

DEFINITY® IP Softphone User's Guide

Introduction

The intent of this document is to guide you through the steps required to install the software that will enable you to use DEFINITY IP Softphones.

NOTE:

This document shows several dialog screens that you will use to install and use DEFINITY IP Softphones. These screens show particular values (such as IP addresses and telephone extensions) that are used here for description only. They are not necessarily the values that you would use for your application.

User Definitions

Telecommuter application – PC/Laptop user at home – where you have two phone lines. One will be used by the PC/Laptop for call control information (your Intranet/Internet connection) and the other for your voice calls. You may want to make sure you disable ‘Call Waiting’ for the Intranet line if you currently have that feature. If you only have one line available at home then read the ‘RoadWarrior’ section listed next. A *Telecommuter* user needs only to download *IP Softphone*.

RoadWarrior application – Primarily a ‘laptop’ user – on the road. A single phone line is used; at a hotel, home, etc. which you will use to connect to the Intranet. These users will need both *NetMeeting 3.0* and *IP Softphone* on their PC. When you login and start up DEFINITY IP Softphone the phone on your desk at work (unless the number you have is AWOH – administration without hardware) will be ‘taken over’ for as long as you are using DoLAN.

DeskTop application – Typically a PC user at work. Your PC will ‘take over’ control of your phone on your desk (unless the number you have is AWOH – absent without hardware). Dialing and answering calls etc. will be done using your PC using *IP Softphone*. You will only be able to use your phone to dial 911, operator, and a code that will allow you to ‘take back’ your desk telephone (details on this are described in section *Un-Registration* listed on page 17 of this document). Users will need both *NetMeeting 3.0x* and *Softphone*.

Before You Start:

Make sure you have the correct ‘service pack’ installed on your PC. NT users must have ‘service pack 4’ or greater. Windows 95 users must have ‘service pack 1’ or greater and Windows 98 users do **not** need a service pack. The service pack for your PC was installed when you were made Y2K compliant (it is a set of patches).

- NT users – go to *Start – Programs – Administrative Tools – Windows NT Diagnostics* – and then click on the *Version* tab.
- Windows 95 users – no way to tell

You will need the following information to ‘logon’ and originate/receive calls using DoLAN. You can proceed with downloading of the required software without having this information.

- Your personal password (Needed for *IP Softphone*).

- C-LAN IP address. (Needed by *IP Softphone*).
- The FAC for PSA (*Personal Station Access*) ‘Associate’
- Also read the **PC/Laptop Requirements** section at the end of this document.

Start:

Step 1 – install IP Softphone software

To use a softphone application you must install the DEFINITY *IP Softphone* software. If you already have *IP Softphone* and will be installing a newer version – it is recommended that you first uninstall the older version.

Please **note** that you might consider closing any open applications now because when the *IP Softphone* download is complete you will be prompted to re-boot your PC.

Also **note**, that if you are a *PASSAGEWAY* user, installing *IP Softphone* will result in *PASSAGEWAY* being un-installed. The directory files you currently have with *PASSAGEWAY* will be preserved and will carry over to *IP Softphone*.

Follow these steps to start the:

- 1) Insert the DEFINITY IP Softphone CD into your CD-ROM drive.
If the Autorun feature is enabled on your PC, the DEFINITY IP Softphone Setup dialog box appears. Go to Step 4.
- 2) Double-click on the My Computer icon on your desktop.
- 3) Double-click on the CD-ROM icon, and then double-click on **setup.exe**.
The DEFINITY IP Softphone Setup dialog box appears.
- 4) Choose the **Next** button.
The Check for Running Apps dialog box appears.
- 5) Choose the **Next** button.
The Select Destination Directory dialog box appears.
- 6) Specify the destination folder, and then choose the **Next** button.
The Select Components dialog box appears. You can select one of the following installation options:
 - **Standard Installation**
This option installs all of the DEFINITY IP Softphone applications. This is the suggested installation option.
 - **Custom Installation**
This option enables you to specify which DEFINITY IP Softphone applications you want to install.
7. Choose the appropriate button.
If you chose the **Standard Installation** button, the Standard Installation dialog box appears, displaying the components that will be installed. Choose the **OK** button to close this dialog box.

