

**Lucent Technologies**  
Bell Labs Innovations



# *CentreVu*<sup>®</sup> Agent

## Version 1.0

Installation and Administration

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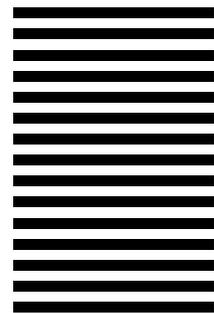
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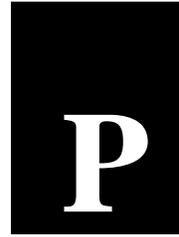
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# Preface

## Overview

The CentreVu<sup>®</sup> Agent Installation and Administration guide includes the following information:

- Station administration information that you need to know before installing CentreVu Agent (CVA)
- Instructions for installing CVA on a stand-alone computer or shared application folder from a network server, CD-ROM, or floppy disks
- Information on updating the CVA application
- 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 computer 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.

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# Contents of This Document

The guide is organized into the following chapters:

- Chapter 1    About This Guide**  
This chapter introduces the CentreVu Agent application and the CALLMASTER VI voice terminal. It provides information on the following:
- The two methods of installation
  - The items provided in the CentreVu Agent package
  - The equipment required to run CentreVu Agent
  - Helpline numbers
- 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 Computer**  
This chapter describes the steps required to install the CVA application from a CD-ROM, floppy disks, or the network onto a computer that will not access CVA over the network.

**Chapter 5**      **Installing *CentreVu* Agent to a Shared Application Folder**

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**      **Updating *CentreVu* Agent**

This chapter explains how to update the CentreVu Agent application by unsharing the read-only file on the network server and then installing a later version of CVA software on the network server.

**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 (station form 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 and system commands. 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.
Italic Text	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	*Button 1 (left-most mouse button or primary button).
Microsoft Windows or Windows	These terms are used to refer to both Microsoft Windows 95 and Microsoft Windows NT 4.0.

\*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.

## 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<sup>®</sup> 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***

These documents are helpful when administering the CALLMASTER VI voice terminal.

- DEFINITY<sup>®</sup> Enterprise Communications Server Release 6 Administration and Feature Description Issue 2 (555-230-522)
- DEFINITY<sup>®</sup> Enterprise Communications Server Automatic Call Distribution (ACD) Supervisor Instructions Issue 4 (555-230-724)
- DEFINITY<sup>®</sup> Enterprise Communications Server Automatic Call Distribution (ACD) Agent Instructions Issue 5 (555-230-722).

### **Call Center Documents**

Consult the CentreVu<sup>®</sup> Call Management System Release 3 Version 6 Administration - Volumes 1 and 2 (585-215-820) document for CentreVu Call Management System hardware platforms, supported switch releases, and other information.

# About This Guide

## Overview

This chapter provides general information about CentreVu Agent and gives a brief explanation of the methods of installation. It also discusses the hardware and software needed to install CVA.

This chapter includes the following topics:

- About CentreVu Agent
- Types of Installation
- Installation Support and Tips
- CentreVu Agent Package Contents
- What You Need on the Computer
- CALLMASTER VI Voice Terminal Headsets
- Installation Prerequisites.

## **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 computer. 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 computers.

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

The CentreVu Agent software runs on a computer running either Windows 95 or Windows NT 4.0. (For detailed requirements, see “What You Need on the Computer” on page 1-6.)

### 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).

## Types of Installation

There are several different ways of installing the CentreVu Agent software. This manual discusses the following methods:

- **Stand-alone installation.** With this type of installation, you install all of the CVA software locally on each computer from a CD-ROM, floppy disks, or from a network server. When installing from the network, you copy the CentreVu Agent installation files to a shared installation folder that resides on the network. Then, you run Setup.exe from the installation folder to install CVA on each computer. See Chapter 4, “Installing CentreVu Agent on a Stand-Alone Computer,” for details.
- **Shared installation.** With this type of installation, 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 computer. See Chapter 5, “Installing CentreVu Agent to a Shared Application Folder,” 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 Computer” section on page 1-6 in this chapter.
- The `readme.txt` file on the CD-ROM or on Disk #1. 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 or floppy disks in your package include 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, pressing Alt+F4, or pressing the F3 key. You can also cancel the installation by selecting the Cancel button at the bottom of the screen. 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 the items listed in Table 1. Check the package contents to be sure all items are included.

**Table 1-1: CentreVu Agent Package Contents**

Item	Description
CentreVu Agent Software	Set of floppy disks or CD-ROM
CentreVu <sup>®</sup> Agent Installation and Administration guide	Document Number 585-215-816 (included only with floppy disks)

If you order the CentreVu Agent CD-ROM package, the items in Table 1-1 are included on the CD-ROM. The documentation will be in PostScript Data File (.PDF) format. You will not receive a paper copy of the guide. The CALLMASTER<sup>®</sup> VI Voice Terminal Version 1.0 Installation and User's Manual (555-015-162) will also be included on the CD-ROM.

The CD-ROM also contains other folders that contain documents, tools, designation strips, and so forth. If you want to know what is in any of these folders, click on the readme file in each of the folders.

If you order floppy disks, you will receive the CentreVu<sup>®</sup> Agent Installation and Administration guide (585-215-816), but you will not get a CALLMASTER<sup>®</sup> VI Voice Terminal Version 1.0 Installation and User's Manual (555-015-162). A paper copy of the CALLMASTER VI manual will be included with the voice terminal.

If any of the items are missing or damaged, or if you want to order more items, see your Lucent Account Team.

## What You Need on the Computer

The CVA installation will work only on Windows 95 or Windows NT 4.0. Attempts to install CentreVu Agent on systems that are not one of these operating systems will result in an error message and will terminate the installation.

 **NOTE:**

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

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

- An Intel\* 486-compatible processor (486/66 minimum; a Pentium† processor is recommended)
- 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 in a temporary file. The temporary file is deleted when you restart your computer.

- Minimum of 16 MB RAM on Windows 95
- Minimum of 32 MB RAM on Windows NT 4.0
- CD-ROM and/or 3.5 inch floppy disk drive
- VGA or higher resolution video adapter.

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\*Intel is a registered trademark of Intel Corporation.

†Pentium is a registered trademark of Intel Corporation.

## **CALLMASTER VI Voice Terminal Headsets**

The CALLMASTER VI voice terminal has two headset jacks and comes with a cable for the headset. The following Lucent headsets are compatible with the CALLMASTER VI voice terminal:

- StarSet<sup>\*</sup> headpiece
- Supra<sup>†</sup> headpiece
- Mirage<sup>‡</sup> headpiece
- TriStar<sup>\*\*</sup> headpiece
- Encore<sup>††</sup> headpiece.

For more information on the CALLMASTER VI voice terminal, see the CALLMASTER<sup>®</sup> VI Voice Terminal Installation and User's Manual (555-015-162).

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\*StarSet is a registered trademark of Plantronics, Inc.

†Supra is a registered trademark of Plantronics, Inc.

‡Mirage is a registered trademark of Plantronics, Inc.

\*\*TriStar is a trademark of Plantronics, Inc.

††Encore is a trademark of Plantronics, Inc.

## Installation Prerequisites

The following list provides information you need to know or tasks you need to perform before installing CVA:

- **Station Administration**

We recommend that you perform station (CALLMASTER VI voice terminal) administration on the DEFINITY ECS before installing CVA. For instructions on how to do this, see Chapter 2, “Instructions for Administering the CALLMASTER VI Voice Terminal.”

- **COM Port**

To determine existing COM ports in Windows 95, double-click on the My Computer icon and then on Control Panel. In the Control Panel window, double-click on System to display the System Properties window. 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 computer.

In Windows NT 4.0, open the Control Panel and double-click the Ports icon to display the Ports window.



**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 also need to know the PASTE FAC that was administered on DEFINITY ECS before you begin the installation. This code is needed to do a phone data download. If you do not know this code, contact your system administrator. To learn more about PASTE, see Chapter 2, “Instructions for Administering Your CALLMASTER VI Voice Terminal.”

