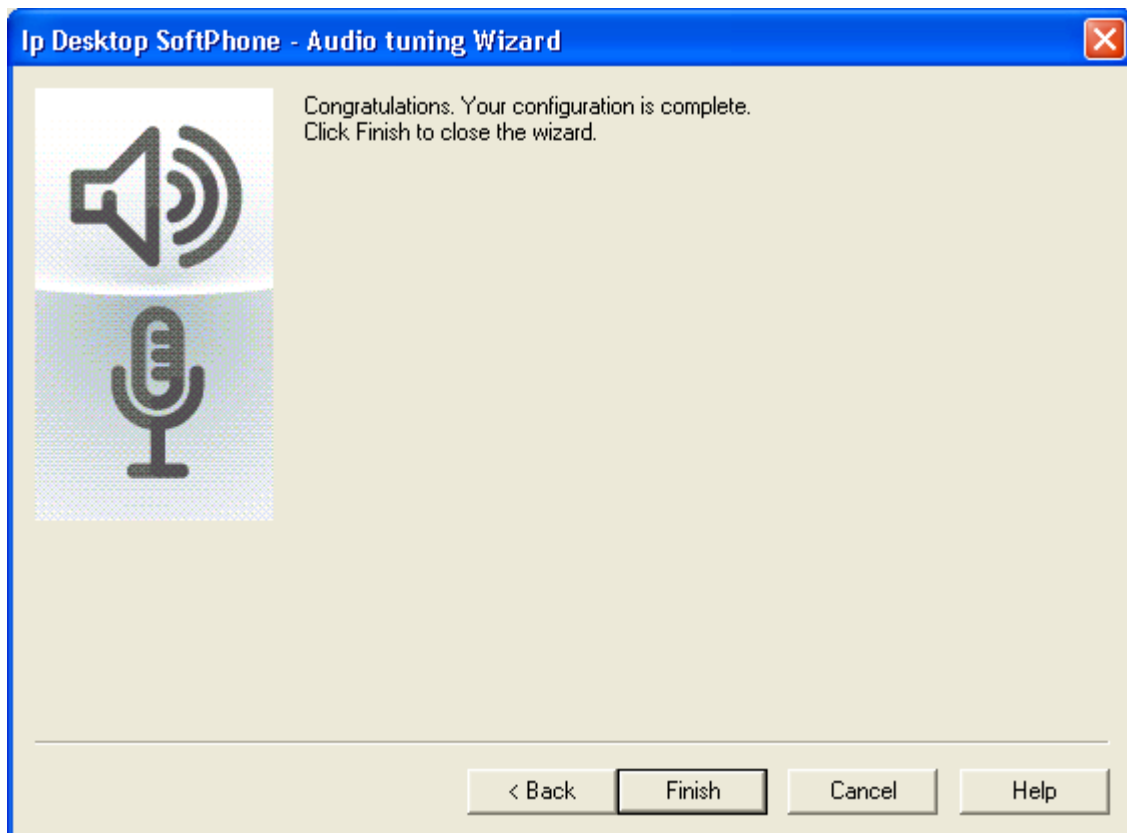
SCREENSHOT 66 - To hang up using audio device

- This page is for setting the volume level of phone speakers. The device that this setting impacts, is given at the top of this page. Once you have set the levels, you can get a sample of this volume, by clicking on the **Play** button at left. When you do so, it plays the file selected for **Ringin**g in the previous step.
6. Once done with this page, click **Next**. The following screen opens:



SCREENSHOT 67 - Audio Device Volume Setting - 1

- This page is for setting the volume level of phone speaker, that uses another device. The device that this setting impacts, is given at the top of this page. Once you have set the level, you can get a sample of this volume, by clicking on the **Test** button at left. When you do so, it plays the file selected for **Ringing** in the previous step.
7. After completing this page, click **Next**. The following screen opens:



SCREENSHOT 68 - Audio Device Volume Setting - 2

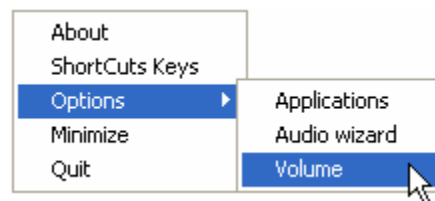
8. Now you have completed configuration in this section. Click **Finish** to close this screen.
9. The volume set with the Audio Wizard will be the volume level and sensitivity level for the Speakers and mic respectively. The volume changes during the conversation period can be done with the volume level option which is mentioned below.

