

Lucent Technologies
Bell Labs Innovations



CentreVu[®] **Agent**

Version 1.1

Installation and Administration

585-215-815
Comcode - 107969578
Issue 1
June 1998

Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1-800-643-2353.

Trademarks

- CentreVu, CALLMASTER, and DEFINITY are registered trademarks of Lucent Technologies.
- HyperTerminal is a trademark of Hilgraeve, Inc.
- INTEL and Pentium are registered trademarks of Intel Corporation.
- Microsoft, MS, MS-DOS, Access, Windows, Windows NT, and Windows 95 are registered trademarks of Microsoft Corp.
- All other product names mentioned herein are the trademarks of their respective owners.

Ordering Information

- Call:** Lucent Technologies Publications Center
Voice: 1-800-457-1235
International Voice: +1-317-322-6416
Fax: 1-800-457-1764
International Fax: +1-317-322-6699
- Write:** Lucent Technologies BCS Publications Center
2855 N. Franklin Road
Indianapolis, IN 46219
U.S.A.
- Order:** *CentreVu* Agent Installation and Administration
Document No. 585-215-815
Comcode 107969578
Issue 1, June 1998

For additional documents, refer to the section entitled "Related Documents" in the Preface.

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Lucent Technologies Publications Center.

Lucent Technologies National Customer Care Center

Lucent Technologies provides a telephone number for you to use to report problems or to ask questions about your call center. The support telephone number is 1-800-242-2121.

Document Support Telephone Number

Lucent Technologies provides telephone numbers for you to use to report errors or to ask questions about the information in this document. The support telephone numbers are:
Voice: 1-888-584-6366 and
International Voice: +1-317-322-6848.

Disclaimer

Intellectual property related to this product (including trademarks) and registered to AT&T Corporation has been transferred to Lucent Technologies Incorporated.

Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.

Heritage Statement

Lucent Technologies—formed as a result of AT&T's planned restructuring—designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.

How Are We Doing?

Document Title: *CentreVu*[®] Agent, Version 1.1
Installation and Administration

Document No.: 585-215-815 Date: June 1998

Lucent Technologies welcomes your feedback on this document. Your comments can be of great value in helping us to improve our documentation.

1. Please rate the effectiveness of this document in the following areas:

| | Excellent | Good | Fair | Poor | Not Applicable |
|----------------------|-----------|------|------|------|----------------------|
| Ease of Use | | | | | //////////////////// |
| Clarity | | | | | //////////////////// |
| Completeness | | | | | //////////////////// |
| Accuracy | | | | | //////////////////// |
| Organization | | | | | //////////////////// |
| Appearance | | | | | //////////////////// |
| Examples | | | | | //////////////////// |
| Illustration | | | | | //////////////////// |
| Overall Satisfaction | | | | | //////////////////// |

2. Please check the ways you feel we could improve this document:

- | | |
|--|---|
| <input type="checkbox"/> Improve the overview/introduction | <input type="checkbox"/> Make it more concise/brief |
| <input type="checkbox"/> Improve the table of contents | <input type="checkbox"/> Add more step-by-step procedures/tutorials |
| <input type="checkbox"/> Improve the organization | <input type="checkbox"/> Add more troubleshooting information |
| <input type="checkbox"/> Include more figures | <input type="checkbox"/> Make it less technical |
| <input type="checkbox"/> Add more examples | <input type="checkbox"/> Add more/better quick reference aids |
| <input type="checkbox"/> Add more detail | <input type="checkbox"/> Improve the index |

Please provide details for the suggested improvement. _____

3. What did you like most about this document?

4. Feel free to write any comments below or on an attached sheet.

If we may contact you concerning your comments, please complete the following:

Name: _____ Telephone Number: (____) _____

Company/Organization: _____ Date: _____

Address: _____

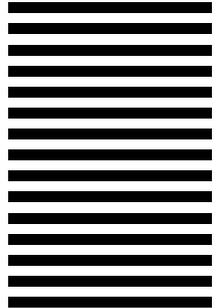
When you have completed this form, please fold, tape, and return to address on back, or you can fax the form to 303-538-2195.

Do Not Tear — Fold Here First

Lucent Technologies
Bell Labs Innovations



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 1999 GREENSBORO, NC

POSTAGE WILL BE PAID BY ADDRESSEE

Lucent Technologies
Department JX0E11400
1200 West 120th Avenue
Westminster, CO 80234-2795



Do Not Tear — Fold Here Last, Then Tape the Long Edge and Both Ends of the Mailer

Software License Agreement

DEFINITIONS

- “Lucent” means Lucent Technologies Inc.
- “You”, “Your”, or “Licensee” means the person or business entity who purchased this License to use this Client Software or for whom such License was purchased.
- “Client Software” means a software application that operates on a computer system that provides resources to Client Software.
- “Documentation” means the manual and any other printed material provided by Lucent with the Client Software.
- “License” means the License purchased and granted pursuant to this Agreement.
- “Single User License” means the License to use the client software on a single user device.

LICENSE AND PROTECTION

1. **License Grant.** Lucent grants to You, subject to the following terms and conditions, a nonexclusive, nontransferable right to use the Client Software on one or more single user devices, **THE MAXIMUM SIMULTANEOUS USERS OF THE CLIENT SOFTWARE BEING LIMITED TO THE NUMBER OF SINGLE USER LICENSES PURCHASED AND OWNED BY YOU.** Lucent reserves all rights not expressly granted to You.
2. **Protection of Software.** You agree to take all reasonable steps to protect the Client Software and Documentation from unauthorized copy or use. The Client Software source code represents and embodies trade secrets of Lucent and/or its licensors. The source code and embodied trade secrets are not licensed to You and any modification, addition, or deletion is strictly prohibited. You agree not to disassemble, decompile, or otherwise reverse engineer the Client Software in order to discover the source code and/or the trade secrets contained in the source code or for any other reason.

To the extent that the Client Software is located in a Member State of the European Community and You need information about the Client Software in order to achieve interoperability of an independently created software program with the Client Software, You shall first request such information from Lucent. Unless Lucent refuses to make such information available, You shall not take any steps, such as reverse assembly or reverse compilation, to derive a source code equivalent to the Client Software. Lucent may charge You a reasonable fee for the provision of such information.

3. **Copies.** You may make multiple copies of the Client Software for your own use with Lucent call center agent digital voice terminals, provided You do not violate the License Grant in paragraph 1, and you do not receive any payment, commercial benefit, or other consideration for reproduction or use. You may not copy Documentation unless it carries a statement that copying is permitted. All proprietary rights notices must be faithfully reproduced and included on all copies.
4. **Ownership.** Ownership of, and title to, the Client Software and Documentation (including any adaptations or copies) remains with Lucent and/or its licensors.
5. **Restrictions.** You agree not to rent, lease, sublicense, modify or time share the Client Software or Documentation.

6. **Termination.** This Agreement shall automatically terminate if You breach any of the terms or conditions of this Agreement. You agree to destroy the original and all copies of the Client Software and Documentation, or to return them to Lucent, upon Termination of this License.

LIMITED WARRANTY AND LIMITED LIABILITY

1. **Compatibility.** The Client Software is only compatible with certain computers and operating systems. THE SOFTWARE IS NOT WARRANTED FOR NONCOMPATIBLE SYSTEMS.
2. **Software.** Lucent warrants that if the Client Software fails to substantially conform to the specifications in the Documentations and if the Client Software is returned to the place from which it was purchased within one (1) year from the date purchased, then Lucent will either replace the Client Software or offer to refund the License Fee to You upon return of all copies of the Client Software and Documentation to Lucent. In the event of a refund, the License shall terminate.
3. **DISCLAIMER OF WARRANTIES.** Lucent makes NO WARRANTY, REPRESENTATION OR PROMISE NOT EXPRESSLY SET FORTH IN THIS AGREEMENT. LUCENT DISCLAIMS AND EXCLUDES ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. LUCENT DOES NOT WARRANT THAT THE CLIENT SOFTWARE OR DOCUMENTATION WILL SATISFY YOUR REQUIREMENTS OR THAT THE CLIENT SOFTWARE OR DOCUMENTATION ARE WITHOUT DEFECT OR ERROR OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED. Some states or countries do not allow the exclusion of implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to You. This warranty gives You specific legal rights which vary from state to state.
4. **EXCLUSIVE REMEDY.** EXCEPT FOR BODILY INJURY CAUSED BY LUCENT'S NEGLIGENCE, LUCENT'S ENTIRE LIABILITY ARISING FROM OR RELATING TO THIS AGREEMENT OR THE CLIENT SOFTWARE OR DOCUMENTATION AND YOUR EXCLUSIVE REMEDY IS LIMITED TO DIRECT DAMAGES IN AN AMOUNT NOT TO EXCEED \$10,000. LUCENT SHALL NOT IN ANY CASE BE LIABLE FOR ANY SPECIAL INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE DAMAGES EVEN IF LUCENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. LUCENT IS NOT RESPONSIBLE FOR LOST PROFITS OR REVENUE, LOSS OF USE OF THE CLIENT SOFTWARE, LOSS OF DATA, COSTS OF RECREATING LOST DATA, THE COST OF ANY SUBSTITUTE EQUIPMENT OR PROGRAM, OR CLAIMS BY ANY PARTY OTHER THAN YOU. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to You.

GENERAL CONDITIONS.

1. **Governing Law.** This Agreement shall be governed by, and interpreted in accordance with, the substantive laws of the State of New Jersey of the United States of America.
2. **Entire Agreement.** This Agreement sets forth the entire understanding and agreement between You and Lucent and may be amended only in a writing or writings signed by You and Lucent. NO VENDOR, DISTRIBUTOR, DEALER, RETAILER, SALES PERSON OR OTHER PERSON IS AUTHORIZED TO MODIFY THIS AGREEMENT OR TO MAKE ANY WARRANTY, REPRESENTATION OR PROMISE WHICH IS DIFFERENT THAN, OR IN ADDITION TO, THE REPRESENTATIONS OR PROMISES OF THIS AGREEMENT ABOUT THE SOFTWARE.
3. **Export.** Licensee hereby agrees that it will not knowingly, directly or indirectly, without prior written consent, if required, of the Office of Export Licensing of the U.S. Department of Commerce, Washington D.C. 20230, export or transmit any of the Products to any group Q, S, W, Y, or Z country specified in the Export Administration Regulations issued by the U.S. Department of Commerce or to any country which such transmission is restricted by applicable regulations or statutes.
4. **U.S. Government Restricted Rights.** Use, duplication, or disclosure by the United States Government is subject to restrictions as set forth in FAR 52.227-14 (June 1987) Alternate III (g)(3) (June 1987), FAR 52.227-19 (June 1987), or DFARS 52.227-7013 (c)(1)(ii) (June 1988), as applicable Contractor/Manufacturer is Lucent Technologies Inc. 11900 North Pecos Street, Westminster, Colorado 80234.
5. **Assignment.** Lucent may without your consent or notice to You, assign this Agreement to an entity to which it transfers ownership of the Client Software. Upon the effective date of such assignment, You agree that Lucent shall be released and discharged from all obligations and liabilities under this Agreement.

Table of Contents



CentreVu Agent

| | |
|---|------|
| Preface | P-1 |
| Chapter Overview | P-1 |
| Contents of This Document | P-3 |
| Conventions Used in This Document | P-5 |
| Related Documents | P-6 |
| <i>CentreVu Agent Documents</i> | P-6 |
| <i>DEFINITY ECS Documents</i> | P-6 |
| Call Center Documents | P-6 |
| Introduction | 1-1 |
| Chapter Overview | 1-1 |
| About <i>CentreVu Agent</i> | 1-2 |
| What's New in This Version of <i>CentreVu Agent</i> | 1-3 |
| Types of Configurations | 1-4 |
| Installation Support and Tips | 1-5 |
| <i>CentreVu Agent</i> Package Contents | 1-6 |
| What You Need on the PC | 1-7 |
| Supported International Versions of <i>CentreVu Agent</i> | 1-8 |
| Installation Prerequisites | 1-10 |
| Task Required for Installation | 1-10 |
| Information Required for Installation | 1-10 |
| US English Only <i>CentreVu Agent</i> Components | 1-12 |
| Instructions for Administering Your <i>CALLMASTER VI</i> Voice Terminal .. | 2-1 |
| Chapter Overview | 2-1 |
| Related Documents | 2-4 |
| Using This Chapter | 2-5 |
| Getting Started | 2-10 |
| <i>DEFINITY ECS</i> Administration—Supporting Information | 2-15 |
| <i>CALLMASTER VI</i> Voice Terminal Connection | 2-16 |
| Assigning Features to Buttons on the Voice Terminal | 2-17 |
| <i>CALLMASTER VI</i> Voice Terminal Button Administration | |
| Defaults | 2-18 |
| Physical Button Assignment Considerations | 2-20 |
| Sample of a Physical Button Configuration | 2-21 |
| Assigning Features to Predesignated Buttons on the Main Callbar | 2-24 |
| Tips on Administering Features on the Main Callbar | 2-25 |
| Assigning Features to Buttons in Secondary Callbars | 2-27 |
| Tips on Administering Features on Secondary Callbar Buttons | 2-29 |
| How Feature Buttons are Labeled on Callbars | 2-32 |
| The Effects of Changing Station Administration | 2-33 |
| Quick Installation Procedures | 3-1 |
| Chapter Overview | 3-1 |
| Installing from a CD-ROM | 3-2 |
| Installing from a Network Server | 3-2 |

| | |
|---|------|
| Installing CentreVu Agent on a Stand-Alone PC | 4-1 |
| Chapter Overview | 4-1 |
| Preparing the Network Folder for Installation from the Network | 4-2 |
| Setting Up the Network Folder | 4-2 |
| Installing CentreVu Agent on Each PC by Way of the Network | 4-3 |
| Installation Procedures Using the CD-ROM | 4-4 |
| CentreVu Agent Desktop | 4-19 |
| Downloading DEFINITY ECS Phone Data | 4-20 |
| Button Mapping File | 4-21 |
| Installing CentreVu Agent on a Shared Network for Multi-User Access .. | 5-1 |
| Chapter Overview | 5-1 |
| Installation Procedures | 5-2 |
| Network Server Setup | 5-2 |
| Client PC Setup | 5-3 |
| Atypical Conditions | 5-5 |
| Upgrading CentreVu Agent | 6-1 |
| Chapter Overview | 6-1 |
| Performing the Upgrade | 6-2 |
| Stand-Alone Configuration | 6-3 |
| Shared Configuration | 6-4 |
| Uninstalling CentreVu Agent | 7-1 |
| Chapter Overview | 7-1 |
| Performing the Uninstall | 7-2 |
| Troubleshooting | 8-1 |
| Chapter Overview | 8-1 |
| Troubleshooting Tips | 8-2 |
| Troubleshooting the CALLMASTER VI Voice Terminal | 8-3 |
| The CALLMASTER VI Voice Terminal Does Not Have Power | 8-3 |
| The PC and CALLMASTER VI Voice Terminal Connection Is Not Working | 8-4 |
| Conducting a Self-Test | 8-6 |
| Troubleshooting CentreVu Agent | 8-8 |
| CVA Desktop Icon(s) Arrangement Problem | 8-8 |
| I Cannot Start CentreVu Agent | 8-9 |
| I Cannot Start CentreVu Agent After CentreVu Agent Gets a GPF .. | 8-10 |
| Setting Up the COM Port | 8-11 |
| Using a Terminal Emulator | 8-12 |
| Opening HyperTerminal and Setting Options | 8-12 |
| Error Messages | 8-18 |

| | |
|--|------|
| Button Administration | A-1 |
| How Data Gets Assigned to Callbars | A-1 |
| Order of the Phone Data Download | A-4 |
| Callbar Configuration Templates | A-7 |
| Basic Callbar Configuration | A-7 |
| Common Callbar Configuration | A-13 |
| Advanced Callbar Configuration | A-18 |
| Blank Station Forms | A-24 |
| Page 3 of 6 | A-24 |
| Page 4 of 6 | A-25 |
| Page 5 of 6 | A-28 |
| Page 6 of 6 | A-29 |
| Glossary | GL-1 |
| Index | IN-1 |

List of Figures



CentreVu Agent

| | |
|--|------|
| Figure 2-1: <i>CentreVu Agent</i> Main Callbar Window | 2-6 |
| Figure 2-2: Secondary Callbars In <i>CentreVu Agent</i> | 2-8 |
| Figure 2-3: Next Feature Administered on Page 6 of the Station Form | 2-13 |
| Figure 2-4: <i>CALLMASTER VI</i> Voice Terminal Connection..... | 2-16 |
| Figure 2-5: <i>CALLMASTER VI</i> Voice Terminal | 2-19 |
| Figure 2-6: Example of Page 3 of the Station Form | 2-23 |
| Figure 2-7: Active Call Information Panel | 2-24 |
| Figure 2-8: Bridged Appearance on First Button in the Misc Callbar | 2-24 |
| Figure 2-9: Administering Aux-Work Example | 2-26 |
| Figure 2-10: Secondary Callbars..... | 2-27 |
| Figure A-1: Page 3 of the Station Form | A-4 |
| Figure A-2: Page 4 of the Station Form | A-5 |
| Figure A-3: Page 6 of the Station Form | A-5 |
| Figure A-4: Page 5 of the Station Form | A-6 |
| Figure A-5: FAC Form Page 4 - Administration for Basic Callbar Configuration..... | A-8 |
| Figure A-6: Station Form Page 3 - Administration for Basic Callbar Configuration..... | A-9 |
| Figure A-7: Station Form Page 3 - Administration for <i>CALLMASTER VI</i> Voice Terminal Basic Configuration..... | A-10 |
| Figure A-8: Station Form Page 4 - Administration for Basic Callbar Configuration..... | A-11 |
| Figure A-9: Station Form Page 6 - Administration for Basic Callbar Configuration..... | A-12 |
| Figure A-10: FAC Form Page 4 - Administration for Common Callbar Configuration..... | A-13 |
| Figure A-11: Station Form Page 3 - Administration for Common Callbar Configuration..... | A-14 |
| Figure A-12: Station Form Page 3 - Administration for <i>CALLMASTER VI</i> Voice Terminal Common Configuration | A-15 |
| Figure A-13: Station Form Page 4 - Administration for Common Callbar Configuration..... | A-16 |
| Figure A-14: Station Form Page 6 - Administration for Common Callbar Configuration..... | A-17 |
| Figure A-15: FAC Form Page 4 - Administration for Advanced Callbar Configuration..... | A-18 |
| Figure A-16: Station Form Page 3 - Administration for Advanced Callbar Configuration..... | A-19 |

Figure A-17: Station Form Page 3 - Administration for
CALLMASTER VI Voice Terminal Advanced Configuration A-20

Figure A-18: Station Form Page 4 - Administration for Advanced
Callbar Configuration A-21

Figure A-19: Station Form Page 5 - Administration for Advanced
Callbar Configuration A-22

Figure A-20: Station Form Page 6 - Administration for Advanced
Callbar Configuration A-23



List of Tables

| | |
|---|------|
| Table 1-1: Supported Windows Operating Systems and CVA Configurations | 1-8 |
| Table 2-1: <i>CALLMASTER</i> VI Voice Terminal Administration Defaults..... | 2-18 |
| Table 2-2: Example of Physical Button Assignment..... | 2-20 |
| Table 2-3: Configuration for Virtual Button Placement on Secondary Callbars..... | 2-27 |
| Table 2-4: <i>DEFINITY</i> ECS Station Administration Order | 2-29 |
| Table 2-5: <i>CentreVu</i> Agent Secondary Callbar Order..... | 2-29 |
| Table 2-6: Features Administered on Page 3 and 4 That Will Not Appear in Misc Callbar | 2-30 |
| Table 8-1: Script Information Messages | 8-18 |
| Table 8-2: Script Warning Messages..... | 8-19 |
| Table 8-3: Script Error Messages | 8-20 |

Preface

Chapter Overview

The *CentreVu*® Agent Installation and Administration guide includes the following information:

- Prerequisite information for installing *CentreVu* Agent (CVA)
- Station administration information that you need to know before installing CVA
- Instructions for installing CVA on a stand-alone PC or installing CVA on a network for multi-user access
- Information on upgrading CVA
- Instructions for uninstalling CVA
- Guidelines for responding to error messages that may be displayed during the installation process.

This guide is intended for anyone who is installing the *CentreVu* Agent software and/or administering the *CALLMASTER*® VI voice terminal on the *DEFINITY*® Enterprise Communications Server (ECS). It assumes that you are familiar with your PC and the *Microsoft** *Windows*† 95 or *Windows NT*‡ 4.0 operating systems, including standard *Windows* conventions, such as using the F1 key to activate Help.

The following sections are included in this Preface:

- Contents of this Document
- Conventions Used in this Document
- Related Documents.

*Microsoft is a registered trademark of Microsoft Corp.

†Windows is a registered trademark of Microsoft Corp.

‡NT is a registered trademark of Microsoft Corp.

Contents of This Document

The guide is organized into the following chapters:

- Chapter 1 Introduction**
This chapter provides basic information about *CentreVu* Agent and provides preparation information that will assist you in installing *CentreVu* Agent.
- Chapter 2 Instructions for Administering Your CALLMASTER VI Voice Terminal**
This chapter explains how to administer your *DEFINITY*ECS so that it supports *CentreVu* Agent and the *CALLMASTER* VI voice terminal.
- Chapter 3 Quick Installation Procedures**
This chapter explains how to install *CentreVu* Agent without reading the detailed instructions.
- Chapter 4 Installing *CentreVu* Agent on a Stand-Alone PC**
This chapter describes the steps required to install the CVA application onto a PC's hard drive by way of a CD-ROM or a network.
- Chapter 5 Installing *CentreVu* Agent on a Shared Network for Multi-User Access**
This chapter describes the steps required to install the CVA application files (executables and default files) to a shared read-only folder on the network server.
- Chapter 6 Upgrading *CentreVu* Agent**
This chapter explains how to upgrade the *CentreVu* Agent software on a stand-alone computer and in a shared application folder environment.

Chapter 7 Uninstalling *CentreVu* Agent
This chapter describes the steps required to uninstall the CVA software.

Chapter 8 Troubleshooting
This chapter lists errors that may occur during the installation process and describes corrective actions that can be taken.

Appendix A Button Administration
This appendix is used in conjunction with Chapter 2. It explains how phone data gets assigned to the various *CentreVu* Agent callbars, and also explains the order in which phone data is downloaded. In addition, Appendix A provides the following administration aids:

- Three completed callbar configuration templates that you can use to administer your *CALLMASTER* VI voice terminals
- Blank station forms (pages 3-6) for a 606A1 station type that you can use to prepare for station administration.

Conventions Used in This Document

The following conventions are used in this document:

| Convention | Description |
|--|--|
| Initial Capital Letters | Names of windows, dialog boxes, and keyboard keys. For example, This field is in the Start Menu Group dialog box. |
| Courier Text | Text you are asked to enter, system commands, and system files. For example, Enter COM1 in the COM Port field. |
| KEY+KEY | Key combinations for which you must press and hold down one key and then press another. For example, ALT+4. |
| <i>Italic Text</i> | References to other documents, trademarks, and for emphasis. |
| “ “ | Sections and chapters that are referenced. For example, See Chapter 1, “Introduction,” for an outline of the information in this book. |
| Click and Double click | Whenever you are asked to click or double click the mouse button, click button 1 (the left-most mouse button or primary button), unless button 2 (the right-most button or secondary button) is specified. |
| <i>Microsoft Windows</i> or <i>Windows</i> | These terms are used to refer to both <i>Microsoft Windows 95</i> and <i>Microsoft Windows NT 4.0</i> . |

Related Documents

There are many documents that can help you use the *CentreVu* Agent software and *CALLMASTER* VI voice terminal. The most important documents are listed below:

***CentreVu* Agent Documents**

Consult the *CALLMASTER*[®] *VI Voice Terminal Version 1.0 Installation and User's Manual* (555-015-162) for *CALLMASTER* VI voice terminal installation, support, and button information.

***DEFINITY* ECS Documents**

The following documents are helpful when administering the *CALLMASTER* VI voice terminal:

- *DEFINITY*[®] *Enterprise Communications Server Release 6.3 Administration and Feature Description Issue 4* (555-230-522)
- *DEFINITY*[®] *Enterprise Communications Server Automatic Call Distribution (ACD) Supervisor Instructions Issue 4* (555-230-724)
- *DEFINITY*[®] *Enterprise Communications Server Automatic Call Distribution (ACD) Agent Instructions Issue 5* (555-230-722).

