AVAYA

BCM Rls 6.0

Desktop Assistant Pro
Desktop Assistant Pro Admin Edition

Task Based Guide

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Table of Contents

Desktop Assistant Pro 5

Overview 5

Required Information 5
Supported Operating Systems 5

Flowchart 6

Loading and Configuring LAN CTE 7

Installing Desktop Assistant Pro 7

Opening Desktop Assistant Pro 14
Button Programming 16
Button Labelling 17
The Phone Menu 19
Print Preview/Print 21
Saving Phone Settings 23
Loading Phone Settings 24

Desktop Assistant Pro AE 26

Overview 26

Required Information 26
Supported Operating Systems 26

Flowchart 27

Installing Desktop Assistant Pro Admin Edition 28

Opening Desktop Assistant Pro Admin Edition 35
Selecting Another Business Communications Manager System 38

Avaya Documentation Links 39

Desktop Assistant Pro

Overview

Desktop Assistant Pro is a LAN CTE based application that provides the end-user with the capabilities to manage the configuration of desktop telephones.

The functionality available includes:

- Button labelling including font, font size and background colour control.
- Label printing.
- Button programming of end-user accessible features (requires CTE access to devices).
- Saving/Restoring a telephone configuration.
- Telephone feature help.

Required Information

Before commencing configuration of Desktop Assistant Pro, it would be useful to obtain the following information/facilities:

- The extension number of the phone to be configured by Desktop Assistant Pro.
- LAN CTE associated to the PC and DN in Element Manager.
- LAN CTE loaded and configured on the PC that will be running Desktop Assistant Pro.

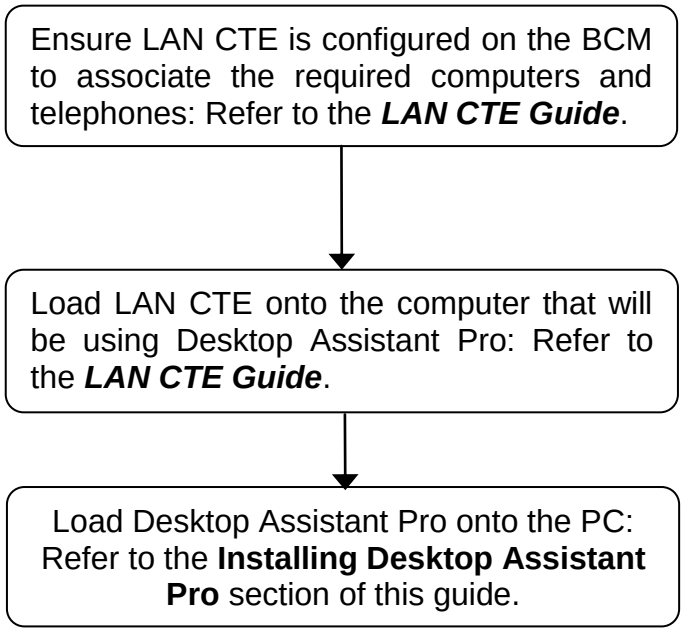
Supported Operating Systems

Desktop Assistant Pro is supported on the following operating systems:

- Windows XP Professional SP3
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit
- Windows 7 Professional, Ultimate, Enterprise 32/64 bit

Flowchart

This flowchart depicts the relevant steps required to install and configure the Desktop Assistant Pro application on a desk top PC.



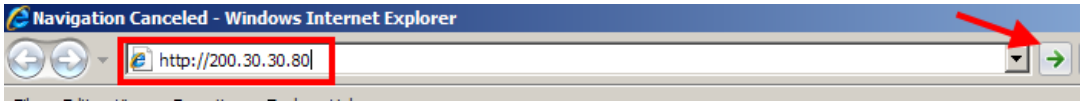
Loading and Configuring LAN CTE

LAN CTE will have to be configured on the BCM via Element Manager to associate the phone device that you wish to use with Desktop Assistant Pro and your computer (refer to the ***LAN CTE Guide***).

LAN CTE will have to be loaded onto the computer that will be using Desktop Assistant Pro (refer to the ***LAN CTE Guide***).

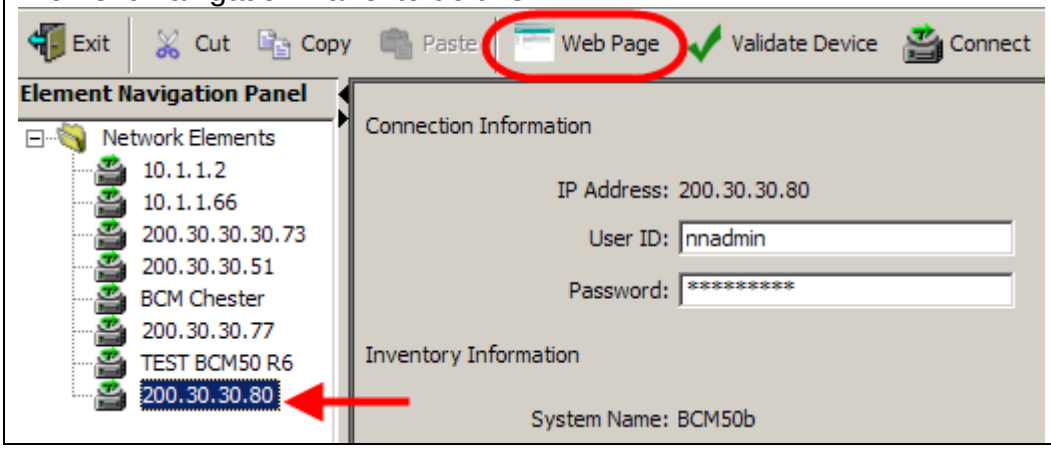
Installing Desktop Assistant Pro

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

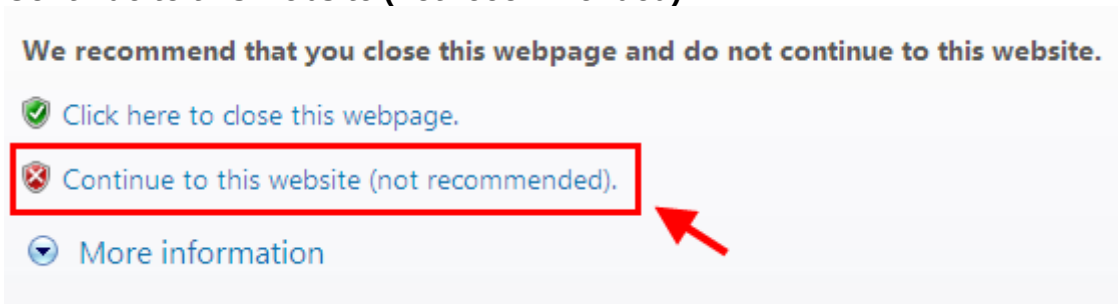


2. Click on **Go**, or press Return on your keyboard.

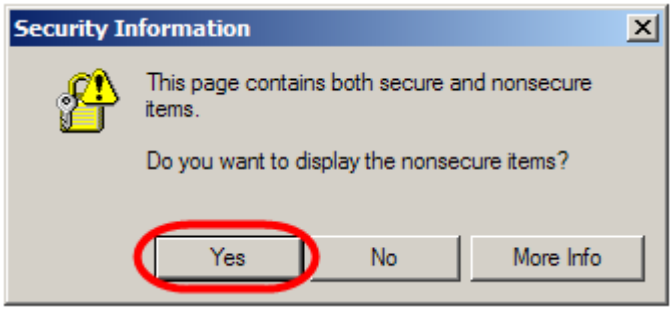
Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



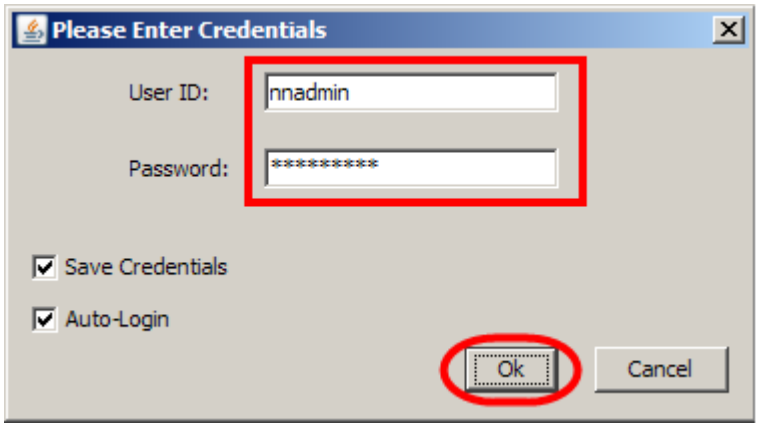
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.



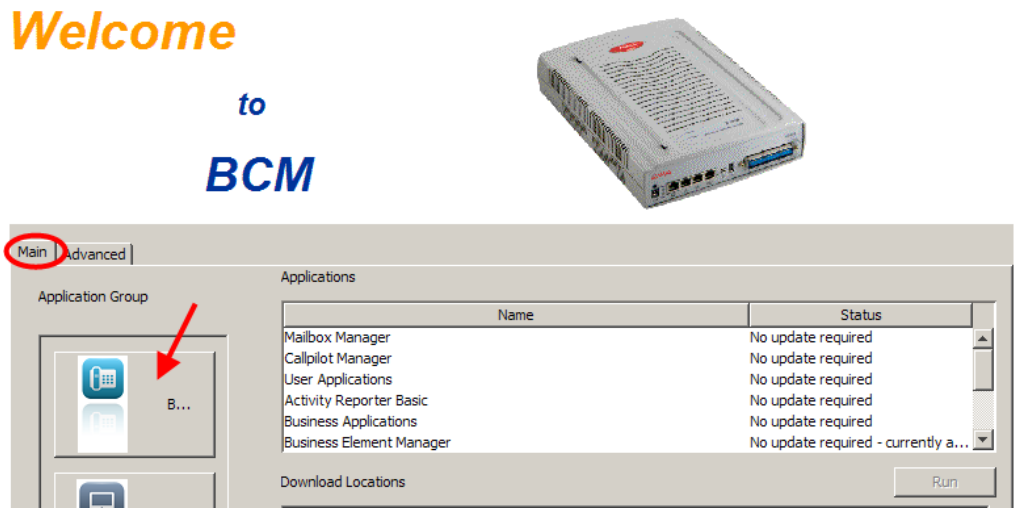
4. Accept any further security messages that you may get presented with.