6.3 Volume Level

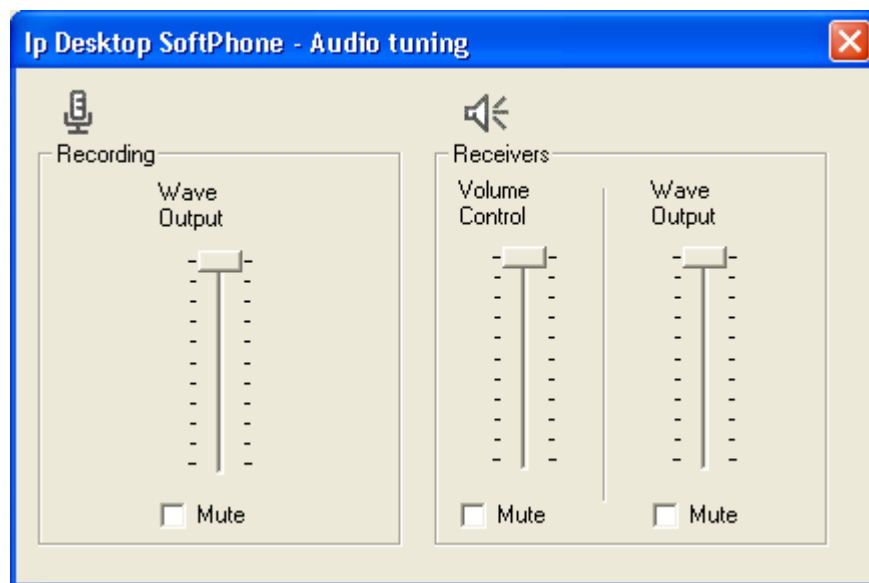
By default, the volume you had set using Audio Tuning Wizard will be active. But if you want to temporarily change the volume during conversation, then you can use this facility. Once the call is over, this setting will not be in effect

Under this link, you have only one page. To access this page:

1. Right-click on the phone image, but outside the display window.
2. In the list box that displays, select: **Options → Volume**, as given below:



3. This opens the following page:



SCREENSHOT 69 - Audio Tuning

4. In this page, you can set the volume by moving the handle up and down.
5. Once done, click on the x given at top right to close this window.

6.4 UDP used ports

The table below, lists the ports that this application uses:

Purpose	Protocol	Device 1	Device 1 port	Device 2	Device 2 port
Phone configuration (file download for configuration information)	TFTP	SoftPhone	1024 to 4999/udp (managed by Windows)	TFTP Server	69/udp 10000 to 10499/udp
Out going flow	RTP	SoftPhone	92514/udp	GD, GA, INT_IP A+B	Dyn_Voice (*)/udp
Out going flow	RTCP	SoftPhone	92515/udp	GD, GA, INT_IP A+B	Dyn_Voice (*)/udp
Incoming flow	RTP	GD, GA, INT_IP A+B	Dyn_Voice (*)/udp	SoftPhone	92514(BP**+2)/udp
Incoming flow	RTCP	GD, GA, INT_IP A+B	Dyn_Voice (*)/udp	SoftPhone	92515(BP**+9)/udp
Signaling flow	UA	SoftPhone	92512(BP**)/udp	GD, GA, INT_IP A+B	92640(BP**+128)/u dp

Note:

- (*) This port range is only used to transport voice using RTP protocol and fax using T.98 protocol.
- The lower bound range is 92000 for OXE <= R5.0Lx and 92512 for OXE >= R5.1.
- The upper bound range is 92255 for OXE <= R5.0Lx and 92767 for OXE >= R5.1.
- (**) The Basic Port is retrieved from the OmniPCX at TFTP initialization step.

7 Uninstalling

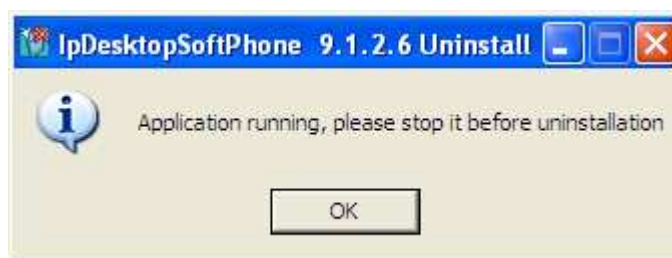
This application comes to you with inbuilt uninstalling facility. This process uninstalls this application only. It does not uninstall supporting software that it installed during its installation process.

7.1 Pre-uninstall Procedure

7.1.1 Close the application

Before attempting to uninstall the application, close it. To do so, right click on the body of the SoftPhone, and select **Quit**.

If you try to uninstall the application before closing it, it will display the following error message:



SCREENSHOT 70 - Language Selection

After closing the application, you can commence uninstalling.