Call Center Documents

Consult the *CentreVu*[®] *Call Management System Release 3 Version 6 Administration* (585-215-850) document for *CentreVu* Call Management System hardware platforms, supported switch releases, and other information.

Introduction

Chapter Overview

This chapter provides basic information about *CentreVu* Agent and provides preparation information that will assist you when installing *CentreVu* Agent.

This chapter includes the following topics:

- About *CentreVu* Agent
- What's New in This Version of *CentreVu* Agent
- Types of Configurations
- Installation Support and Tips
- *CentreVu* Agent Package Contents
- What You Need on the PC
- Supported International Versions of *CentreVu* Agent
- Installation Prerequisites
- US English Only *CentreVu* Agent Components.

About *CentreVu Agent*

The Lucent Technologies *CentreVu Agent* software works in conjunction with the *CALLMASTER VI* voice terminal and the *DEFINITY ECS* Release 6.1 or higher.

The CVA software, *CALLMASTER VI* hardware, and the *DEFINITY ECS* work together to deliver a full-functioning, agent voice terminal on a *Microsoft Windows* PC. This means that agents no longer have to divide their attention between their voice terminal and their workstations. Agents can now manage both telephone and data processing functions from their PCs.

The *CALLMASTER VI* is a digital-voice terminal. The PC that is running CVA controls the *CALLMASTER VI* voice terminal through a serial port interface.

The *CentreVu Agent* software runs on a PC running either *Windows 95* or *Windows NT 4.0*. (For detailed requirements, see “What You Need on the PC” on page 1-7.

NOTE:

For installation and other information on the *CALLMASTER VI* voice terminal, see the *CALLMASTER® VI Voice Terminal Version 1.0 Installation and User's Manual* (555-015-162).

What's New in This Version of *CentreVu* Agent

This version of *CentreVu* Agent builds on the strengths of the previous version, thus enhancing established functionality while providing new features.

New *CentreVu* Agent features include the following:

- **Localization**

CentreVu Agent's user interface is now available in the following six languages:

- Colombian Spanish
- European French
- German
- Italian
- Brazilian Portuguese
- Proper Japanese.

- **Headset Volume Control**

A Headset Volume control was added to the main callbar so that you can quickly change the volume of your headset as your needs dictate. You can still change the headset volume through the Phone Setting window by selecting the Phone Settings menu item from the Tools menu.

- **Support for Telephony Enabled Applications**

CentreVu Agent now supports telephony enabled applications (for example, *Microsoft* Schedule+). This support provides the ability for telephony enabled *Windows* applications to request a call and have the *CentreVu* Agent application make the call. When *CentreVu* Agent makes the call, the call is reflected in the *CentreVu* Agent application callbar and the *CALLMASTER* VI voice terminal.

Types of Configurations

There are two different types of configurations for the *CentreVu* Agent software. This manual discusses the following configurations:

- **Stand-alone configuration.** With this type of configuration, you install all of the CVA software locally on each PC from a CD-ROM or from a network server. See Chapter 4, “Installing *CentreVu* Agent on a Stand-Alone PC,” for details.
- **Shared configuration.** With this type of configuration, the *CentreVu* Agent application software is installed to a shared **application** folder on the network server, but user-specific files and logs are stored in a CVA folder on each user’s PC. See Chapter 5, “Installing *CentreVu* Agent on a Shared Network for Multi-User Access,” for details.

Installation Support and Tips

If you have difficulty installing *CentreVu* Agent, refer to the following sources:

- System requirements in the “What You Need on the PC” section on page 1-7 in this chapter.
- The `readme.txt` file on the CD-ROM. Use an editor such as *Microsoft Windows* Notepad to read the file.
- Chapter 8, “Troubleshooting.”

If you have further questions, contact the Lucent Technologies National Customer Care Center on 1-800-242-2121. For international support, call your Lucent representative or distributor for assistance.

The CD-ROM in your package includes a graphical installer to help you install your copy of *CentreVu* Agent. The CD-ROM supports *Windows* Auto Play.

You can cancel the installation of *CentreVu* Agent at any time by selecting “Close” from the control menu or pressing Alt+F4. You can also cancel the installation by selecting the Cancel button at the bottom of the InstallShield wizard page. The CVA installation program will exit installation and remove any files that were built by the program.

CentreVu Agent Package Contents

The *CentreVu* Agent software package includes a CD-ROM that contains the *CentreVu* Agent software and folders that contain material such as documents, tools, and designation strips.

Click on the `readme.txt` file in each folder for more information about the contents of the folder.

The documents contained in the `documents` folder are Portable Document Format (.PDF) documents. Adobe Acrobat^{*} Reader 3.0 is required to view PDF documents.

NOTE:

A paper copy of the *CALLMASTER[®] VI Voice Terminal Version 1.0 Installation and User's Manual* (555-015-162) will be included with the voice terminal.

*Adobe is a trademark of Adobe Systems Incorporated.

What You Need on the PC

The *CentreVu* Agent installation will work only on *Windows 95* or *Windows NT 4.0*.

 **NOTE:**

Installing CVA on a PC with a *Windows NT 4.0* operating system requires that you have administrative privileges.

A PC running *CentreVu* Agent software must meet the following minimum requirements:

- An *IBM** compatible workstation (486/66 minimum; a *Pentium*† 100 MHz processor or better is recommended)
- *Microsoft Windows 95* or *Microsoft Windows NT 4.0* operating system
- 10 Mbytes free hard disk space (if CVA is to be installed locally)

 **NOTE:**

In addition to the free hard disk space mentioned above, you also need an additional 10 MB hard disk space for temporary files. The temporary files are deleted when you complete or cancel the install.

If you install *CentreVu* Agent in other languages, you will need more free disk space for the additional languages.

- Minimum of 16 MB RAM on *Windows 95*
- Minimum of 32 MB RAM on *Windows NT 4.0*
- CD-ROM drive
- VGA or higher resolution video adapter.

*IBM is a registered trademark of International Business Machines Corp.

†Pentium is a registered trademark of Intel Corporation.

Supported International Versions of *CentreVu* Agent

CentreVu Agent is not supported for all languages of *Windows* operating systems. For information about which versions of *CentreVu* Agent are supported for which *Windows* operating systems, see Table 1-1.

Table 1-1 shows which language versions of *CentreVu* Agent are supported with which *Windows* operating systems (✓ indicates that the operating system is supported).

Table 1-1: Supported *Windows* Operating Systems and CVA Configurations

| <i>Windows</i> Operating System | | <i>CentreVu</i> Agent Languages | | | | | | |
|---------------------------------|-----------------------|---------------------------------|---------|-------------------|--------|------------------------|---------------------|-------------------|
| | | English | Italian | French (European) | German | Portuguese (Brazilian) | Spanish (Colombian) | Japanese (Proper) |
| English | <i>Windows</i> 95 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| | <i>Windows</i> NT 4.0 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Italian | <i>Windows</i> 95 | ✓ | ✓ | | | | | |
| | <i>Windows</i> NT 4.0 | ✓ | ✓ | | | | | |
| French | <i>Windows</i> 95 | ✓ | | ✓ | | | | |
| | <i>Windows</i> NT 4.0 | ✓ | | ✓ | | | | |
| German | <i>Windows</i> 95 | ✓ | | | ✓ | | | |
| | <i>Windows</i> NT 4.0 | ✓ | | | ✓ | | | |

Table 1-1: Supported *Windows* Operating Systems and CVA Configurations (Cont'd)

| Windows Operating System | | CentreVu Agent Languages | | | | | | |
|---------------------------------|-----------------------|---------------------------------|----------------|--------------------------|---------------|-------------------------------|----------------------------|--------------------------|
| | | English | Italian | French (European) | German | Portuguese (Brazilian) | Spanish (Colombian) | Japanese (Proper) |
| Portuguese | <i>Windows 95</i> | ✓ | | | | ✓ | | |
| | <i>Windows NT 4.0</i> | ✓ | | | | ✓ | | |
| Spanish | <i>Windows 95</i> | ✓ | | | | | ✓ | |
| | <i>Windows NT 4.0</i> | ✓ | | | | | ✓ | |
| Japanese | <i>Windows 95</i> | ✓ | | | | | | ✓ |
| | <i>Windows NT 4.0</i> | ✓ | | | | | | ✓ |

Installation Prerequisites

This section provides the tasks you need to perform and the information you need to know before installing *CentreVu Agent*.

Task Required for Installation

Performing the following tasks prior to installing *CentreVu Agent* will ensure that *CentreVu Agent* is ready for full use after installation:

- Perform station (*CALLMASTER VI* voice terminal) administration on the *DEFINITY ECS*.
For instructions on how to do station administration, see Chapter 2, “Instructions for Administering the *CALLMASTER VI* Voice Terminal.”
- Download the international levels and parameters into the *CALLMASTER VI* voice terminal if you are using the *CALLMASTER VI* voice terminal anywhere other than the United States.

NOTE:

The *CALLMASTER VI* voice terminal is shipped with the correct parameters for the United States.

The International Levels and Parameters software is located on the CD-ROM in the `tools` folder. For more information about the International Levels and Parameters software, see the `readme.txt` file located in the `tools` folder on the CD-ROM.

Information Required for Installation

You will need the following information to complete the installation of CVA:

- COM Port
To determine existing COM ports in *Windows 95*, do the following:
 1. Double-click on the My Computer icon and then on Control Panel.
 2. In the Control Panel window, double-click on System to display the System Properties window.

3. In the System Properties window, select the Device Manager tab, and then double-click on Ports to display a list of COM ports that are connected to your PC.

To determine existing COM ports in *Windows NT 4.0*, double-click the Ports icon in the Control Panel. The Ports window appears.

 **NOTE:**

The *CALLMASTER VI* voice terminal does not have to be connected to a COM port to install CVA.

- PC Application Software Translation Exchange (PASTE) Feature Access Code (FAC)

You need to know the PASTE FAC that was administered on *DEFINITY ECS* before you can complete the installation.

CVA requires *DEFINITY ECS* phone data (feature access codes and terminal button assignments) so that it can operate as a full-functioning, agent telephone. PASTE is a *DEFINITY ECS* feature that uses the *CALLMASTER VI* digital-voice terminal to download *DEFINITY ECS* phone data to the CVA application. *CentreVu Agent* captures the phone data as it is sent to the *CALLMASTER VI* voice terminal and uses that data to configure its callbar windows.

If you do not know your PASTE FAC, contact your system administrator. To learn more about PASTE, see Chapter 2, “Instructions for Administering Your *CALLMASTER VI* Voice Terminal.”

- Lucent *PassageWay*[®] Telephony Service Provider Driver

If the Lucent *PassageWay* Telephony Service Provider driver is on the PC but was not installed by CVA, you will get a message requiring removal of the existing version of the *PassageWay* Service Provider. You will need to uninstall the driver before proceeding with the CVA installation.

 **NOTE:**

The COM port for this driver cannot be shared with any other driver on the system. If conflicts are encountered, or for other information regarding the *PassageWay* Telephony Service Provider driver, see your system administrator.

US English Only *CentreVu* Agent Components

The following *CentreVu* Agent components will be available in US English only:

- Installation
- Help About Screen
- Event log
- *CentreVu* Agent internal files
- Shortcut keys for secondary callbars
- *CentreVu* Agent Readme file
- Telephony Application Programming Interface (TAPI) Configurator.

Instructions for Administering Your *CALLMASTER VI* Voice Terminal

Chapter Overview

To use the *CentreVu* Agent software as a full-functioning telephone on your computer, the *CALLMASTER VI* voice terminal must be:

- connected to the computer running CVA,
- connected to the *DEFINITY* ECS Release 6.1 or greater, and
- administered on the *DEFINITY* ECS as a 606A1 station type.

The station options, feature access codes, and/or button assignments administered for a 606A1 station type will determine how your CVA software and *CALLMASTER VI* voice terminal will operate. Therefore, you must take care when performing station (*CALLMASTER VI* voice terminal) administration.

NOTE:

Knowledge of *DEFINITY* ECS station administration would be helpful to fully understand the following sections.

This chapter provides information on how to perform station administration and how it affects the operation of the *CentreVu* Agent software and the *CALLMASTER* VI voice terminal hardware. This chapter is divided into the following sections:

- **Related Documents**

This section provides the *DEFINITY* ECS documentation that may be helpful when administering your *CALLMASTER* VI voice terminals on the *DEFINITY* ECS.

- **Using This Chapter**

This section familiarizes you with *CentreVu* Agent concepts, features, and functions that you will need to understand when administering the *CALLMASTER* VI voice terminals on the *DEFINITY* ECS.

- **Getting Started**

This section explains how to administer your *DEFINITY* ECS so that it supports *CentreVu* Agent and the *CALLMASTER* VI voice terminal.

Provided in this section is a high-level view of the tasks that need to be performed to administer your *DEFINITY* ECS so that it supports *CentreVu* Agent and the *CALLMASTER* VI voice terminal. In addition, this section provides references to detailed information about each task.

- ***DEFINITY* ECS Administration—Supporting Information**

This section contains information that supports the tasks involved (located in the “Getting Started” section of this chapter) in administering your *DEFINITY* ECS so that it supports *CentreVu* Agent and the voice terminal.

- How Feature Buttons Are Labeled on Callbars

CentreVu Agent's callbar buttons have default labels to help you identify their functions (features). You can change the default label to a label that is more meaningful to you. This section provides information on how to change the default labels.

- The Effects of Changing Station Administration

This section explains what happens when you change features administered for a voice terminal without doing a phone data download afterwards.

 **NOTE:**

To assist you, *CentreVu* Agent has provided three configuration templates (Basic, Common, and Advanced) that you can use to administer your *CALLMASTER* VI voice terminals and to begin using *CentreVu* Agent without needing to fully understand the correlation between station administration and CVA callbar button configuration. See “Callbar Configuration Templates” on page A-7 for these configuration templates. If these templates do not meet your call center needs, read the remainder of this chapter for an explanation on how to administer your *CALLMASTER* VI voice terminal on the *DEFINITY* ECS. Before you begin station administration, see the blank station forms located in Appendix A. You can use these blank forms to help you prepare for station administration.

Related Documents

- *DEFINITY[®] Enterprise Communications Server Release 6.3 Administration and Feature Description Issue 4 (555-230-522)*
- *DEFINITY[®] Enterprise Communications Server Automatic Call Distribution (ACD) Supervisor Instructions Issue 4(555-230-724)*
- *DEFINITY[®] Enterprise Communications Server Automatic Call Distribution (ACD) Agent Instructions Issue 5 (555-230-722).*

Using This Chapter

Become familiar with the following terms and procedures to help you use this chapter and understand how to administer features to your voice terminal and *CentreVu* Agent callbars.

- The **CALLMASTER VI Voice Terminal** (also referred to as a voice terminal) provides limited telephone functionality if the computer experiences problems or is powered off. In addition, the *DEFINITY* ECS uses the *CALLMASTER VI* voice terminal to download selected *DEFINITY* ECS phone data (for example, feature access codes and terminal button assignments) to the *CentreVu* Agent application. The CVA application requires *DEFINITY* ECS phone data so that CVA callbar windows can operate like a telephone.
- A **callbar** is the graphical user interface for a telephone integrated with a computer. The *CentreVu* Agent software consists of a main callbar and secondary callbars. With CVA callbars, you can get full-function, multi-line telephony support on your computer (see Figure 2-1).

- The **main callbar** in CVA provides access to the following functions either directly or through a secondary callbar or menu item:

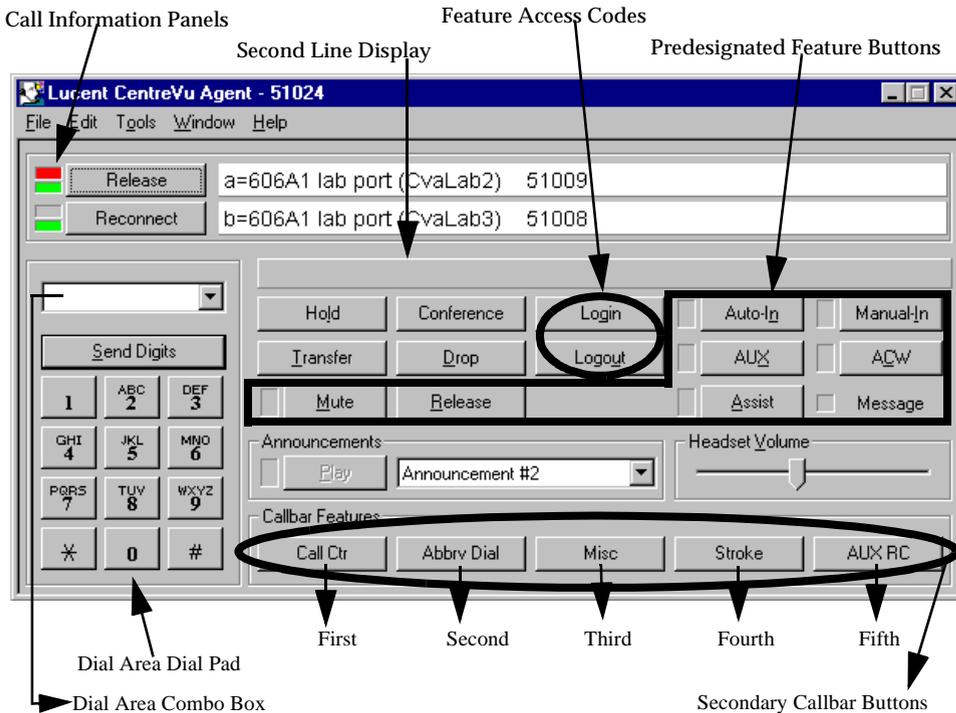


Figure 2-1: CentreVu Agent Main Callbar Window

- Call functionality (for example, multiple call appearances and message waiting lamp)
- ACD functionality (for example login, logout, and release)
- *DEFINITY* ECS features (for example, send all calls and leave word calling). See Secondary Callbars on page 2-7.
- *CentreVu* Agent features (for example, ring pattern and announcements)

- Character display information (that is, a Call Information Panel [CIP] that contains information about a call and a second line display area that contains non-call related information such as VuStats)
- Dialing capabilities.

From the CVA main callbar, you can access secondary callbars. Secondary callbar windows may contain one or more *DEFINITY* ECS feature buttons or none at all. If a secondary callbar window does not contain any feature buttons, the secondary callbar button will be disabled.

In addition, the CVA main callbar provides the ability to add more feature buttons than what can be administered on a physical telephone. Without the CVA main callbar, you will have only limited telephone functionality through the *CALLMASTER* VI voice terminal.

- **Secondary callbars** are part of your *CentreVu* Agent main callbar window. Secondary callbars are set in the Callbar Features frame located at the bottom of the main callbar and can contain multiple *DEFINITY* ECS feature buttons.

The *CentreVu* Agent main callbar contains the following five secondary callbars:

- Call Centre Features - Call Ctr (default label name)
- Abbreviated Dial - Abbrv Dial (default label name)
- Miscellaneous Features - Misc (default label name)
- Stroke Counts - Stroke (default label name)
- AUX/Reason Codes - AUX RC (default label name).

See Figure 2-2 for an example of a secondary callbar button and its associated callbar window. All administered feature buttons located in secondary callbars have a default label (for example, if you administered the work-code feature, the default label used would be work-code). After you have installed *CentreVu* Agent and completed a phone data download, you can change the default label of any feature button to a more meaningful label. This procedure is explained in *CentreVu* Agent's online Help.

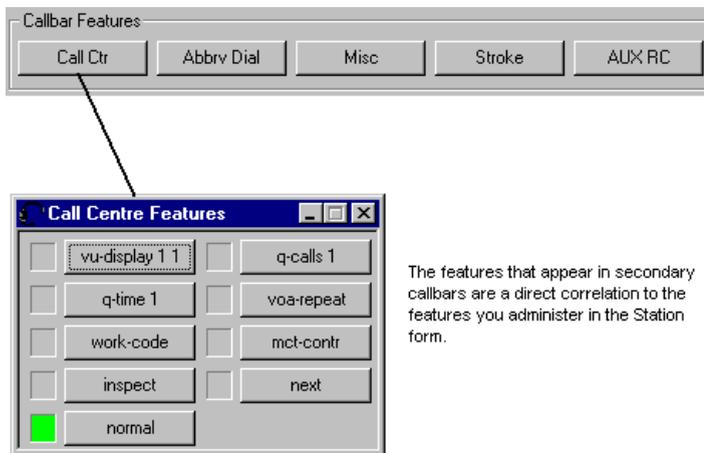


Figure 2-2: Secondary Callbars In *CentreVu* Agent

- **Virtual buttons** are those buttons (*DEFINITY* ECS features) located on the *CentreVu* Agent callbar graphical user interface (GUI). The type and amount of virtual buttons you have on your CVA callbars depends on the type and amount of features you have administered on the Station form for the *CALLMASTER* VI voice terminal.
- **Physical buttons** are those buttons located on your *CALLMASTER* VI voice terminal. The number of physical buttons on your voice terminal is eight (unlike virtual buttons, this number cannot increase).
- To have **Feature Access Codes** (FACs) map to buttons, each FAC must be administered on the *DEFINITY* ECS as an abbreviated dial button.

Exception: The Login and Logout buttons on the *CentreVu* Agent main callbars are associated with their feature access codes. These are the only two feature buttons on any of the CVA callbars that will be mapped by their FACs.

- *CentreVu* Agent requires *DEFINITY* ECS **phone data** (feature access codes and terminal button assignments) so that CVA can operate as a full-functioning, agent telephone. PASTE is a *DEFINITY* ECS feature that uses the *CALLMASTER* VI digital-voice terminal to download *DEFINITY* ECS phone data to the CVA application. *CentreVu* Agent captures the phone data as it is sent to the *CALLMASTER* VI voice terminal and uses that data to configure its callbar windows.

Getting Started

This section explains how to administer your *DEFINITY* ECS so that it supports *CentreVu* Agent and the *CALLMASTER* VI voice terminal. Administering your *DEFINITY* ECS to support *CentreVu* Agent and the *CALLMASTER* VI voice terminal will:

- produce a full-functioning telephone on your computer (by way of the *CentreVu* Agent software), and
- configure the *CALLMASTER* VI voice terminal so that it operates as a telephone that meets your call center needs should the computer experience problems.

The following list provides a high-level view of the tasks that need to be performed to meet the objectives stated above. Each task requires a knowledge of the correlation between station administration and button assignment on your CVA callbars and voice terminal. Each task provides a section in this chapter and/or a *DEFINITY* ECS document that will provide this knowledge.

To administer your CVA software and voice terminal, do the following:

1. From the Station Administration Terminal, do the following:
 - a. The *DEFINITY* ECS PASTE feature must be set to “y” in the System-Parameters Customer-Options form. To see if the PASTE feature is set to “y,” display the System-Parameters Customer-Options form. If the PASTE feature is not set to “y,” contact your Lucent Technologies representative. For more information about Systems -Parameters Customer-Options, see the “*DEFINITY*® *Enterprise Communications Server Release 6.3 Administration and Feature Description Issue 4* (555-230-522)” document.
 - b. Create a Class of Restriction (COR) with the PASTE feature set to “y” (PASTE feature located on page 1 of COR). For more information about Class of Restriction, see the “*DEFINITY*® *Enterprise Communications Server Release 6.3 Administration and Feature Description Issue 4* (555-230-522)” document.

- c. Administer a PASTE FAC. *CentreVu* Agent installation requires the input of the PASTE FAC; therefore, the person installing *CentreVu* Agent will need the PASTE FAC. For more information about Feature Access Codes, see the “*DEFINITY Enterprise Communications Server Release 6.3 Administration and Feature Description Issue 4 (555-230-522)*” document.
- d. Add the new station, and then do the following:
 - on page 1 of the Station form select 606A1 as the station type,
 - select the display language (default is English), and
 - assign the COR you created in Step 1.b.
- e. On page 2 of the Station form, select the appropriate options for your call center.
- f. On page 3 of the Station form, administer the features that you want to assign to the voice terminal’s physical buttons. For details, see “Assigning Features to Buttons on the Voice Terminal” on page 2-17.