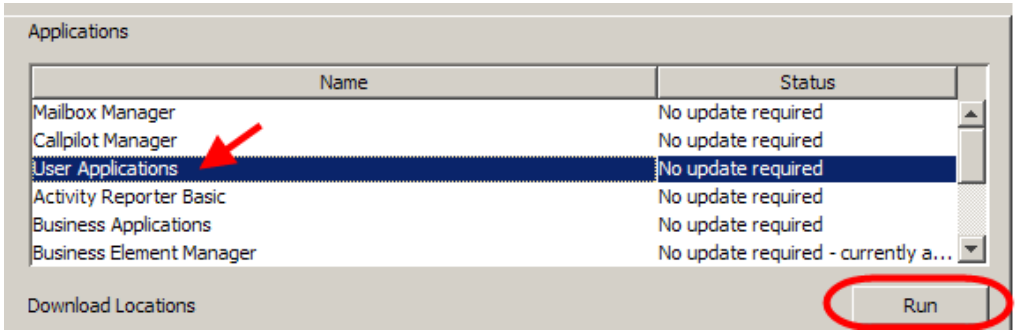
5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID*:* nnadmin Password*:* PlsChgMe! Click on **OK**.



6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.



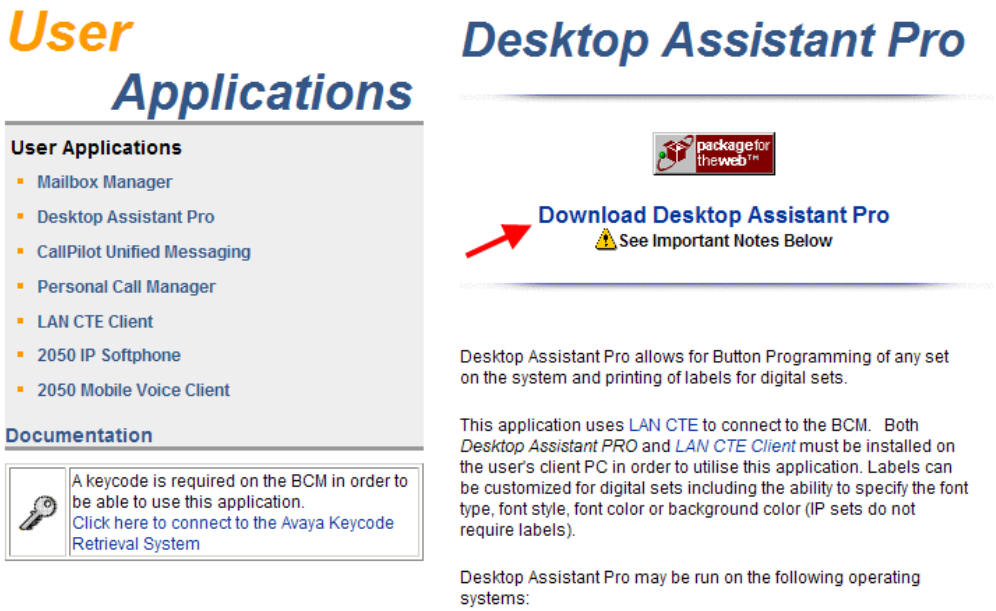
7. In the Applications area, select **User Applications**,and click on **Run**.



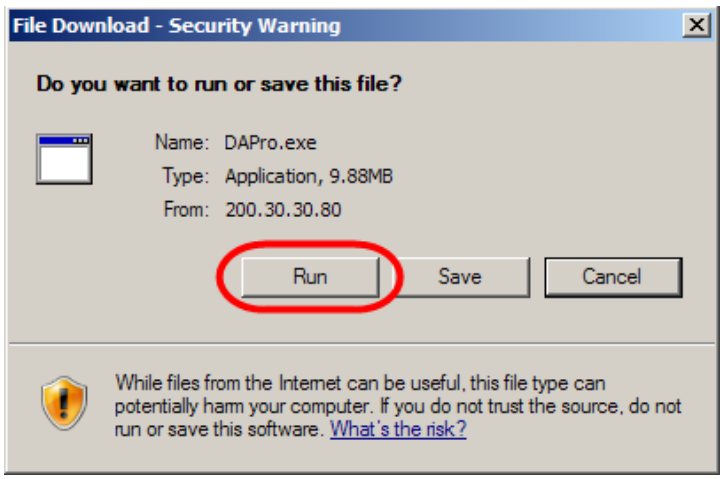
8. Again, accept any security messages that appear, and if prompted enter any login details.

9. From the User Applications screen, click on **Desktop Assistant Pro**.

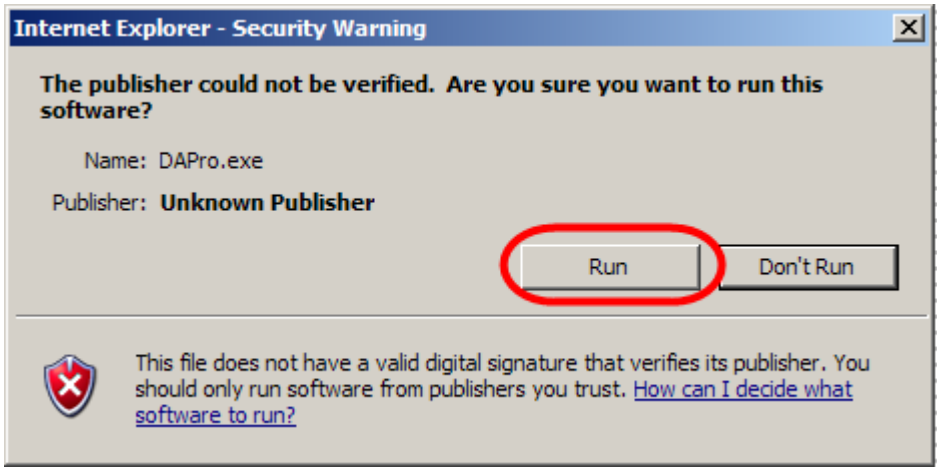
10. Click on **Download Desktop Assistant Pro** Link.



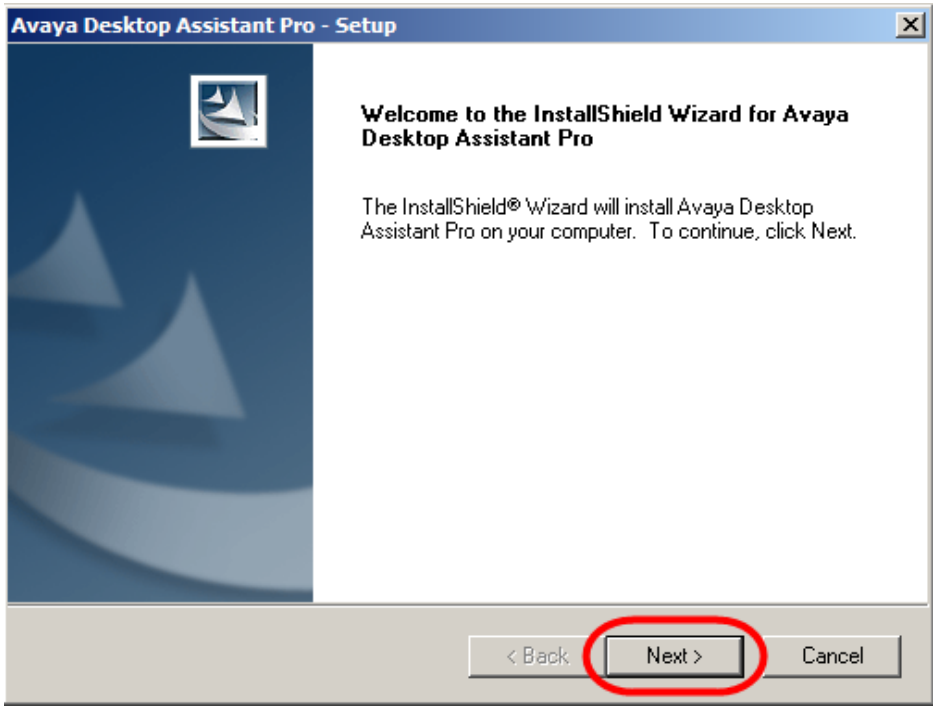
11. Click the **Run** (or **Open**) button.



