Business Communications Manager 2.5 Documentation Update

NORTEL NETWORKS™

Welcome to Business Communications Manager 2.5, the unified communications solution that gives you an edge on your competition.

The Business Communications Manager 2.5 documentation is on the Business Communications Manager 2.5 Documentation CD-ROM. This CD-ROM is in your Business Communications Manager 2.5 kit.

To view the documentation:

1. Insert the Business Communications Manager 2.5 Documentation CD-ROM into the CD-ROM drive of your computer.

2. Double click the **My Computer** icon.

3. Double click the CD-ROM icon.

4. Double click **Start.exe**.

This document provides last-minute changes to the Business Communications Manager 2.5 documentation.

Business Communications Manager 2.5 Installation and Maintenance Guide

Replacing cooling fans on Business Communications Manager 2.0 systems

WARNING: Ensure you order the correct cooling fan if you need to replace the fan, or you choose to install a redundant fan, in a Business Communications Manager 2.0 **base unit**. Fans built for 2.5 base units will damage 2.0 equipment if they are installed in that hardware. However, the 2.5 **expansion unit** still uses the same fan as the 2.0 hardware, since the connections have not changed.

Refer to the documentation for correct replacement procedures.

Installation and troubleshooting tips

On the Unified Manager first page, click the **Documentation** button to access the various levels of documentation and product help files. These connections include one to the Tech Tips area, where you will find tips for troubleshooting your system with the maintenance tools provided by the Unified Manager, and an introduction to the **Report a Problem Wizard**.

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Programming Operations Guide

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T7406 handset feature anomalies

LCD Contrast Level: This feature is not adjustable, either through the handset or through system programming. Contrast has been automatically set to an optimum level.

Voice Call Deny (F88): This feature has been purposely set as the default for the handset, since voice calls cannot be made to the T7406 handset. If this setting inadvertently gets turned off by the system administrator or the user, someone attempting to make a voice call to the handset will not receive the No Voice Call display on their telephone. As well, the call will continue as a normal call to the T7406 set.

T7406 and M7410 interaction: If there are any M7410 telephones installed on the system, you can attach only one base and three handsets in the same area. In this case, the base station must be set to the lower bandwidth. This information is contained in the *T7406 Installation Guide*.

The following section provides some notes about system features that the T7406 handset has specific applications with.

Ring Notification: If the set is idle and you press a line or intercom button, and then the ⌣ button, the set will not get ring notification of an incoming call.

To release the held line, press the line or intercom button, and then press ☎ .

Priority call: If a Priority call is made to your T7406 telephone that does not have DND active, and the call is answered but the originating caller then releases the call, you must still press an intercom line and the ⌣ button before the line is actually released. If you choose not to do this, the handset stops providing ring notification of incoming calls, refer to **Ring Notification**.

Pages 485/495 Backup and Restore Utility

Nortel Networks recommends that you use a remote volume to backup a Business Communications Manager system.

Due to the slow data transfer rate of a dial up modem, Nortel Networks recommends that you do not use the dial up modem to perform a backup or restore using a remote volume. Nortel Networks recommends that you use a LAN, WAN, or ISDN dial up interface to backup or restore the Business Communications Manager system using a remote volume.

To backup or restore a Business Communications Manager system using a dial up modem, the computer you are using to connect to the Business Communications Manager system must be using the Windows NT operating system.

PPPoE

The PPPoE functionality is not available for this version of Business Communications Manager.

NAT

There is a temporary limitation with the use of IP clients (i2004, i2050 and i2002) configured behind NAT. You can use NAT for connection of data interfaces to the public network, but we recommend that IP clients do not use this interface until the current limitation is removed. This limitation will be addressed in a patch due to be released in August or September 2001. Please refer to the Nortel Networks ITAS web site **http://www97.nortelnetworks.com/itas/** for more information.

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If Multimedia Call Center is enabled on your system, set the Max Outcalling Channels to a value higher than one. Also, to ensure that the Outcalling Channels do not consume all the available voice channels, set the minimum number of voice ports to a number higher than the Outcalling Channels. For information about how to change the minimum number of voice channels, refer to the MSC Configuration chapter in the *Business Communications Manager 2.5 Programming Operations Guide*.

Troubleshooting chapter

Your Multimedia Call Center customers report seeing the following message on their browser screen:
"Sorry, your call could not be completed. All Voice Button lines are currently busy. Please try again later".