 **NOTE:**

Call appearances and bridged appearances can only be administered on page 3 and 4 of the Station form.

- g. On page 4 of the Station form, administer additional call appearances, bridged appearances, and the first occurrence of any predesignated main callbar button that was not administered on page 3. The main callbar predesignated feature buttons are as follows:
 - Auto-In (auto-in)
 - Manual-In (manual-in)
 - AUX (either aux-work without a reason code [RC] or aux-work with a RC)

- ACW (after-call)
- Mute (mute is an administered button on page 3 that cannot be re-administered)
- Assist (assist)
- Release (release).

Subsequent occurrences of any predesignated main callbar buttons will be applied to a secondary callbar.

 **NOTE:**

To have the Login and Logout FAC map to the Login and Logout predesignated main callbar buttons, assign a Login FAC and a Logout FAC on page 4 of the Feature Access Code form.

On page 4 of the Station form, you can also administer abbreviated dials, Stroke Counts, and AUX with reason codes. All abbreviated dials (abrv-dial) will appear in the second secondary callbar called Abbrv Dial; all Stroke Counts (stroke-cnt) will appear in the fourth secondary callbar called Stroke; and all AUX with reason code (aux-work RC) will appear in the fifth secondary callbar called AUX RC.

 **NOTE:**

Non-Expert Agent Selection (EAS) environments cannot have AUX with reason codes; therefore, the AUX RC secondary window will be disabled.

For details, see “Assigning Features to Predesignated Buttons on the Main Callbar” on page 2-24.

- h. On page 5 of the Station form, administer up to 18 features that you want to appear in the third secondary callbar called Misc. For details, see “Assigning Features to Buttons in Secondary Callbars” on page 2-27.

- i. On page 6 of the Station form, administer up to 22 features that you want to appear in the first secondary callbar called Call Ctr. CVA requires that the next, inspect, and normal features be administered on page 6 of the Station form. The next feature is always administered next to the last button and cannot be changed (see Figure 2-3). For details, see “Assigning Features to Buttons in Secondary Callbars” on page 2-27.

STATION Form - Page 6 of 6
Virtual Buttons with GREEN LED (o)

| | |
|--|--|
| <ul style="list-style-type: none"> o: _____ | <ul style="list-style-type: none"> o: _____ o: <u>Defaults to inspect</u> o: <u>next (Always administered as next.)</u> o: <u>Defaults to normal</u> |
|--|--|

Figure 2-3: Next Feature Administered on Page 6 of the Station Form

- j. If a data module is associated with the terminal, administer its parameters on page 7 of the Station form.
2. Connect the *CALLMASTER VI* voice terminal to the computer and to the *DEFINITY ECS*, if it has not already been connected. For details, see “*CALLMASTER VI* Voice Terminal Connection” on page 2-16.

3. After you have performed *DEFINITY* ECS administration and have connected the *CALLMASTER* VI voice terminal to the *DEFINITY* ECS and the computer, you can begin the installation of the *CentreVu* Agent software. For installation instructions, see one of the following chapters in this document:
 - Chapter 4, “Installing *CentreVu* Agent on a Stand-Alone PC” to install *CentreVu* Agent on a stand-alone computer
 - Chapter 5, “Installing *CentreVu* Agent on a Shared Network for Multi-User Access” to install *CentreVu* Agent to a shared application folder.

DEFINITY ECS Administration—Supporting Information

This section contains information that supports the administration tasks listed in the previous section of this chapter, called “Getting Started.” The following sections are included:

- *CALLMASTER VI* Voice Terminal Connection—provides a diagram of the connections necessary.
- Assigning Features to Buttons on the Voice Terminal—provides detailed information about assigning features to the physical buttons on your voice terminal.
- Assigning Features to Predesignated Buttons on the Main Callbar—provides detailed information about assigning features to virtual buttons on the main callbar.
- Assigning Features to Buttons in Secondary Callbars—provides detailed information about assigning features to virtual buttons in secondary callbars.

CALLMASTER VI Voice Terminal Connection

As stated earlier, each computer running the *CentreVu* Agent application must have an attached *CALLMASTER* VI voice terminal. In addition, the voice terminal must be connected to the *DEFINITY* ECS (see Figure 2-4).

If you have not yet connected the *CALLMASTER* VI voice terminal to the computer and the *DEFINITY* ECS, see the *CALLMASTER® VI Voice Terminal Version 1.0 Installation and User's Manual* (555-015-162) document for installation instructions.

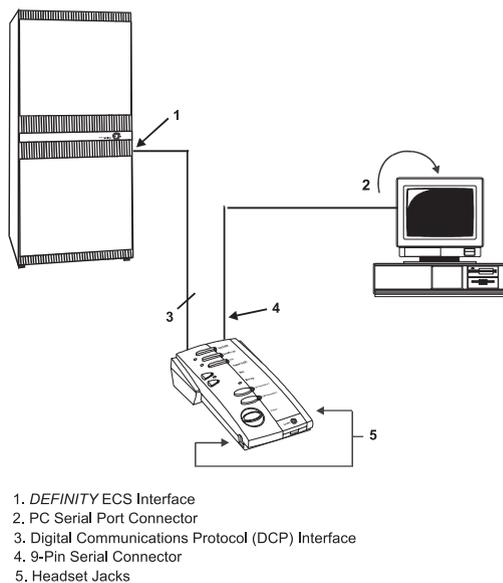


Figure 2-4: CALLMASTER VI Voice Terminal Connection

Assigning Features to Buttons on the Voice Terminal

The physical buttons on the *CALLMASTER* VI voice terminal will provide the only telephone functionality available if the computer experiences problems or is powered off. Because of this, physical button assignment requires careful consideration. *DEFINITY* ECS station administration for the *CALLMASTER* VI voice terminal provides default assignments for certain physical buttons. Some of these buttons can be administered and some cannot be administered. Administration for physical buttons on the *CALLMASTER* VI voice terminal is conducted on page 3 of the Station form. The following three sub-sections provide detailed information about administering physical buttons:

- *CALLMASTER* VI Voice Terminal Button Administration Defaults
- Physical Button Assignment Considerations
- Sample of a Physical Button Configuration.

See the *CALLMASTER*[®] VI Voice Terminal Version 1.0 Installation and User's Manual (555-015-162) document for more information on the *CALLMASTER* VI Voice Terminal.

CALLMASTER VI Voice Terminal Button Administration Defaults

Table 2-1 provides information on the *CALLMASTER VI* voice terminal button administration defaults. (See Figure 2-5 for physical button numbers on the *CALLMASTER VI* voice terminal.) Use this table to administer physical buttons on your *CALLMASTER VI* voice terminal.

Table 2-1: CALLMASTER VI Voice Terminal Administration Defaults

| Physical Button # | Lamp Available | Administrable | Default Assignment |
|--------------------------|--------------------------------|--|---------------------------|
| 1 | No | Yes | abr-v-dial |
| 2 | Yes (green) | Yes | No default |
| 3 | Yes (green) | Yes | No default |
| 4 | Yes (red) shared with button 5 | No | Headset On/Off |
| 5 | Yes (red) shared with button 4 | No | Mute |
| 6 | Yes (red) | No | Message Waiting |
| 7 | Yes (first dual LED lamp) | Yes, but we highly recommend that you do not change the default administration. If it is not administered as a call-appr, you will not be able to download phone data. | call-appr |

Table 2-1: CALLMASTER VI Voice Terminal Administration Defaults (Cont'd)

| Physical Button # | Lamp Available | Administrable | Default Assignment |
|-------------------|-------------------------------|---|--------------------|
| 8 | Yes (second dual LED lamp) | Yes | call-appr |
| 9 | No | Yes, but we highly recommend that you do not change the default administration. | release |

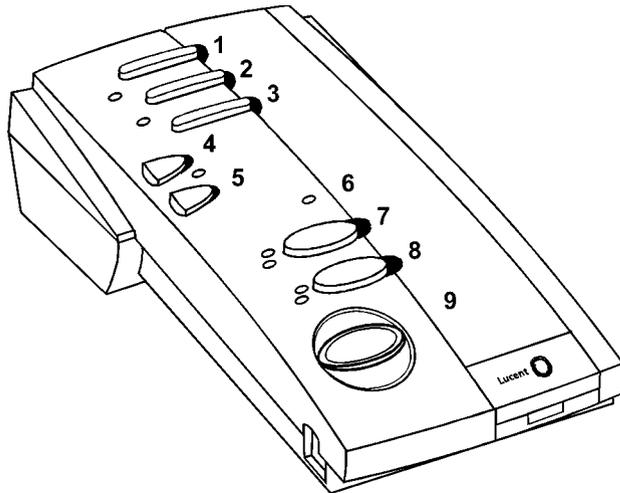


Figure 2-5: CALLMASTER VI Voice Terminal

Physical Button Assignment Considerations

Physical button assignments should be chosen carefully because physical buttons on the *CALLMASTER VI* voice terminal will provide the only telephone functionality available if the computer experiences problems or is powered off.

For example, if you want to be able to log in to the *DEFINITY ECS* by way of the *CALLMASTER VI* voice terminal you would need to administer an abbreviated dial button to a physical button on the *CALLMASTER VI* voice terminal.

Table 2-2 provides examples of functions and the features that would have to be administered to exercise those functions from the *CALLMASTER VI* voice terminal.

Table 2-2: Example of Physical Button Assignment

| If... | Then... |
|---|--|
| You want to receive or make more than one call at a time (for example, through an abrv-dial or autodial) from the <i>CALLMASTER VI</i> voice terminal | You would need to administer a call appearance on the second dual-LED button (<i>CentreVu Agent</i> already requires that the first dual-LED button be administered as a call appearance). |
| You do not want to receive any calls while the computer is down or experiencing problems | You would need to administer a feature on a physical button that would prevent incoming calls (for example, Logout or AUX). |
| You want to be able to make a call to a specific number (for example, 911) | You would need to administer the Abbreviated Dial or Auto Dial feature for that specific number on a physical button. An abbreviated dial administered on a physical button will also appear in the Abbrv. Dial secondary callbar; an auto dial button will appear in the Misc. secondary callbar. |

Table 2-2: Example of Physical Button Assignment (Cont'd)

| If... | Then... |
|---|---|
| You have a specific ACD work mode(s) that you would like to use | You would need to administer the work mode(s) on a physical button (for example, Auto-In and/or AUX). |
| You want to be able to release calls | <p>You need to administer the Release feature on a physical button.</p> <p>If your answering option is Auto Answer you cannot use the headset on/off button to release a call. When auto answer is active, turning your headset off will log you off the <i>DEFINITY</i> ECS.</p> |

Sample of a Physical Button Configuration

The following list provides one possible configuration for the assignment of physical buttons on the *CALLMASTER* VI voice terminal. Remember that this is an example, and the assignment of physical buttons on your *CALLMASTER* VI voice terminal depends on your call center needs.

- Button 1—Logout
- Button 2—Auto-In
- Button 3—AUX RC
- Button 4—Headset On/Off
- Button 5—Mute
- Lamp 6—Message Waiting
- Button 7—Call Appearance 1 (required)
- Button 8—Call Appearance 2
- Button 9—Release.

The sample configuration provides the following capabilities should the computer lose power or experience problems:

- Button 1—assigning button 1 as Logout will enable you to log out of the *DEFINITY* ECS so that you no longer receive ACD calls.
- Button 2—assigning button 2 as Auto-In will enable you to enter the Auto-In mode. With the Auto-In work mode, you automatically become available to receive an ACD call after you disconnect from a previous call. In this mode, you do not have to manually enter the Auto-In or Manual-In mode to receive calls.
- Button 3—assigning button 3 as AUX with a reason code will enable you to enter the AUX work mode. Having a physical button for AUX is helpful when you are using the Auto-In mode. In the AUX mode, you are unavailable to receive ACD calls. The AUX feature may be helpful when you are experiencing computer problems and you do not want to receive ACD calls until the problem is corrected. You can still receive non-ACD calls.
- Button 4—(Headset On/Off) not administrable. This feature enables you to turn your headset on or off. If you are in the Auto-Answer work mode, turning your headset off logs you out of the *DEFINITY* ECS. When you are logged out of the *DEFINITY* ECS, you cannot receive ACD calls.
- Button 5—(Mute) not administrable. This feature enables you to turn off the voice transmitter to your headset so that the other person on the call cannot hear you.
- Lamp 6—(Message) not administrable.
- Button 7—(call-appr) assigning button 7 as a call appearance enables you to receive calls and also enables you to download phone data. *CentreVu* Agent requires that the first dual-LED button be administered as a call appearance.

- Button 8—assigning button 8 as another call appearance enables you to have more than one active call at the same time.
- Button 9—assigning button 9 as Release enables you to disconnect from a call.

⇒ NOTE:

Notice that in the sample configuration there is no method for originating calls. If originating a call from the *CALLMASTER VI* voice terminal is important to your call center, then you will have to assign an abbreviated dial or auto dial to a physical button.

To produce this sample configuration, page 3 of the Station form would have to be administered as shown in Figure 2-6.

```

display station 51024                                     Page 3 of 6
                                                    STATION

SITE DATA
  Room: 33B42                                           Headset? n
  Jack: RN39                                             Speaker? n
  Cable:                                                 Mounting: d
  Floor:                                                 Cord Length: 0
  Building:                                              Set Color:

ABBREVIATED DIALING
  List1: personal 1                                     List 2:
  List 3:

PHYSICAL ENTITIES
  button: switchhook
  RED LED: switchhook/mute lamp
  button: mute

  NO LED: abrv-dial   List: 1   DC: 01
  GREEN LED: auto-in   Grp:
  GREEN LED: aux-work   R.C: 1   Grp:

  RED LED: msg-waiting lamp
  DUAL LED: call-appr
  DUAL LED: call-appr
  NO LED: release

```

Figure 2-6: Example of Page 3 of the Station Form

Assigning Features to Predesignated Buttons on the Main Callbar

CentreVu Agent has predetermined the buttons that appear on the main callbar. These predesignated buttons are as follows: Login and Logout (feature access codes), Auto-In, Manual-In, AUX, ACW, Assist, Mute, and Release (features). This means that if you administer any of these features on page 3, 4, 5, or 6 of the Station form, they will first be assigned to the predesignated buttons on the main callbar. Subsequent occurrences of these features will be assigned to a secondary callbar.

IMPORTANT: Primary extension call appearances and bridged appearances must be administered on page 3 or 4 of the Station form. There cannot be more than 26 total (total of 10 primary extension call appearances only), and they must be administered on buttons 1-26. To see button numbering on the different pages of the Station form, see “Order of the Phone Data Download” on page A-4.

Call appearances are stored internal to the *CentreVu* Agent application. Call appearances emerge on the main callbar as Call Information Panels (CIPs) when they are actively in use (see Figure 2-7).

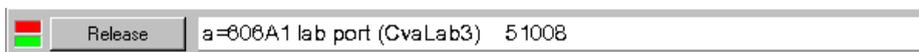


Figure 2-7: Active Call Information Panel

Bridged appearances always appear as the first buttons on the third secondary callbar called Misc, and the bridged extension is the button label (see Figure 2-8).

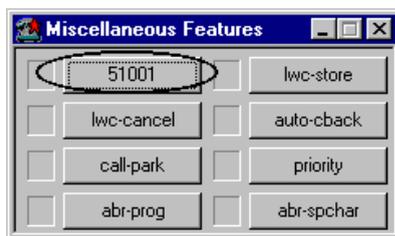


Figure 2-8: Bridged Appearance on First Button in the Misc Callbar

Tips on Administering Features on the Main Callbar

- The first aux-work or aux-work with a reason code (RC) that the phone data download encounters will be assigned to the AUX button on the main callbar. If the first aux-work that the phone data encounters has a RC, then it will also appear in the fifth secondary callbar (default label AUX RC). Subsequent aux-work with reason codes will appear on the fifth secondary callbar called AUX RC, and subsequent aux-work without reason codes will appear in the third secondary callbar called Misc.

To ensure that AUX (without RC) versus AUX with a RC is assigned to the AUX button on the main callbar, you should administer AUX (without RC) so that it will be downloaded before AUX with RC. To see the order in which phone data is downloaded, see “Order of the Phone Data Download” on page A-4.

For example, in Figure 2-9 aux-work (*without* reason code) is administered on button 69. All aux-work with reason codes are administered after that (buttons 70-74). Because button 69 (first occurrence) will be downloaded before buttons 70-74, the aux-work (without reason code) will be assigned to the main callbar button labeled AUX, and all aux-works with reason code will be assigned to the fifth secondary callbar (default label AUX RC).

| Station Form - Page 5 of 6 | | | |
|------------------------------------|------|------------------------|------|
| Virtual Buttons with Dual LED (oo) | | | |
| oo: q-calls Grp: 1 | (57) | oo: vu-display FMT: 21 | (66) |
| oo: q-time Grp: 1 | (58) | oo: voa-repeat | (67) |
| oo: q-calls Grp: 2 | (59) | oo: after-call | (68) |
| oo: q-time Grp: 2 | (60) | oo: aux-work RC: Grp: | (69) |
| oo: q-calls Grp: 3 | (61) | oo: aux-work RC:2 Grp: | (70) |
| oo: q-time Grp: 3 | (62) | oo: aux-work RC:6 Grp: | (71) |
| oo: q-calls Grp: 15 | (63) | oo: aux-work RC:7 Grp: | (72) |
| oo: vu-display Fmt:20 | (64) | oo: aux-work RC:0 Grp: | (73) |
| oo: busy-ind TAC/EXT: 9 | (65) | oo: aux-work RC:1 Grp: | (74) |

Figure 2-9: Administering Aux-Work Example

- If you do not administer a feature that would be assigned to one of the predetermined feature buttons on the main callbar, that feature button will be disabled. For example, if you do not administer the manual-in feature, the Manual-In button on the main callbar will be disabled.
- If you administer call appearances or bridged appearances on page 5 or 6 of the Station form, they will not work. In addition, if you administer call appearances or bridged appearances on buttons other than 1-26 (on pages 3 and 4), they will not work. For example, if you administer a call appearance on button number 27, the *DEFINITY* ECS will deliver a call that uses the call appearance administered on button 27, but *CentreVu* Agent will not be able to answer it (no call information panel for that call will display).

Assigning Features to Buttons in Secondary Callbars

The secondary callbar (see Figure 2-10) that a feature button is assigned to is determined by the page of the Station form for which the feature is administered. Table 2-3 provides the configuration for virtual button placement on the *CentreVu* Agent secondary callbars.

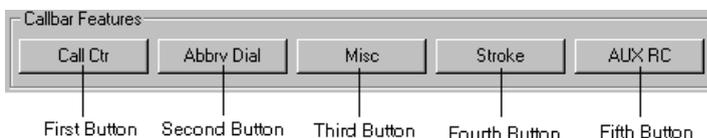
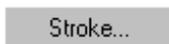


Figure 2-10: Secondary Callbars

Table 2-3: Configuration for Virtual Button Placement on Secondary Callbars

| If You Want Buttons on the... | Then Administer Them on... | Exceptions |
|--|---|--|
| Call Ctr secondary callbar (1st button)  | Page 6 of the Station form (up to 22 features). | If the following features are administered on page 6, they will appear in their respective secondary callbar and <u>not</u> in the Call Ctr callbar: <ul style="list-style-type: none"> • abrv-dial (Abbrv Dial) • aux-work with RC (AUX RC) • stroke-cnt (Stroke). |
| Abbrv Dial secondary callbar (2nd button)  | Page 3, 4, 5, or 6 of the Station form. | Only abbreviated dials will appear in this secondary callbar. This does not include the abr-prog feature. |

Table 2-3: Configuration for Virtual Button Placement on Secondary Callbars (Cont'd)

| If You Want Buttons on the... | Then Administer Them on... | Exceptions |
|--|---|--|
| Misc secondary callbar (3rd button)  | Page 5 of the Station form (up to 18 features). | If the following features are administered on page 5, they will appear in their respective secondary callbar and <u>not</u> in the Misc callbar: <ul style="list-style-type: none"> • abrv-dial (Abbrv Dial) • aux-work with RC (AUX RC) • stroke-cnt (Stroke). |
| Stroke secondary callbar (4th button)  | Page 3, 4, 5, or 6 of the Station form. | Only stroke counts will appear in the Stroke secondary callbar. |
| AUX RC secondary callbar (5th button)  | Page 3, 4, 5, or 6 of the Station form. | Only aux-work with reason codes will appear in the AUX RC secondary callbar. If the first occurrence of aux-work is aux-work with a reason code, it will be mapped to the AUX button on the main callbar as well as the AUX RC secondary callbar. |

Tips on Administering Features on Secondary Callbar Buttons

- Page 6 of the Station form downloads before page 5. See “Order of the Phone Data Download” on page A-4.
- Each feature is populated in a secondary callbar in the order it was received during the phone data download and is populated from left to right, top to bottom. This order is different from the order in which you administered features on the Station form. You administer features on the Station form using a top to bottom, left to right approach. Table 2-4 and Table 2-5 show how secondary callbars are populated when a top to bottom, left to right approach is used during station administration.

Table 2-4: *DEFINITY* ECS Station Administration Order

| |
|-----------|
| Feature A |
| Feature B |
| Feature C |
| Feature D |
| Feature E |
| Feature F |
| Feature G |
| Feature H |

Table 2-5: *CentreVu* Agent Secondary Callbar Order

| | |
|-----------|-----------|
| Feature A | Feature B |
| Feature C | Feature D |
| Feature E | Feature F |
| Feature G | Feature H |

- An abbreviated dial button in the second secondary callbar (default label Abbrv Dial) that has a label of abrv-dial means that you did not assign a telephone number to that abbreviated dial. When you select this button, you will get an intercept tone. To use this button, you must program it, and then download phone data.
- Buttons in the third secondary callbar (default label Misc) that have a telephone number associated to them are bridged appearances and not abbreviated dials.
- If no features are administered for a secondary callbar, that secondary callbar button will be grayed (disabled). For example, if you do not administer any abbreviated dials, the Abbrv Dial button on the main callbar will be disabled.
- Any aux-work RC, stroke-cnt, and abrv-dial features encountered on page 5 and 6 of the Station form are skipped when configuring the Misc and Call Ctr secondary callbars.
- All features administered on page 3 and 4 of the Station form that are not listed in Table 2-6, will appear in the third secondary callbar labeled Misc.

Table 2-6: Features Administered on Page 3 and 4 That Will Not Appear in Misc Callbar

| The... | Will Map to the... |
|--|--------------------------------|
| auto-in feature (first occurrence) | Auto-In main callbar button. |
| manual-in feature (first occurrence) | Manual-in main callbar button. |
| after-call feature (first occurrence) | ACW main callbar button. |
| aux-work with or without a RC feature (first occurrence) | AUX main callbar button. |

Table 2-6: Features Administered on Page 3 and 4 That Will Not Appear in Misc Callbar (Cont'd)

| The... | Will Map to the... |
|------------------------------------|-------------------------------|
| assist feature (first occurrence) | Assist main callbar button. |
| release feature (first occurrence) | Release main callbar button. |
| stroke-cnt feature (0-9) | Stroke secondary callbar. |
| aux-work RC feature (0-9) | AUX RC secondary callbar. |
| abrv-dial feature | Abbrv Dial secondary callbar. |

How Feature Buttons are Labeled on Callbars

CentreVu Agent uses the same feature button labels that are administered on the Station form to label its own callbar feature buttons (note that each language has its own in-language default). For example, if you administered the “call-park” feature button on the Station form, it would appear on a CVA callbar as follows:



Although many default button labels clearly convey the feature, there are some labels that do not. For instance, the aux-work feature provides a default label of aux-work plus the number (aux-work 2). The reason code associated with the aux-work 2 label is not clear. Because it is important to have meaningful labels, *CentreVu* Agent provides a method of changing default button labels as well as label access keys. For example, if aux-work 2 is meant for training purposes, then you could change the label to "Training."

Button labels on the main callbar are independent of the features that they are mapped to. For example, the AUX button on the main callbar may be mapped to the aux-work 2 button, but the label states AUX unless you change the label to something more meaningful for your call center.

In addition to changing button labels, you can also choose to prevent a feature button from appearing on a secondary callbar, even if it is administered on the *DEFINITY* ECS. See the *CentreVu* Agent online Help topic “Modify Callbar Button Labels” for instructions on how to change default button labels.