- **Lucent PassageWay<sup>®</sup> Telephony Service Provider Driver**

If the Lucent PassageWay Telephony Service Provider driver is on the computer 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.

# Instructions for Administering Your *CALLMASTER VI* Voice Terminal

## 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. Use the blank station forms located in Appendix A to prepare for station administration before you begin station administration at the station administration terminal (SAT) terminal.

## Related Documents

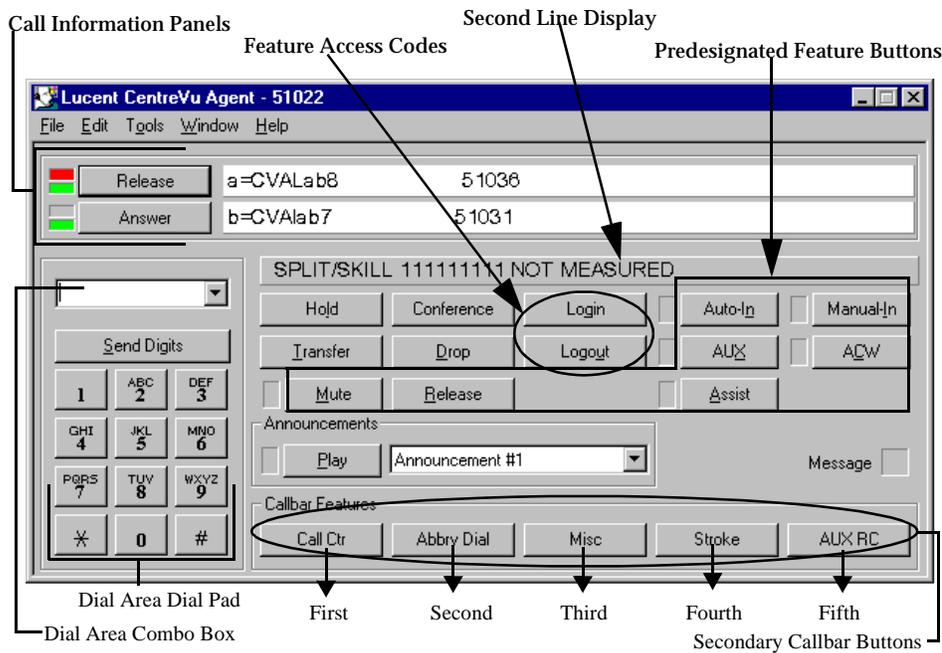
- **DEFINITY<sup>®</sup> Enterprise Communications Server Release 6 Administration and Feature Description Issue 2 (555-230-522).**
- **DEFINITY<sup>®</sup> Enterprise Communications Server Automatic Call Distribution (ACD) Supervisor Instructions Issue 4(555-230-724)**
- **DEFINITY<sup>®</sup> Enterprise 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 via 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).

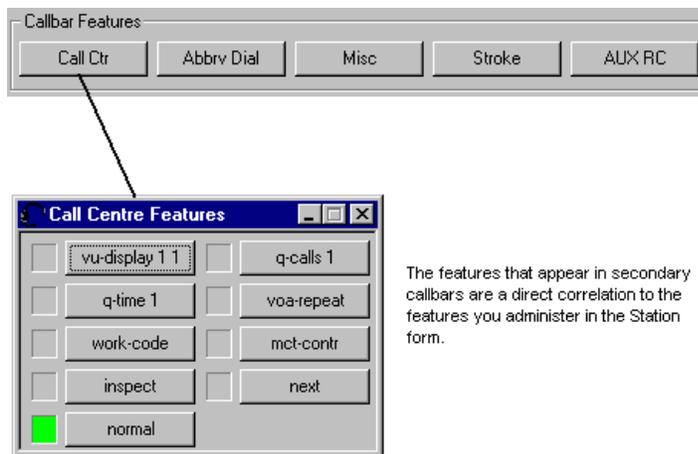
- Character display information (that is, a Call Information Panel [CIP] that contains information about a call and a second line display area that contains non-call related information such as VuStats).
- Dialing capabilities.

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 via 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 five secondary callbars (Call Ctr, Abbv Dial, Misc, Stroke, and AUX RC). 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 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 (via the CentreVu Agent software), and
- configure the CALLMASTER VI voice terminal so 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 the 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 Administration and Feature Description Issue 2 (555-230-522).”
  - 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 Administration and Feature Description Issue 2 (555-230-522).”

- c. Administer a PASTE FAC. CentreVu Agent installation requires the input of the PASTE FAC. 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 Administration and Feature Description Issue 2 (555-230-522).”
- d. Add the new station, and then do the following:
  - on page 1 of the Station form select 606A1 as the station type, 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 2-16.

 NOTE:

Call appearances and bridged appearances can be administered only 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-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 2-23.

- 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 2-26.



## ***DEFINITY* ECS Administration—Supporting Information**

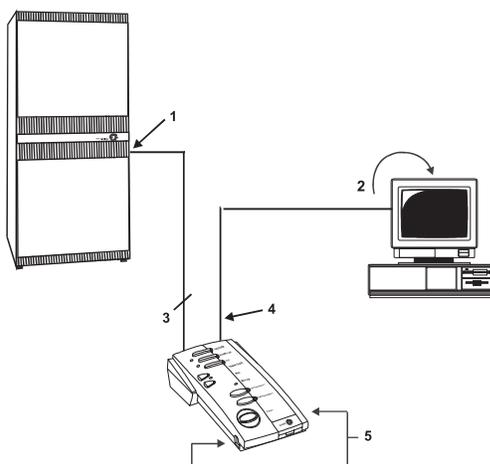
This section contains information that supports the administration tasks listed in the previous section of this chapter, called Getting Started. The following sections are included:

- **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 feature 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) for installation instructions.



1. DEFINITY ECS Interface
2. PC Serial Port Connector
3. Digital Communications Protocol (DCP) Interface
4. 9-Pin Serial Connector
5. Headset Jacks

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<sup>®</sup> VI Voice Terminal Version 1.0 Installation and User's Manual (555-015-162) for more information on the CALLMASTER VI Voice Terminal.

## CALLMASTER VI Voice Terminal Button Administration Defaults

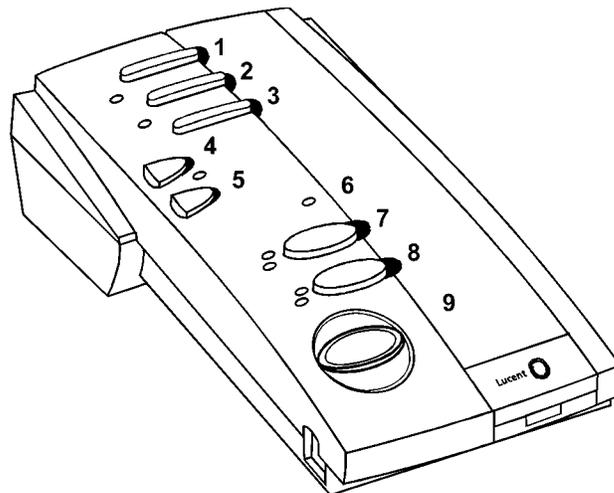
Table 2-1 provides information on the CALLMASTER VI voice terminal button administration defaults. (See Figure 2-5 for physical button numbers on the CALLMASTER VI voice terminal.) Use this table to administer physical buttons on your CALLMASTER VI voice terminal.