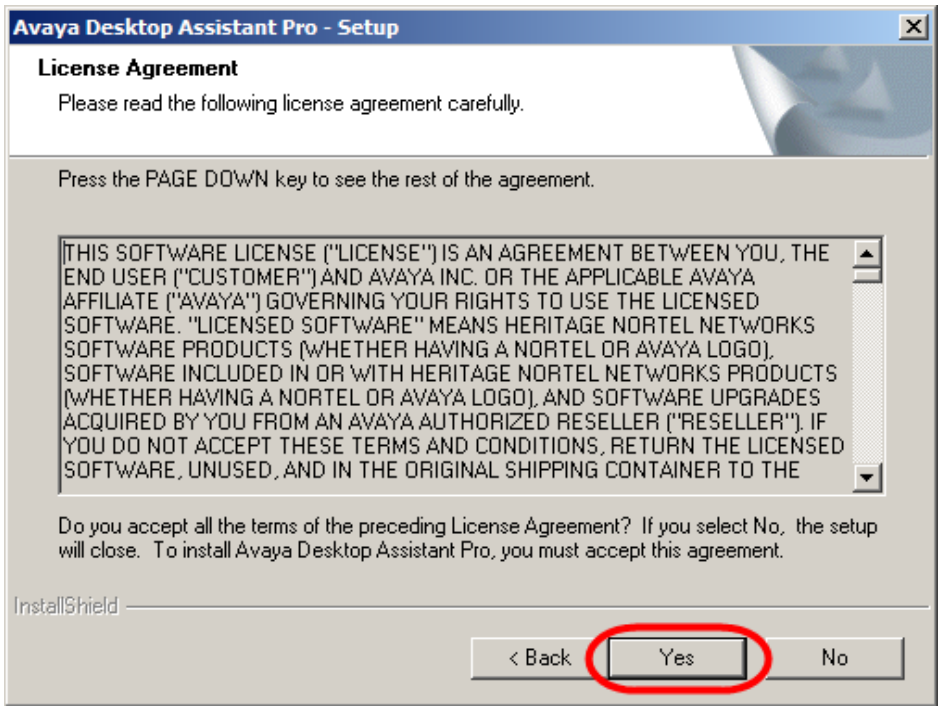
12. The files will be downloaded to your computer. If you see a Security Warning screen, click **Run**.



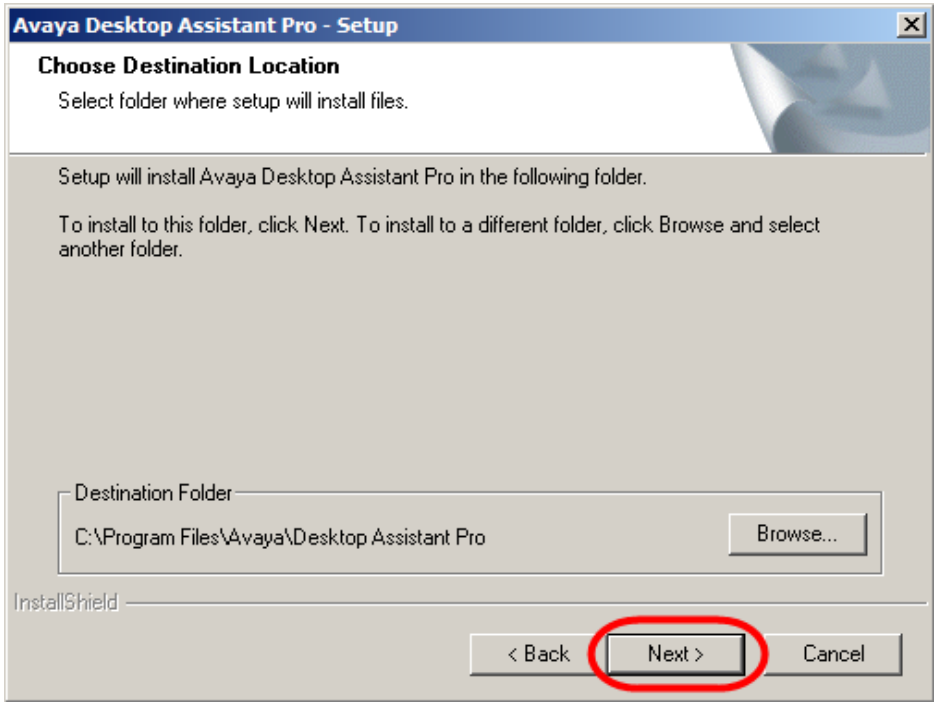
13. The Welcome screen will appear. Click the **Next** button.



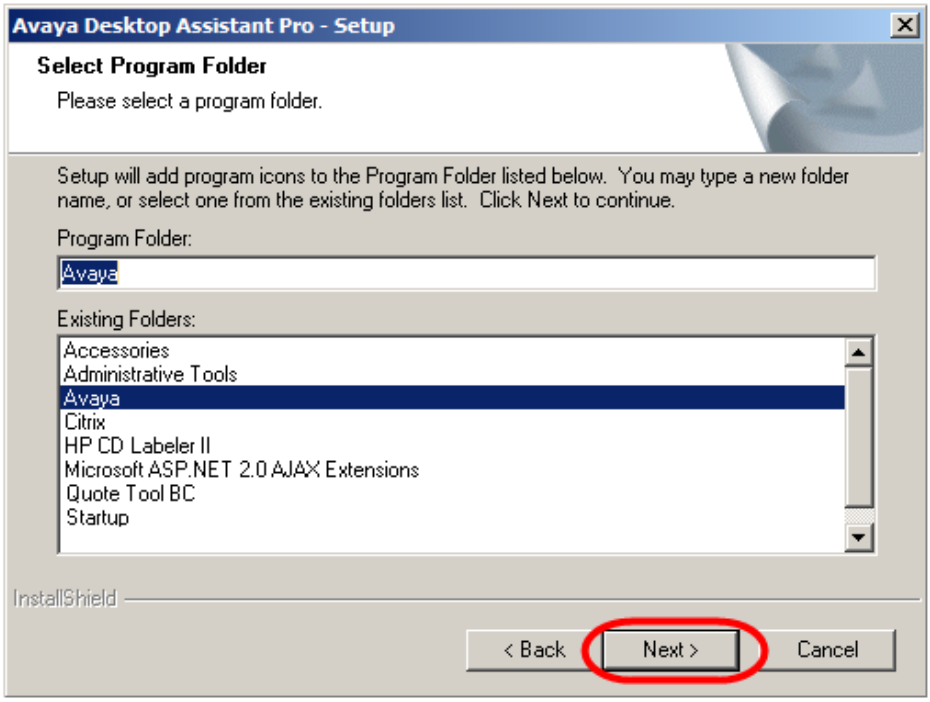
14. The Licence screen will appear. Click **Yes** to accept the agreement.



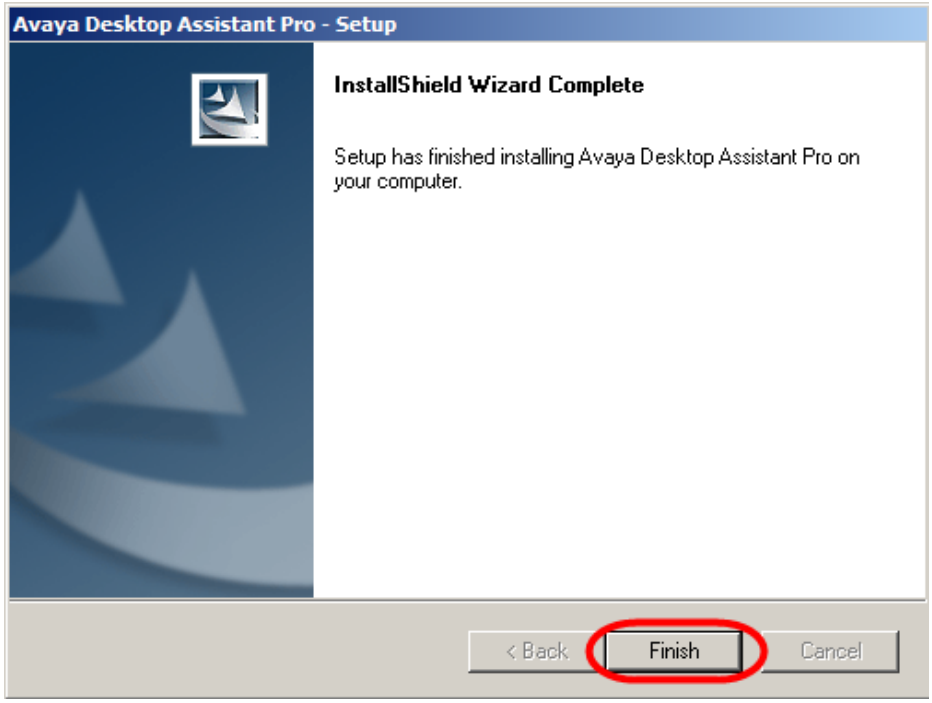
15. The Choose Destination Location screen will appear. Select **Next** to accept the default destination.



16. The Select Program Folder screen will appear. Select **Next**.



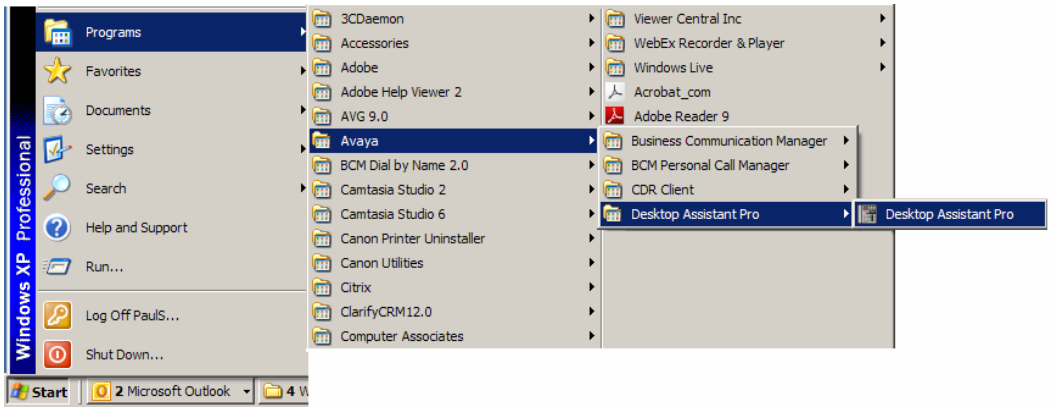
17. The Install Wizard screen will appear. Select **Finish**.