If you chose the **Custom Installation** button, the Custom Installation dialog box appears, displaying the installation options. Select the appropriate installation option button, and then choose the **OK** button.
8. Choose the **Next** button.

Follow the prompts to install the software.

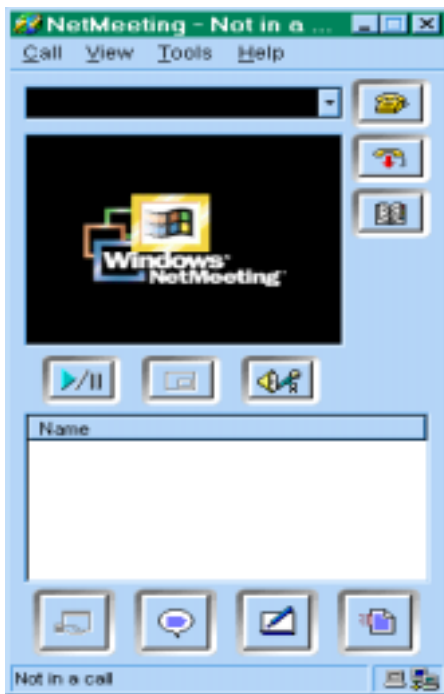
Step 2 – Download NetMeeting 3.X

If you currently have *NetMeeting* version 3.0 on your PC you must verify the following then you can skip this section. Bring up *NetMeeting* as shown below and click on the Tools tab. Then select Options and verify that 'Run *NetMeeting* in the background when Windows starts' is **not** selected. This option should not be selected.

To verify your *NetMeeting* version do the following:

- click on the *NetMeeting* icon on your desktop
- OR

click on '*start – programs – NetMeeting*'. This will bring up *NetMeeting*, which looks like this:



Next click on Help and select 'About *Windows NetMeeting*' and read the version; you must have version 3.0 or higher. If you **do not** have *NetMeeting* installed or have an earlier version you must download the new version. If you are prevented from downloading *NetMeeting* due to an error message that *NetMeeting* is currently running on your PC then look for the *NetMeeting* icon on your bottom task bar. Right click on this and then select *exit*.

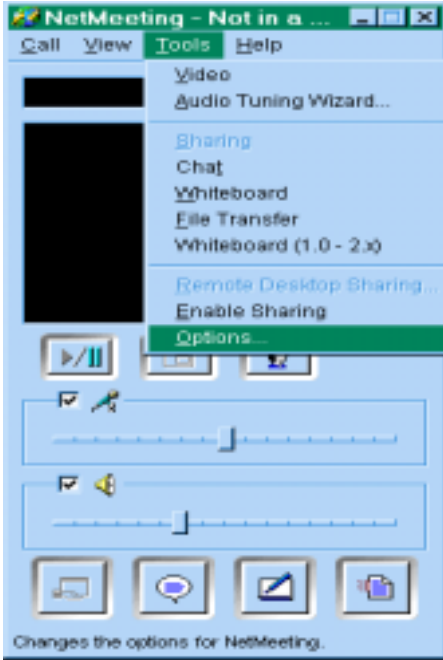
Start the download by going to:

<http://www.microsoft.com/windows/NetMeeting>

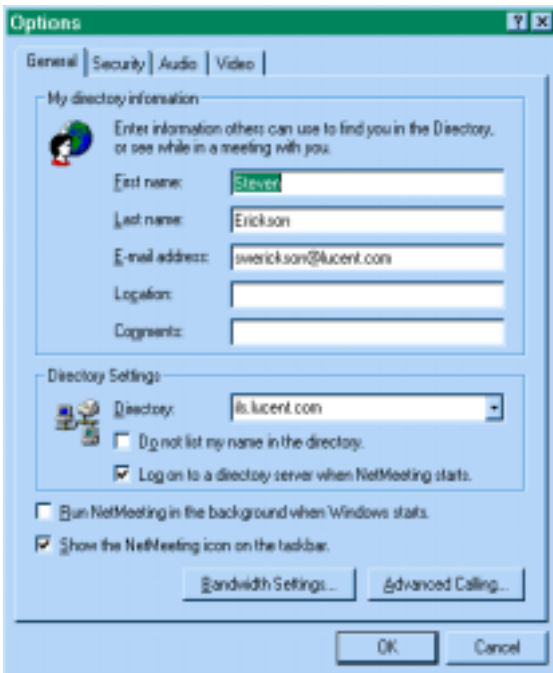
First click on their '*Download*' button and follow the instructions to complete the download. After downloading, setup *NetMeeting* by clicking on the '*Nm3X.exe*' file to install it.