NOTE:

You can change all button labels except the labels in the main callbar dial pad.

The Effects of Changing Station Administration

The amount of telephone functionality and *DEFINITY* ECS features that a *CentreVu* Agent callbar has is based on station administration. If you change station administration (add, remove, or change features) without running a phone data download, your callbar will not operate as expected. For example:

- If you removed a feature from specific stations but did not download the phone data to reflect that change, the callbars associated with these stations would continue to display that feature button; however, the feature button would not operate as originally expected.
- If you added a feature to specific stations but did not download the phone data to reflect this change, the callbars associated with these stations would not display the added feature button; therefore, the added feature could not be used.
- If you programmed an abbreviated dial button (by way of the *abr-prog* feature) but did not download phone data, your abbreviated dial button will still have *abr-v-dial* for a label. You must download phone data to make the number you programmed appear on the button label.

 **WARNING:**

Whenever you change station administration, it is imperative that you download the new phone data, and then reboot the computer for each station changed.

Quick Installation Procedures

Chapter Overview

If you know the basic software installation procedures and want to install *CentreVu* Agent without reading the detailed instructions in this guide, use these quick installation procedures. These procedures explain two methods of installing CVA:

- Installing from a CD-ROM
- Installing from a network server.

For information on installing CVA to a shared application folder, see Chapter 5, “Installing *CentreVu* Agent on a Shared Network for Multi-User Access.”

Before you begin to install *CentreVu* Agent, close all running programs on the PC.

Installing from a CD-ROM

The *CentreVu* Agent CD-ROM supports the *Windows* AutoPlay feature. If AutoPlay is enabled on your PC, insert the CD-ROM into the drive and the *CentreVu* Agent Setup program will start automatically. Follow the Installation Wizard instructions.

Installing from a Network Server

At the network server, perform the following steps:

1. Set up a shared installation folder to hold the *CentreVu* Agent files.
2. Copy the contents of the CVA installation CD-ROM to the shared folder.

At the client PC, perform the following steps:

1. Using *Windows* Explorer, select the CVA shared installation folder.
2. Double click on `setup.exe`.

NOTE:

You must purchase a license for each copy of *CentreVu* Agent software (see the “Software License Agreement” at the beginning of this guide).

Installing *CentreVu* Agent on a Stand-Alone PC

Chapter Overview

Stand-alone installation means that you install all of the files necessary to run *CentreVu* Agent on disk space local to the PC. There are two methods you can use to install *CentreVu* Agent on disk space local to the PC:

- CD-ROM Installation—installing *CentreVu* Agent from a CD-ROM is a one-step process that consists of installing CVA on each PC (go to the “Installation Procedures Using the CD-ROM” section in this chapter).
- Network Installation—installing *CentreVu* Agent from a network is a two-step process that consists of preparing the installation folder on the network, and then installing CVA on each client PC.

 **NOTE:**

You must have administrator privileges to install CVA on a PC running *Windows NT 4.0*.

This chapter includes the following topics:

- Preparing the Network Folder for Installation from the Network
 - Setting Up the Network Folder
 - Installing *CentreVu* Agent on Each PC by Way of the Network
- Installation Procedures Using the CD-ROM.

Preparing the Network Folder for Installation from the Network

This section of the document describes what you need to know to successfully place the *CentreVu* Agent installation files on a Local Area Network (LAN) server. To install *CentreVu* Agent on the network, you must setup the network folder.

Setting Up the Network Folder

Network setup for installation of the *CentreVu* Agent application on the PC over the network consists of copying the contents of the installation CD-ROM onto the network.

To setup the network, do the following:

1. At a network PC that is running *Windows* and has administrator privileges, insert the *CentreVu* Agent CD-ROM into the drive you want to install from.

NOTE:

The *CentreVu* Agent CD-ROM supports the *Microsoft Windows* AutoPlay feature. If AutoPlay is enabled on the PC, the *CentreVu* Agent Setup program will start automatically after you insert the CD-ROM into the drive. Choose the Cancel button in the window that displays, and then continue with Step 2.

2. Open *Windows* Explorer.
3. Create a folder on a drive that is accessible from the network.
4. Using the Copy command or drag-and-drop, copy the contents of the CD-ROM to the folder you created in Step 3. Be sure to copy all of the files.
5. Verify that the network where you copied the contents of the distribution medium is connected to each PC that will be installing CVA from the network.
6. Go to the “Installing *CentreVu* Agent on Each PC through the Network” section in this chapter.

Installing *CentreVu* Agent on Each PC by Way of the Network

To install CVA on each PC from the network, do the following:

1. Before starting the installation, close all running programs on the PC.
2. In *Windows Explorer*, go to the drive and then the folder where you copied *CentreVu* Agent files.
3. Locate and double click on the `setup.exe` file to begin the installation.

 **NOTE:**

Additional accessory files that reside on the CD-ROM, although copied to the network drive, will not be installed on the PC.

Follow the directions provided by the installation wizard. If you want to follow a step-by-step description of the installation, see the “Installation Procedures Using the CD-ROM” section in this chapter starting with Step 6.

Installation Procedures Using the CD-ROM

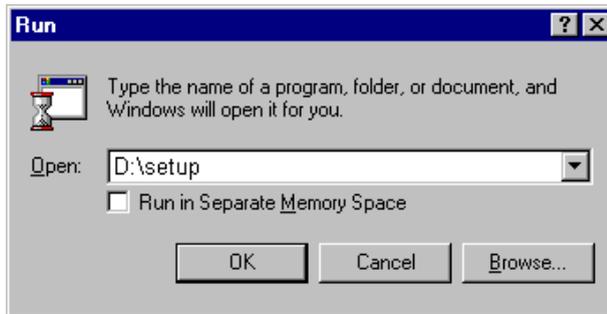
The *CentreVu* Agent CD-ROM supports the *Microsoft Window* AutoPlay feature. If AutoPlay is enabled on the PC, insert the CD-ROM into the drive, and the *CentreVu* Agent Setup program will start automatically.

➤ NOTE:

See your system administrator for information on how to enable or disable AutoPlay on your PC.

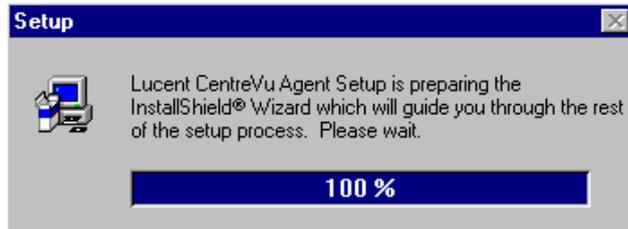
To install *CentreVu* Agent, do the following:

1. Before starting the installation, close all running programs on the PC.
2. Insert the CD-ROM into the drive you want to install from.
3. If AutoPlay begins at this time go to Step 6. If AutoPlay is not enabled continue with Step 4.
4. Click Start on the taskbar and select Run. The Run dialog box appears.



5. In the Open text box, enter the drive you are installing *CentreVu* Agent from, followed by `\setup`, and then select OK. In the above example, the "D:" drive is selected.

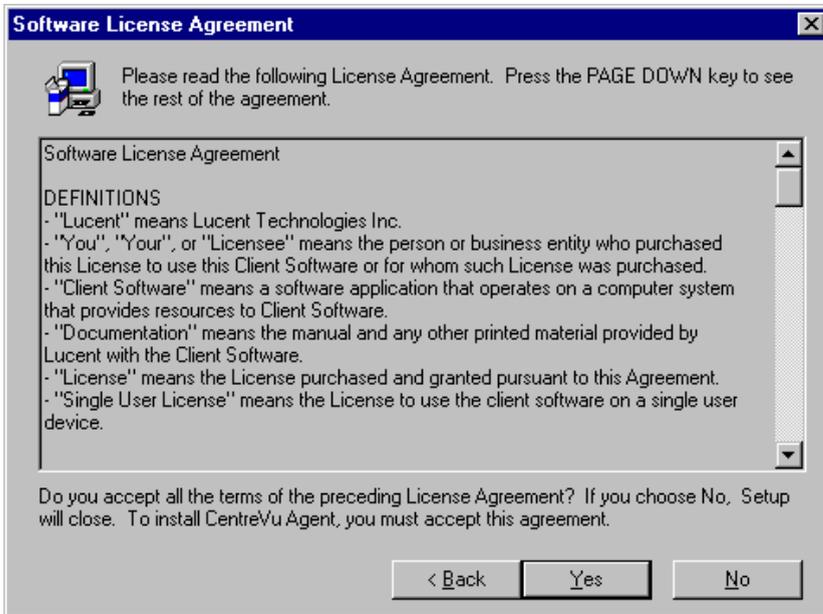
- The Setup message box appears. You are asked to wait while the *CentreVu Agent* application prepares the wizard that will guide you through the setup process.



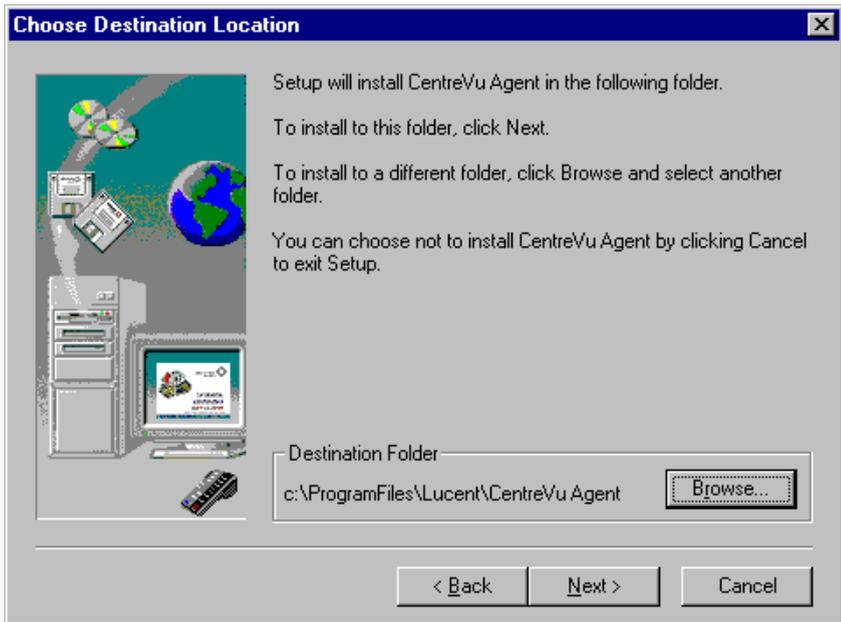
Next, the Welcome page appears in the forefront. This page requests that you exit all *Windows* programs before running CVA Setup.



7. Select Next to continue with the installation. The Software License Agreement page appears.

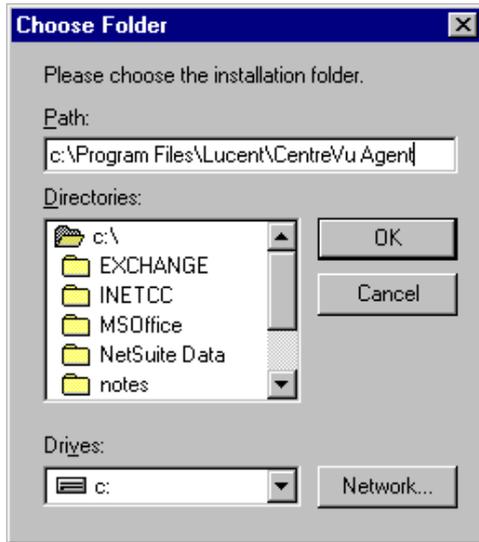


8. Select Yes if you accept all the terms of the License Agreement. See the license agreement in the beginning of this document.
If you choose Yes, the "Choose Destination Location" page appears.
If you choose No, the setup exits.



9. If you want to accept the default destination folder, select Next, and go to Step 12. If you want a different destination folder for the application files (for example, you may be installing CVA on a network server for multi-user access), click the Browse button. The Choose Folder dialog box appears.

A disabled Browse button indicates that there is already an existing copy of *CentreVu Agent* installed and that you are trying to perform an upgrade.

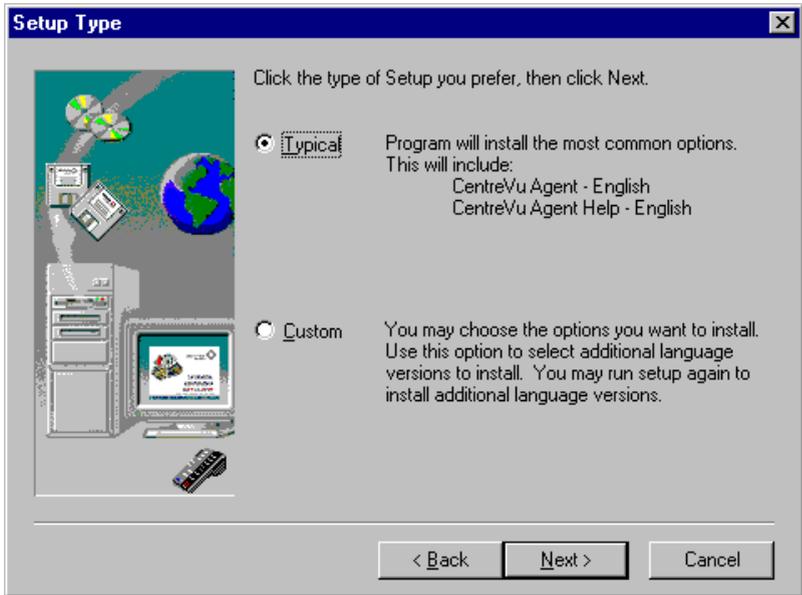


10. Use the down arrow under the Directories: list to navigate to the folder you want, or enter a new path for the application folder in the Path text box.

⇒ NOTE:

If the path you entered does not exist, a message box appears asking if you want the path to be created. Select Yes.

11. Select OK after you have selected the correct destination folder. The Setup Type page appears.



12. Select the type of installation by clicking on either Custom or Typical, and then select Next. If you select a custom install, then the Select Components page will appear and you should continue with Step 13.

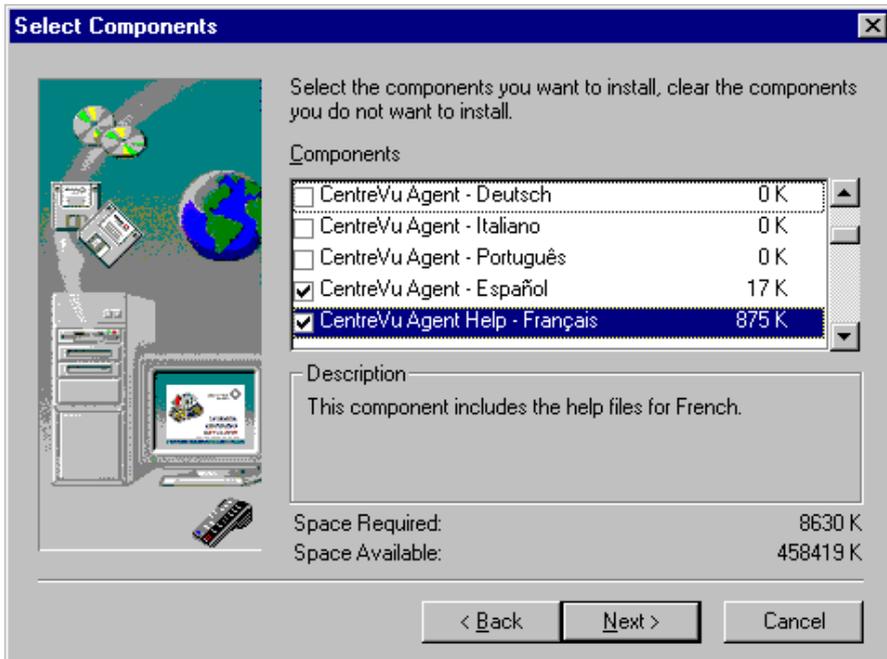
If you select a typical install, then the Select Program Shortcuts page will appear and you should continue with Step 15.

The **Typical** installation type is the default choice (selected). This will install all of the basic options in English, which is required, as well as all of the basic options in the language of your supported *Windows* operating system.

The **Custom** installation type allows you to choose which options to install and which language versions to install. English will always be installed along with any other languages you choose.

⇒ NOTE:

If your *Windows* operating system is Japanese, then English and Japanese are the only languages that can be installed.



13. Select the installation components and the component languages that you want to install by checking the components in the list box.

The English version of *CentreVu Agent* is always installed. If you are running a supported non-English version of *Windows*, then by default, Setup will also install *CentreVu Agent* in the language that matches your *Windows* system.

The Select Components page provides the following information:

- The space required for each component
- The total space required for all selected components
- The total space available on the specified drive.

If the destination drive does not have enough disk space to install *CentreVu Agent*, you will receive a warning message.

14. Select Next. The Select Program Folder page appears. The Select Program Folder page provides you with the default program group name where *CentreVu Agent* program icons will be added.



15. Select a program group name by doing one of the following:
- Select Next to accept the default program group name (located in the Program Folders: text box).
 - Click on an existing group under the Existing Folders: list box, and then select Next.
 - Enter a different program group name in the Program Folders: text box, and then select Next.

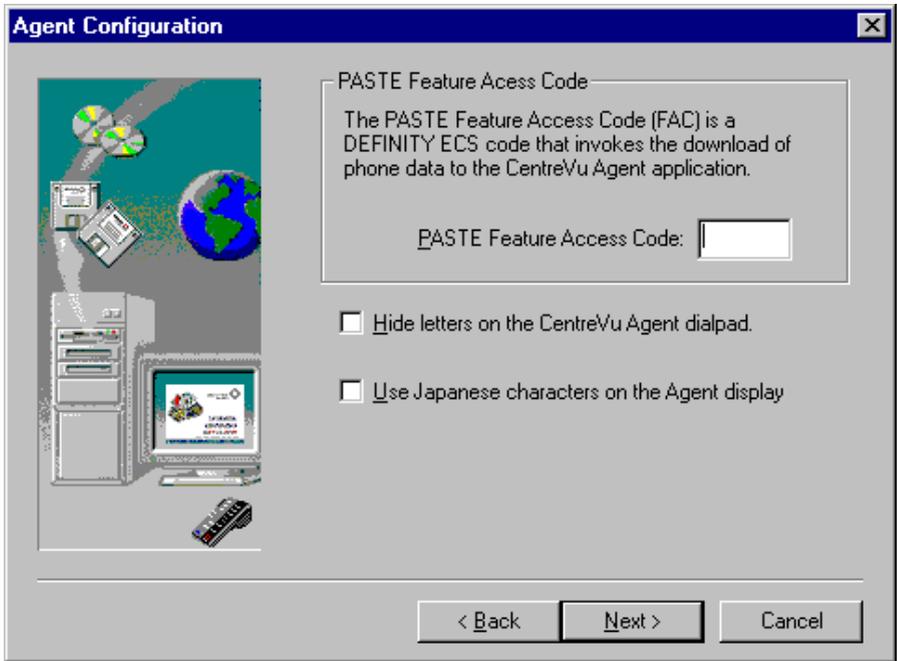
The Select Program Shortcuts page appears:



With the Select Program Shortcuts page, you can elect to:

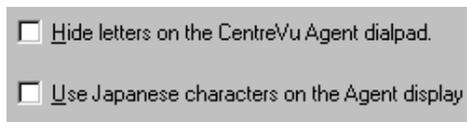
- Place shortcuts on your *Windows* desktop (any language that is listed in the “Select the language(s) you would like to have added:” list box)
- Place shortcuts in the Start Menu (any language that is listed in the “Select the language(s) you would like to have added” list box)
- Place a version of *CentreVu Agent* in the Start Up folder (you can select only one version of *CentreVu Agent*). The default for this option is the language that matches your *Windows* system.

16. From the Select Program Shortcuts page, select the options that best fit your needs, and then select Next. The Agent Configuration page appears:



17. Enter the PASTE FAC in the text box.

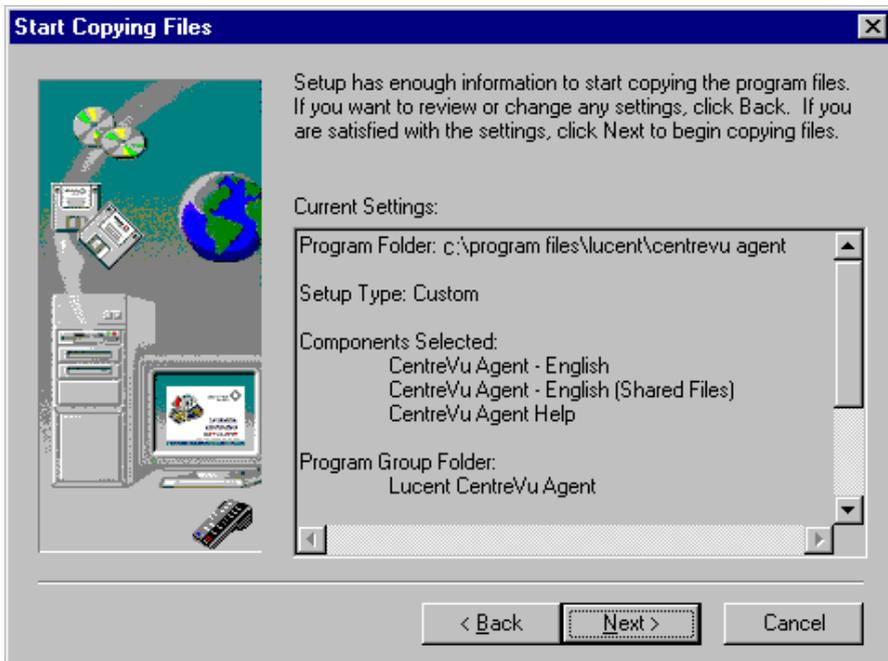
The following 2 options appear in the Agent Configuration page only if you have selected a language:



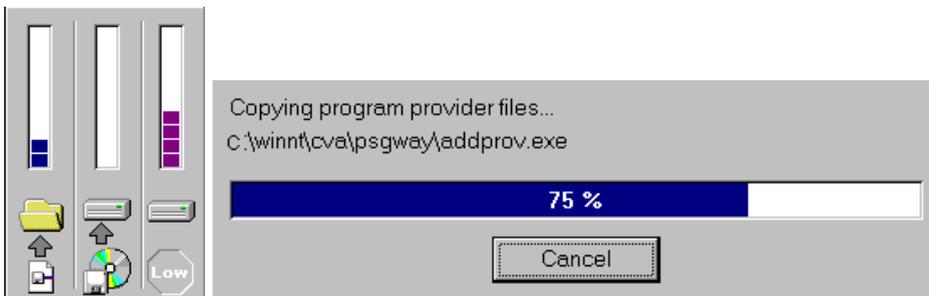
If you select the “Hide letters on the CentreVu Agent dialpad” option, only a number will appear on each key of the dialpad.

If you select the “Use Japanese characters on the Agent display” option, then the call display information from the *DEFINITY* ECS will display on the *CentreVu* Agent Call Information Panel (CIP) in Katakana.

18. Select Next. The Start Copying Files page appears. This page provides the setup options chosen thus far.

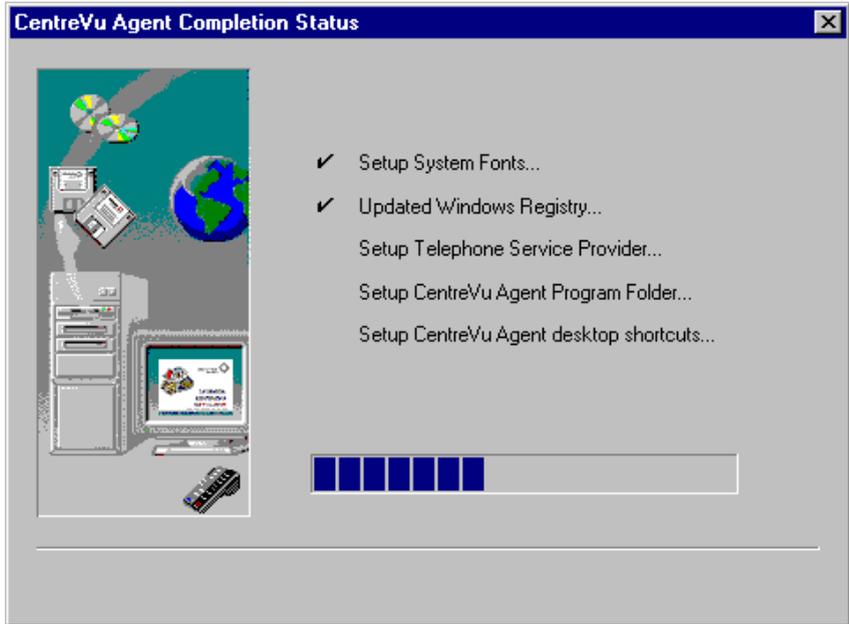


19. If you are satisfied with the setup options, select Next. The Copying Software progress indicators appear. At this time, the install program is copying system files and updating initialization files and registry items. The progress indicators show what percentage of the files have been copied.