Opening Desktop Assistant Pro

To open Desktop Assistant Pro:

1. Select **Start**, **Programs**, **Avaya**, **Desktop Assistant Pro, Desktop Assistant Pro**.



2. The application will then open and the Select Phone device screen will appear. Select the model of the phone that you wish to program.

Note: If this screen does not appear, ensure the correct association between PC and extensions has been made within LAN CTE in Element Manager. Refer to the ***LAN CTE Guide*** for more information.

a. Digital Phones examples.

b. IP Phones examples.

3. Click the **OK** button when you have selected the correct model of phone.

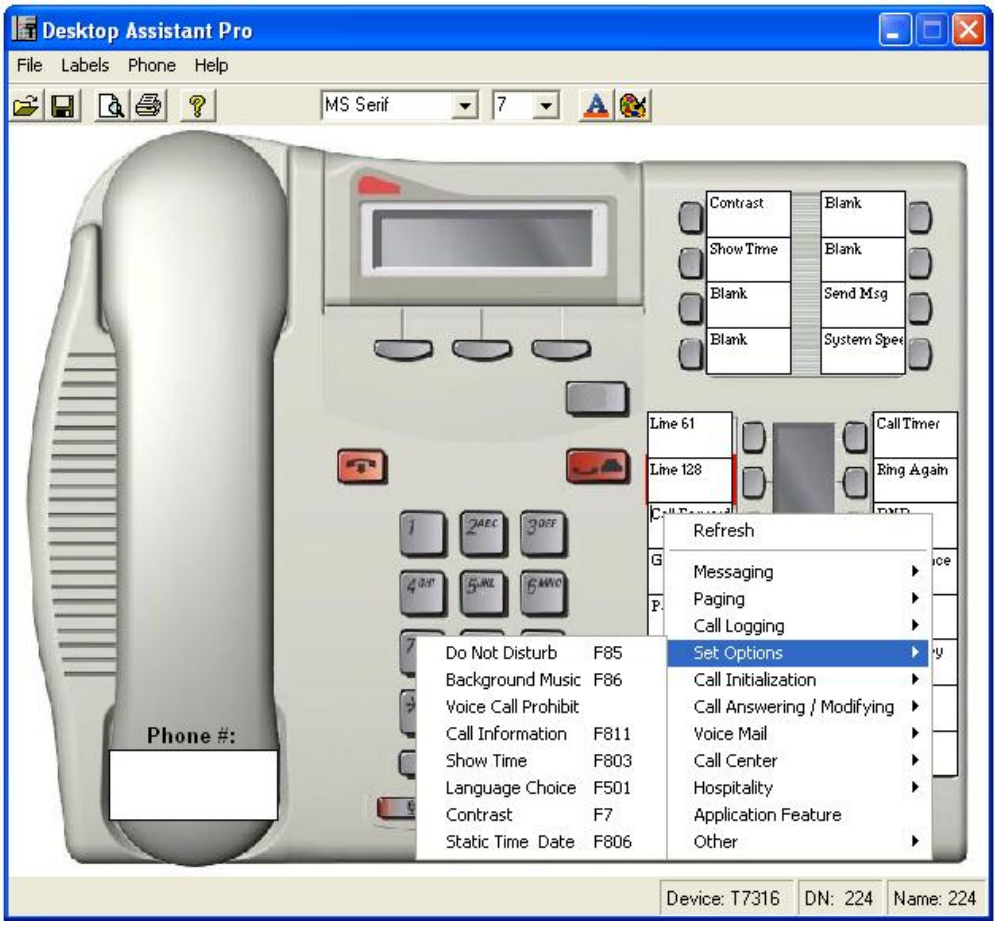
4. The phone type and the programming that has been associated with the computer within the LAN CTE configuration will be displayed.

Button Programming

Desktop Assistant Pro provides the capability to easily program buttons on a set without the need to remember the appropriate feature code.

If you have been granted access to a device on the Business Communications Manager System, you can program buttons on the device selected.

1. Right click on the appropriate button. At this point you will be shown a drop down menu listing all the features that you can program.



2. Look down the list or sub-lists and select the feature to then be programmed on that button.

3. The button will be programmed.

Button Labelling

In addition to button programming, Desktop Assistant Pro provides the capability to easily label buttons on a set. This capability can be done in either offline mode or during button programming.

To label a button:

1. Using the mouse, simply left click on the appropriate label and highlight the text to be changed. Type in a more appropriate description if desired.

2. At this point you can:
    a. Change the font type and size.

    b. Change the font colour and background colour.

3. When the buttons have labelled correctly, you can print the labels to apply. Refer to the **Print Preview/Print** section of this guide.

The Phone Menu

Clicking on the command **Phone** opens the Phone Device menu. From this menu you can select one of the accessible Business Communications Manager Phone devices available to the current user.

The **Phone** Device command is only available for online phone device programming and only if the current user has been granted access to more than one phone device.

The **Phone** menu offers the capability to switch to a different phone type. In offline mode the entire list of supported phones is available to select from. In programming mode, only those phones in the same class as the current one can be selected.

In addition, this menu offers a set **refresh** command. Selecting this option resets all labels to blank in offline mode. In programming mode, all buttons are queried from the set and all labels set to the programmed values.

1. Select **Phone** from the menu bar.

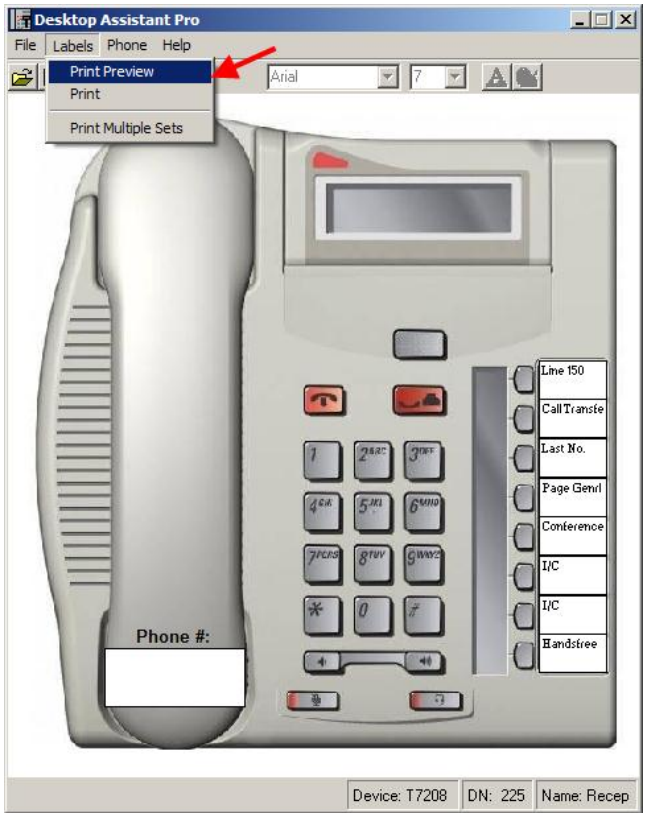
2. Then select the appropriate phone device.

3. The new model phone device will then be displayed.

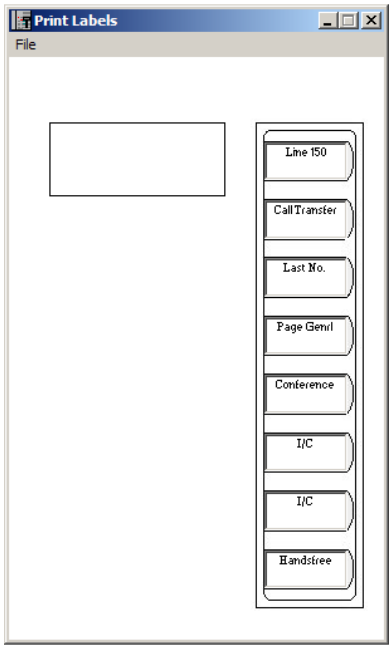
Print Preview/Print

From this dialogue box you can preview the labels for the current device and print them from here.

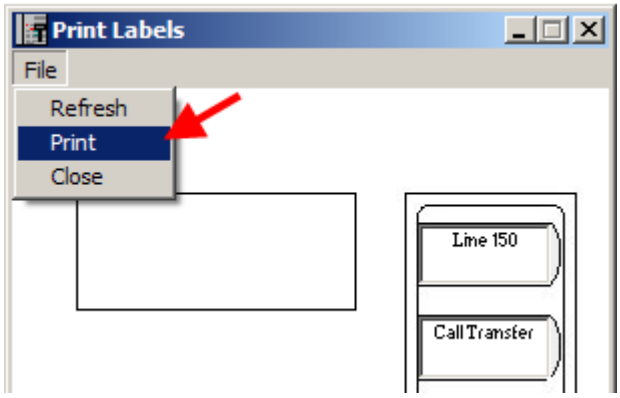
1. Select **Labels** and **Print Preview**.