7.1.2 Uninstall File

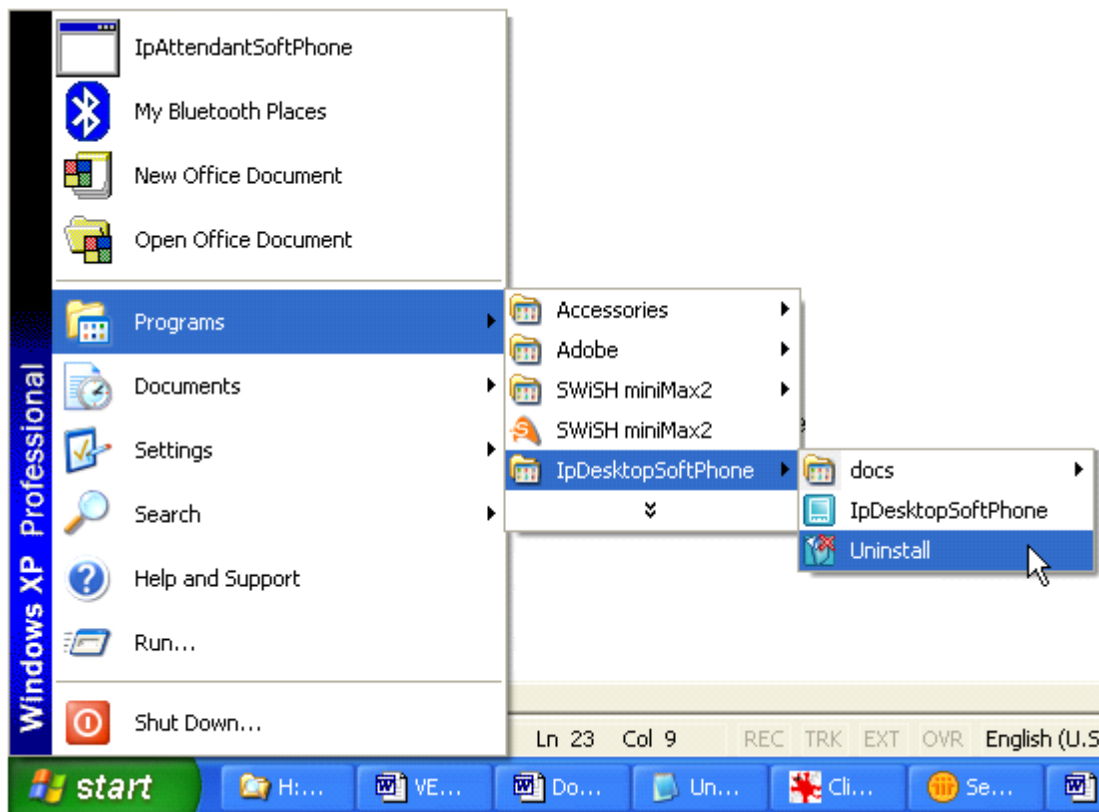
To uninstall, you will have to use the same type of file that was used for installing. There are two types of files for installing:

- IpDesktopSoftPhoneInst_v9.x.exe
- IPdesktopSoftphone_9_x.msi

When you uninstall this application, the extension - .exe or .msi - should be identical with the file used for installing. When you uninstall from Windows using the following path, then it takes care of this issue automatically:

Start → Programs → IpDesktopSoftPhone → Uninstall

When you invoke the above command, it looks like below:



SCREENSHOT 71 - Language Selection

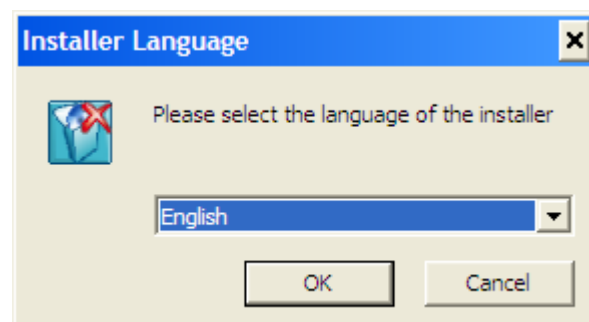
When you are uninstalling from command prompt, you will have to use different commands, as explained later here.

7.2 Uninstalling Using: Windows

To uninstall using Windows, follow the below given steps:

1. From the taskbar, activate the uninstalling file using the following path:

Start → Programs → IpDesktopSoftPhone → Uninstall



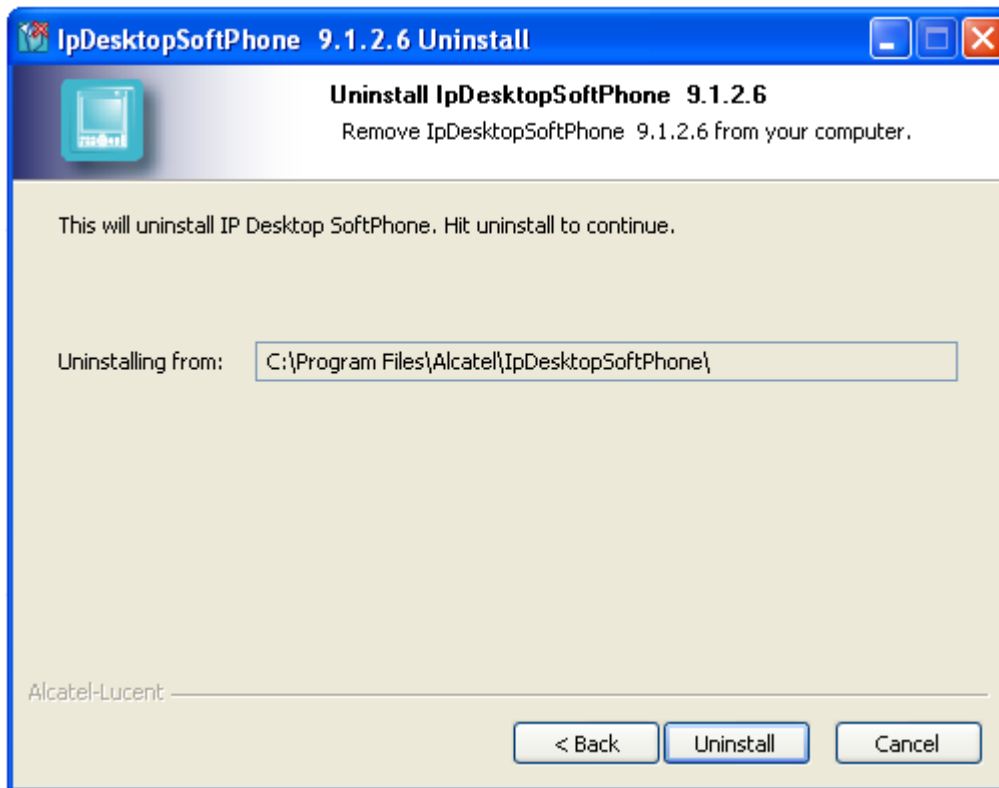
SCREENSHOT 72 - Language Selection

2. This displays the above screen. Select the Language to your preference. Available choices are: English & French.
3. Click OK.