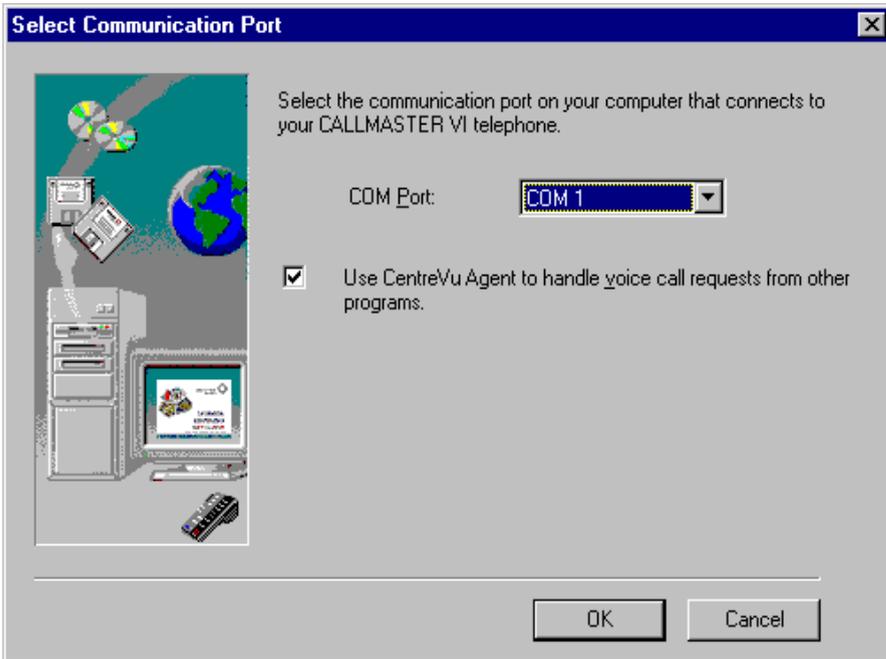


After the files have been copied, the CentreVu Agent Completion Status page appears and the final setup of CVA installation begins.

A check mark by the component indicates that the setup for the specific component has been installed.



During the setup of the telephone service provider, the Select Communication Port page appears. COM 1 is the default COM port.

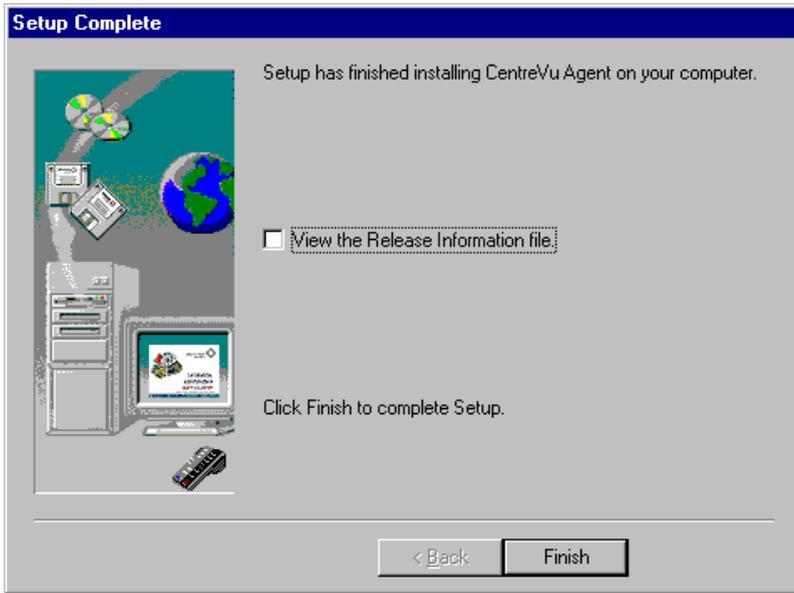


20. To select a COM port other than the default, click the down arrow in the drop-down combo box to display the other choices, and then click on the COM port that is administered.
21. If you want other *Windows* applications to originate a call and have the *CentreVu Agent* application and the *CALLMASTER VI* voice terminal handle the call, select the “Use CentreVu Agent to handle voice call requests from other programs” check box.

22. Select OK. The CentreVu Agent Completion Status page appears again and continues with the final setup of CVA installation. When the final setup is complete, then one of two Setup Complete pages appear:



2.



The first Setup Complete page that asks you to restart *Windows* appears if the *CentreVu Agent* installation program cannot update a file because it was in use (restarting *Windows* replaces the file). Otherwise the second Setup Complete page that asks if you want to view release information appears.

23. Select the options you want to apply, and then select the Finish button.

If this is the first time you installed *CentreVu Agent* on the PC or if you have not saved phone data from a previous installation, then you will be required to download phone data after you start CVA. Go to the “Downloading *DEFINITY ECS Phone Data*” section in this chapter for more information about downloading phone data.

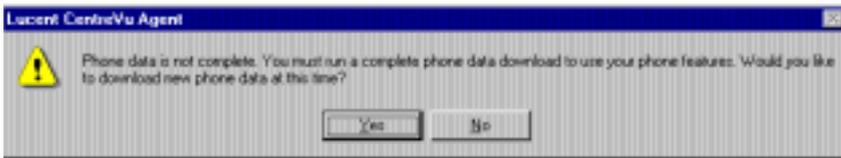
CentreVu Agent Desktop

CentreVu Agent's desktop icon will start CVA in the language that is specified in the `DefaultLanguage` entry in the `cvalocal.ini` file unless there is a command line parameter in the desktop shortcut. (If there is no `DefaultLanguage` entry in the `cvalocal.ini` file, then *CentreVu Agent* will start in US English.) For more information on command line parameters in the CVA desktop shortcut, see the “Change CVA Desktop Icon” topic in the online help.

Downloading *DEFINITY* ECS Phone Data

The *CentreVu* Agent application requires *DEFINITY* ECS phone data (feature access codes and terminal button assignments) so that the application can operate as a full-functioning, agent telephone. PASTE is a *DEFINITY* ECS feature that uses the *CALLMASTER* VI voice terminal to download phone data to the CVA application.

When you start *CentreVu* Agent and get the following message, you need to run a phone data download. If you are logged in to the *DEFINITY* ECS, put yourself in the AUX mode before selecting Yes.



A phone data download may be denied or terminated during the download process. For information on conditions that will terminate a phone data download, see the topic, "Conditions That Will Terminate a Phone Data Download," in online Help.

1. Select Yes to download new phone data. The following message appears:



2. Wait until the telephone configuration information has been downloaded. When the download is completed, the following message appears:



3. Click on OK.
4. In the *CentreVu* Agent window, select File and then Exit to shut down the program.
5. Restart your PC.
6. After your PC has restarted, you may start *CentreVu* Agent and begin using it as a telephone.

Button Mapping File

CentreVu Agent builds a button mapping file (`labelxxx.txt` where `xxx` is a three character code for the *CentreVu* Agent language installed) the first time a phone data download is run for any language. The main and secondary callbar button labels are the default labels in the language installed.

For example, if you installed the Spanish version of *CentreVu* Agent, a `labeleso.txt` file is created, and the labels on the feature buttons will be in Spanish. The following demonstrates a button label in English and in Spanish:



English version
of Hold Button



Spanish version
of Hold Button

Installing *CentreVu* Agent on a Shared Network for Multi-User Access

Chapter Overview

If you are set up to share applications that exist on a network drive, you may want to install *CentreVu* Agent on the network drive also. This section of the document describes everything you need to know to successfully install *CentreVu* Agent on a Local Area Network (LAN) server and to set up client PCs to access *CentreVu* Agent over the network.

The purpose of this type of installation is to save disk space on individual PCs and to let the system administrator manage the application files. You can install *CentreVu* Agent on a network so that multiple client PCs can access the same *CentreVu* Agent application over the network. In this case, user-specific files and logs are stored in a *CentreVu* Agent folder on each client PC.

You can do this installation from a CD-ROM or from the network installation folder.

This chapter includes the installation procedures for the following:

- Network Server Setup
- Client PC Setup.

Installation Procedures

Installing *CentreVu* Agent to a shared application folder is a two-step process that consists of the following:

- Network Server Setup
- Client PC Setup.

Network Server Setup

To prepare the network server for the *CentreVu* Agent installation, do the following:

1. Install CVA on the network server.

There are two methods for installing CVA on the network server. Both methods require write permissions to the network server folder where you will be installing CVA.

- Network server—go directly to the network server and install CVA.
- First client PC—go to the first client PC and install CVA on the network server by choosing a destination folder on the network server. This method installs CVA on the network server and also on the first client PC.

For the basic steps and screen shots of a CVA installation, see Chapter 4, “Installing *CentreVu* Agent on a Stand-Alone PC.”

2. After completing the CVA installation on the network server, share the application folder and change the folder’s properties to read-only. You are now ready to install CVA on subsequent client PCs.

NOTE:

Installation settings and components you select when installing on the network will be the default settings and components for each subsequent client PC installation.

One important installation component to mention is the language version(s) of CVA. In a CVA shared configuration environment, you have to add or remove CVA language versions from the network server and not the client PC. Thus, adding or removing a language version(s) of CVA would entail reinstalling CVA on the network server (to selecting the appropriate language versions of CVA), and then reinstalling CVA on each client PC to accept those new language versions.

Client PC Setup

Setting up each client PC requires that you run CVA installation on each client PC.

This installation is much like the stand-alone PC installation (described in Chapter 4) with some minor differences. (For example, you cannot choose a language version while setting up the client PC. The available language version(s) for each client PC is the language version(s) installed on the network server). These differences will be explained in the instructional steps that follow.

To run CVA installation on each client PC, do the following:

1. Start CVA installation. Use one of the two methods available: CD-ROM or network (see page 4-1 for information on the different methods).
2. After CVA prepares the installation wizard, the Welcome page appears, select Next. The Software License Agreement page appears.
3. If you agree with the license agreement, select Next. The Choose Destination Location page appears. If you do not agree with the license agreement, select No. The installation terminates.

4. From the Choose Destination Location page, you must enter the network server path where the CVA files reside. To do this, select the Browse button. The Choose Folder dialog box appears.
5. If the client PC has already been mapped to the network server where the CVA files reside, then use the Drives: drop-down list box to select the network server.

If the client PC has not yet been mapped to the network server where the CVA files reside, then select the Network... button. The Map Network Drive dialog box appears. Map to the network server drive where the CVA files reside, and then select OK.

The Choose Folder dialog box reappears. Use the Drives: drop-down list box to select the network server path.

6. Select OK. The Setup Type page appears.
7. Select Next. The Select Program Folder page appears.
8. Select the program group name, and then select Next. The Select Program Shortcuts page appears.
9. Select the options that best fit your needs, and then select Next. The Agent Configuration page appears.
10. Enter the PASTE FAC, select any other options you want for that client PC, and then select Next. The Start Copying Files page appears. The Program Folder entry in this page should indicate that the program folder is on a network drive.
11. Select Next. The Copying Software progress indicators appear. When all the files have been installed, the Select Communications Port page appears.
12. Select the COM Port where the *CALLMASTER* VI voice terminal is connected.
13. If you want other *Windows* applications to originate a call and have the *CentreVu* Agent application and the *CALLMASTER* VI voice terminal to handle the call (commonly known as TAPI assisted dialing), select the “Use CentreVu Agent to handle voice call requests from other programs” check box.
14. Select OK. One of two Setup Complete pages appear.

15. Select the options you want, and then select the Finish button. Installation for the client PC is complete. Repeat Steps 1-15 for each client PC.

Atypical Conditions

When installing *CentreVu* Agent on a client PC for multi-user access over a network, you may receive the following error message:

```
Sorry, the destination folder is not valid. The folder is read-only. To continue, change the application folder properties so that it is not read-only.
```

The possible causes of this error message are:

- *CentreVu* Agent files do not exist on the network server.
If you do not have write permissions on the network server CVA file folder, then you need to get write permissions and install the CVA files on the network server, and then start client PC installation again.
- *CentreVu* Agent files on the network server are older than files being used to install CVA on client PC.
If you do not have write permissions on the network server CVA file folder, then you will not be able to continue. The version of CVA you are using to set up the client PC must be the same version of CVA on the network server or you must have write permissions on the network server CVA file folder in order to upgrade it to the newer version.
- *CentreVu* Agent files on the network server are newer than files being used to install CVA on client PC.
On the client PC, you must install the same version or a newer version than what is on the network server CVA file folder. *CentreVu* Agent does not support downgrades.

Upgrading *CentreVu Agent*

Chapter Overview

This chapter explains how to upgrade the *CentreVu Agent* software.

This chapter includes upgrade procedures for the following configurations:

- Stand-alone configuration
- Shared configuration.

Performing the Upgrade

Whenever you have a new release of the *CentreVu* Agent application, you need to follow the upgrade procedures to install the new release onto each PC running CVA. If the PC runs CVA from a local disk drive, go to the “Stand-Alone Configuration” section. If the PC runs CVA from a shared application folder on the network server, go to the “Shared Configuration” section.

The following is true for any upgrade:

- *CentreVu* Agent upgrades will be installed in the same folder as the previous version (the Browse button in the “Confirm Upgrade Destination” page will be disabled).

If you want to install the upgrade in a different folder, you will have to first uninstall the existing version of *CentreVu* Agent, and then install the upgrade (during this install the Browse button in the “Choose Destination Folder” page will be enabled, thus allowing you to choose a different folder).

- All previous station data (for example, phone data), configuration data (for example, COM port and PASTE FAC), and user options (for example, window placement and sizes, announcement names and recordings, and volume settings) will be preserved during the upgrade.
- All previous components (for example, *CentreVu* Agent Help, *CentreVu* Agent <language>) will be preserved during the upgrade.



CAUTION:

Deselecting a component during the upgrade does not imply that the component will be uninstalled.

Stand-Alone Configuration

1. At the stand-alone PC, install the new release of *CentreVu* Agent. For detailed instructions on installing *CentreVu* Agent, see Chapter 4, “Installing *CentreVu* Agent on a Stand-Alone PC.”
2. When the installation is finished, you may or may not be required to restart the computer before running *CentreVu* Agent.

 **NOTE:**

It is recommended that you restart *Windows* if you are a *Windows NT 4.0* user. If you elect to restart *Windows*, remove any disks from their drives.

Shared Configuration

In a shared configuration, it may be necessary to upgrade *CentreVu* Agent files at the same time that multiple agents are using these files. Therefore, it is important that you follow these procedures when upgrading the CVA software in a shared application folder.

1. Change the status of the CVA shared application folder to “not shared” and its access permissions to “read/write.”

NOTE:

The purpose of changing the status to “not shared” is to assure that all open files in the application folder are closed, which will enable the upgrade to occur. Current users will be unaffected because CVA will continue to run. See your system administrator if you need help in performing this step.

2. Install the *CentreVu* Agent upgrade on the network server.
3. After completing the CVA installation on the network server, share the application folder and change access permission to read-only.
4. Do a CVA installation on each client PC you want to upgrade. This will upgrade the CVA files that are installed on each local PC.

WARNING:

If you choose not to upgrade each client PC, CVA may still be able to run. However, if there is a mismatch between the local files and the files on the network, then you may experience problems running CVA on the client PCs.

5. When the installation is finished, you may or may not be required to restart the computer before running *CentreVu* Agent.

Uninstalling *CentreVu Agent*

Chapter Overview

You can easily uninstall the *CentreVu Agent* application using the *Microsoft Windows Add/Remove Programs* wizard. Uninstall removes the CVA files (all installed languages), the folders, and the *PassageWay Telephony Service Provider* from the computer. Read-only folders that are shared with other applications are not removed.

This chapter explains how to perform a *CentreVu Agent* uninstall from a network server or a stand-alone PC.

Performing the Uninstall

To uninstall the *CentreVu* Agent application, do the following:

1. Close all running programs on the computer.
2. From the Control Panel, double-click on the Add/Remove Programs icon. The Add/Remove Program Properties box appears.
3. Click on the Install/Uninstall tab if not already selected.
4. Click on the Lucent CentreVu Agent entry in the list of software that can automatically be removed by *Windows*.
5. Select the Add/Remove... button. The Confirm File Deletion message box appears.

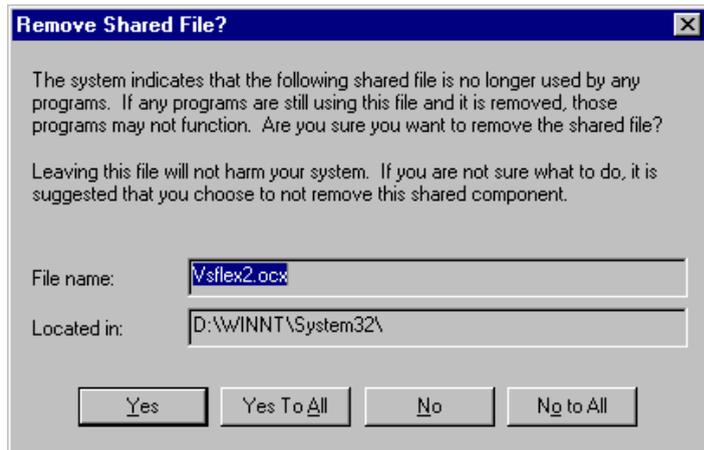


6. Select Yes to remove the *CentreVu* Agent application.

The unInstallShield wizard begins and the Remove Programs From Your Computer page appears. The Uninstall program enters a check by each component after it is removed.



Whenever the uninstall program encounters a shared file that is no longer shared by a program, the following dialog box appears.



7. Select one of the following options:

- Yes—deletes the shared file
- Yes To All—deletes all remaining shared files
- No—does not delete the shared file
- No to All—does not delete the remaining shared files.

⇒ NOTE:

If you selected Yes or No, the uninstall program continues to display the Remove Shared File? dialog box every time it encounters a shared file.

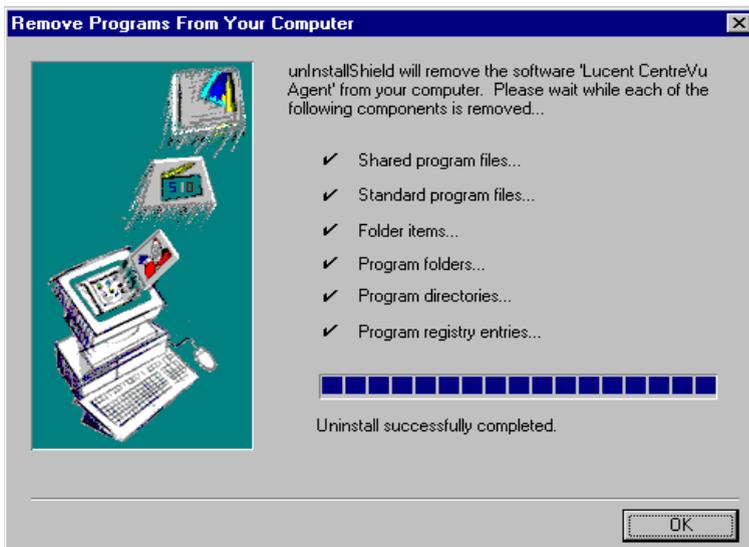
Next, the Save Information dialog box appears.



8. Select one of the following options:

- Yes—saves the phone data for use at the next install. This phone data will be used when the CVA application is upgraded.
- No—does not save any of your phone data. Subsequent installations of CVA will require that you perform the following tasks:
 - Download new phone data
 - Record announcements.

When the uninstall is complete, the message “Uninstall successfully completed” appears at the bottom of the Remove Programs From Your Computer dialog box.



9. Select OK to close the *CentreVu Agent Uninstall* application.

10. Restart the computer.

Troubleshooting

Chapter Overview

This chapter will help you with problems you may encounter while installing or running *CentreVu* Agent. It also includes problems you may have with the *CALLMASTER* VI voice terminal.

NOTE:

Once you have installed and started *CentreVu* Agent, you can use the online help troubleshooting topics to help solve problems. To access *CentreVu* Agent Help, select the *CentreVu* Agent Help Topics menu item from the Help menu.

This chapter includes the following topics:

- Troubleshooting Tips
- Troubleshooting the *CALLMASTER* VI Voice Terminal
- Conducting a Self-Test
- Troubleshooting *CentreVu* Agent
- Setting Up the COM Port
- Using a Terminal Emulator
- Error Messages.

Troubleshooting Tips

If you are having trouble with any of the procedures mentioned in this document, please read this section before calling the Lucent Technologies National Customer Care Center. The problem may be something simple that you can quickly solve yourself.

NOTE:

For installation and last-minute information, refer to Readme file from the *CentreVu* Agent CD-ROM.

If you have not solved the problem after reading this section, contact the Lucent Technologies National Customer Care Center (1-800-242-2121), which offers fee-based installation consultation. If you have received an error message(s) in the course of a failed installation, record the message(s) in order to assist National Customer Care Center personnel in diagnosing your problem.

After dialing the National Customer Care Center you will hear a message which will allow you to select from a list of options. You should choose the Call Center Solutions option.

Customers outside the United States should contact their Lucent representative or distributor.

The setup log file is located wherever your Windows directory is. For example:

- Windows\CVA\Logs\Setuplog<date-time>.txt (*Windows 95*)
- Winnt\CVA\Logs\Setuplog<date-time>.txt (*Windows NT 4.0*).

Troubleshooting the *CALLMASTER* VI Voice Terminal

This section will help you identify and solve problems with the *CALLMASTER* VI voice terminal. Go to the section that best answers the question below, and then try the suggested steps to fix the problem.

What are you having trouble with?

- The *CALLMASTER* VI voice terminal does not have power.
- The PC and *CALLMASTER* VI voice terminal connection is not working.

The *CALLMASTER* VI Voice Terminal Does Not Have Power

1. Press the Mute button on the *CALLMASTER* VI voice terminal.

| If... | Then... |
|------------------------------|---|
| The Mute lamp flashes | You have power to the <i>CALLMASTER</i> VI voice terminal. |
| The Mute lamp does not flash | You do not have power to the <i>CALLMASTER</i> VI voice terminal. Go to Step 2. |

2. Is the *CALLMASTER VI* voice terminal connected to the *DEFINITY ECS* through a 2-wire Digital Communications Protocol (DCP) wire?

| | |
|-----|---|
| Yes | Go to Step 3. |
| No | Connect the <i>CALLMASTER VI</i> voice terminal to the <i>DEFINITY ECS</i> via a 2-wire DCP. If the <i>CALLMASTER VI</i> voice terminal still does not have power go to Step 3. |

3. Is the voice terminal administered on the *DEFINITY ECS*?

| | |
|-----|---|
| Yes | Contact technical support. |
| No | Administer the voice terminal on the <i>DEFINITY ECS</i> . If your voice terminal still does not have power, contact technical support. |

The PC and *CALLMASTER VI* Voice Terminal Connection Is Not Working

1. Does the *CALLMASTER VI* voice terminal have power (for example, clicking on a call appearance button on the voice terminal will produce a dial tone)?

| | |
|-----|---|
| Yes | Go to Step 2. |
| No | Make sure that the connection to the <i>DEFINITY ECS</i> is properly connected to the voice terminal. Once you have power, go to Step 2 if the PC and voice terminal connection is still not working. |

2. Is the cable between the *CALLMASTER* VI voice terminal and the PC serial port properly connected?

| | |
|-----|---|
| Yes | Go to Step 3. |
| No | Properly connect the cable between the <i>CALLMASTER</i> VI voice terminal and the PC serial port. If the problem still exists, go to Step 3. |

3. Do you have the correct COM Port selected for the *CALLMASTER* VI voice terminal?

| | |
|-----|--|
| Yes | Go to Step 4. |
| No | Change the COM Port selection. Go to the online help topic “Change COM Port After Installation” for instructions on how to change the COM Port. If the problem still exists after changing the COM Port selection, go to Step 4. |

4. Conduct a *CALLMASTER* VI voice terminal self-test. Go to the “Conducting a Self-Test” section in this chapter. If the self-test is not successful, go to Step 5 or contact technical support.
5. Connect the *CALLMASTER* VI voice terminal to another PC where *CentreVu* Agent is working properly.