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 it. 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 it.	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 via 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, via an abrv-dial or autodial) from the CALLMASTER VI voice terminal	You would need to administer a call appearance on the second dual-LED button (CentreVu Agent 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 DEFINITY 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

```

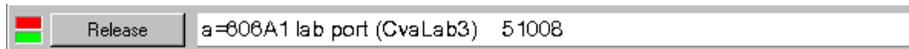
**Figure 2-6: Example of Page 3 of the Station Form**

## 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).

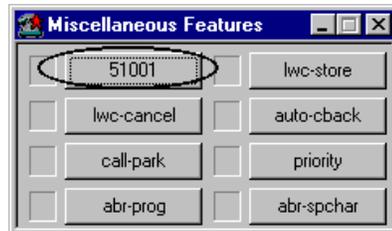


Figure 2-8: Bridged Appearance on First Button in the Misc Callbar

### 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).

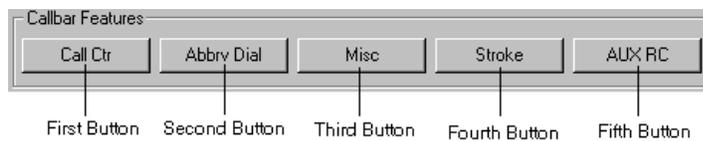
Station Form - Page 5 of 6			
Virtual Buttons with Dual LED (oo)			
oo: q-calls grp: 1	(57)	oo: vu-display FMT: 21	(66)
oo: q-time grp: 1	(58)	oo: voa-repeat	(67)
oo: q-calls grp: 2	(59)	oo: after-call	(68)
oo: q-time grp: 2	(60)	oo: aux-work RC: grp:	(69)
oo: q-calls grp: 3	(61)	oo: aux-work RC:2 grp:	(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 page 3 and/or 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"> <li>• abrv-dial (Abbrv Dial)</li> <li>• aux-work with RC (AUX RC)</li> <li>• stroke-cnt (Stroke).</li> </ul>
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**

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"> <li>• abrv-dial (Abbrv Dial)</li> <li>• aux-work with RC (AUX RC)</li> <li>• stroke-cnt (Stroke).</li> </ul>
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**

<b>The...</b>	<b>Will Map to the...</b>
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)**

<b>The...</b>	<b>Will Map to the...</b>
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. 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, you could change the default button label aux-work 2 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 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 (via the abr-prog feature) but did not download phone data, your abbreviated dial button will still have abrv-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 reboot the computer for each station changed.

# Quick Installation Procedures

## 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 three methods of installing CVA:

- CD-ROM
- Floppy disks
- From a network server.

For information on installing CVA to a shared application folder, see Chapter 5, “Installing CentreVu Agent to a Shared Application Folder.”

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

## Installing from a CD-ROM

The CentreVu Agent CD-ROM supports the Windows AutoPlay feature. If AutoPlay is enabled on your computer, insert the CD-ROM into the drive and the CentreVu Agent Setup program will start automatically.

## Installing from Floppy Disks

1. Insert disk #1 into the floppy disk drive.
2. Click Start on the Taskbar and select Run.
3. In the Open text box, enter the name of the drive you are installing CentreVu Agent from followed by `\setup` (for example, `a:\setup`), and then select OK.

## Installing from a Network Server

At the server, perform the following steps:

1. Set up a shared installation folder on the network to hold all of the CentreVu Agent files.
2. Copy the contents of the CVA installation CD-ROM or floppy disks to the shared folder.

At the agent station, perform the following steps:

1. Using Windows Explorer, select the CVA 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 Computer

## Overview

Stand-alone installation means that you install all of the files necessary to run CentreVu Agent on disk space local to the computer. You perform this installation from a CD-ROM, floppy disks, or the network.

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

This chapter includes the following topics:

- Installation Procedures
- Preparing the Network Folder
- Setting Up the Computer
- Downloading DEFINITY ECS Phone Data.

## Installation Procedures

Use these procedures to install CentreVu Agent on a computer that will run CVA from a local disk drive. If you are installing CVA on each computer using the network, start with “Preparing the Network Folder” below. If you are installing CVA on each computer using the CD-ROM or floppy disks, go to “Setting Up the Computer” on page 4-3.

### Preparing the Network Folder

Installing CentreVu Agent over a network is a two-step process that consists of preparing the installation folder and then installing CVA on each computer.

To prepare the network folder, do the following:

1. At a computer that is connected to the network, insert the CentreVu Agent CD-ROM or disk #1 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 computer, 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 the network drive, and record the path to the directory for later use.