Options:

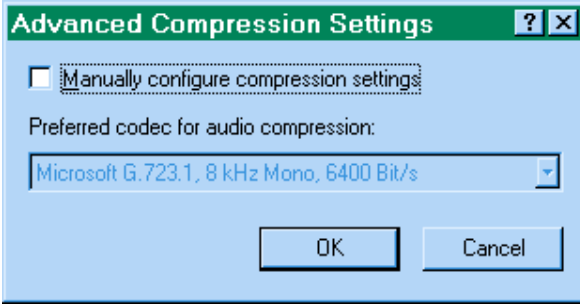
NetMeeting Options: There are some options that should be checked on *NetMeeting*. Click on Tools then on Options...



You will get the following:



Codec Selection



Now select the *Audio* tab then select *Advanced Calling...* - this is where you select which Codec you will be using when using *NetMeeting*. Make sure '*Manually configure...*' is **not** selected.

Headsets

Users can use the speakers and built-in microphone on their PC/Laptop or a headset. The following verifies the operation of your microphone and headset/speakers.

Using the *NetMeeting* window – select *Tools* – *Options* – *Audio*. The following will appear:



Now select Tuning Wizard and the following appears:



Select the Test button and you should hear sound. When done, select the Next button.



If your microphone is working properly you should see the above 'color bar' move when you are speaking. Select Next and the following appears:



Click on Finish.

Using DEFINITY IP Softphones

Logging On

The following will apply to **all** user types. Look for the “*DEFINITY Login*” icon on



DEFINITY Login.Ink

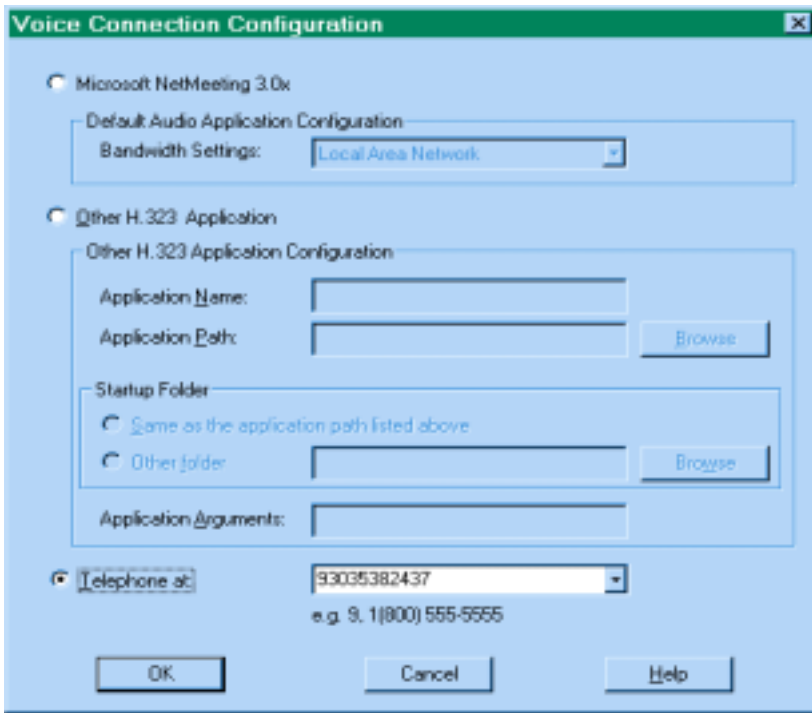
your desktop and click on it. This will start the *IP Softphone* application running. If you are a *telecommuter application* or *roadwarrior application* user, you will have to connect your PC/Laptop to our Avaya network as you normally do. The following window will appear:

A screenshot of the DEFINITY Login window. The window has a green title bar with the text "DEFINITY Login". The main area is light blue and contains several sections: "Login Information" with fields for "Extension:" (containing "01021" and "(e.g. 5555)"), "Password:" (with a masked field), a checkbox for "Remember password for next login", "Server:" with radio buttons for "DEFINITY Node Name" and "IP Address" (selected), and IP address fields (192, 11, 136, 231). Below this is "Call Control Application" with a dropdown set to "DEFINITY IP Softphone" and a "Change" button. Then "Voice Connection" with a dropdown set to "80437" and a "Change" button. At the bottom are four buttons: "Log In", "Cancel", "Help", and "About...". The Lucent logo is visible in the top right of the main area.