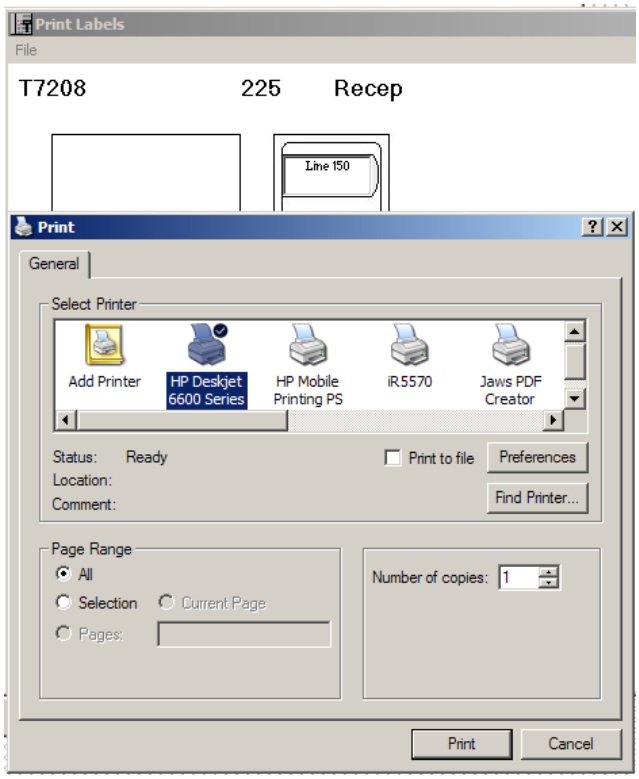
2. The labels illustrating the button programming will be displayed.



3. To Print the labels select **File** and **Print**.



4. The Printer dialogue box will be displayed and the screen will display the name and model of phone associated with this extension.



5. Select the appropriate printer and the click the Print button.

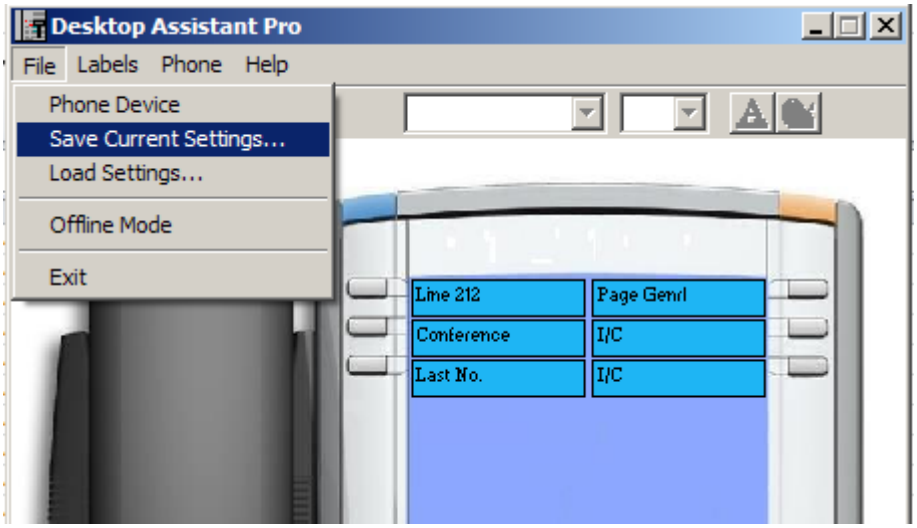
Saving Phone Settings

From this dialogue box you can select the filename under which the current device settings will be saved. The default file extension for this file is "pcf" (Phone Configuration File).

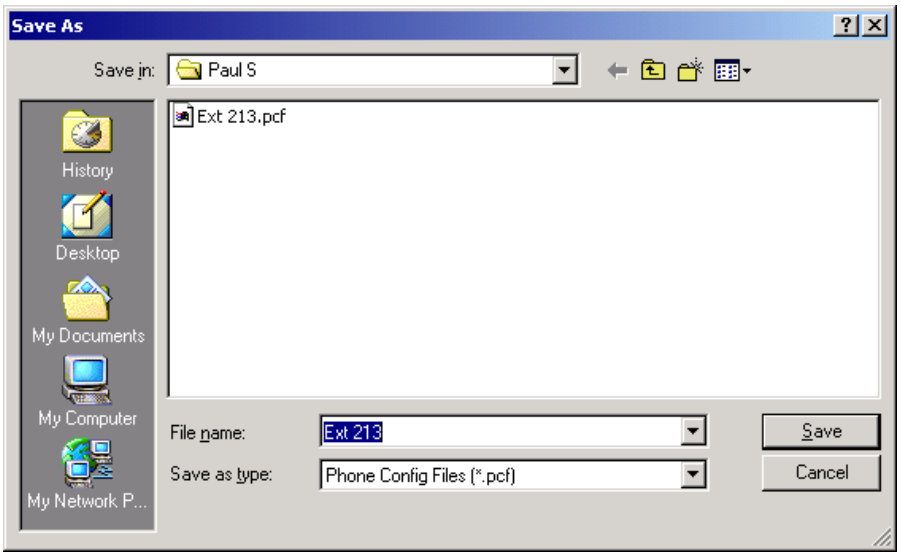
Saved configuration files can only be loaded to the same phone device type.

The Save Settings command is available for both offline button labelling and online phone device programming.

1. Select **File**, **Save Current Settings**.



2. The Save As window will appear. You can then save the phone device to an appropriate location.

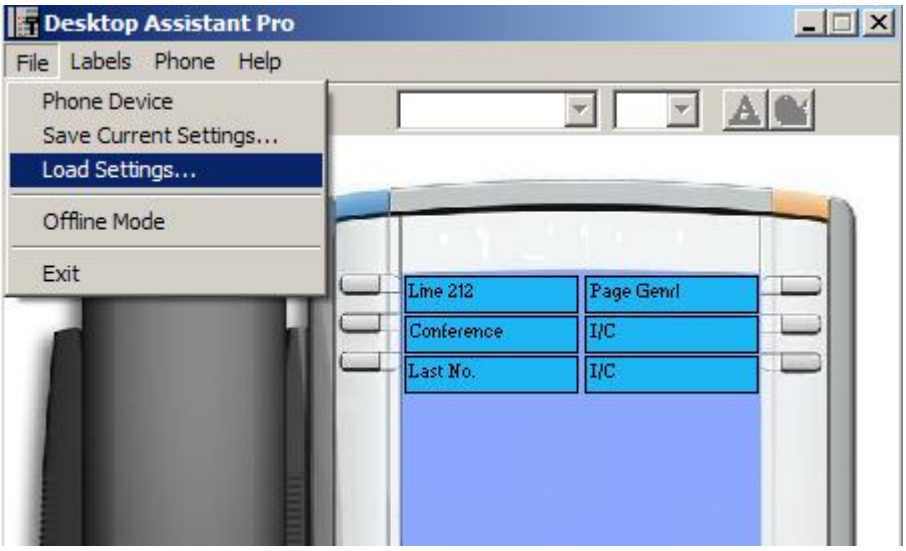


Loading Phone Settings

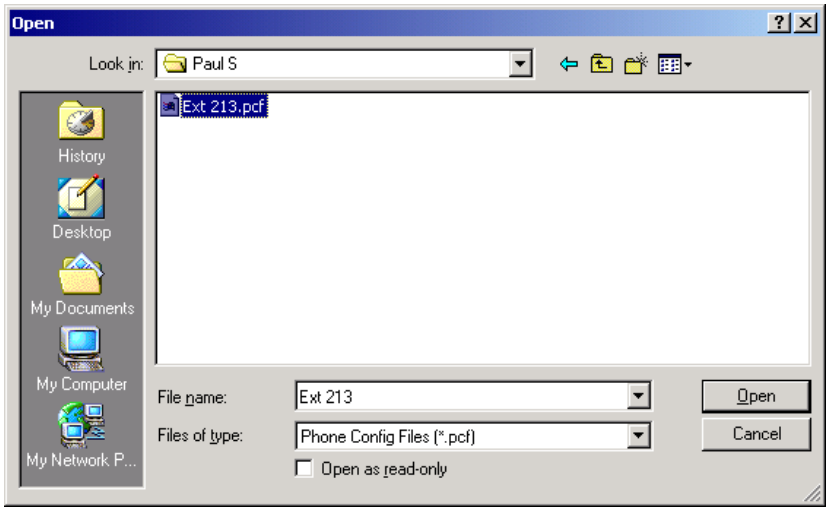
From the file open dialogue box you can select the phone configuration file (i.e. pcf) to load into the current selected phone device. Loading (i.e. programming) of the device will only be accepted if the saved device type is the same as the current device. Also note that Line appearances, Answer Keys, Hunt Group keys, Handsfree keys and Intercom keys are not end user programmable features and as such will be skipped over.

The Load Settings command is available for both offline button labelling and online phone device programming.
To schedule a message:

1. Select **File** and **Load settings.**



2. The **Open** window will appear.



3. Select the file to upload and click the **Open** button.

4. The programming for the extension you have selected will then be uploaded and displayed.

Desktop Assistant Pro AE

Overview

Desktop Assistant Pro Administrator Edition (AE) is a LAN CTE based application that provides the system administrator with the capabilities to manage the configuration of desktop telephones.

The functionality available includes:

- Button labelling including font, font size and background colour control.
- Label printing.
- Button programming of end-user accessible features (requires CTE access to devices).
- Saving/Restoring a telephone configuration.
- Telephone feature help.
- Ability to switch between systems without exiting the program.

Required Information

Before commencing configuration of Desktop Assistant Pro AE, it would be useful to obtain the following information/facilities:

- The Start extension number on the Business Communications Manager.
- The IP Address, user name and password of the Business Communications Manager.
- The IP Address, user name and password of any other Business Communications Manager you wish to access.
- LAN CTE loaded on the PC that will be running Desktop Assistant Pro.

Note: For Desktop Assistant Pro AE, LAN CTE requires no association within Element Manager to function. LAN CTE only requires loading on the same PC as Desktop Assistant Pro AE.