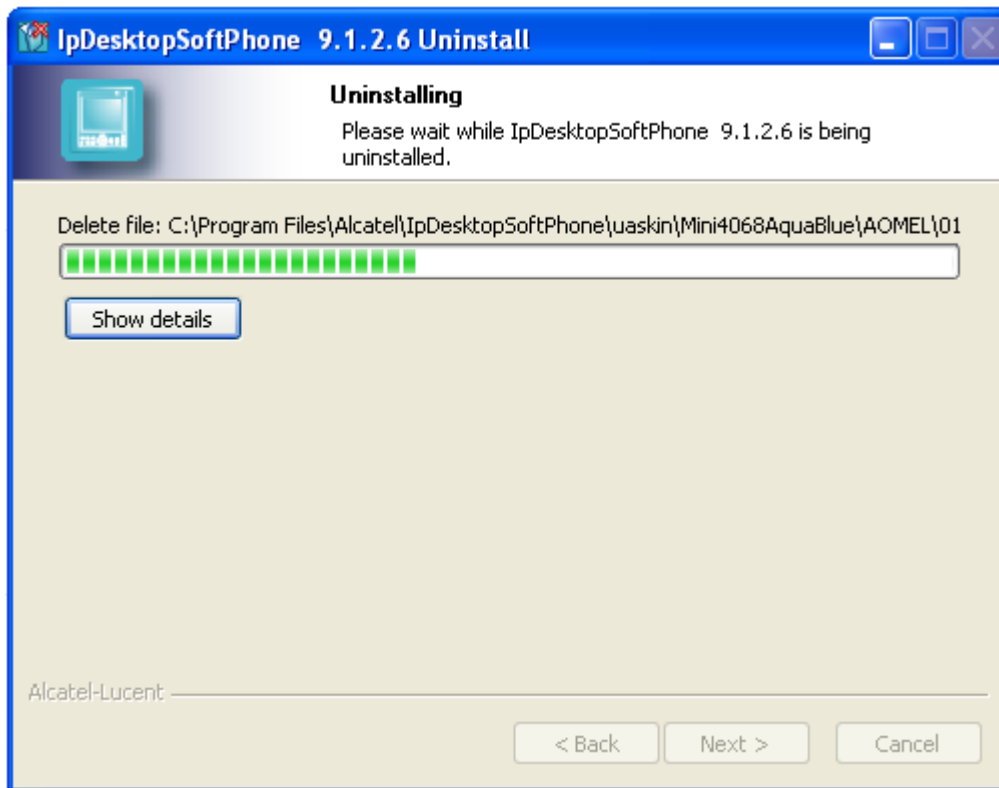
SCREENSHOT 73 - Commencement of uninstalling

4. This page is for your information only. Click **Next**



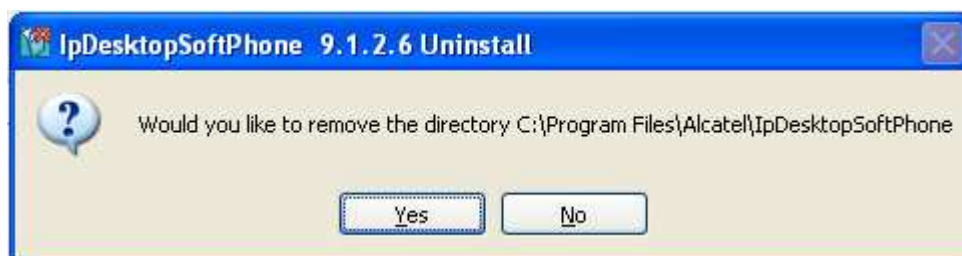
SCREENSHOT 74 - Uninstalling location

5. This page is also for your information only. This tells you from which folder, it is uninstalling the application. Click **Uninstall**.



SCREENSHOT 75 - Uninstalling progress bar

- This page shows the progress bar that shows the progress of uninstalling process.



SCREENSHOT 76 - Directory removal confirmation

6. During the progress of this uninstalling, this screen shows up. This is to get your confirmation for deleting the directory that the installation process had created. Click Yes. Clicking No retains this directory



SCREENSHOT 77 - Uninstalling complete

7. Now, the uninstalling process is over. Click **Finish** to close this screen.

7.3 Uninstalling Using: .msi File from command prompt

To start the uninstalling, follow the steps below:

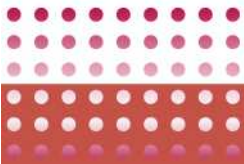
1. Open command prompt screen. You can do this by clicking on: Start → Run. In the screen that displays, key in: cmd. This opens the command prompt screen.
2. Move to the directory, where the file: IPdesktopSoftphone_9_x.msi is located.
3. There, key in the following:

```
msiexec /x IPdesktopSoftphone_9_x.msi PBXADDR=<server  
address> MODEPROACD=<number> Language=<Number>
```