The window above is the *IP Softphone* login window. Now enter the following:

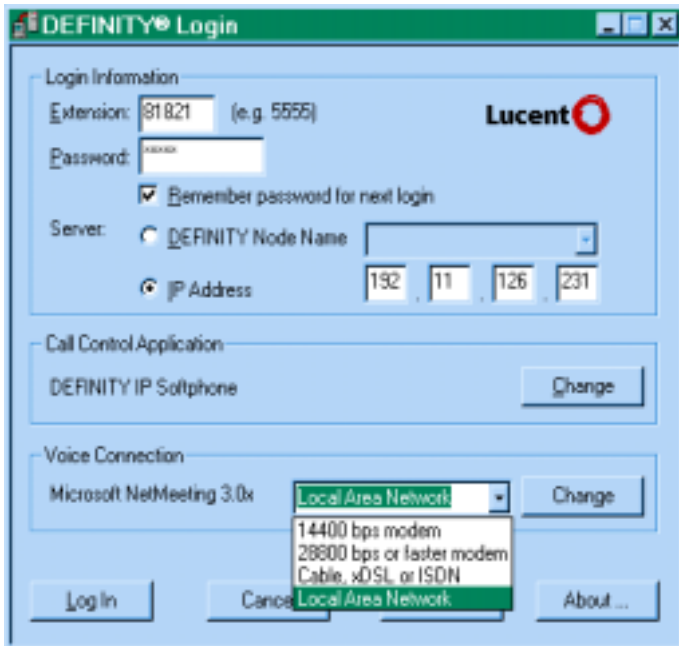
- 1) Extension: this is your DCP extension number; the extension that you have been assigned on the Definity switch.
- 2) Password
- 3) Select IP Address and enter the IP address of the C-LAN (TN799B) that the softphone will be using
- 4) Call Control Application: select *DEFINITY IP Softphone*
- 5) Voice Connection:
Telecommuter application users: put in the number that you will be using for your voice calls (home phone etc.) and proceed to step number ‘6’.

Roadwarrior/Desktop application users - you should have *Microsoft NetMeeting 3.0x* displayed here. If not, then click on *Change* and the following will appear:



Select *Microsoft NetMeeting 3.0x* and then *OK*. Now you will be back to the window again.

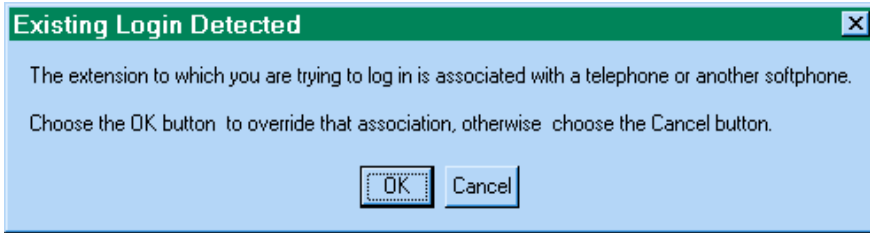
IP Softphone login



If your *Microsoft NetMeeting* 'Voice Connection' does not have *Local Area Network* displayed – then click on *Change* and select it. If you are using a dial-up connection you **must** set the speed to *28800*.

6) Click on Login

Now **note** that either or both of the following windows may appear:



Click *OK* if you see the above window. This may be removed in a later *IP Softphone* release.