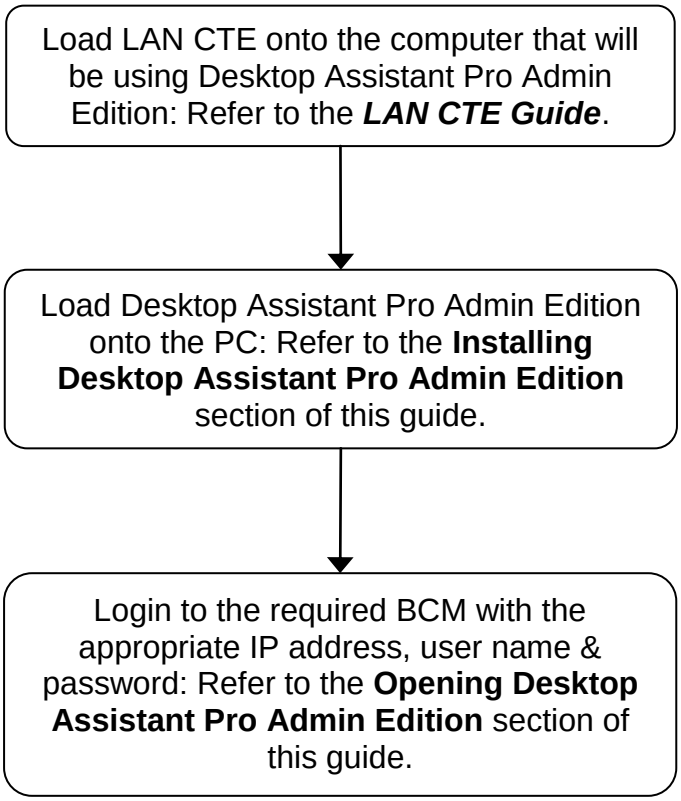
Supported Operating Systems

Desktop Assistant Pro Admin Edition is supported on the following operating systems:

- Windows XP Professional SP3
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit
- Windows 7 Professional, Ultimate, Enterprise 32/64 bit
- Windows Server 2003 Standard and Enterprise SP2
- Windows 2008 Standard and Enterprise SP2
- Windows Server 2008 R2 Enterprise 64 bit
- Windows Small Business Server R2

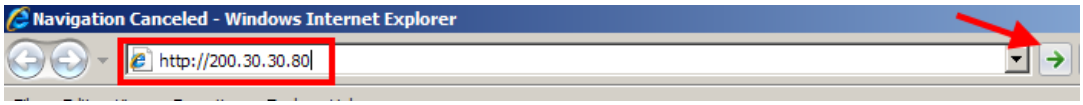
Flowchart

This flowchart depicts the relevant steps required to install and configure the Desktop Assistant Pro Admin Edition application on a desk top PC.



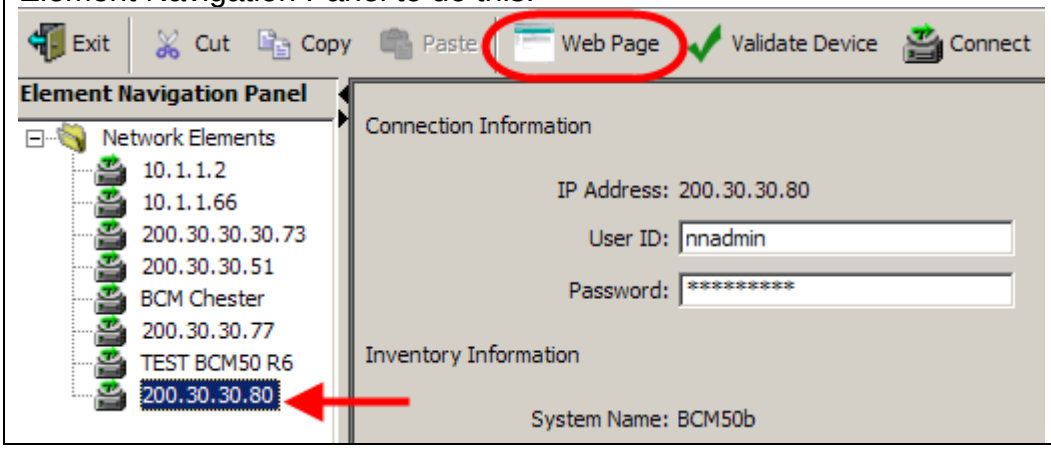
Installing Desktop Assistant Pro Admin Edition

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

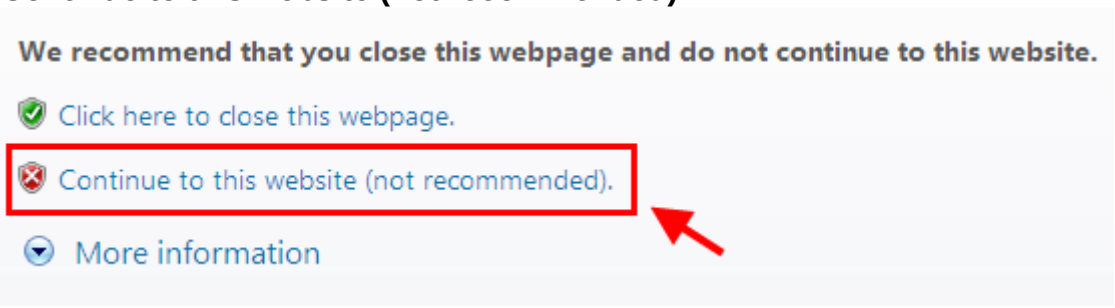


2. Click on **Go**, or press Return on your keyboard.

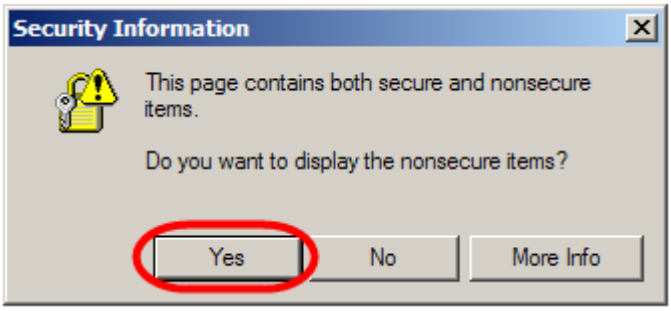
Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



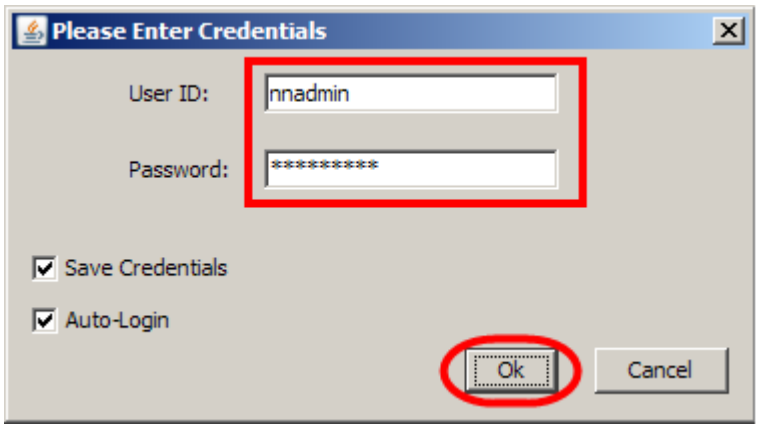
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.



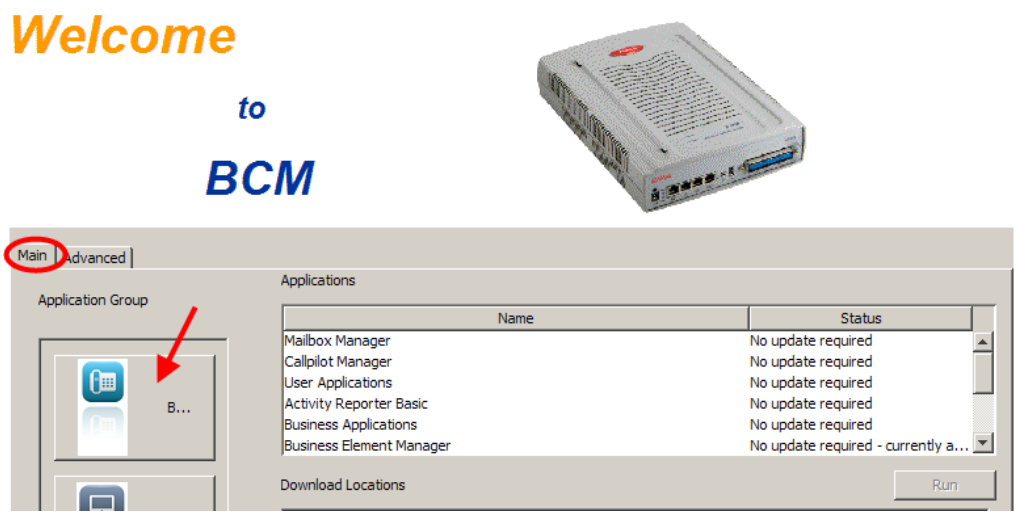
4. Accept any further security messages that you may get presented with.