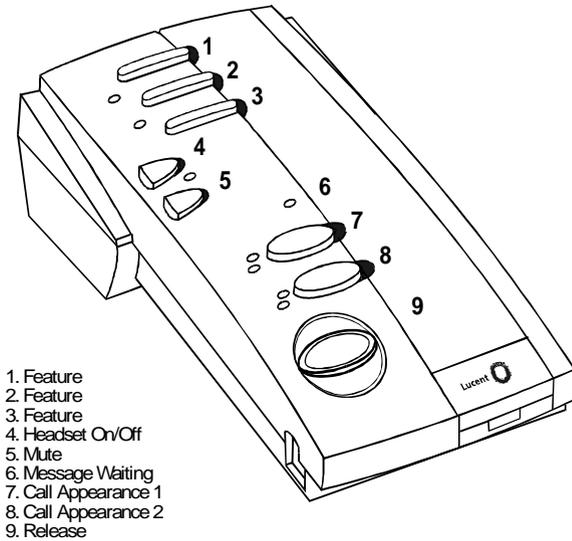
| If... | Then... |
|--|---|
| The <i>CALLMASTER</i> VI voice terminal works properly on the new PC | There is a problem with your PC and you should contact technical support. |

Conducting a Self-Test

You can conduct a self-test on the *CALLMASTER VI* voice terminal.

When the voice terminal is initially powered up, the red Message Waiting light flashes if the voice terminal is not able to communicate with the *DEFINITY ECS*. The light changes to steady red when the *DEFINITY ECS* link is operational.

Refer to the following drawing when conducting the self-test.



To conduct the self-test, do the following:

1. Remove the serial cable.
2. Press and hold the BLUE button (labeled Release in the drawing). Releasing this button will end the self-test.

3. Press and release the Mute button.

Results:

- The two green Call Appearance lamps will go on for four to five seconds.
- The red Message Waiting lamp will go on.

If the red Message Waiting lamp flashes, the link to the *DEFINITY* ECS is not established. The telephone may be out-of-service. Check with your telecommunications manager.

4. Press each of the buttons.

Results:

- Pressing the top button (labeled Feature in the drawing) will ring the alerter. This button does not have a lamp.
- Pressing the other buttons will light the associated lamps.
- Release the BLUE button to end the self-test.

Results:

- The red Message Waiting lamp will continue to indicate the state of the link to *DEFINITY* ECS for four to five seconds and then return to the state *DEFINITY* ECS assigns.
- If the link to *DEFINITY* ECS is down, the lamp will go off.

5. When the self-test is over, put the serial cable back on.

Troubleshooting *CentreVu* Agent

This section will help you identify and solve problems with the *CentreVu* Agent application. Go to the section that best answers the question below, and then try the suggested steps to fix the problem.

What are you having trouble with?

- Desktop Icons
- I cannot start *CentreVu* Agent.
- I cannot start *CentreVu* Agent after *CentreVu* Agent gets a General Protection Fault (GPF) error.

CVA Desktop Icon(s) Arrangement Problem

If you are having an icon arrangement problem (for example, CVA icons are being installed over or behind existing desktop icons) try the following alternative:

1. Right click on your Desktop. The Desktop popup menu appears.
2. Select the Properties menu item. The Display Properties box appears.
3. Select the Appearance tab.
4. From the Item: drop-down list, select the Icon Spacing (Vertical) item.
5. Increase the Item Size (for example, 100).
6. From the Item: drop-down list, select the Icon Spacing (Horizontal) item.
7. Increase the Item Size (for example, 50).
8. Select the Apply button, and then select OK. The Display Properties box closes.
9. Right click on your Desktop, and then select Arrange Icons | By Size. The overall spacing of icons on your desktop is increased.

I Cannot Start *CentreVu* Agent

1. Is the cable between the *CALLMASTER* VI voice terminal and the PC serial port properly connected?

| | |
|-----|---|
| Yes | Go to Step 2. |
| No | Properly connect the cable between the <i>CALLMASTER</i> VI voice terminal and the PC serial port. If the problem still exists, go to Step 2. |

2. Do you have the correct COM Port selected for the *CALLMASTER* VI voice terminal?

| | |
|-----|---|
| Yes | Go to Step 3. |
| No | Change the COM Port selection. For instructions on how to change the COM Port see the “Setting Up the COM Port” section in this chapter. If the problem still exists after changing the COM Port selection, go to Step 3. |

3. Check your PC's BIOS setting (consult your PC's user guide or its manufacturer's technical support) to verify that your external COM Port connector has not been disabled. If your external COM Port connector has not been disabled, go to Step 4. If your external COM Port connector has been disabled, contact technical support.
4. Use a terminal emulator to see if your *CALLMASTER VI* voice terminal is communicating with your PC. For instructions on using a terminal emulator, see the "Using a Terminal Emulator" section in this chapter. If your *CALLMASTER VI* voice terminal is not communicating with your PC, contact technical support.

I Cannot Start *CentreVu* Agent After *CentreVu* Agent Gets a GPF

Restart your PC, and then try starting *CentreVu* Agent. If you still have trouble starting *CentreVu* Agent, contact technical support.

Setting Up the COM Port

If you get a message that *CentreVu* Agent cannot start, it may be because you selected the wrong COM port during installation.

You will need to configure the COM port so that your associated software can create the necessary connections between your computer and your *CALLMASTER* VI voice terminal. To set up the COM port, do the following:

1. Shut down any open applications.
2. From the Control Panel, double-click on the Telephony icon. The Telephony Properties dialog box appears for *Windows 95* operating systems and the Dialing Properties dialog box appears for *Windows NT 4.0* operating systems.

If your operating system is *Windows NT 4.0*, then select the Telephony Drivers tab before going to Step 3.
3. Click on the Lucent *PassageWay* Service Provider so that it is highlighted.
4. Select the Setup... button for *Windows 95* or the Configure... button for *Windows NT 4.0*. The Lucent CentreVu Agent dialog box appears.
5. From the drop-down list box click on the down arrow, and then click on the correct COM port.
6. Click on OK.
7. Reboot your system.

Using a Terminal Emulator

If you cannot start *CentreVu Agent*, it may be that *CentreVu Agent* is not communicating with the *CALLMASTER VI* voice terminal. One way to check the communication between the computer and the *CALLMASTER VI* voice terminal is by using a terminal emulator that is able to establish a serial connection, such as *HyperTerminal*^{*}, a terminal emulator supplied with *Windows*.

Opening *HyperTerminal* and Setting Options

To open *HyperTerminal*:

1. Shut down *CentreVu Agent*.
2. Access the Lucent *CentreVu Agent* COM port dialog box by following the instructions in “Setting Up the COM Port” section in this chapter.
3. Write down the number of the COM port that you are testing, because you may want to restore this COM port later.
4. Change the COM port setting to a COM port that you know is not being used; for example, COM 9.



^{*}*HyperTerminal* is a trademark of Hilgraeve, Inc.

5. Select OK in the COM port dialog box.
6. Select Programs and then Accessories in the *Windows* Start menu.
7. In the Accessories drop-down menu, select *HyperTerminal*. The *HyperTerminal* dialog box appears.



8. In the *HyperTerminal* dialog box, double click `Hypertrm.exe`. A message warns you that a required component of the *DEFINITY* ECS driver (`ATTCON.EXE`) could not be run. Ignore this message, and click OK.
9. A second message informs you that the telephony service provider could not start. Ignore this message, and click OK.

The *HyperTerminal* window opens with the Connection Description dialog box active.



10. In the Name: field of the Connection Description dialog box, type `CALLMASTER VI Test`.
11. Select OK. The Phone Number dialog box appears.



12. In the Connect using: field, click on the down arrow to display a drop-down list of COM ports.
13. Beginning with COM 1, select each COM port incrementally until you find the one that connects to your *CALLMASTER VI* voice terminal.

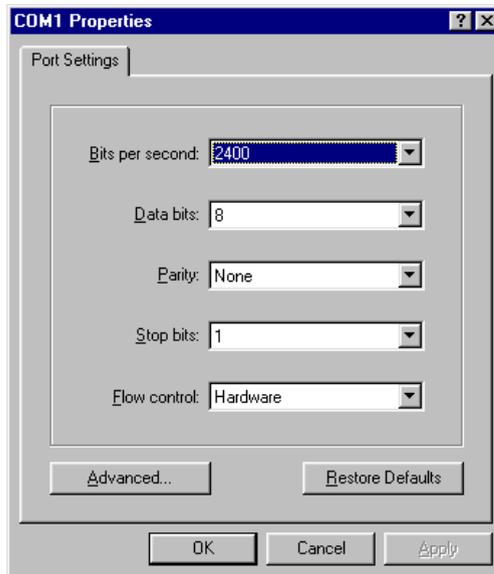
⇒ NOTE:

The computer may lock up while performing these steps. If so, restart the computer.

14. Click OK in the Phone Number dialog box.
 - a. If the COM port you selected is not one that is being used by your computer, the following message displays. Click OK.



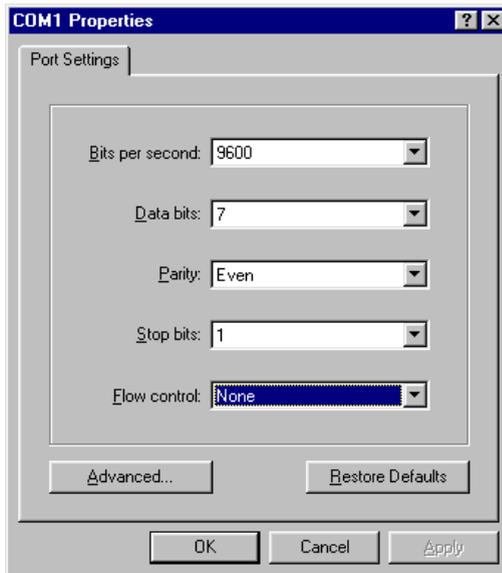
- b. Exit *HyperTerminal* and restart it before testing the next COM port.
15. If the COM port you selected is one that is being used by your computer, the COM Properties dialog appears.



16. In the COM Properties dialog box, enter the following port settings from the drop-down menu:

- Bits per second—choose baud rate of 9600
- Data Bits—choose 7 ASCII data bits
- Parity—choose the Even parity setting
- Stop bits—choose 1 stop bit
- Flow Control—choose None for the flow control

The Port Settings should look like this:

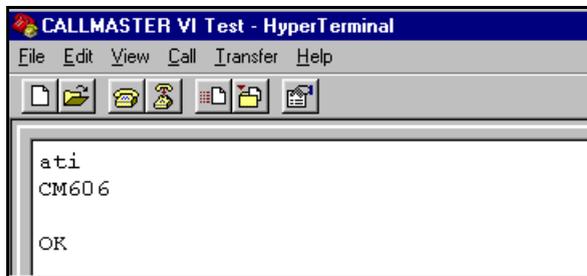


17. Select OK to set your current settings, and then close the COM Properties dialog box.
18. In the *HyperTerminal* window, press the Enter key. Then type `at i` and press the Enter key again. (If nothing happens, repeat this step.)

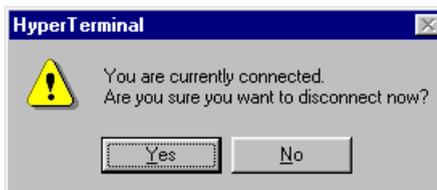
⇒ NOTE:

If you chose a COM port in Step 13 that is being used by your computer but is not attached to the *CALLMASTER VI* voice terminal, you will not be able to type in the terminal window. Exit *HyperTerminal* and restart it before testing the next COM port.

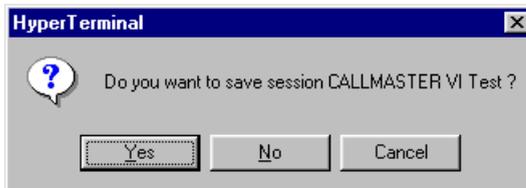
19. The window displays the type of connection that is active, as shown below:



20. To exit *HyperTerminal*, select File and then Exit from the *HyperTerminal* main menu. The following message displays:



21. Select Yes. The following message displays:



22. Select No to exit *HyperTerminal* without saving the *CALLMASTER VI Test* session.

Error Messages

Table 8-1 through Table 8-3 provide messages that you may encounter while installing *CentreVu Agent*.

Table 8-1: Script Information Messages

| Message | Problem |
|--|---|
| The destination folder you have selected is a removable drive. Would you like to continue? | You selected a removable drive for installation. <i>CentreVu Agent</i> allows installation on removable drives. |
| You have chosen to add program shortcuts. Please select at least one program shortcut from the list. | You have selected to add a shortcut(s), but have not selected the <i>CentreVu Agent</i> language(s) you want to add as the shortcut(s). To select a <i>CentreVu Agent</i> language to add as a shortcut, click on the <i>CentreVu Agent</i> language. |
| There are no components selected. Please select at least one component to continue. | There are no components selected to be installed (at least one component must be selected to continue). To select a component, click in the box to the left of the component. |

Table 8-2: Script Warning Messages

| Message | Problem |
|---|---|
| <p>Setup is not complete. If you quit Setup now, the program will not be installed. You may run the Setup program at a later time to complete the installation. To continue installing the program, click No. To quit the Setup program, click Yes.</p> | <p>You selected to cancel the installation before it was complete.</p> |
| <p>Sorry, the destination folder you have selected is not valid. Please select another destination.</p> | <p>You have selected one of the invalid destination locations (for example, the Windows folder or TEMP folder).</p> |
| <p>Sorry, the setup program was unable to administer your button label information.</p> | <p>Setup renames the <code>paste.map</code> file to <code>labelxxx.txt</code> (where <code>xxx</code> is the language code for the language you are installing). This message is displayed if the rename fails. In this case, the system creates a default file. This default file does not contain the button label information you had in the <code>paste.map</code> file; therefore, you will have to re-enter this information in the default file.</p> |
| <p>There is not enough space to install this software on the drive you have selected. Folder: <Application Path> Space Required: <Required Space> Space Available: <Available Space></p> | <p>Cancel the installation and free up some disk space by deleting older files or files in the <Temp> directory or the recycle bin.</p> |

Table 8-3: Script Error Messages

| Message | Problem |
|--|---|
| CentreVu Agent is currently running. Installation cannot be performed at this time. Please exit CentreVu Agent and run setup again. | You already have <i>CentreVu Agent</i> installed and it is running. You cannot run <i>CentreVu Agent</i> setup if an existing version of <i>CentreVu Agent</i> is running. |
| Install has found an existing PassageWay Service Provider. Please uninstall it before continuing. | Your PC already has a <i>PassageWay Service Provider</i> . You will need to cancel your installation, and then uninstall the <i>PassageWay Service Provider</i> before attempting to install <i>CentreVu Agent</i> again. |
| Screen resolution must be at least 640X480. Please change your screen resolution. | Your screen resolution is less than 640x480. To change your screen resolution, click on Display from the Control Panel. |
| Setup has encountered a system resource error that prevents it from continuing. Please consult the setup log file in the <Windows directory\Cva\Logs> folder. | This message can be displayed for a number of problems. To determine the problem, read the setup log or contact technical support. |
| Sorry, the destination folder you are upgrading is not valid: <Directory Folder>. The folder is read-only and the files in the folder are not current. To continue, change the application folder so that it is not read-only. | You are trying to upgrade a write protected destination location that is not current. |

Table 8-3: Script Error Messages (Cont'd)

| Message | Problem |
|--|--|
| <p>Sorry, the destination folder you have selected is not valid. The folder is read-only and the files in the folder are not current. To continue, change the application folder so that it is not read-only.</p> | <p>You have chosen a write protected destination location that is not current.</p> |
| <p>There are pending file operations that require you to reboot your computer. Please reboot your computer and run setup again.</p> | <p>Your PC did not complete all file operations before you began to run setup.</p> |
| <p>The folder is read-only and the files in the folder are not current. This application folder contains files from version <Older Version> of CentreVu Agent. You are currently installing version <Newer Version> which is a newer version. To continue, change the application folder properties so that it is not read-only.</p> | <p>You are attempting to upgrade a newer version to a directory that is read-only and not current.</p> |
| <p>This program can only be installed by a user with administrator privileges. Please contact your system administrator.</p> | <p>You are installing <i>CentreVu Agent</i> on a PC running <i>Windows NT 4.0</i>. Do do this, you must have administrator privileges.</p> |
| <p>This program runs only on <i>Windows 95</i> or <i>Windows NT 4.0</i></p> | <p>Your PC's operating system is not <i>Windows 95</i> or <i>Windows NT 4.0</i>. Please see your system administrator.</p> |

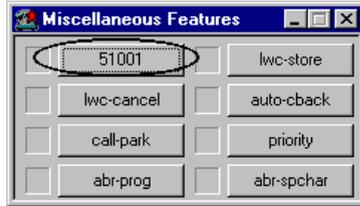
Button Administration

How Data Gets Assigned to Callbars

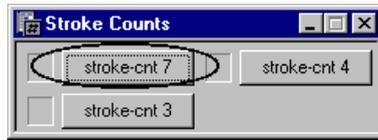
The following list explains how phone data gets assigned to the various *CentreVu* Agent (CVA) callbars:

1. Phone data is sent to CVA through the *DEFINITY* ECS PASTE feature.
2. *CentreVu* Agent scans the phone data for the following:
 - a. Main callbar button features (first occurrence of auto-in, manual-in, after-call, aux-work with or without reason code, assist, and release) and maps these features to the associated button on the main callbar. For example, the first occurrence of an administered auto-in will be mapped to the Auto-In button on the main callbar.
 - b. All Call Appearances and stores them internally.

- c. All Bridged Appearances and places them in the third secondary callbar - default label Misc. For example, an administered brdg-appr with an extension of 51001 will be mapped to a button labeled 51001 and will be assigned to the Misc secondary callbar.



- d. All Stroke Counts and places them in the fourth secondary callbar - default label Stroke. For example, an administered stroke-cnt with a code of 7 will be mapped to a button labeled stroke-cnt 7 and will be assigned to the Stroke secondary callbar.



- e. All Abbreviated Dials and places them in the second secondary callbar - default label Abbrv Dial. For example, an administered abrv-dial with an extension of 95551212 will be mapped to a button labeled 95551212 and will be assigned to the Abbrv. Dial secondary callbar.



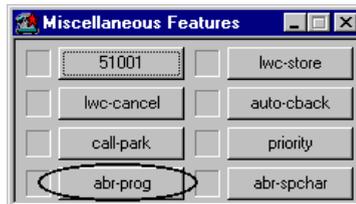
- f. All AUX with Reason Codes and places them in the fifth secondary callbar - default label AUX RC. For example, an administered aux-work with reason code 1 will be mapped to a button labeled aux-work 1 and will be assigned to the AUX RC secondary callbar.



- g. All unassigned features on page 6 (buttons 35-56) of the Station form and places them in the first secondary callbar - default label Call Ctr. For example, the administration of the work-code feature will be mapped to a button labeled work-code and will be assigned to the Call Ctr secondary callbar.



- h. All features on page 5 (buttons 57-74) of the Station form and places them in the third secondary callbar - default label Misc. For example, the administered feature abr-prog will be mapped to a button labeled abr-prog and will be assigned to the Misc secondary callbar.



Order of the Phone Data Download

Figure A-1 through Figure A-4 provide the order in which the *DEFINITY* ECS phone data is downloaded. The number in parenthesis (#) indicates the order in which buttons are downloaded (button number). Number 1 is the first button that is downloaded and number 74 is the last button that is downloaded.

⇒ NOTE:

The button numbers are associated and used only by the PASTE download feature; therefore, the button numbers are not visible on the different pages of the Station form.

STATION Form - Page 3 of 6

| | | | |
|-------------------------------|---------------------------|------|---------------------|
| | NO LED: _____ | (22) | |
| | GREEN LED: _____ | (24) | |
| | GREEN LED: _____ | (23) | |
| button: switchhook | | | |
| RED LED: switchhook/mute lamp | | | |
| button: mute | | (16) | |
| | RED LED: msg-waiting lamp | | |
| | DUAL LED: _____ | (1) | Must be a call-appr |
| | DUAL LED: _____ | (2) | Recommend a |
| | NO LED: _____ | (28) | call-appr |

Figure A-1: Page 3 of the Station Form

STATION Form - Page 4 of 6
Virtual Buttons with Dual LED (oo)

| | |
|----------------|----------------|
| oo: _____ (3) | oo: _____ (18) |
| oo: _____ (4) | oo: _____ (19) |
| oo: _____ (5) | oo: _____ (20) |
| oo: _____ (6) | oo: _____ (21) |
| oo: _____ (7) | oo: _____ (25) |
| oo: _____ (8) | oo: _____ (26) |
| oo: _____ (9) | oo: _____ (27) |
| oo: _____ (10) | oo: _____ (29) |
| oo: _____ (11) | oo: _____ (30) |
| oo: _____ (12) | oo: _____ (31) |
| oo: _____ (13) | oo: _____ (32) |
| oo: _____ (14) | oo: _____ (33) |
| oo: _____ (15) | oo: _____ (34) |
| oo: _____ (17) | |

Page 4 should be used to administer the following features:

- Primary Extension call-appr
- brdg-appr
- aux-work (first occurrence)
- aux-work (with reason code)
- after-call (first occurrence)
- stroke-cnt
- abrv-dial
- auto-in (first occurrence)
- manual-in (first occurrence)
- assist (first occurrence).

Figure A-2: Page 4 of the Station Form

⇒ NOTE:

Call appearances and bridged appearances can be administered only on pages 3 and 4 of the Station form.

STATION Form - Page 6 of 6
Virtual Buttons with GREEN LED (o)

| | |
|---------------|---------------|
| o: _____ (35) | o: _____ (46) |
| o: _____ (36) | o: _____ (47) |
| o: _____ (37) | o: _____ (48) |
| o: _____ (38) | o: _____ (49) |
| o: _____ (39) | o: _____ (50) |
| o: _____ (40) | o: _____ (51) |
| o: _____ (41) | o: _____ (52) |
| o: _____ (42) | o: _____ (53) |
| o: _____ (43) | o: _____ (54) |
| o: _____ (44) | o: next (55) |
| o: _____ (45) | o: _____ (56) |

All features administered on Page 6 will appear in the Call (tr secondary callbar except for the following:

- aux-work with reason code
- stroke-cnt
- abrv-dial.

- Defaults to inspect.
- Always administered as next.
- Defaults to normal.

Figure A-3: Page 6 of the Station Form

⇒ NOTE:

As indicated through the button numbers, page 6 feature buttons are downloaded before page 5 feature buttons.

| | | |
|--|----------------|---|
| STATION Form - Page 5 of 6 Virtual Buttons with Dual LED (oo) | | All features administered on Page 5 will appear in the Misc secondary callbar except for the following: - aux-work with reason code - stroke-ent - abrv-dial. |
| oo: _____ (57) | oo: _____ (66) | |
| oo: _____ (58) | oo: _____ (67) | |
| oo: _____ (59) | oo: _____ (68) | |
| oo: _____ (60) | oo: _____ (69) | |
| oo: _____ (61) | oo: _____ (70) | |
| oo: _____ (62) | oo: _____ (71) | |
| oo: _____ (63) | oo: _____ (72) | |
| oo: _____ (64) | oo: _____ (73) | |
| oo: _____ (65) | oo: _____ (74) | |

Figure A-4: Page 5 of the Station Form

⇒ NOTE:

The following features are not supported by *CentreVu* Agent:

- timer - the timer feature is not available with the *CALLMASTER* VI voice terminal.
- btn-view - the *DEFINITY* ECS allows the administration of the btn-view feature; however, btn-view is not supported by *CentreVu* Agent.
- VuStats data type (elapsed-time-in-state) - the *CALLMASTER* VI voice terminal does not have an internal timer which is needed by this particular VuStats data type.