- Below table explains the different components that constitute this command:

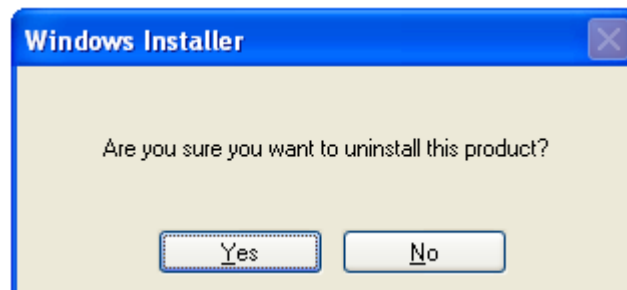


Component	Description
msiexec	Microsoft command to execute file with 'msi' extension
/x	Parameter indicating: Uninstall
IPdesktopSoftphone_9_x.msi	Name of the file that is to be executed.
PBXADDR=	Command that indicates that the information that follows this command is the address of PBX server
<server address>	Address of PBX server
MODEPROACD=	Command that indicates that the information that follows this command is the chosen mode (business or ProACD)
<number>	Here, key in: 0 for Business option 1 for ProACD option
Language=	Command that indicates that the information that follows this command refers to the interactive language to be used during uninstalling.
<number>	Give any of the following integers here. The numbers and their related languages are listed below: 4 - Generic Alcatel English 5 - French 6 - Italian 11 - German 12 - Portuguese 15 - Spanish 18 - Norwegian



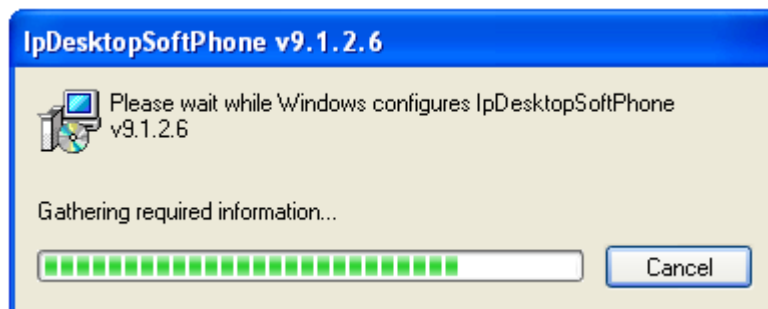
Component	Description
	22 - Finnish 29 - Dutch 24 - Russian 40 - Chinese 42 - Korean

- After keying the command, the uninstalling process would commence and the application will open the following screen.



SCREENSHOT 78 - Uninstalling - Confirmation screen

- Above screen is for confirmation. Click on **Yes**. This commences the uninstalling process.



SCREENSHOT 79 - Uninstalling - progress bar

- The above screen displays the progress of uninstalling. It would take a while. Wait until it completes
- Once uninstalling is over, this screen closes all by itself. This indicates that the uninstalling is complete.

8 Trouble Shooting

The table below lists some of the problems you could face, along with their remedial measures:

#	Problem	Remedy
1.	Connection establishment fails	<ul style="list-style-type: none"> ○ Check if your network connection is enabled. ○ Check that tftp address is correct and make sure you reach it by a “ping” ○ You may be using the wrong network adapter: check in “Network” tab using Options → Application menu
2.	“Set is out of service” message is shown on IP Desktop SoftPhone screen	<p>If you get this during the Installation, then one of the reason could be when the “IP-SoftPhone Emulation” is not activated in the PABX: Ask your administrator to activate it in</p> <p><i>mgr > Users > Descend Hierarchy > TSC IP Users > Review and Modify > Directory Number (Enter the number of the terminal) > Ctrl+V > Select parameter IP SoftPhone Emulation > press Enter to change the parameter from NO to YES at PABX side</i></p>
3.	When the agent is logged-in, if the SoftPhone program is closed, or if the IP connection of the PC is lost, the SoftPhone set does not work. Instead, when it is opened, it gives the following message on the SoftPhone’s screen: “Set not registered.” To overcome this situation, we need to force log-off the agent, and re-open the SoftPhone program.	<p>This is a normal behavior. However, to solve this problem, move the extension type from 4068 to 4097 for the Agent and set the following parameters:</p> <p><i>mgr > Users > Descend Hierarchy > TSC IP Users > Review and Modify > Directory Number (Enter the number of the terminal) > Ctrl+V > Select parameter IP SoftPhone Emulation > press Enter to change the parameter from NO to YES</i></p>
4.	When logged in as IP SoftPhone agent, SoftPhone frequently disconnects with a message: “Set not registered.”	<p>In the Descend Hierarchy of Users, set IP SoftPhone Emulation to “No.” To do this, login to the OXE (call server). Follow the path: Users □ Descend Hierarchy □ TSC IP Users □ Review and Modify □ Directory Number (Enter the number of the terminal) □ press Ctrl+V. In the list that displays, for Reset for update authorized, change the setting from “True” to “False.”</p>
5.	VPN UAIP user is unable to communicate with another UAIP user on LAN environment.	Check the Firewall or the Access lists. Ensure that the ports used by the SoftPhone are OPEN (refer the Section: 6.4 for more details)
6.	Noise during conversation	Management to be performed at PBX end:



		<i>System → Down Hierarchy → Other system param → Down Hierarchy → Compression Param → Review Modify → Voice Activity Detection : False.</i>
7.	The application does not initialize in laptops connected to LAN through VPN	This is due to problem in the LAN. Please contact your Administrator in this respect. May be due to network settings (firewall etc)
8.	The application does not start with the system boot	Copy either the .exe file of the application, or its shortcut and paste it in the following directory: C:\Documents and Settings\user\Start Menu\Programs\Startup



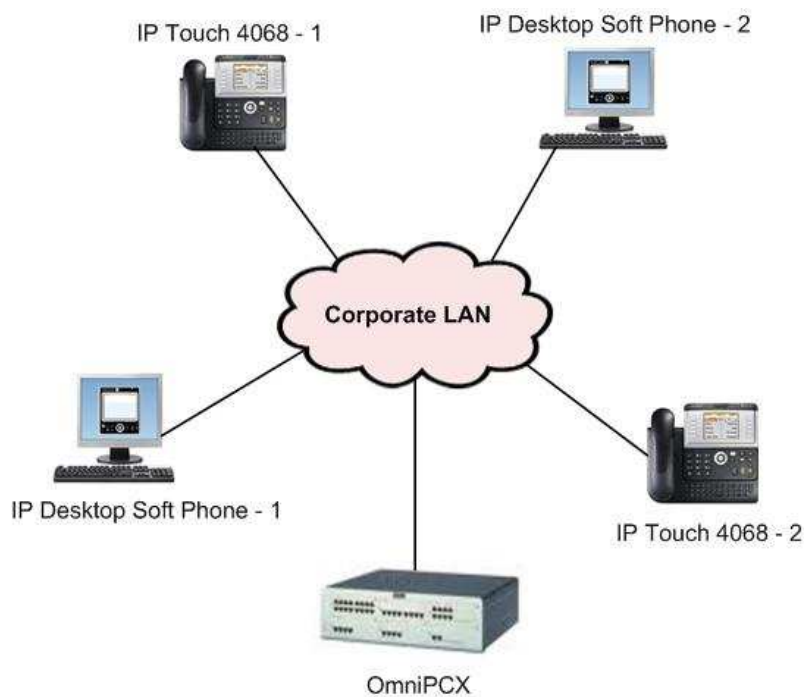
9 Appendixes

9.1 Common Features

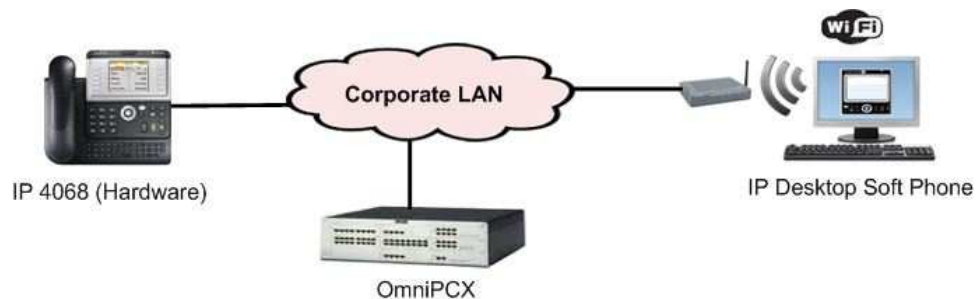
1. Outline numbering is followed throughout this guide
2. To indicate emphasis or to distinguish objects in a sentence, they are given **Bold** formatting.
3. Process of accomplishing tasks is given in numbered steps.
4. In a process, intervening explanations are bulleted.
5. As much as possible, screenshots are provided to visualize actual displays

9.2 IP desktop SoftPhone in different environments

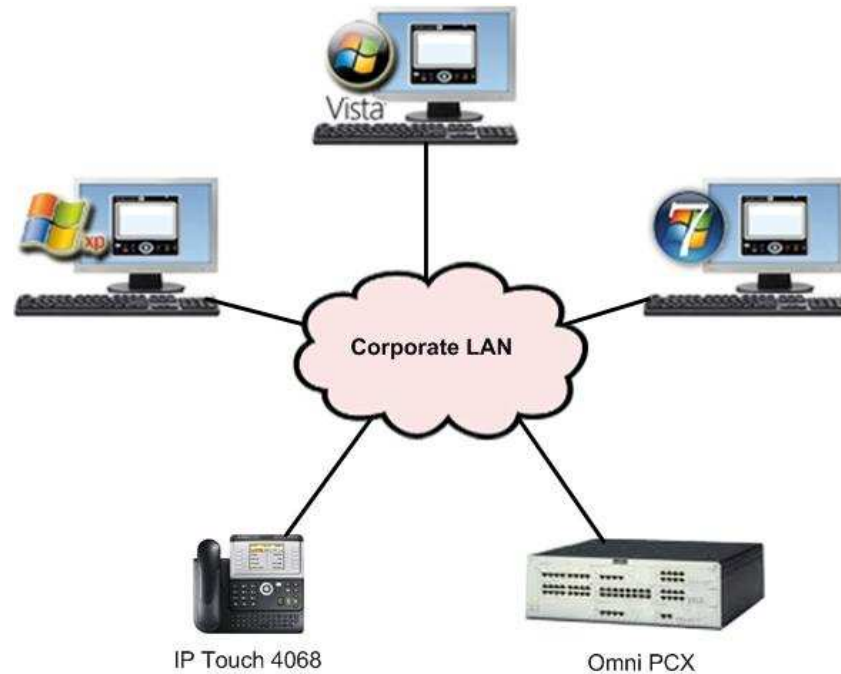
IP desktop SoftPhone in basic LAN Environment:



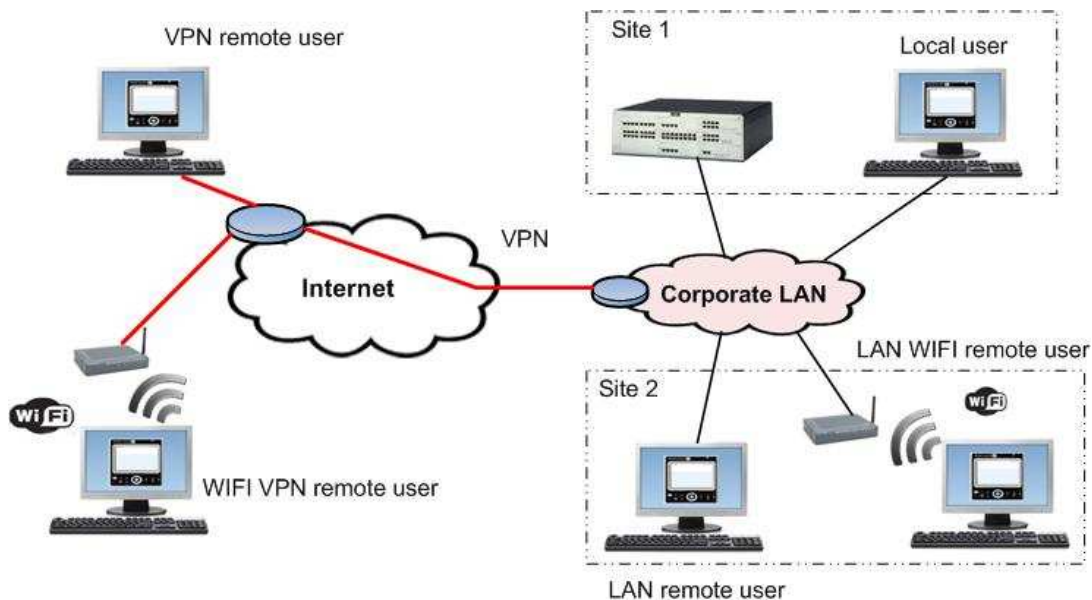
IP desktop SoftPhone in a Wi-Fi Environment:



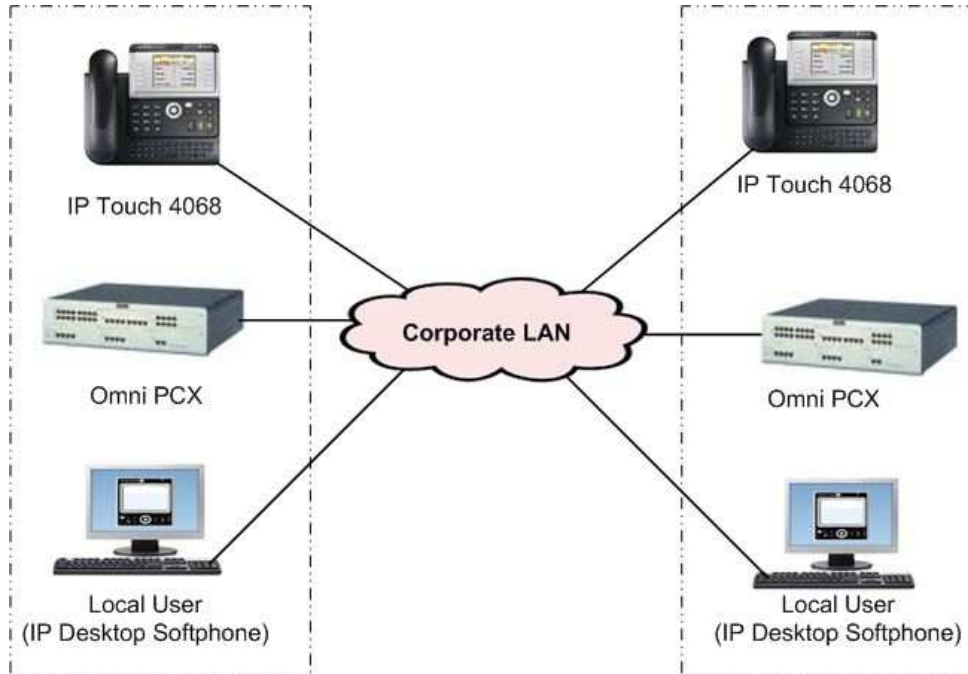
IP desktop SoftPhone in various Operating Systems:

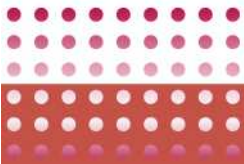


IP desktop SoftPhone in a VPN Environment:



IP desktop SoftPhone in a Dual Call Server environment:

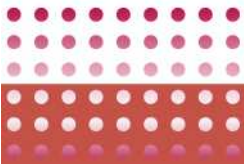




9.3 Table of Figures

SCREENSHOT 1 - Dialing prefix to put out of service	12
SCREENSHOT 2 - Confirming your rights using password	12
SCREENSHOT 3 - Application out of service	13
SCREENSHOT 4 - Select Language.....	15
SCREENSHOT 5 - Commencement of Installation	16
SCREENSHOT 6 - License Agreement	17
SCREENSHOT 7 - Select Components to install.....	18
SCREENSHOT 8 - Installing Location	19
SCREENSHOT 9 - Installation progress bar	20
SCREENSHOT 10 - .NET Framework 2.0 Installation process is on.....	20
SCREENSHOT 11 - .NET Framework 2.0 Installation	21
SCREENSHOT 12 - .NET Framework 2.0 Installation progress bar	21
SCREENSHOT 13 - .NET Framework 2.0 License Agreement	22
SCREENSHOT 14 - .NET Framework installing progress bar	23
SCREENSHOT 15 - .NET Framework 2.0 setup complete.....	24
SCREENSHOT 16 - VISUAL C++ 2005 SP1 REDISTRIBUTABLE LICENSE AGREEMENT	25
SCREENSHOT 17 - VISUAL C++ 2005 SP1 REDISTRIBUTABLE INSTALLATION IN PROGRESS.....	25
SCREENSHOT 18 - INSTALLATION IN PROGRESS	26
SCREENSHOT 19 - Connectivity Information.....	27
SCREENSHOT 20 - Customizing - 1	28
SCREENSHOT 21 - Skin: 4028_MediumBlack.....	30
SCREENSHOT 22 - Skin: 4028_MediumWhite	31
SCREENSHOT 23 - Skin: 4038_MediumAquaWhite	32
SCREENSHOT 24 - Skin: 4038_MediumMetal	33
SCREENSHOT 25 - Skin: 4068_MediumAquaWhite.....	34
SCREENSHOT 26 - Skin: 4068_MediumMetal	35
SCREENSHOT 27 - Skin: 4068MediumBlack	36
SCREENSHOT 28 - Skin: Mini4068AquaBlue	37

SCREENSHOT 29 - Skin: Mini4068AquaWhite	37
SCREENSHOT 30 - Skin: Mini4068Black.....	38
SCREENSHOT 31 - Skin: Mini4068Metal.....	38
SCREENSHOT 32 - Skin: SkinPEPS - Displays only at bottom right of screen	39
SCREENSHOT 33 - Setup complete	40
SCREENSHOT 34 - Setup complete - Reboot confirmation	40
SCREENSHOT 35 - Warning message when .NET is not installed.....	41
SCREENSHOT 36 - Requirements dialog box	41
SCREENSHOT 37 - Microsoft utility preparing to install.....	45
SCREENSHOT 38 - Welcome screen	46
SCREENSHOT 39 - License Agreement	47
SCREENSHOT 40 - Setup type selection	48
SCREENSHOT 41 - Items to choose for installation	49
SCREENSHOT 42 - Sub-options to choose from - IpDesktopPhone	50
SCREENSHOT 43 - Sub-options to choose from - Program	51
SCREENSHOT 44 - Sub-options to choose from - Documentation.....	52
SCREENSHOT 45 - Hard disk details.....	53
SCREENSHOT 46 - Ready to install	54
SCREENSHOT 47 - Installation progress bar.....	55
SCREENSHOT 48 - Installation complete	56
SCREENSHOT 49 - User creation in OXE	57
SCREENSHOT 50 - TSC IP Emulation → Yes.....	58
SCREENSHOT 51 - Display on first launch	59
SCREENSHOT 52 - State of no connectivity	59
SCREENSHOT 53 - Commencement of Registration process.....	60
SCREENSHOT 54 - Enter Password	60
SCREENSHOT 55 - Connected and ready for use	60
SCREENSHOT 56 - General Tab	62
SCREENSHOT 57 - Button for extending AOM key pad	63
SCREENSHOT 58 - OXE programming for AOM 10 keys	64
SCREENSHOT 59 - AOM keypad - 10 keys.....	65
SCREENSHOT 60 - OXE programming for AOM 14 keys	66
SCREENSHOT 61 - AOM keypad - 14 keys.....	67



SCREENSHOT 62 - Network configuration 68

SCREENSHOT 63 - Automatic Update configuration 70

SCREENSHOT 64 - Audio customization - starting page 72

SCREENSHOT 65 - Audio customization - Main page..... 73

SCREENSHOT 66 - To hang up using audio device 74

SCREENSHOT 67 - Audio Device Volume Setting - 1 75

SCREENSHOT 68 - Audio Device Volume Setting - 2 76

SCREENSHOT 69 - Audio Tuning 77

SCREENSHOT 70 - Language Selection..... 79

SCREENSHOT 71 - Language Selection..... 80

SCREENSHOT 72 - Language Selection..... 80

SCREENSHOT 73 - Commencement of uninstalling 81

SCREENSHOT 74 - Uninstalling location 82

SCREENSHOT 75 - Uninstalling progress bar 83

SCREENSHOT 76 - Directory removal confirmation..... 83

SCREENSHOT 77 - Uninstalling complete 84

SCREENSHOT 78 - Uninstalling - Confirmation screen..... 86

SCREENSHOT 79 - Uninstalling - progress bar 86



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