4. Using the Copy command or drag-and-drop, copy the contents of the CD-ROM or floppy disks to the network drive. Be sure to copy all of the files.
5. Verify that the network drive where you copied the contents of the distribution medium is connected to each computer that will be installing CVA from the network.
6. Go to Step 4 in “Setting Up the Computer” on page 4-3.

## Setting Up the Computer

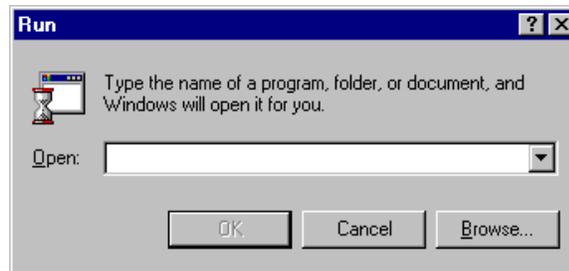
The CentreVu Agent CD-ROM supports the Microsoft Windows AutoPlay feature. If AutoPlay is enabled on the computer, insert the CD-ROM into the drive and the CentreVu Agent Setup program will start automatically.

### ⇒ NOTE:

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

To install CentreVu Agent, do the following:

1. Before starting the installation, close all running programs on the computer.
2. Insert the CD-ROM or disk #1 into the drive you want to install from.
3. If installing from CD-ROM, AutoPlay begins at this time. Go to Step 10. If AutoPlay is not enabled, or if installing from floppy disks or the network, continue with Step 4.
4. Click Start on the taskbar and select Run. The Run dialog box appears.



5. If installing from floppy disks, do Step 6, and then proceed with Step 10. If installing from the network, go to Step 7.

6. In the Open text box, enter the drive you are installing CentreVu Agent from, followed by \setup, and then select OK. In the following example, the “a:” drive is selected.



7. In the Run dialog box, select the Browse button. The Browse dialog box appears.

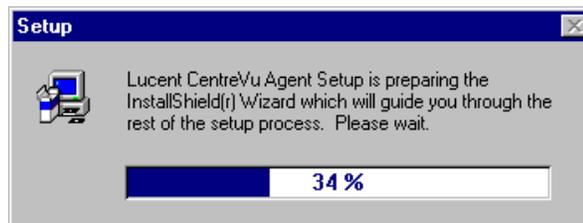


8. In the Browse dialog box, navigate to the drive and directory where CentreVu Agent is installed.
9. Locate and double click on the setup.exe file to begin the installation.

**⇒ NOTE:**

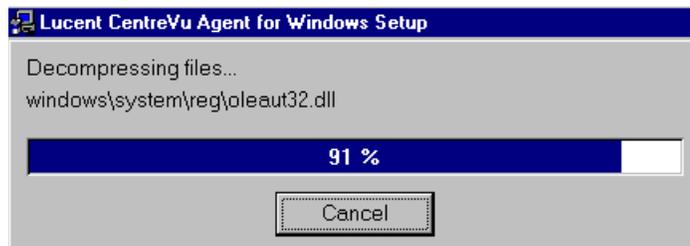
Additional accessory files that reside on the CD-ROM, although copied to the network drive, will not be installed on the computer.

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

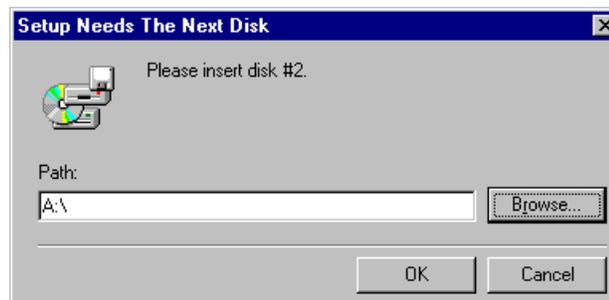


Next, the CentreVu Agent splash screen appears. This screen remains in the background until setup is complete.

A progress indicator shows what percentage of the files are being decompressed in preparation for installation.



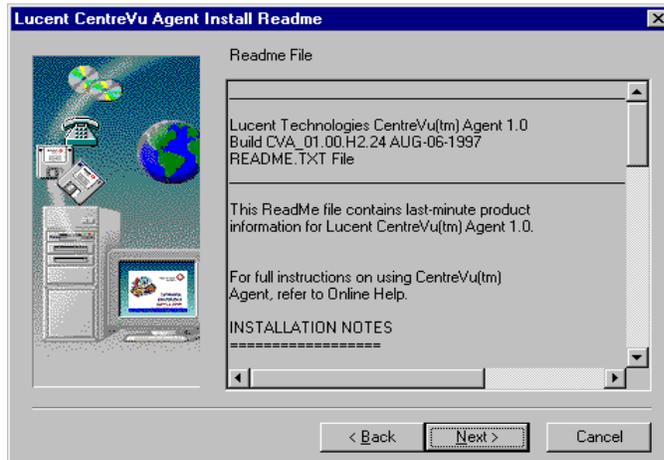
11. If you are installing from floppy disks, the program prompts you to insert the next disk, as shown below. If you are installing from CD-ROM or the network, go to Step 13.



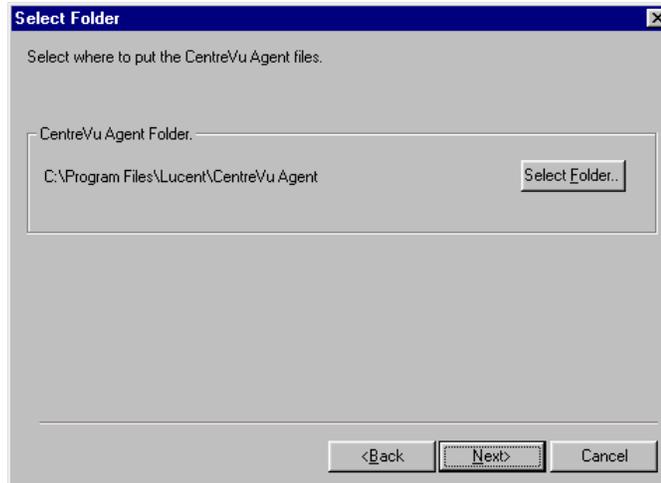
12. Insert the next disk as prompted and click OK. The program continues to install files on your hard drive.
13. The Lucent CentreVu Agent Install welcome window appears. This window requests that you exit all Windows programs before running CVA Setup.



14. Select Next to continue with the installation. The Lucent CentreVu Agent Install Readme dialog box appears.

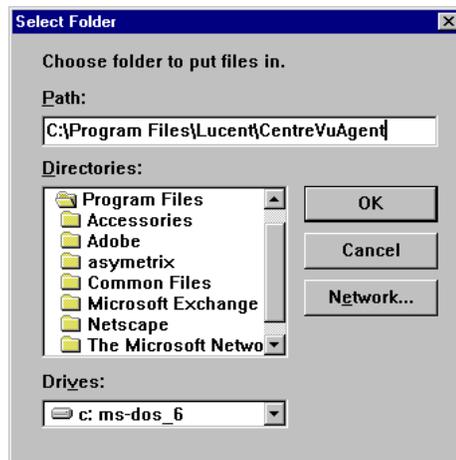


15. You can read the instructions on installing CentreVu Agent by scrolling across and down the Readme dialog box.
16. Select Next. The Select Folder dialog box displays a default location for the application folder. This folder holds CVA program files.

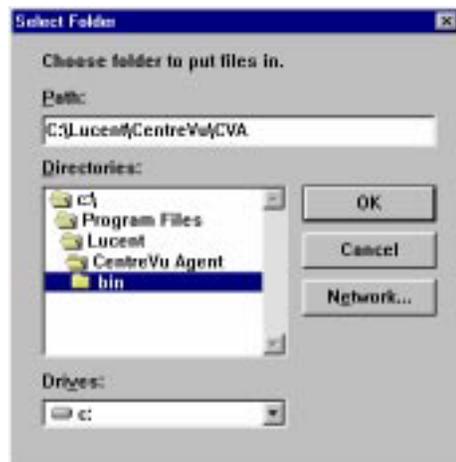


17. If you want to accept the default location, select Next, and go to Step 21.

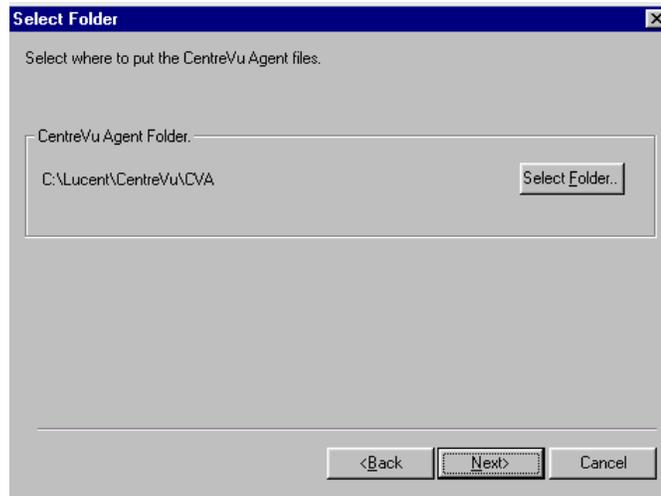
18. If you want a different location for the application files, click Select Folder. A dialog box appears that lets you choose the folder in which to put the files.



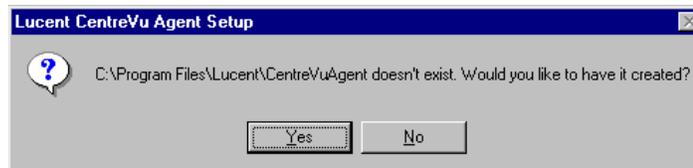
19. Either use the down arrow under Directories to navigate to the folder you want, or enter a new path for the application folder.



20. Click OK. The Select Folder dialog box displays the location you selected for the application files.



21. If the path you selected does not exist, a message displays asking if you want to create it. Select Yes if you want CentreVu Agent to create the path.



**NOTE:**

User-specific files are installed in C:\Windows\Cva. A list of files installed is in the Setuplog.txt file in the Logs subfolder.

22. Select Next. The Start Menu dialog box appears. Use this dialog box to select how you want to start CentreVu Agent.



23. You can select one, both, or neither of the following options:
- Start Menu if you want the CentreVu Agent program to appear on the Windows Start Menu task bar
  - Startup Folder if you want the CentreVu Agent program to be launched during Windows startup.

**⇒ NOTE:**

You do not have to select either of the above options. You may want to always launch CVA through the Start/Programs menu, or you may want to create a shortcut to the CentreVu Agent program on your desktop.

24. Select Next. The Start Menu Group dialog box appears.

All items in this dialog box are checked by default. Unless you deselect them, these items will appear in the Windows Lucent CentreVu Agent Program Group. If you deselect all of the items, there will be no Program Group.