Callbar Configuration Templates

The following section provides three callbar configuration templates that you can use to administer your *CALLMASTER VI* voice terminals. Administer each *CALLMASTER VI* voice terminal according to the callbar configuration template(s), or create your own callbar configuration(s).

If you choose to create your own callbar configuration, please read Chapter 2, “Instructions for Administering Your *CALLMASTER VI* Voice Terminal.” Appendix A provides blank station forms (station form pages 3-6) for a 606A1 station type. Use these blank forms to prepare for station administration before you begin administration at the station administration terminal (SAT).

Basic Callbar Configuration

The basic callbar configuration template provides the following telephone functionality:

- Main Callbar: auto-in, aux-work, after-call, assist, release, and 4 call-appr
- Secondary Callbars: 5 abrv-dial, inspect, next, and normal.

Figure A-5 through Figure A-9 provide the *DEFINITY ECS* button administration for a basic configuration of your *CALLMASTER VI* voice terminal and *CentreVu Agent* callbars.

FEATURE ACCESS CODE (FAC)
Automatic Call Distribution Features

After Call Work Access Code: ___
Assist Access Code: ___
Auto-In Access Code: ___
Aux Work Access Code: ___
Login Access Code: 123
Logout Access Code: 321
Manual-In Access Code: ___
Service Observing Listen Only Access Code: ___
Service Observing Listen/Talk Access Code: ___
Add Agent Skill Access Code: ___
Remove Agent Skill Access Code: ___
Call Vectoring/Call Prompting Features
Converse Data Return Code: ___

Main Callbar Buttons



Figure A-5: FAC Form Page 4 - Administration for Basic Callbar Configuration

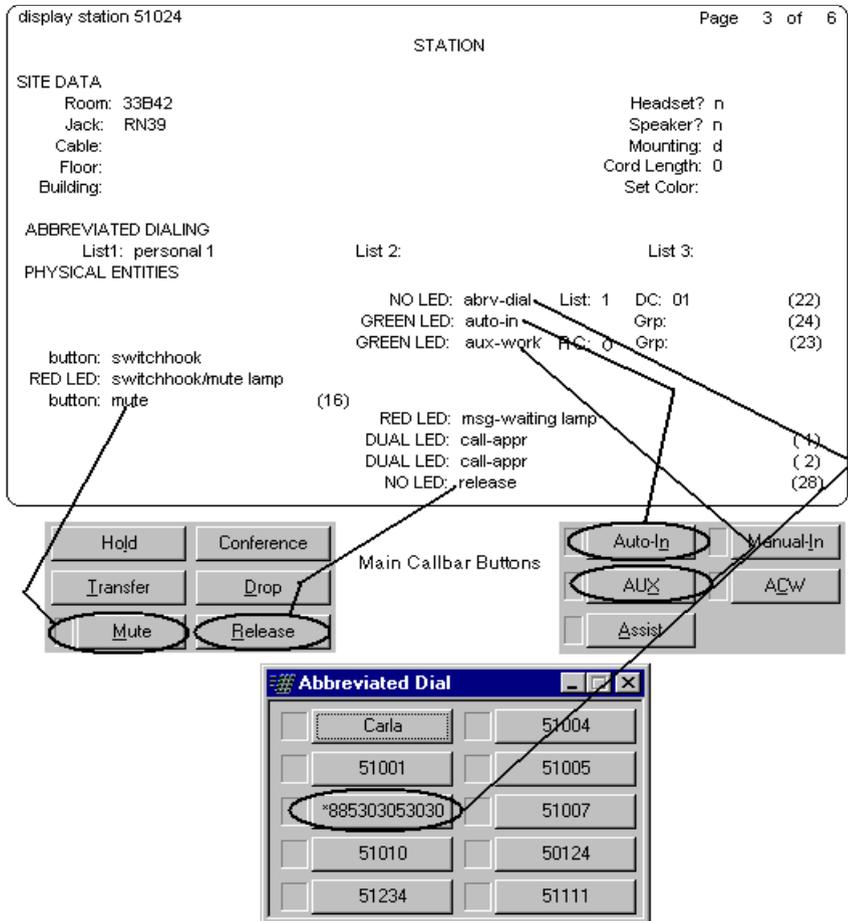
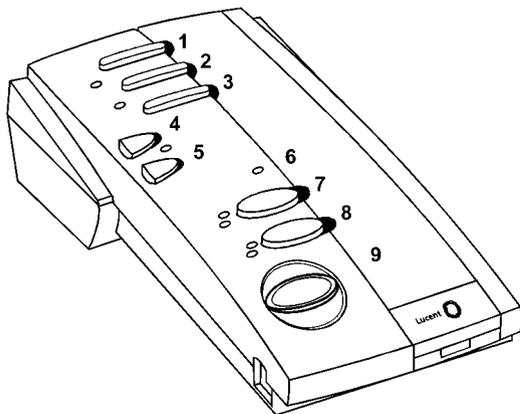


Figure A-6: Station Form Page 3 - Administration for Basic Callbar Configuration

The administration on page 3 of the Station form configures the *CALLMASTER VI* voice terminal as shown in Figure A-7.



- Button 1: abrv-dial List: 1 DC: 01
(recommended as Logout)
- Button 2: auto-in Grp:
- Button 3: aux-work RC: Grp:
- Button 4: switchhook
(headset on/off)
- Button 5: switchhook/mute lamp
(Mute)
- Lamp 6: msg-waiting lamp
(Message)
- Button 7: call-appr (required)
- Button 8: call-appr
- Button 9: release

Figure A-7: Station Form Page 3 - Administration for *CALLMASTER VI* Voice Terminal Basic Configuration

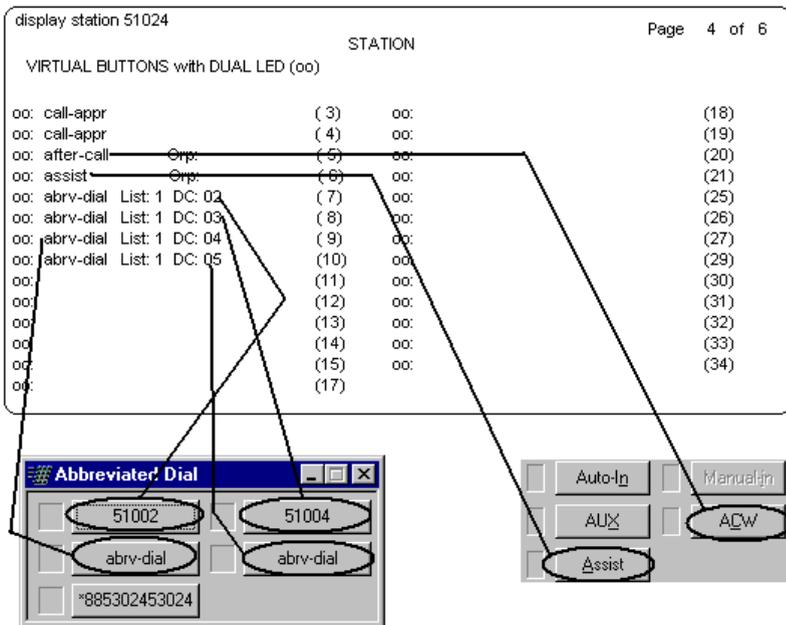


Figure A-8: Station Form Page 4 - Administration for Basic Callbar Configuration

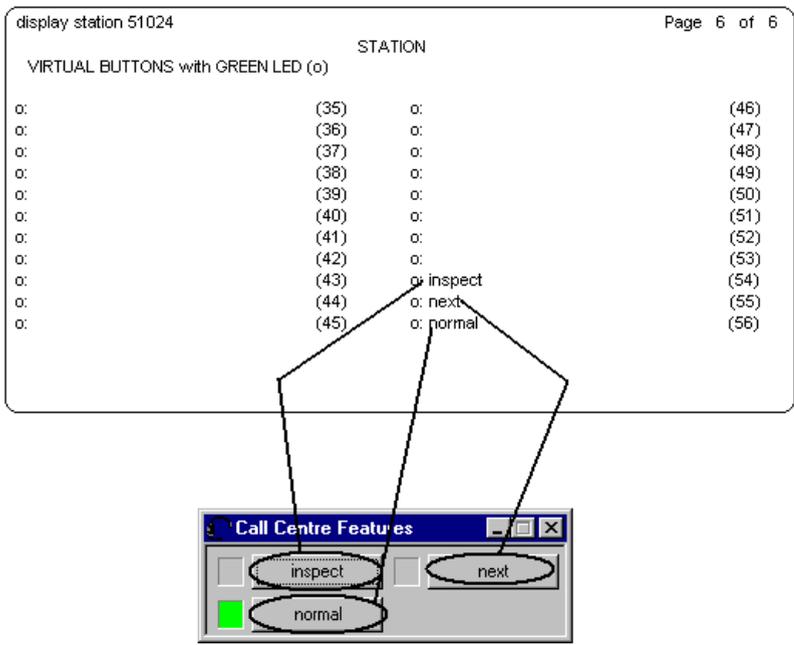


Figure A-9: Station Form Page 6 - Administration for Basic Callbar Configuration

Common Callbar Configuration

The common callbar configuration template provides the following telephone functionality:

- Main Callbar: auto-in, manual-in, aux-work, after-call, assist, release, and 4 call-appr
- Secondary Callbars: 5 abrv-dial, stroke-cnt 1-9, aux-work RC 1-9, vu-display, q-calls, q-time, voa-repeat, inspect, next, and normal.

Figure A-10 through Figure A-14 provide the *DEFINITY* ECS button administration for a common configuration of your *CALLMASTER* VI voice terminal and *CentreVu* Agent callbars.

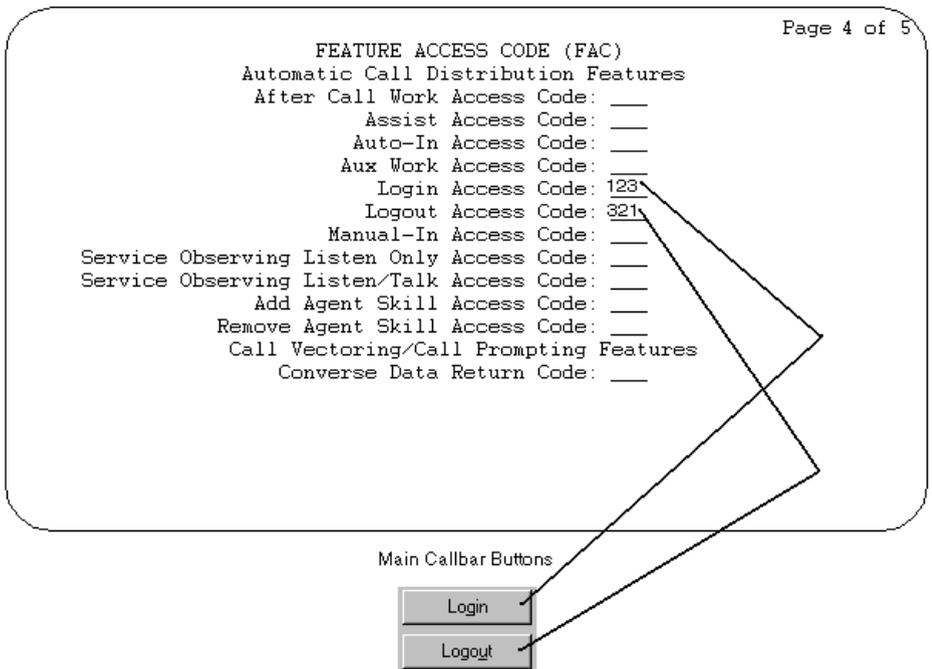
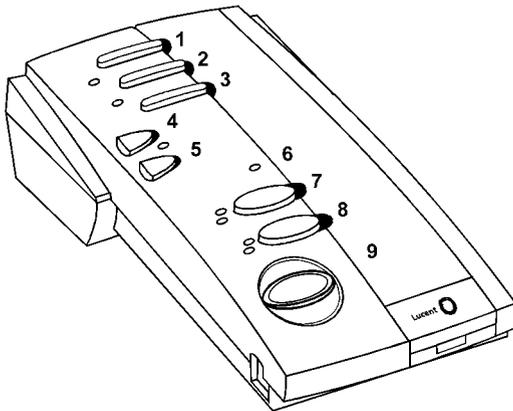


Figure A-10: FAC Form Page 4 - Administration for Common Callbar Configuration

The administration on page 3 of the Station form configures the *CALLMASTER VI* voice terminal as shown in Figure A-12.



- Button 1: abrv-dial List: 1 DC: 01
(recommended as Logout)
- Button 2: auto-in Grp:
- Button 3: aux-work RC: 0 Grp:
- Button 4: Headset on/off
- Button 5: Mute
- Lamp 6: msg-waiting lamp
- Button 7: call-appr
- Button 8: call-appr
- Button 9: release

Figure A-12: Station Form Page 3 - Administration for *CALLMASTER VI* Voice Terminal Common Configuration

display station 51024 Page 4 of 6

STATION

VIRTUAL BUTTONS with DUAL LED (oo)

| | | | | |
|----------------|---------------------|----------------|------------|------|
| oo: call-appr | (3) | oo: stroke-cnt | Code: 6 | (18) |
| oo: call-appr | (4) | oo: stroke-cnt | Code: 7 | (19) |
| oo: manual-in | Grp: (5) | oo: stroke-cnt | Code: 8 | (20) |
| oo: after-call | Grp: (6) | oo: stroke-cnt | Code: 9 | (21) |
| oo: assist | Grp: (7) | oo: aux-work | RC: 1 Grp: | (25) |
| oo: abrv-dial | List: 1 DC: 02 (8) | oo: aux-work | RC: 2 Grp: | (26) |
| oo: abrv-dial | List: 1 DC: 03 (9) | oo: aux-work | RC: 3 Grp: | (27) |
| oo: abrv-dial | List: 1 DC: 04 (10) | oo: aux-work | RC: 4 Grp: | (29) |
| oo: abrv-dial | List: 1 DC: 05 (11) | oo: aux-work | RC: 5 Grp: | (30) |
| oo: stroke-cnt | Code: 1 (12) | oo: aux-work | RC: 6 Grp: | (31) |
| oo: stroke-cnt | Code: 2 (13) | oo: aux-work | RC: 7 Grp: | (32) |
| oo: stroke-cnt | Code: 3 (14) | oo: aux-work | RC: 8 Grp: | (33) |
| oo: stroke-cnt | Code: 4 (15) | oo: aux-work | RC: 9 Grp: | (34) |
| oo: stroke-cnt | Code: 5 (17) | | | |

Abbreviated Dial

| | | | |
|--------------------------|---------------|--------------------------|-------|
| <input type="checkbox"/> | 51002 | <input type="checkbox"/> | 51004 |
| <input type="checkbox"/> | 51001 | <input type="checkbox"/> | 51005 |
| <input type="checkbox"/> | *885303053030 | | |

| | | | |
|--------------------------|-----------------|--------------------------|------------------|
| <input type="checkbox"/> | Auto-In | <input type="checkbox"/> | Manual-In |
| <input type="checkbox"/> | AU X | <input type="checkbox"/> | A C W |
| <input type="checkbox"/> | Assist | | |

Stroke Counts

| | | | |
|--------------------------|--------------|--------------------------|--------------|
| <input type="checkbox"/> | stroke-cnt 1 | <input type="checkbox"/> | stroke-cnt 2 |
| <input type="checkbox"/> | stroke-cnt 3 | <input type="checkbox"/> | stroke-cnt 4 |
| <input type="checkbox"/> | stroke-cnt 5 | <input type="checkbox"/> | stroke-cnt 6 |
| <input type="checkbox"/> | stroke-cnt 7 | <input type="checkbox"/> | stroke-cnt 8 |
| <input type="checkbox"/> | stroke-cnt 9 | | |

AUX Reason Codes

| | | | |
|--------------------------|------------|--------------------------|------------|
| <input type="checkbox"/> | aux-work 0 | <input type="checkbox"/> | aux-work 1 |
| <input type="checkbox"/> | aux-work 2 | <input type="checkbox"/> | aux-work 3 |
| <input type="checkbox"/> | aux-work 4 | <input type="checkbox"/> | aux-work 5 |
| <input type="checkbox"/> | aux-work 6 | <input type="checkbox"/> | aux-work 7 |
| <input type="checkbox"/> | aux-work 8 | <input type="checkbox"/> | aux-work 9 |

Figure A-13: Station Form Page 4 - Administration for Common Callbar Configuration

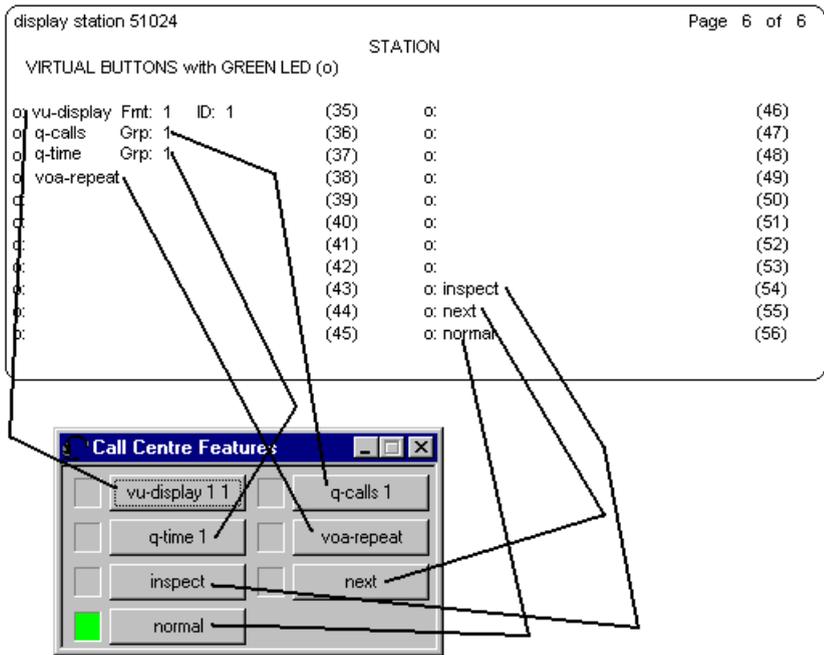


Figure A-14: Station Form Page 6 - Administration for Common Callbar Configuration

Advanced Callbar Configuration

The advanced callbar configuration provides the following telephone functionality:

- Main Callbar: auto-in, manual-in, aux-work with RC 0, after-call, assist, release, and 4 call-appr
- Secondary Callbars: 10 abr-v-dial, stroke-cnt 1-9, aux-work RC 1-9, send-calls, last-numb, directory, abr-prg, call-disp, vu-display, q-calls, q-time, voa-repeat, inspect, next, and normal.

Figure A-15 through Figure A-20 provide the *DEFINITY* ECS button administration for a more advanced configuration of your *CALLMASTER* VI voice terminal and *CentreVu* Agent callbars.

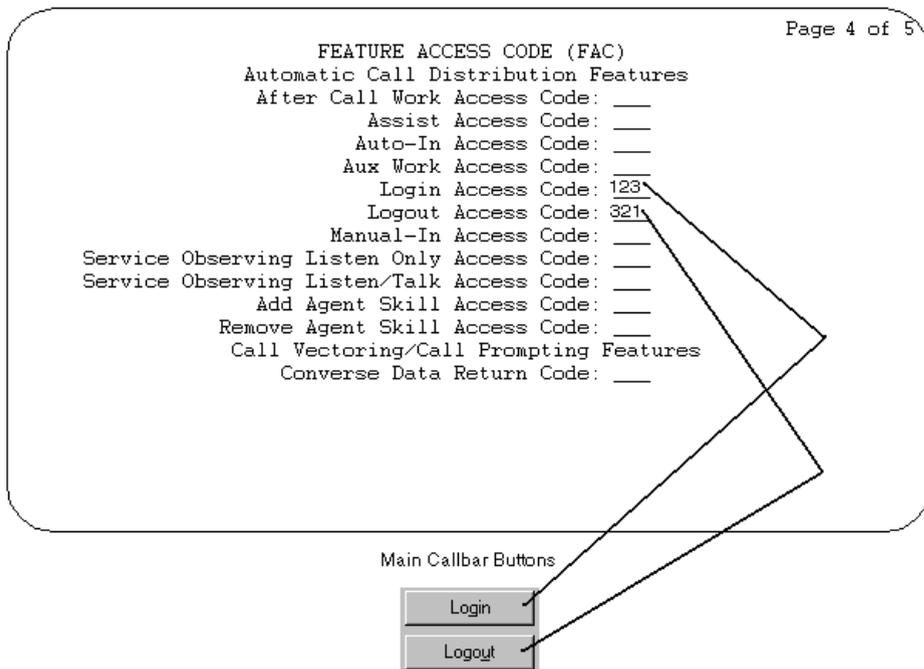
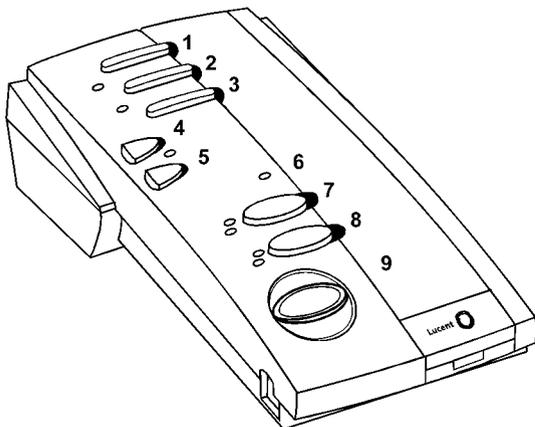


Figure A-15: FAC Form Page 4 - Administration for Advanced Callbar Configuration

The administration on page 3 of the Station form configures the *CALLMASTER VI* voice terminal as shown in Figure A-17.



- Button 1: abr-v-dial List: 1 DC: 01
(recommended as Logout)
- Button 2: auto-in Grp:
- Button 3: aux-work RC: 0 Grp:
- Button 4: Headset on/off
- Button 5: Mute
- Lamp 6: msg-waiting lamp
- Button 7: call-appr
- Button 8: call-appr
- Button 9: release

Figure A-17: Station Form Page 3 - Administration for *CALLMASTER VI* Voice Terminal Advanced Configuration

display station 51024 Page 4 of 6

STATION

VIRTUAL BUTTONS with DUAL LED (oo)

| | | | | | |
|----------------|----------------|------|----------------|------------|------|
| oo: call-app | | (3) | oo: stroke-cnt | Code: 6 | (18) |
| oo: call-app | | (4) | oo: stroke-cnt | Code: 7 | (19) |
| oo: manual-in | Grp: | (5) | oo: stroke-cnt | Code: 8 | (20) |
| oo: after-call | Grp: | (6) | oo: stroke-cnt | Code: 9 | (21) |
| oo: assist | Grp: | (7) | oo: aux-work | RC: 1 Grp: | (25) |
| oo: abrv-dial | List: 1 DC: 02 | (8) | oo: aux-work | RC: 2 Grp: | (26) |
| oo: abrv-dial | List: 1 DC: 03 | (9) | oo: aux-work | RC: 3 Grp: | (27) |
| oo: abrv-dial | List: 1 DC: 04 | (10) | oo: aux-work | RC: 4 Grp: | (29) |
| oo: abrv-dial | List: 1 DC: 05 | (11) | oo: aux-work | RC: 5 Grp: | (30) |
| oo: stroke-cnt | Code: 1 | (12) | oo: aux-work | RC: 6 Grp: | (31) |
| oo: stroke-cnt | Code: 2 | (13) | oo: aux-work | RC: 7 Grp: | (32) |
| oo: stroke-cnt | Code: 3 | (14) | oo: aux-work | RC: 8 Grp: | (33) |
| oo: stroke-cnt | Code: 4 | (15) | oo: aux-work | RC: 9 Grp: | (34) |
| oo: stroke-cnt | Code: 5 | (17) | | | |

Abbreviated Dial

51002 51004

51001 51005

*885303053030

Auto-In Manual-in

AUX ACW

Assist

Stroke Counts

stroke-cnt 1 stroke-cnt 2

stroke-cnt 3 stroke-cnt 4

stroke-cnt 5 stroke-cnt 6

stroke-cnt 7 stroke-cnt 8

stroke-cnt 9

AUX Reason Codes

aux-work 0 aux-work 1

aux-work 2 aux-work 3

aux-work 4 aux-work 5

aux-work 6 aux-work 7

aux-work 8 aux-work 9

Figure A-18: Station Form Page 4 - Administration for Advanced Callbar Configuration

display station 51024 Page 5 of 6

STATION

VIRTUAL BUTTONS with DUAL LED (oo)

| | | | |
|------------------------------|------|------------------------------|------|
| oo: send-calls Ext: | (57) | oo: abrv-dial List: 1 DC: 09 | (66) |
| oo: last-numb | (58) | oo: abrv-dial List: 1 DC: 10 | (67) |
| oo: directory | (59) | oo: | (68) |
| oo: abr-prog | (60) | oo: | (69) |
| oo: call-disp | (61) | oo: | (70) |
| oo: | (62) | oo: | (71) |
| oo: abrv-dial List: 1 DC: 06 | (63) | oo: | (72) |
| oo: abrv-dial List: 1 DC: 07 | (64) | oo: | (73) |
| oo: abrv-dial List: 1 DC: 08 | (65) | oo: | (74) |

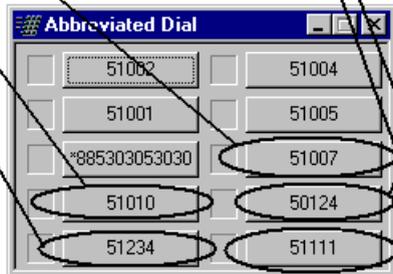


Figure A-19: Station Form Page 5 - Administration for Advanced Callbar Configuration

display station 51024 Page 6 of 6

STATION

VIRTUAL BUTTONS with GREEN LED (α)

| | | | | | |
|---------------|--------|-------|------|------------|------|
| o: vu-display | Fmt: 1 | ID: 1 | (35) | o: | (46) |
| o: q-calls | Grp: 1 | | (36) | o: | (47) |
| o: q-time | Grp: 1 | | (37) | o: | (48) |
| o: voa-repeat | | | (38) | o: | (49) |
| o: | | | (39) | o: | (50) |
| o: | | | (40) | o: | (51) |
| o: | | | (41) | o: | (52) |
| o: | | | (42) | o: | (53) |
| o: | | | (43) | o: inspect | (54) |
| o: | | | (44) | o: next | (55) |
| o: | | | (45) | o: normal | (56) |



Figure A-20: Station Form Page 6 - Administration for Advanced Callbar Configuration

Blank Station Forms

This section provides blank station forms (station form pages 3-6) for a 606A1 station type. Use these blank forms to prepare for station administration before you begin administration at the station administration terminal (SAT).