Click *OK* if you see this window

- 7) If you are using your PC – *Desktop* at work – and it is taking over an existing DCP phone, *IP Softphone* will inform you of this.
- 8) Click on 'OK'
- 9) If your login is successful two new windows will pop up on your screen – "*DEFINITY IP Softphone*" (which is shown in the next section (**Registration**)). and "*Login Established – your extension number*" shown below:

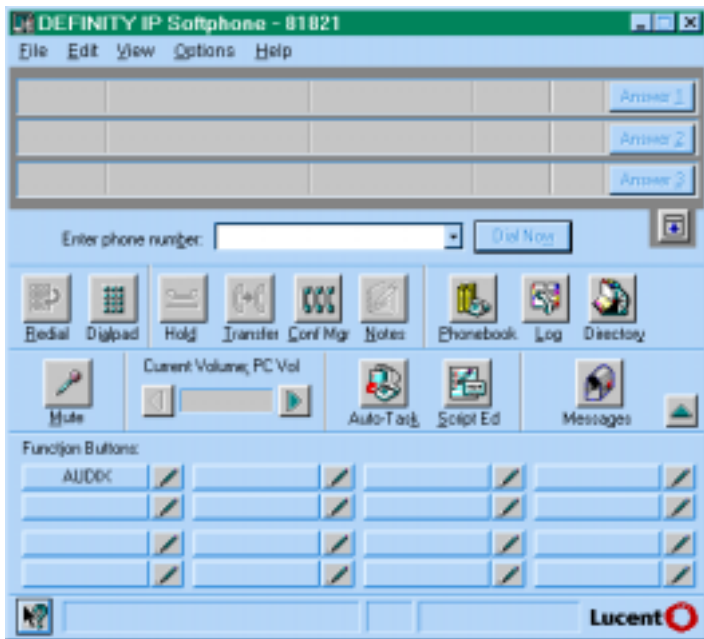


Note: clicking on the 'Close' button will not log you out of your *Softphone* session.

Registration

Registration is the process that *IP Softphone* and *NetMeeting* communicate with *DEFINITY* and exchange information (i.e., password, IP address, etc.). *DEFINITY* uses this information for establishing and routing calls to and from the *IP Softphone/NetMeeting* complex. It is during the registration that *IP Softphone* will take over your DCP set – if you have a physical set. If you get a pop-up window that will ask you if you want to ‘override’ – answer ‘yes’. If you don’t get a pop-up window then you have a set assigned as AWOH – administration without hardware.

The following is the “*DEFINITY IP Softphone*” window:



As part of the registration, *NetMeeting* is started also. Your PC/Laptop is now ready to make/receive calls. At this point, the user’s DCP set on their desk (if they have one) will now have limited capabilities due to its being ‘taken over’ – all calling will be controlled by *IP Softphone*.

Making A Call

To originate a call:

- enter the number in the Enter phone number field
- click on Dial Now

Telecommuter application – after dialing, your ‘call-back’ phone will ring – answer it and you will hear ringback as the party you called will now be ringing.

Roadwarrior/ Desktop - you will hear ringback on your headset (or PC/Laptop speakers).

Receiving A Call

Telecommuter application – Both the *IP Softphone* and your ‘call-back’ phone will ring. Click on the *IP Softphone* and answer it AND answer your ringing ‘call-back’ phone. If your ‘call-back’ phone rings but *IP Softphone* does **not** – then you are receiving a Central Office call – one which is not being routed by the DEFINITY switch.

Roadwarrior/Desktop - Softphone will alert – answer the call by clicking on the *call appearance button*. Talk path will be on your headset or speakers.

Disconnect A Call

Press the ‘*hang up*’ button for the call appearance of the active call.

Other Features

Users can also put calls on hold, answer/originate a call on another line appearance, do conferencing etc.

Un-Registration/Logoff

When you are done with your DEFINITY *Softphone* or done with *DoLAN*, you can un-register by performing the following:

Go to your task bar and look for a ‘handset and telephone’ symbol. 2) Now ‘right *Click*’ on the symbol and select *logoff*.

For **all** users – un-registration does **not** return control to your DCP phone. In order to get control of your DCP set back you **must** do the following:

- 1) Dial *PSA FAC* – user then receives dial tone again
- 2) Dial your extension number (DCP set that you want to get back control of) followed by a ‘#’
- 3) Dial your personal station password (security code) followed by ‘#’

Note:

if your extension is AWOH (administered without hardware) you will not have to perform the above steps 3 through 5. - **never** dial the *PSA Associate* code unless steps 1 or 2 above have been done first.