**⇒ NOTE:**

All of these items will be installed on your computer, whether or not you elect to include them in the Lucent CentreVu Agent Program Group.

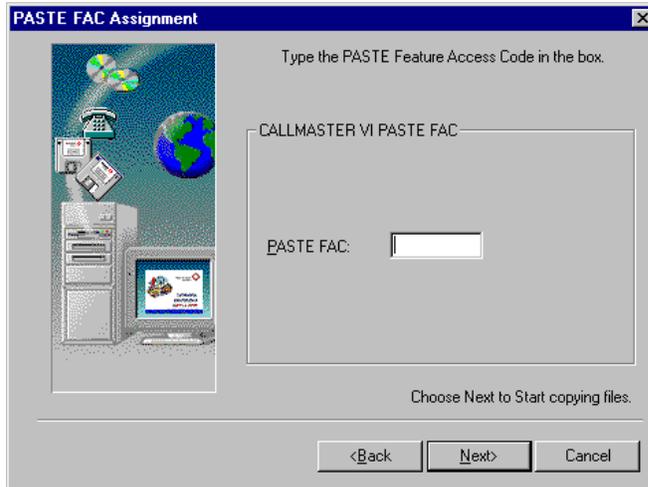
25. Click in the box to the left of those items that you want to deselect, if any.

**⇒ NOTE:**

If you deselect Uninstall CentreVu Agent, you can still uninstall CVA using the Windows Add/Remove Programs wizard. See Chapter 7, “Uninstalling CentreVu Agent,” for more information.

26. Select Next. The PASTE FAC Assignment dialog box appears.

PASTE is a DEFINITY ECS feature that downloads selected phone data via the CALLMASTER VI voice terminal to the CVA application.

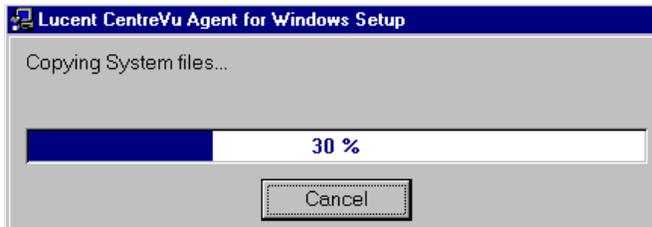


27. Enter the PASTE FAC in the text box. If you do not know the PASTE FAC, see your system administrator.

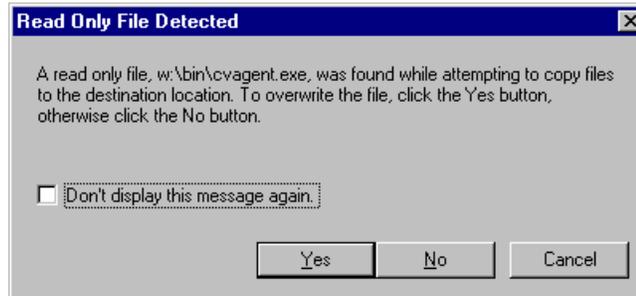
**⇒ NOTE:**

If you need to enter or change the PASTE FAC at a later date, you will need to modify the `cvalocal.ini` file in the Windows folder. See the “Change PASTE FAC” topic in the online Help for instructions.

28. Select Next. The Install program copies System files and updates .ini files and registry items. A progress indicator shows what percentage of the files have been copied.



29. Whenever the Install wizard finds that a read-only file needs to be updated, the Read Only File Detected dialog box appears.



30. In the Read Only File Detected dialog box, select one of the following:
- Yes—overwrite the file
  - No—do not overwrite the file (keep the old file).

**NOTE:**

If a system file has been updated, the old version is stored in c:\windows\cva\backup.

When all of the files have been installed, the Lucent CentreVu Agent COM port selection dialog box appears. COM 1 is the default COM port.



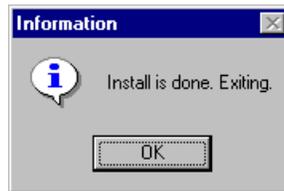
31. To choose a different COM port, click the down arrow to the right of the COM Port field to display a drop-down menu of communications ports.

32. Select the COM port on your computer that connects to your CALLMASTER VI voice terminal.

 **NOTE:**

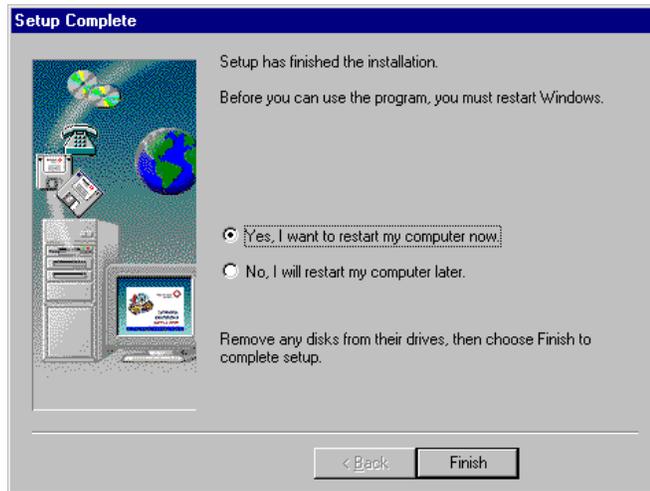
If you select the wrong COM port, CentreVu Agent will not start correctly. See “Setting Up the COM Port” on page 8-7 for details.

33. Click one of the following:
- **OK.** The program accepts the COM port you selected and displays the next dialog box.
  - **Cancel.** Selecting Cancel at this point does not cancel the installation of CentreVu Agent. Instead, clicking Cancel leaves the COM port setting unchanged.
34. One of two dialog boxes will appear. Go to Step 35 or 38, depending on which dialog box appears.
35. If the Information dialog box appears, it means that the installation is done. Click OK to exit the installation program.



36. You may now start CentreVu Agent.
37. If you get a message that you need to run a phone data download, go to “Downloading DEFINITY ECS Phone Data” on page 4-17 to proceed.

38. If the CVA installation program installed a newer version of an existing file that was in use and could not be replaced, the Setup Complete dialog box appears.



39. In the Setup Complete dialog box, select one of the following:
- Yes, if you want to restart your computer at this time. You must restart your computer before you can run CentreVu Agent.
  - No, if you want to restart your computer later.
40. Remove any disks from their drives and select Finish. If you selected Yes, your computer will restart at this time.
41. After you have restarted your computer, you may start CentreVu Agent.

42. If you get a message that you need to run a phone data download, see “Downloading DEFINITY ECS Phone Data” on page 4-17 to proceed.

 **NOTE:**

If you are doing a reinstall or update using phone data that you saved previously during an uninstall, you will not need to run a phone data download.

## 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. The PC Application Software Translation Exchange (PASTE) is a *DEFINITY* ECS feature that uses the CALLMASTER VI voice terminal to download phone data to the CVA application.

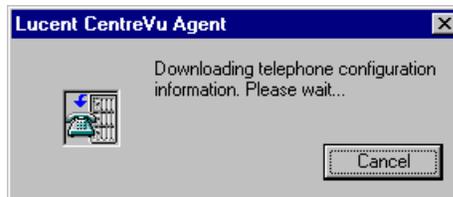
When you start CentreVu Agent and get the following message, you need to run a phone data download. If you are logged in to the *DEFINITY* ECS, put yourself in the AUX mode before selecting Yes.



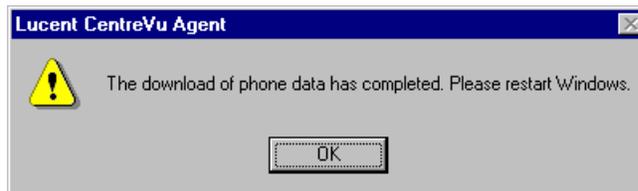
### ⇒ NOTE:

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 computer.
6. After your computer has restarted, you may start CentreVu Agent and begin using it as a telephone.

# Installing *CentreVu* Agent to a Shared Application Folder

## Overview

This chapter explains how to install the CentreVu Agent application software for use in a shared application folder configuration on the network server. With this type of installation, the CVA application folder resides on a network server and is shared by multiple computers.