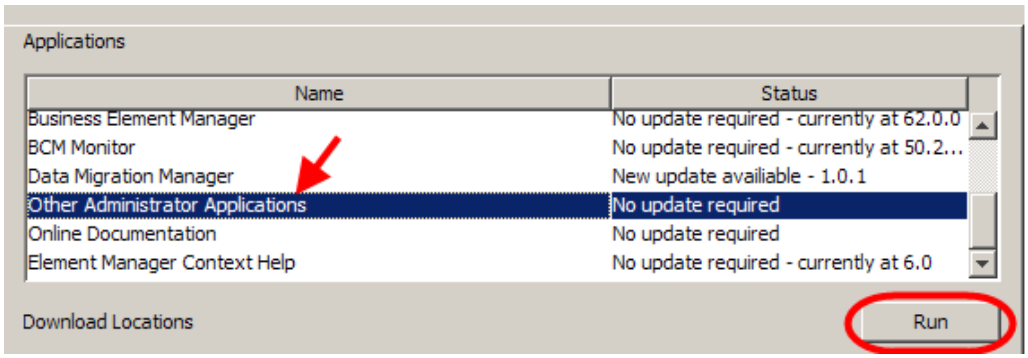
5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID*:* nnadmin Password*:* PlsChgMe! Click on **OK**.



6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.



7. From the **Applications** list, select **Other Administrator Applications** and click **Run**.

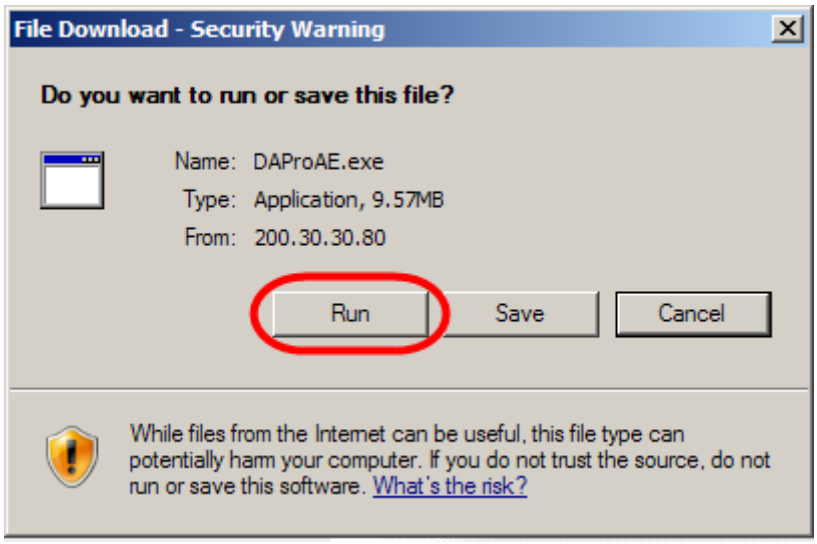


8. Again, accept any security messages that appear, and if prompted enter any login details.

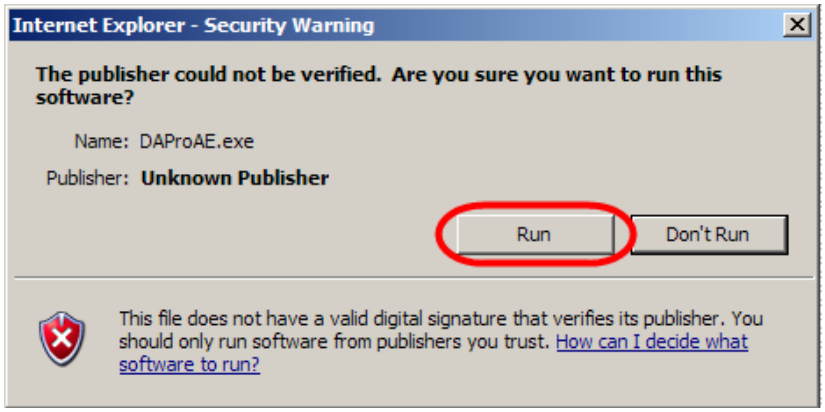
9. The Administrator Applications screen will be displayed. From the Administrator Applications screen, click on **Desktop Assistant Pro AE**.

10. Click on the **Desktop Assistant Pro Admin Edition** download button.

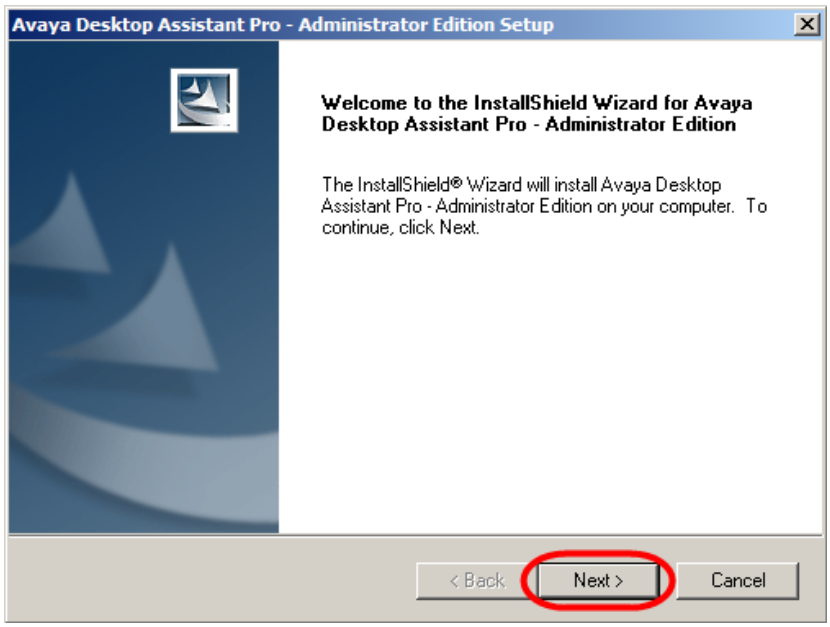
11. The **File Download** screen will appear. Click the **Run** button.



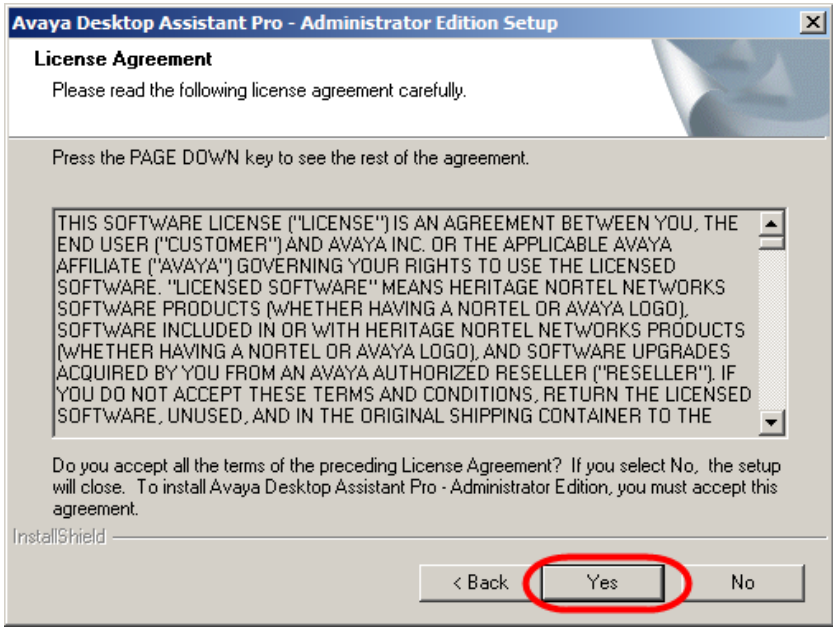
12. The files will be downloaded to your computer. Click **Run** if you see another Security Warning.



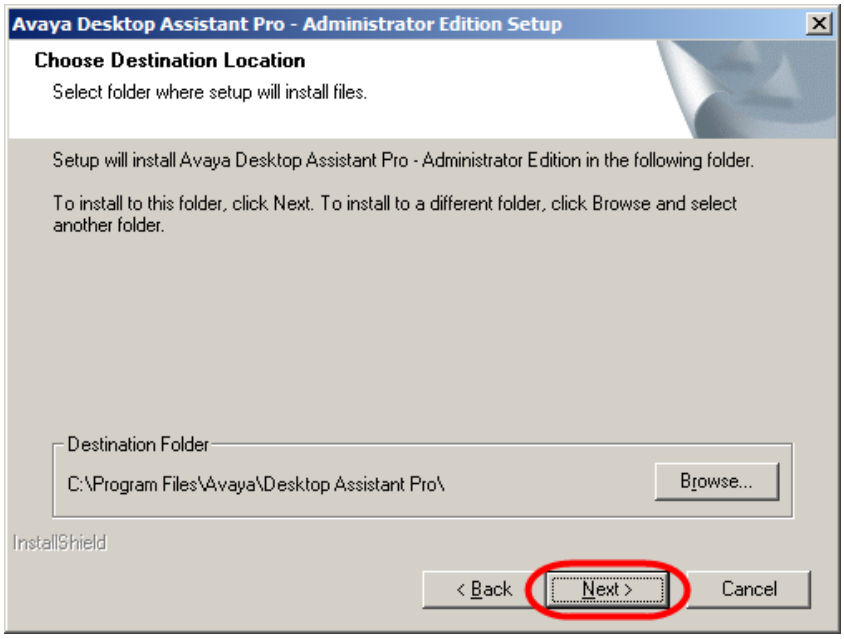
13. The **Welcome** screen will appear. Click the **Next** button.