NOTE:

Pages 1 and 2 of the Station form should be administered like you would administer a *CALLMASTER III*.

Page 3 of 6

On page 3 of the Station form, administer the features that you want to assign to the voice terminal's physical buttons. For details, see the "Assigning Features to Buttons on the Voice Terminal" section on page 2-17.

NOTE:

Call appearances and bridged appearances can be administered only on pages 3 and 4 of the Station form.

STATION Form Page 3 of 6

No LED: _____ (22)

GREEN LED: _____ (24)

GREEN LED: _____ (23)

button: switchhook

RED LED: switchhook/mute lamp

button: mute (16)

RED LED: msg-waiting lamp

DUAL LED: call-appr (1)

DUAL LED: _____ (2)

NO LED: _____ (28)

Page 4 of 6

On page 4 of the Station form, administer additional call appearances, bridged appearances, and the first occurrence of any predesignated main callbar button that was not administered on page 3. The main callbar predesignated feature buttons are as follows:

- Auto-In (auto-in)
- Manual-In (manual-in)
- AUX (either aux-work without a reason code [RC] or aux-work with an RC)
- ACW (after-call)
- Mute (mute is an administered button on page 3 that cannot be re-administered)
- Assist (assist).

Subsequent occurrences of any predesignated main callbar buttons will be applied to a secondary callbar.

 **NOTE:**

To have the Login and Logout FAC map to the Login and Logout predesignated main callbar buttons, assign a Login FAC and a Logout FAC on page 4 of the Feature Access Code form.

On page 4 of the Station form, you can also administer abbreviated dials, Stroke Counts, and AUX with reason codes. All abbreviated dials (abrv-dial) will appear in the second secondary callbar called Abbrv Dial; all Stroke Counts (stroke-cnt) will appear in the fourth secondary callbar called Stroke; and all AUX with reason code (aux-work RC) will appear in the fifth secondary callbar called AUX RC.

 **NOTE:**

Non-EAS environments cannot have AUX with reason codes; therefore, the AUX RC secondary window will be disabled.

For details, see the “Assigning Features to Predesignated Buttons on the Main Callbar” section on page 2-24.

STATION Form Page 4 of 6

| | |
|----------------|----------------|
| oo: _____ (3) | oo: _____ (18) |
| oo: _____ (4) | oo: _____ (19) |
| oo: _____ (5) | oo: _____ (20) |
| oo: _____ (6) | oo: _____ (21) |
| oo: _____ (7) | oo: _____ (25) |
| oo: _____ (8) | oo: _____ (26) |
| oo: _____ (9) | oo: _____ (27) |
| oo: _____ (10) | oo: _____ (29) |
| oo: _____ (11) | oo: _____ (30) |
| oo: _____ (12) | oo: _____ (31) |
| oo: _____ (13) | oo: _____ (32) |
| oo: _____ (14) | oo: _____ (33) |
| oo: _____ (15) | oo: _____ (34) |
| oo: _____ (17) | |

Page 5 of 6

On page 5 of the Station form, administer up to 18 features that you want to appear in the third secondary callbar called Misc. For details, see the “Assigning Features to Buttons in Secondary Callbars” section on page 2-27.

STATION Form Page 5 of 6

| | |
|----------------|----------------|
| oo: _____ (57) | oo: _____ (66) |
| oo: _____ (58) | oo: _____ (67) |
| oo: _____ (59) | oo: _____ (68) |
| oo: _____ (60) | oo: _____ (69) |
| oo: _____ (61) | oo: _____ (70) |
| oo: _____ (62) | oo: _____ (71) |
| oo: _____ (63) | oo: _____ (72) |
| oo: _____ (64) | oo: _____ (73) |
| oo: _____ (65) | oo: _____ (74) |

Page 6 of 6

On page 6 of the Station form, administer up to 22 features that you want to appear in the first secondary callbar called Call Ctr. CVA requires that the next, inspect, and normal features be administered on page 6 of the Station form. The next feature is always administered on button number 55. For details, see the “Assigning Features to Buttons in Secondary Callbars” section on page 2-27.

STATION Form Page 6 of 6

| | |
|---------------|-------------------|
| o: _____ (35) | o: _____ (46) |
| o: _____ (36) | o: _____ (47) |
| o: _____ (37) | o: _____ (48) |
| o: _____ (38) | o: _____ (49) |
| o: _____ (39) | o: _____ (50) |
| o: _____ (40) | o: _____ (51) |
| o: _____ (41) | o: _____ (52) |
| o: _____ (42) | o: _____ (53) |
| o: _____ (43) | o: _____ (54) |
| o: _____ (44) | o:next _____ (55) |
| o: _____ (45) | o: _____ (56) |

Glossary

| | |
|--------------------|---|
| 606 A1 | The <i>DEFINITY</i> Enterprise Communications Server (ECS) Station type for a <i>CALLMASTER</i> VI voice terminal. |
| ACD | Automatic Call Distribution. Calls of a similar type that are distributed among agents. |
| Active Call | A call appearance state where the voice (talk) path between two parties has been connected. For example, a caller and an agent. |
| ACW | After Call Work. An ACD agent work mode to wrap-up call-related work before the next ACD call is delivered. |

| | |
|----------------------------|--|
| Add/Remove Programs | A <i>Windows</i> feature that allows you to remove programs that have been installed on your computer. The Add/Remove icon is found in the Control Panel dialog box. |
| Agent | A person who receives calls that are directed to a split. A member of an ACD hunt group (ACD split). |
| Announcement | A personalized recording that can be played upon an incoming call. |
| Application Folder | A folder on the network server that holds <i>CentreVu</i> Agent application software—executable files and components. |
| AutoPlay | A <i>Windows</i> feature that causes an application on a CD-ROM to run without any user interaction as soon as the CD-ROM is inserted into the drive. |
| AUX | Auxiliary Work. An ACD agent work mode indicating the agent is unavailable (for example, on break or in training) to receive an ACD call. |

| | |
|-------------------------------|---|
| AUX RC | Auxiliary Reason Code. An EAS feature that prompts you to enter a reason code for AUX work. An AUX reason code is a customer-defined numeric code that describes the reason for entering the AUX work state or for logging out of the system. |
| Call Appearance | The call appearance is a <i>CentreVu</i> Agent graphical control that provides you with a Call Information Panel (CIP) and a Second Line Display Area. See <i>Call Information Panel</i> and <i>Second Line Display</i> . |
| Callbar Window | A callbar window (visible on a user's desktop) provides a graphical user interface for telephone functionality. Callbar windows provide access to call functionality (for example, multiple call appearances, headset on/off, message waiting lamp), Automatic Call Distribution (ACD) functionality (for example, login/logout, release, auxiliary-work mode changes), <i>DEFINITY</i> ECS features (for example, send all calls and leave word calling), character display information, and dialing capabilities. This functionality is provided in conjunction with the <i>CALLMASTER</i> VI voice terminal. |
| Call Information Panel | The Call Information Panel (CIP) is a single panel (40-character display) that provides information about a single call, such as name, call duration, status icon, and control buttons (for example, Answer/Release and Reconnect). |

**CALLMASTER
VI Voice Terminal**

A miniature digital-voice terminal that is controlled by the PC through a serial connection. The *CALLMASTER* VI voice terminal works in conjunction with the *DEFINITY* ECS and the *CentreVu* Agent software. It appears as a feature rich telephone to the *DEFINITY* ECS, but full functionality is accessible only from the PC. Eight physical buttons are provided on the *CALLMASTER* VI voice terminal to allow limited use when the connected PC is powered off or experiencing problems.

CentreVu Agent

A *Microsoft Windows* based application that provides full-function, agent voice terminal capabilities when used in conjunction with the *CALLMASTER* VI voice terminal and the *DEFINITY* ECS.

Client

A single PC that uses *CentreVu* Agent.

**Communications
Port (COM Port)**

The external sockets (serial and parallel ports) on a personal computer that are used for plugging in modems, printers, and communications lines, such as the *CALLMASTER* VI voice terminal.

Current Window

The user window in which you are currently working.

CVA

See *CentreVu Agent*.

DEFINITY ECS

DEFINITY Enterprise Communications Server. The *DEFINITY* ECS is a telecommunications system that routes voice and data information between various endpoints (for example, telephones, terminals, and computers), provides highly robust networking capabilities, includes an extensive set of standard features (for example, Attendant Consoles, Voice Processing Interface, Call Coverage, DS1/E1 Connectivity, Hospitality Support, Recorded Announcement, and Trunk-to-Trunk Transfer), and provides flexibility. It also allows for the addition of optional features and upgrades to the system as business needs change.

Dialog Box

A small on-screen window that conveys or requests information from the user. This window can contain list boxes, text boxes, tabbed pages, and so forth.

Digital Communications Protocol (DCP)

A protocol that accepts and processes data that has been converted into binary numbers. The line that connects the *CALLMASTER* VI voice terminal to the *DEFINITY* ECS is a 2-wire DCP line interface.

Disabled

When you do not have access to a menu or action list item, it will be grayed out (that is, dimmed or displayed in a different color from the rest of the menu or action list).

FAC Feature Access Code. A 1 to 4 digit number with an optional leading * or # that is assigned in *DEFINITY* ECS administration to invoke features. For example, *81 may invoke Service Observing Listen Only. FACs require an available call appearance with dial tone before the FAC can be sent to the *DEFINITY* ECS. Assigned FACs may not be available to all users on *DEFINITY* ECS, based on their class of restrictions and/or whether the feature has been turned on or off in the *DEFINITY* ECS.

FAC Button A special *CentreVu* Agent button that maps assigned feature access codes (on the *DEFINITY* ECS) to specific buttons that could be placed on a Callbar window. PASTE informs *CentreVu* Agent if FACs have been assigned. The only FACs used in *CentreVu* Agent are Login and Logout FACs.

Feature Button A button placed on a Callbar window that can be assigned to any one of a number of *DEFINITY* ECS features that could be assigned to a physical extension's button during *DEFINITY* ECS station administration.

Flow Control The management of data transmission to ensure that the receiving station can process the data before the next block is sent.

| | |
|----------------------------|---|
| GUI | Graphical User Interface. This is a picture based, rather than command-line based, interaction between the user and the computer. |
| Idle Call | A state for a call appearance where there is no activity (ringing, active, or held). |
| Incoming Call | A call that newly arrives at a particular station. The first indication of a newly arrived call can either be an alert or an answered indication (auto-answer stations only). |
| Installation Folder | A folder on the network that holds all of the <i>Centre Vu</i> Agent files. <code>Setup.exe</code> is run from this folder to install CVA on each computer. |
| Log | A file that contains a record of computer activity as well as backup and recovery data. |
| Login ID | A key field in a user profile that uniquely identifies that user profile. |

Main Callbar Window

The main callbar in *CentreVu* Agent (CVA) provides the graphical user interface for a telephone integrated with a PC. With the CVA main callbar, you can get full-function, multi-line telephony support on your PC. In addition, the CVA main callbar provides the ability to add more feature buttons than what can be administered on a physical telephone. Without the CVA main callbar, you will have only limited telephone functionality through the *CALLMASTER* VI voice terminal.

PASTE

The PC Application Software Translation Exchange (PASTE) is a *DEFINITY* ECS feature that uses the *CALLMASTER* VI DCP terminal to pass *DEFINITY* ECS software translation information to the *CentreVu* Agent application.

PASTE FAC

A feature access code that invokes the PASTE feature.

Phone Data

DEFINITY ECS administration information (that is, phone information, line information, display features, and features).

Physical Buttons

Buttons located on your *CALLMASTER* VI voice terminal. The number of physical buttons on your voice terminal is eight (unlike virtual buttons, this number cannot increase).

| | |
|----------------------------|--|
| Readme File | A file that provides up-to-the-minute information on a newly released product; in this case, <i>Centre Vu Agent</i> . |
| Read-Only | A folder or file that can be read, but not updated or erased. |
| Registry | The system-wide depository of information supported by <i>Windows</i> . The registry contains information about the system and its applications, including clients and servers. |
| Release Information | See <i>Readme File</i> . |
| Removable Disk | A disk unit that can be inserted into a disk drive for reading and writing and removed when not required, such as a floppy disk or disk cartridge. |
| Second Line Display | The Second Line Display Area is a 40-character display. This display area receives information from the <i>DEFINITY ECS</i> so that users can see non-call related information. Without a second line display, you will not see user entry prompts from the <i>DEFINITY ECS</i> or other display information, such as call prompting digits and VuStats. |

Secondary Callbar Window

Secondary callbars are part of your *CentreVu* Agent main callbar window. Secondary callbars are set in the Callbar Features frame located at the bottom of the main callbar and can contain multiple feature buttons used to access related groups of *DEFINITY* ECS features.

Setup Program

A program that configures a system for a particular environment; for example, it informs the system of a new device or interface, such as the *CALLMASTER* VI voice terminal.

Shortcut

An icon on your computer screen that enables you to select and run an application (for example, *Centre Vu* Agent) quickly and easily.

Stand-alone Installation

With this type of installation, you install all of the CVA software to disk space local to each computer from a CD-ROM, floppy disks, or from the network.

Start Menu

The menu that appears when you click on the Start button in the *Windows* taskbar. This menu contains programs and other *Windows* applications.

TAPI Assisted Dialing

CentreVu Agent supports telephony enabled applications such as *Microsoft* Schedule+. This support provides the ability for telephony enabled *Windows* applications to originate a call and have the call reflected in the *CentreVu* Agent application and the *CALLMASTER* VI voice terminal.

Taskbar

The bar that appears by default at the bottom of the *Windows* desktop. You can click buttons that appear on this bar to switch between running programs.

Terminal Emulator

A communications program that transforms a personal computer into a terminal for the purpose of data communications.

Virtual Buttons

Buttons (*DEFINITY* ECS features) located on the *CentreVu* Agent callbar GUI. The type and amount of virtual buttons you have on your CVA callbars depends on the type and amount of features you have administered on the Station form for the *CALLMASTER* VI voice terminal.

Voice Terminal

A single-line or multiappearance telephone.

Wizard

A program that contains other programs that enable you to perform certain tasks quickly and automatically.

Index

A

- About *CentreVu* Agent 1-2
- Administering the *CALLMASTER VI* Voice Terminal
 - About 2-1
 - Assigning Buttons to the Voice Terminal 2-17
 - Assigning Features on the Main Callbar 2-24
 - Assigning Features to Secondary Callbars 2-27
 - Call Appearances and Bridged Call Appearances 2-24
 - Changing Station Administration . . . 2-33
 - Configuration Templates 2-3
 - Effects of Changing. 2-32
 - Related Documents. 2-4
 - Steps Involved 2-10
 - Supporting Information 2-15
 - Terms and Procedures 2-5
 - Terms and Procedures You Need to Know. 2-5
 - Tips for Features on Main Callbar . . . 2-25
 - AUX-Work and AUX-Work with RC 2-25
 - Call Appearances and Bridged Appearances 2-26
 - Predetermined Feature Buttons. . . 2-26
- Tips for Features on Secondary Callbars 2-29
 - Abbreviated Dial Buttons 2-30
 - Disabled Secondary Callbars 2-30
 - Features Skipped On Page 5 of Station Form. 2-30
 - Misc Secondary Callbar 2-30
 - Order of Phone Data Download . . 2-29
 - Page 6 of Station Form 2-29
 - Voice Terminal Button Defaults. . . . 2-18
 - Voice Terminal Connection 2-16
- Administering Your *CALLMASTER VI* Voice Terminal
 - Purpose 2-1
- AutoPlay. 4-4

B

- Button Administration
 - How Buttons Get Assigned to Callbars . A-1
 - Phone Data Download Order A-4
- Button Labels
 - Changing Defaults 2-32
 - How They Are Labeled. 2-32

C

- Call Information Panel
 - Diagram of 2-24
- Callbars
 - Main. 2-6
 - Secondary 2-7
 - What are they? 2-5
- Callbars, Main 2-6
- CALLMASTER VI* Voice Terminal
 - Button Assignment Sample
 - Configuration 2-21
 - Button Numbers. 2-19
 - Conducting a Self-test. 8-6-8-7
 - Diagram of 2-19
 - Physical Button Assignment
 - Considerations 2-20
 - Physical Buttons on 2-9
 - Troubleshooting. 8-7
 - What is it? 2-5
- CentreVu* Agent 1-2
 - Callbars, General. 2-5
 - Main Callbar 2-6
 - Package Contents 1-6
 - Secondary Callbars 2-7
 - Troubleshooting 8-8
 - Virtual Buttons. 2-9
- Changing Station Administration,
 - Effects of 2-33
- COM Port
 - Setting Up 8-11
- COM Port for *CALLMASTER VI* Voice Terminal 4-13, 4-15

| | |
|--|------|
| Connecting the <i>CALLMASTER VI</i> | |
| Voice Terminal | 2-16 |
| Conventions Used in Document | P-5 |
| Custom Install, About | 4-9 |
| Customer Care Center Phone Number. | 1-5 |

D

| | |
|---|------|
| <i>DEFINITY ECS</i> Administration. | 2-1 |
| <i>DEFINITY ECS</i> Administration Examples | |
| Physical Button Assignments | 2-20 |
| <i>DEFINITY ECS</i> Phone Data, Downloading | 4-20 |
| Downloading <i>DEFINITY ECS</i> Phone Data | |
| Conditions that Will Terminate | |
| or Deny | 4-20 |

E

| | |
|--------------------------|------|
| Error Messages | 8-18 |
|--------------------------|------|

F

| | |
|--------------------------------|-----|
| FAC, What is it?. | 2-9 |
| Feature Access Codes | 2-9 |
| Feature Buttons | |
| Physical Buttons | 2-9 |
| Virtual | 2-9 |

I

| | |
|--|------------|
| Installation | |
| AutoPlay. | 4-4 |
| COM Port | 4-13, 4-15 |
| Computer Requirements. | 1-7 |
| Custom Install. | 4-9 |
| CVA in Start Up Folder | 4-12 |
| Downloading <i>DEFINITY ECS</i> | |
| Phone Data | 4-20 |
| From the Network | |
| Copying Files to the Network. | 4-2 |
| Installing CVA on Each PC Using | |
| the Network. | 4-3 |
| Japanese Characters | 4-13 |
| Languages | 4-10 |
| Letters on the Dial Pad. | 4-13 |
| Multi-User Access | 5-1 |
| Preparing Client PC | 5-3 |
| Preparing Network Server. | 5-1 |
| Preparing the Network Server | 5-2 |
| Originate Call from Other Windows | |
| Applications. | 4-16 |
| PC Requirements | 1-7 |
| Prerequisites | 1-10 |
| Procedures. | 4-4 |
| Quick Procedures. | 3-1 |

Related Documents

| | |
|---|------|
| <i>CentreVu</i> Agent Documents | P-6 |
| Shortcuts in Start Menu | 4-12 |
| Shortcuts on Desktop | 4-12 |
| Support | 1-5 |
| Tips. | 1-5 |
| Types of | 1-4 |
| Typical Install. | 4-9 |
| Installation Types | |
| Shared Environment | 1-4 |
| Stand-Alone. | 1-4 |

J

| | |
|-------------------------------|------|
| Japanese Characters | 4-13 |
|-------------------------------|------|

L

| | |
|-------------------------------------|------|
| Labels | |
| Changing on Buttons. | 2-32 |
| Letters on the Dial Pad. | 4-13 |
| Login and Logout Buttons. | 2-9 |
| Lucent National Care Center Phone | |
| Number | 8-2 |
| Lucent PassageWay Telephony Service | |
| Provider Driver. | 1-11 |

M

| | |
|------------------------|-----|
| Main Callbar | 2-6 |
| Diagram of | 2-6 |

P

| | |
|-------------------------------------|------|
| Package Contents. | 1-6 |
| PASTE | |
| What is it? | 1-11 |
| PC Application Software Translation | |
| Exchange | 1-11 |
| PC Requirements | 1-7 |
| Phone Data, About | 2-9 |
| Physical Button Assignment | |
| Sample Configuration | 2-21 |
| Physical Button Assignments | |
| Considerations | 2-20 |
| Prerequisites for Installation | |
| Information Needed | 1-10 |
| Tasks. | 1-10 |

R

| | |
|------------------------|-----|
| Reademe File | |
| Where to Find. | 8-2 |

S

| | |
|---|------------|
| Secondary Callbars | |
| About | 2-7 |
| Assigning Feature Buttons. | 2-27 |
| Diagram of | 2-8 |
| Setup Log File Location | 8-2 |
| Shared Environment Installation | 1-4 |
| Stand-Alone Installation | 1-4 |
| Station Administration | |
| Changing | 2-32, 2-33 |

T

| | |
|--|----------|
| Troubleshooting | 8-1 |
| CALLMASTER VI Voice Terminal | 8-3, 8-7 |
| Connection to PC | 8-4 |
| Power | 8-3 |
| CentreVu Agent | 8-8 |
| Lucent National Care Center Phone | |
| Number | 8-2 |
| Setting Up the COM Port | 8-11 |
| Tips. | 8-2 |
| Using a Terminal Emulator | 8-12 |
| HyperTerminal. | 8-12 |
| Typical Install, About | 4-9 |

U

| | |
|--|----------|
| Uninstalling CentreVu Agent | 7-1 |
| Delete Phone Data | 7-4, 7-5 |
| Removing Shared Files. | 7-3 |
| Save Phone Data | 7-4 |
| Using the Add/Remove Programs Wizard | 7-2 |
| What is Removed. | 7-1 |
| Upgrading CentreVu Agent | 6-2 |
| Existing Information | 6-2 |
| On Local Drive | 6-3 |
| On Shared Network Server | 6-4 |

V

| | |
|--|------|
| Virtual Buttons | |
| Assigning Features | 2-27 |
| Assigning Features to the Main Callbar | 2-24 |
| Changing Labels | 2-32 |
| Virtual Buttons, About. | 2-9 |