The purpose of this type of installation is to save disk space on individual computers and let the system administrator manage the application files.

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

This chapter includes the following topics:

- Installation Procedures
- Performing Server Administration
- Setting Up the Client Computer
- Downloading DEFINITY ECS Phone Data.

## Installation Procedures

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

- Performing server administration
- Installing CentreVu Agent on each client computer.

### Performing Server Administration

You need to perform the following tasks before you install CVA to a shared application folder:

1. Create a folder on the network server to hold the application files, and make it shared.

 **NOTE:**

User-specific files are installed in C:\Windows\Cva. A list of files installed is in the Setuplog.txt file in the Logs subfolder.

2. Record the path to the directory for later use when installing CVA.

 **NOTE:**

This is the location that each client computer will be mapped to in Step 1 of “Setting Up the Client Computer” on page 5-3.

3. If installing CVA from the network, also set up a shared installation folder on the network drive to hold the CentreVu Agent files.

 **NOTE:**

See Chapter 4, “Installing CentreVu Agent on a Stand-Alone Computer,” for information on setting up a shared installation folder.

4. Install CentreVu Agent on the first client computer following the procedures in the “Setting Up the Client Computer” section.
5. After installing CVA on the first client computer, make the shared folder read-only. This avoids the potential of a user uninstalling the shared folder.

## Setting Up the Client Computer

To install CentreVu Agent using a shared application folder, do the following:

1. Map the network drive where you set up the CVA application folder to the client computer.

 **NOTE:**

When mapping the shared network drive, make sure you check the Reconnect at Logon box.

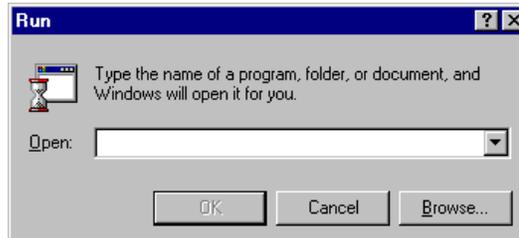
2. Before starting the installation, close all running programs on the computer.
3. Install CVA using the CD-ROM, floppy disks, or from the network drive. Select the appropriate following step:
  - a. If installing from CD-ROM, AutoPlay begins when you insert the CD. Go to Step 6. If AutoPlay is not enabled, go to Step 3c.

 **NOTE:**

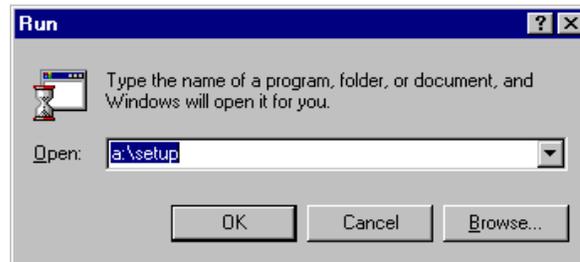
See your system administrator for information on how to enable or disable AutoPlay on your computer.

- b. If installing from the network, see Chapter 4, “Installing CentreVu Agent on a Stand-Alone Computer,” for instructions on how to access the setup.exe file. Then go to Step 6.
- c. If installing from floppy disks or CD-ROM (when AutoPlay is not enabled), insert the installation medium into the appropriate drive, and go to Step 4.

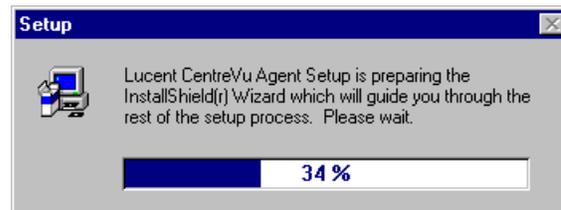
4. Click Run in the Start menu. The Run dialog box appears.



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

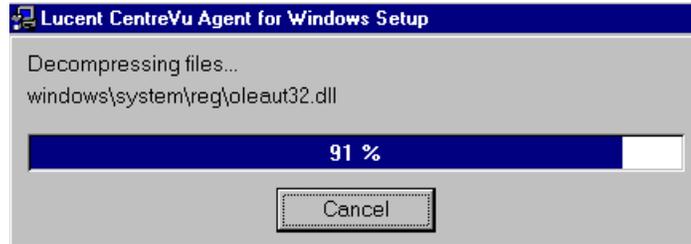


6. The Setup dialog box appears. You are asked to wait while the CentreVu Agent application prepares the wizard that will guide you through the setup process.

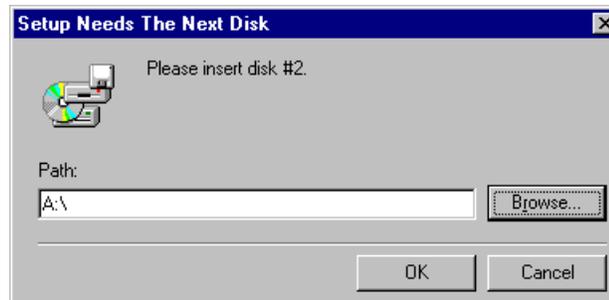


Next, the CentreVu Agent splash screen appears. This screen remains in the background until setup is complete.

A progress indicator shows what percentage of the files are being decompressed in preparation for installation.



7. If you are installing from floppy disks, the program prompts you to insert the next disk, as shown below. If you are installing from CD-ROM or the network, go to Step 9.

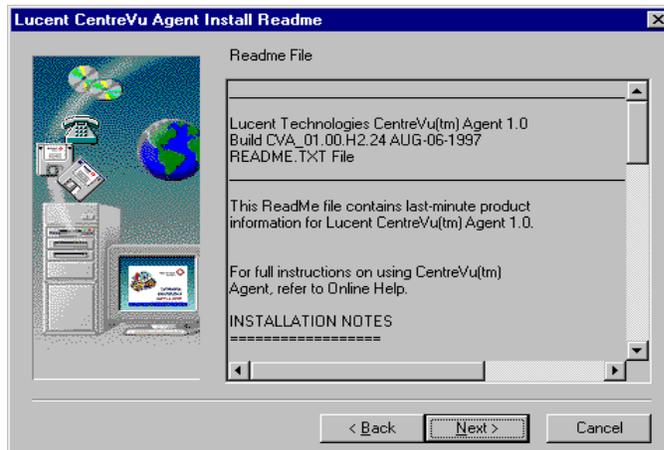


8. Insert the next disk as prompted and click OK. The program continues to install files on your hard drive.

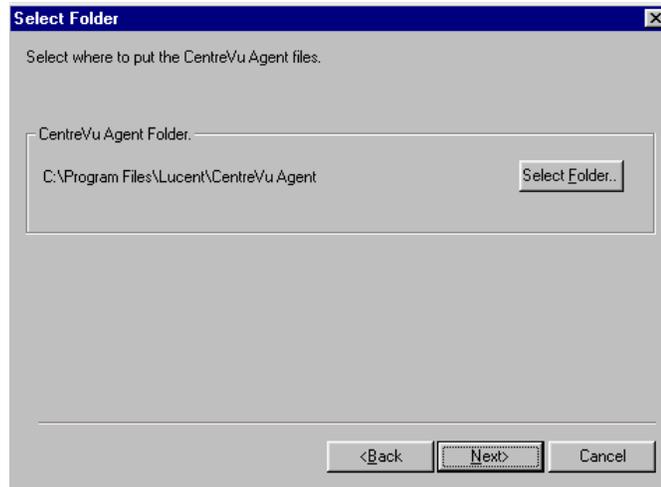
9. The Lucent CentreVu Agent Install welcome window appears. This window requests that you exit all Windows programs before running CVA Setup.



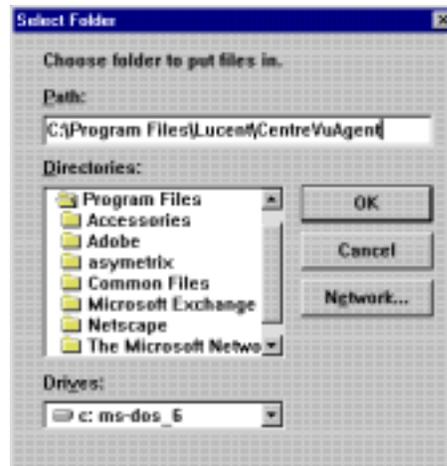
10. Select Next to continue with the installation. The Lucent CentreVu Agent Install Readme dialog box appears.



11. You can read the instructions on installing CentreVu Agent by scrolling across and down the Readme dialog box.
12. Select Next. The Select Folder dialog box appears.



13. In the Select Folder window, click Select Folder. The following dialog box appears:

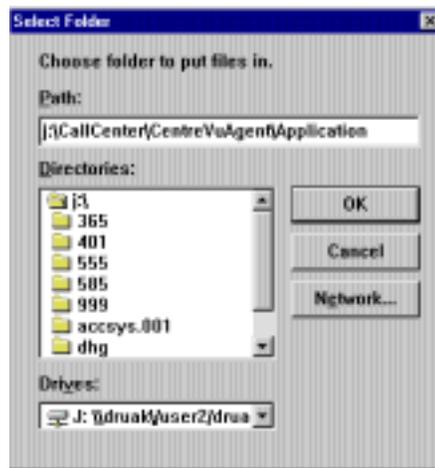


14. In the second Select Folder dialog box, click on the down arrow under Drives: to display a list of mapped network drives.
15. Double click on the network drive that was mapped earlier to hold the application files.

**⇒ NOTE:**

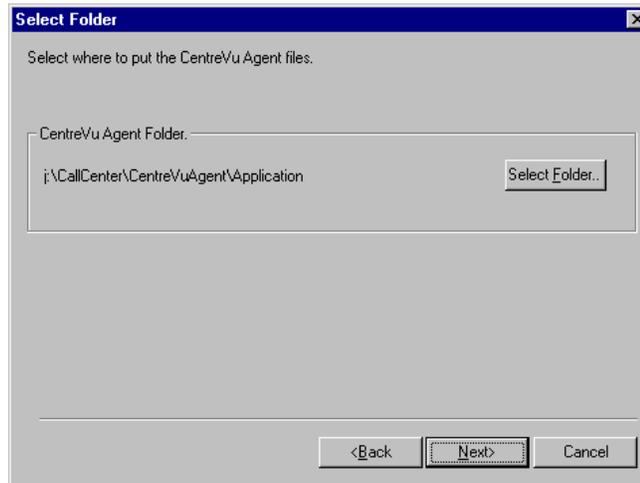
This same drive letter should be used for every CVA installation.