Other

- if your PC/Laptop crashes you will be un-registered
- if your *IP Softphone* application is killed you will be un-registered
- **you can stay logged in, registered for as long as you want**

Person on the other end can’t hear you very well? You’ve called or received a call from someone and they are complaining that they don’t hear you very good. Then you need to check what your audio source is set at – it could be defaulted to a camera (even if you don’t have one). Do the following on your PC: Go to *Start – Programs – Winnov Videum NT – Audio Panel – select Options – Properties*. Select *Recording* and *OK*. Select *Mic*. if it is not selected already. This will now allow your audio input to be taken from your headset microphone.

PC/Laptop Requirements

NetMeeting

System Requirements and Setup

Microsoft(R) Windows(R) NetMeeting(R) enables real-time audio, video, and data communication over the Internet. NetMeeting requires the following minimum configuration:

- * Microsoft Windows 95 or Windows 98
- * 90 megahertz (MHz) Pentium processor
- * 16 megabytes (MB) of RAM
- * Microsoft Internet Explorer version 4.01 or later

--or--

- * Microsoft Windows NT version 4.0 (Microsoft Windows NT 4.0 Service Pack 3 or later is required to enable sharing programs on Windows NT.)
- * 90 MHz Pentium processor
- * 24 MB of RAM.
- * Internet Explorer version 4.01 or later

It is strongly recommended that you uninstall earlier beta versions of Microsoft NetMeeting before installing this version.

If you use special characters when typing the installation location for NetMeeting during Setup, such as "\\", extended ANSI, or double-byte characters, NetMeeting may not install correctly.

If you are dual booting between Windows 95 or Windows 98 and Windows NT, you must install NetMeeting from within each operating system using separate folders. NetMeeting does not run properly from one default installation directory on both operating systems on a dual boot computer.

NetMeeting works best with a fast Internet connection, such as a 56 kilobytes per second (kbps) or faster modem, or a local area network (LAN).

For best viewing results, use 800x600 resolution or higher. You can also use compact mode.

In NetMeeting packages created with the Resource Kit, the Help may reference user interface elements that don't exist in the customized version of NetMeeting.

You must have a 32-bit TCP/IP stack and Windows sockets interface to use NetMeeting. NetMeeting has been tested with the 32-bit TCP/IP and Windows sockets built into Windows 95, Windows 98, and Windows NT version 4.0.

NetMeeting does not function properly over SLIP connections or other simulated SLIP/PPP connections.

For information about product support, see the Support.txt file in your Windows folder or NetMeeting folder.

If you're using a preinstalled OEM version of Windows 98 Second Edition, you won't be able to uninstall NetMeeting by using the Install/Uninstall tab of the Add/Remove Programs control panel. If you install a stand-alone NetMeeting version, then NetMeeting appears on the Install/Uninstall tab.

IP Softphone

Hardware and Software Requirements

DEFINITY IP Softphone requires a DEFINITY Enterprise Communications Server (ECS) with software release 8.0 or later and the hardware and software listed below:

- an IBM PC-compatible with the following hardware:
- a Pentium 100 or faster processor
- a hard disk with at least 25 MB of space available
- a minimum of 32 MB of RAM if you are using Microsoft Windows NT 4.0 Server or Microsoft Windows NT 4.0 Workstation, and a minimum of 16 MB of RAM if you are using Microsoft Windows 98 or Microsoft Windows 95
- a sound card, speaker/headset, and a microphone (for single-connection mode only). It is recommended that your sound card supports full-duplex operation.
- a network interface card for local area network (LAN) connectivity and/or a modem (28.8 Kbps or faster) for dial-up networking
- a CD-ROM drive
- a Windows-compatible VGA (or better) adapter
- a Windows-compatible pointing device
- One of the following operating systems:
- Microsoft Windows NT Server 4.0 or later with Service Pack 4
- Microsoft Windows NT Workstation 4.0 or later with Service Pack 4
- Microsoft Windows 98
- Microsoft Windows 95 with Service Pack 1
- For single-connection mode, you will need an H.323 Version 2-compliant application that can register with an E.164 alias (such as Microsoft NetMeeting 3.0x). Microsoft NetMeeting 3.0x requires Microsoft Internet Explorer 4.0 or later.