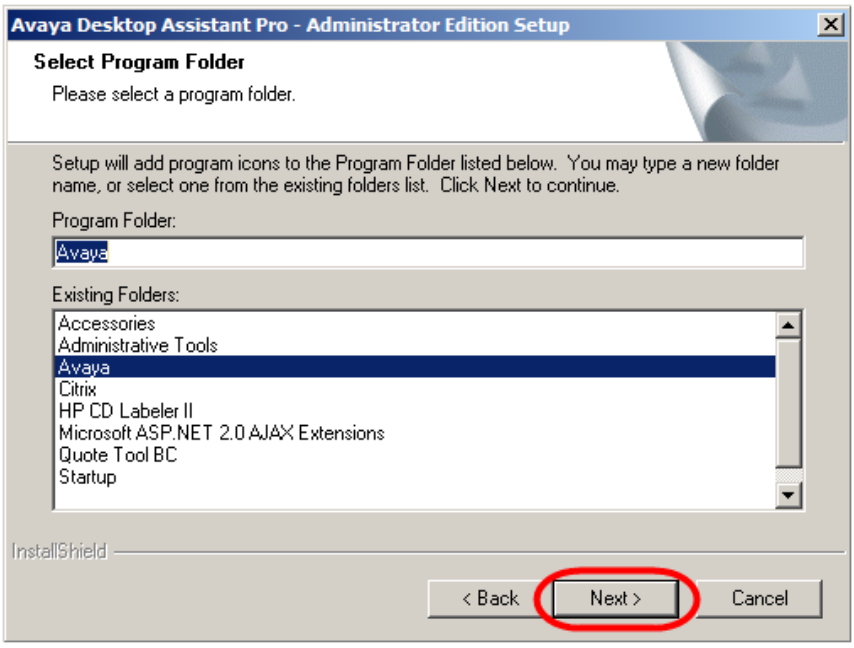
14. The Licence screen will appear. Click **Yes** to accept the agreement.



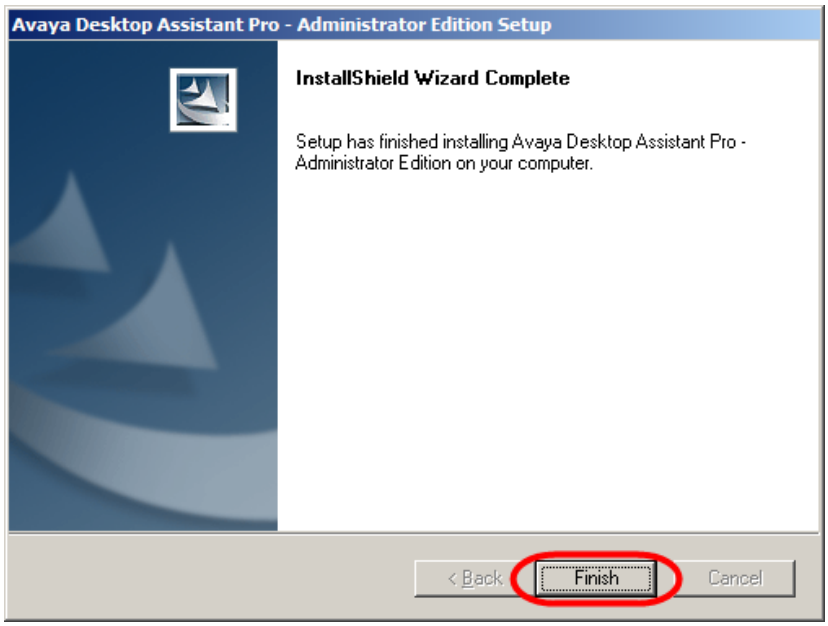
15. The **Choose Destination Folder** screen will appear. Select **Next** to accept the default destination.



16. The Select Program Folder screen will appear. Select **Next**.



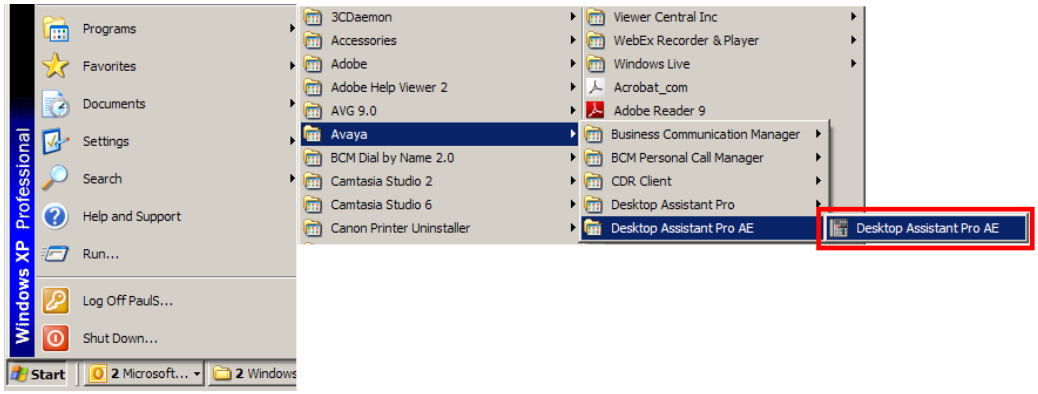
17. The **Install Wizard** screen will appear select **Finish**.



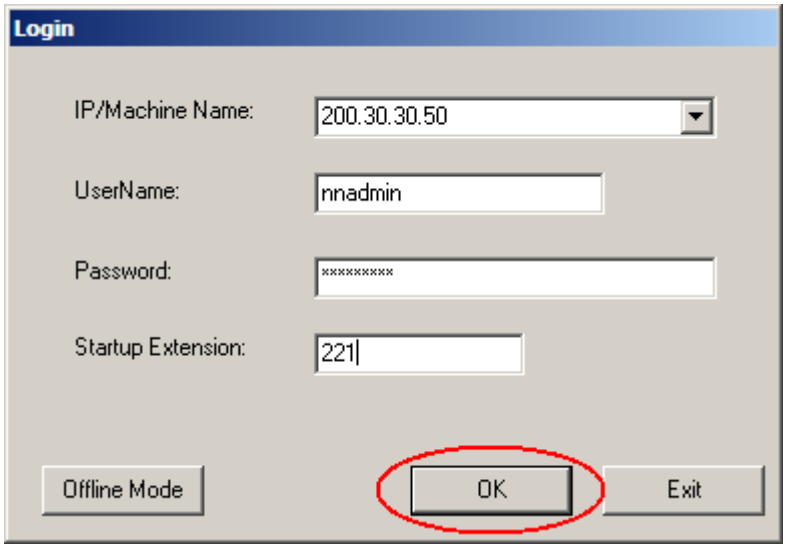
Opening Desktop Assistant Pro Admin Edition

To open Desktop Assistant Pro AE:

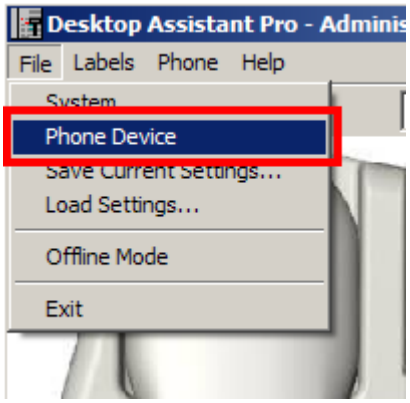
1. Select **Start**, **Programs**, **Avaya**, **Desktop Assistant Pro AE**, **Desktop Assistant Pro AE**.



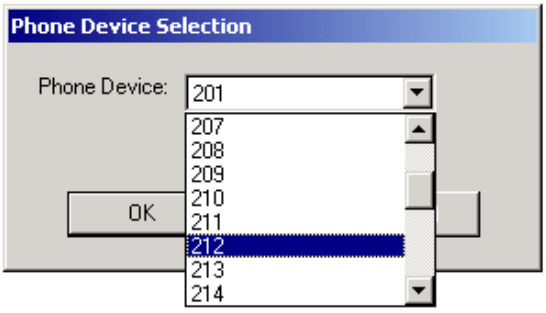
2. The application will then open, and the BCM Login window will appear. Enter the **IP address** or **Machine name** of the BCM you wish to access in the IP/Machine name field. Then enter the **User Name** and **Password** for the BCM, followed by the first extension on the system. Click **OK**.



3. Click on the **File** menu and select **Phone Device**. The Phone Device Selection screen will appear.



4. The Phone Device Selection screen will appear. By clicking on the dropdown menu you can select an appropriate extension to configure. Click **OK**.



5. The Select Set device screen will appear. Select the model of the phone that you wish to program. Click the **OK** button.

6. The phone type and current programming will be displayed.

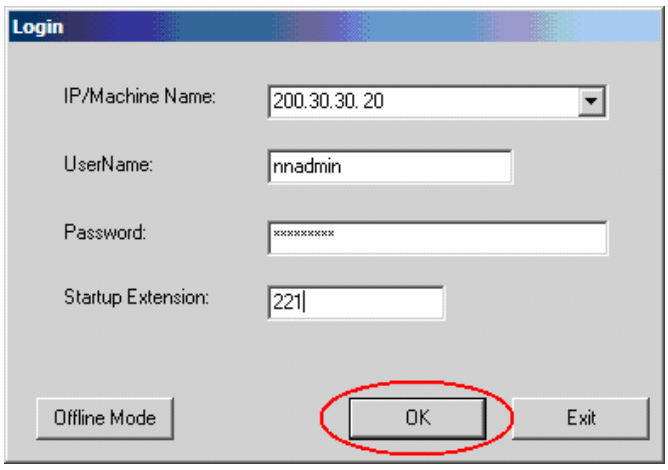
7. The phone can now be labelled and programmed in the same manner as with Desktop Assistant Pro.

Selecting Another Business Communications Manager System

From this dialogue box you can select a different Business Communications Manager system to connect to.

1. From the **File Menu** select **System**.

2. You can then enter the IP Address and the start extension of the other Business Communication Manager you wish to access.



3. Click **OK**.

Avaya Documentation Links

- LAN CTE Configuration guide