16. Navigate to the application folder and double click on it to select it. The Path field in the Select Folder dialog box displays the path to the application folder.



17. Click OK to accept the path displayed.

The Select Folder dialog box now displays the path to the mapped network drive.



18. Select Next. The Start Menu dialog box appears. Use this dialog box to select how you want to start CentreVu Agent.



19. You can select one, both, or neither of the following options:
- Start Menu if you want the CentreVu Agent program to appear on the Windows Start Menu task bar
  - Startup Folder if you want the CentreVu Agent program to be launched during Windows startup.

**⇒ NOTE:**

You do not have to select either of the above options. You may want to always launch CVA through the Start/Programs menu, or you may want to create a shortcut to the CentreVu Agent program on your desktop.

20. Select Next. The Start Menu Group dialog box appears.

All items in this dialog box are checked by default. Unless you deselect them, these items will appear in the Windows Lucent CentreVu Agent Program Group. If you deselect all of the items, there will be no Program Group.



**⇒ NOTE:**

All of these items will be installed on your computer, whether or not you elect to include them in the Lucent CentreVu Agent Program Group.

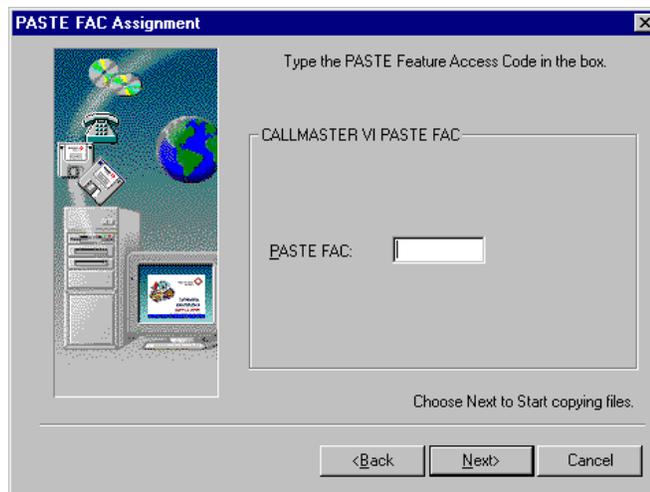
21. Click in the box to the left of those items that you want to deselect, if any.

**⇒ NOTE:**

If you deselect Uninstall CentreVu Agent, you can still uninstall CVA using the Windows Add/Remove Programs wizard. For more information, see Chapter 7, “Uninstalling CentreVu Agent.”

22. Select Next. The PASTE FAC Assignment dialog box appears.

PASTE is a DEFINITY ECS feature that downloads selected phone data to the CentreVu Agent application.

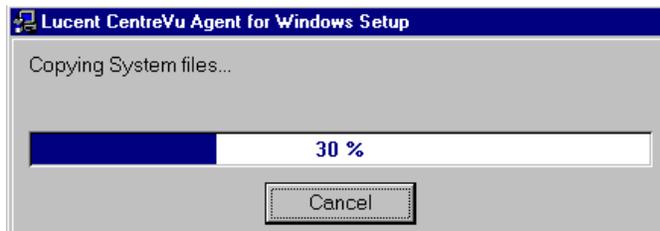


23. Enter the PASTE FAC in the text box. If you do not know the PASTE FAC, see your DEFINITY ECS Administrator.

**⇒ NOTE:**

If you need to enter or change the PASTE FAC at a later date, you can either modify the cvalocal.ini file in the Windows folder or reinstall CVA. See the “Change PASTE FAC” topic in the online Help for information on modifying the cvalocal.ini file.

24. Select Next. The Install program copies System files and updates .ini files and registry items. A progress indicator shows what percentage of the files have been copied.



25. Whenever the Install wizard finds that a read-only file needs to be updated, the Read Only File Detected dialog box appears.



26. In the Read Only File Detected dialog box, select one of the following:
- Yes—overwrite the file
  - No—do not overwrite the file (keep the old file).

**⇒ NOTE:**

If a system file requires updating, the old version is stored in c:\windows\cva\backup.

When all of the files have been installed, the Lucent CentreVu Agent COM Port Selection dialog box appears. COM 1 is the default COM port.



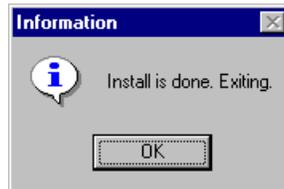
27. To choose a different COM port, click the down arrow to the right of the COM Port field to display a drop-down list of communications ports.
28. Select the COM port on your computer that connects to your CALLMASTER VI voice terminal.

**NOTE:**

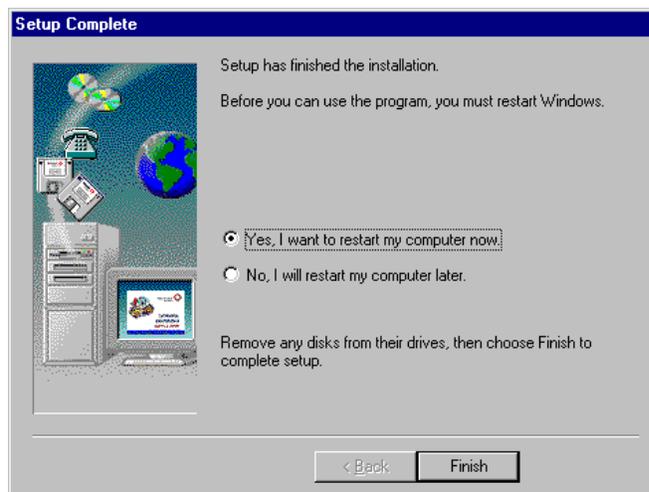
If you select the wrong COM port, CentreVu Agent will not start correctly. See “Setting Up the COM Port” on page 8-7 for details.

29. Click one of the following:
  - OK. The program accepts the COM port you selected and displays the next dialog box.
  - Cancel. Selecting Cancel at this point does not cancel the installation of CentreVu Agent. Instead, clicking Cancel leaves the COMport setting unchanged.
30. One of two dialog boxes will appear. Go to Step 31 or 34, depending on which dialog box appears.

31. If the Information dialog box appears, it means that the installation is done. Click OK to exit the installation program.



32. You may now start CentreVu Agent.
33. If you get a message that you need to run a phone data download, go to “Downloading DEFINITY ECS Phone Data” on page 5-16 to proceed.
34. If the CVA installation program installed a newer version of an existing file that was in use and could not be replaced, the Setup Complete dialog box appears.



35. In the Setup Complete dialog box, select one of the following:
- Yes, if you want to restart your computer at this time. You must restart your computer before you can run CentreVu Agent.
  - No, if you want to restart your computer later.
36. Remove any disks from their drives and select Finish. If you selected Yes, your computer will restart at this time.

37. After you have restarted your computer, you may start CentreVu Agent.
38. If you get a message that you need to run a phone data download, go to “Downloading DEFINITY ECS Phone Data” on page 5-16 to proceed.

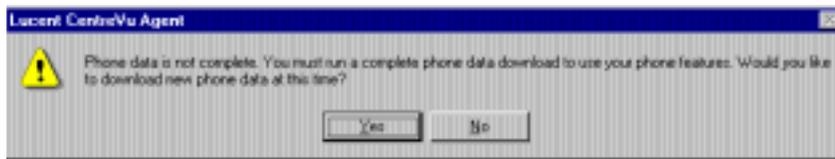
 **NOTE:**

If you are doing a reinstall or update using phone data that you saved previously during an uninstall, you will not need to run a phone data download.