Solution:
Change the Max Outcalling Channels to a value higher than one. Also, to ensure that the Outcalling Channels do not consume all the available voice channels, set the minimum number of voice ports to a number higher than the Outcalling Channels. For information about how to change the minimum number of voice channels, refer to the MSC Configuration chapter in the *Business Communications Manager 2.5 Programming Operations Guide*.

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The Accepted Call Types parameter determines what type of calls are routed to an agent. This parameter also determines if an agent must log onto a Call Center telephone, the Multimedia Call Center application or both. The following table shows what agents must log onto before they can receive calls.

Accepted Call Types	Logged onto Call Center telephone?	Logged onto Multimedia Call Center application?	Able to handle traditional *Voice* calls?	Able to handle *Phone and Browser* Multimedia Call Center calls?	Able to handle *Browser Only* Multimedia Call Center calls?
Voice	No	Not permitted	No	-	-
	YES	Not permitted	YES	-	-
Voice Button	No	No	-	No	No
	No	YES	-	No	YES
	YES	No	-	No	No
	YES	YES	-	YES	YES
Both	No	No	No	No	No
	No	YES	No	No	No
	YES	No	No	No	No
	YES	YES	YES	YES	YES

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DECT Installation and Maintenance Guide

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DECT DNs must be ISDN DNs with a DN type of *ISDN and DECT*. If you need additional handset DNs, use DNs from the *NA Portable* DN range and change the DN type to
ISDN and DECT.

You will find these settings under:
Services, Telephony Services, System DNs, All ISDN/DECT DNs, DN ####, where DN ### is the DN number within the ISDN range specified by your system setup.

It is imperative for the DECT module programming, that the DNs for your DECT handsets are within a range of DNs. If you assign handsets to DNs outside of a range, use the DN Renumber Wizard to renumber the DNs on the Business Communications Manager to create a range. Make sure you do not overwrite any DNs already in existence when you do this.

The issue: The DECT media bay module programming only has 12 lines to accommodate handset DNs, therefore, if you specify more than 12 individual DNs, and try to run the DECT Quick Start Wizard, the Wizard will fail.

Note: If you want to identify the handsets with the line number assigned to them, enter this number in the **Name** field for the DN record assigned to that handset.

pg 70, Opening the maintenance console

It is no longer necessary to perform step 6 and 7 of this procedure. Instead, when you launch the Maintenance Console window, your computer goes through the connection process and presents a **Connected to <IP address>** screen. At this point, press **<CTRL> p** to open the main maintenance screen.

pg 85, Opening the DECT interface

Same comments above, but affecting steps 5 and 6.

Accessing VNC

Some tasks require that you use VNC to access the Business Communications Manager system. Use the following procedure to access VNC.

Caution: Use VNC only to perform the steps required by the documentation or under the direction of a Nortel Networks representative. Improper use of VNC can cause the Business Communications Manager system to stop functioning.

To access VNC:

1. Launch your web browser.

2. In the URL address field, type the Business Communications Manager IP address, including the port number 6800.
   For example: **HTTP://10.10.10.1:6800**

3. Click the **Maintenance** button.
   The Network Password screen appears.

4. In the **User Name** box, type the system administrator user name.
   The default system administrator user name is *supervisor*.

5. In the **Password** box, type the system administrator password.
   The default system administrator password is *visor*.

6. Click the **OK** button.
   The Product Maintenance & Support screen appears.

7. Click the **Maintenance Tools** link.

8. Click the **Access BCM desktop (VNC)** link.

9. In the text box, enter the reason you are using VNC to access the Business Communications Manager desktop.

10. Click the **Submit** button.
    The VNC Authentication screen appears.

11. In the **Password** box, type in **TeirGR8**.

12. Click the **OK** button.

13. Click the **Send Ctrl-Alt-Del** button at the top of the desktop screen.

14. Enter in the administrator user name and password.

15. Click the **OK** button.
    The Business Communications Manager desktop appears.

When you complete the task, make sure you log off of VNC. To log off:

1. Click the **Send Ctrl-Alt-Del** button at the top of the desktop screen.

2. Click the **Logoff** button.

3. Click the **Disconnect** button at the top of the desktop screen.

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Virtual Network Computing

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Business Communications Manager product and documentation updates

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http://www.nortelnetworks.com/norstar-itas