## Downloading DEFINITY ECS Phone Data

The CentreVu Agent application requires DEFINITY ECS phone data (feature access codes and terminal button assignments) so that the CVA 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.

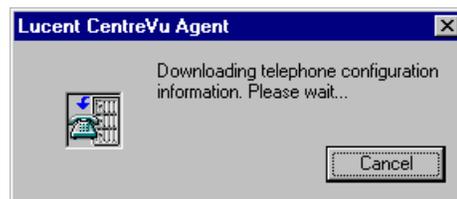
When you start CentreVu Agent and get the following message, you need to run a phone data download. If you are logged in to the DEFINITY ECS, put yourself in the AUX mode before selecting Yes.



### ⇒ NOTE:

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 computer.
6. After your computer has restarted, you may start CentreVu Agent and begin using it as a telephone.

# Updating *CentreVu Agent*

## Overview

This chapter explains how to update the CentreVu Agent software on a stand-alone computer and in a shared application folder environment.

This chapter includes the following topics:

- Performing the Update
- Stand-Alone Computer
- Shared Network Server.

## Performing the Update

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

### Stand-Alone Computer

1. At the stand-alone computer, uninstall the CentreVu Agent application.

 NOTE:

During the uninstall, you will be asked if you want to save the phone data, button labels, and announcements to use later. Answer “Yes” to this question.

2. Install the new release of the CVA software to a CentreVu Agent folder on the local disk drive. During the installation, the following dialog box appears:



3. Select Yes to use the phone data from the previous install.
4. When the installation is finished, you may or may not be required to restart the computer before running CentreVu Agent.

## Shared Network Server

In a shared network server environment, it may be necessary to update CentreVu Agent files at the same time that multiple agents are using these files. Therefore, it is important that you follow these procedures when updating 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 update 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. Uninstall the CVA application.

 NOTE:

During the uninstall, you will be asked if you want to save the phone data, button labels, and announcements for later use. Answer “Yes” to this question.

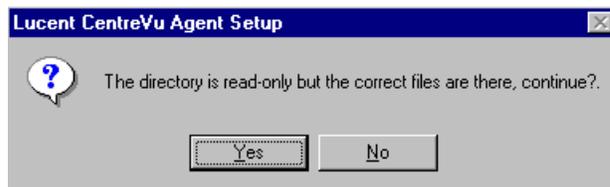
3. Before installing on the first client computer, you need to do one of the following:
  - Create a new application folder on the network server to hold the application files. (You may want to use this procedure if not updating all the client computers in the same time frame.)
  - Use the application folder already residing on the network server. (With this procedure, you do not need to redefine the target network drive on each client computer.)
4. Change the state of the application folder to “shared.”

5. Install CentreVu Agent on the first client computer. During the installation, the following dialog box appears:



6. Select Yes to use the phone data from the previous install.
7. After completing the CVA installation on the first client computer, change the shared application folder access permission to read-only.
8. Do a CVA installation on each client computer you want to update. This will update the CVA files that are installed on the local computer.

During each subsequent client installation, the following dialog box appears:



9. Select Yes to continue with the installation.
10. When the installation is finished, you may or may not be required to restart the computer before running CentreVu Agent.

# Uninstalling *CentreVu Agent*

## Overview

You can easily uninstall the CentreVu Agent application using the Microsoft Windows Add/Remove Programs wizard. Uninstall removes the CVA files, 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.

## Performing the Uninstall

To uninstall the CentreVu Agent application, do the following:

1. Close all running programs on the computer.
2. Do one of the following:
  - In the Lucent CentreVu Agent Program Group, click the Uninstall CentreVu Agent option, which is an interface to the Windows Add/Remove Programs wizard. Go to Step 8.
  - Use the Add/Remove Programs wizard directly. Go to Step 3.
3. Select Settings and then Control Panel in the Windows Start menu.
4. Double click on the Add/Remove Programs icon. The Add/Remove Programs Properties window opens.



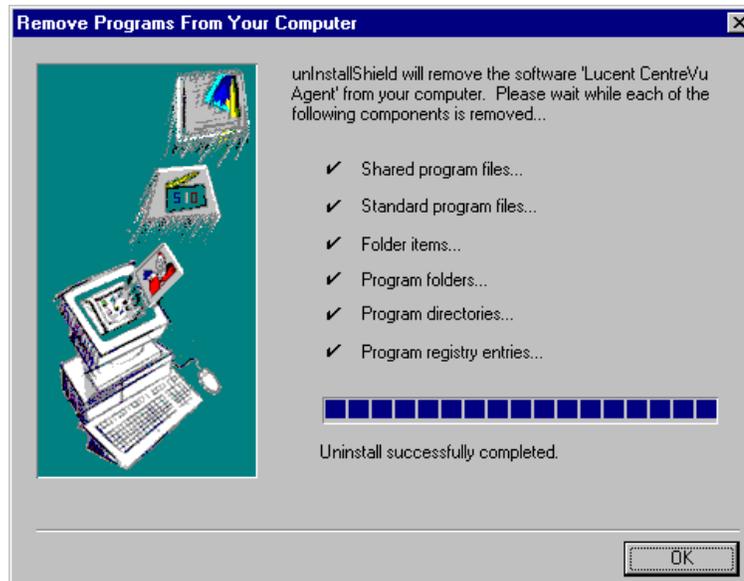
5. Select the Install/Uninstall tab.
6. Highlight Lucent CentreVu Agent in the list of installed software.
7. Select the Add/Remove button.

8. The Confirm File Deletion dialog box appears.

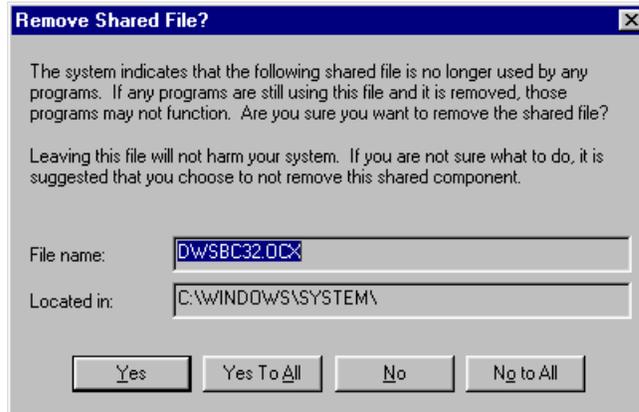


9. Select Yes to remove the CentreVu Agent application.

The Remove Programs From Your Computer dialog box appears. The Uninstall program enters a check by each component after it is removed.



10. Whenever the uninstall program encounters a shared file, the following dialog box appears.



11. 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:**

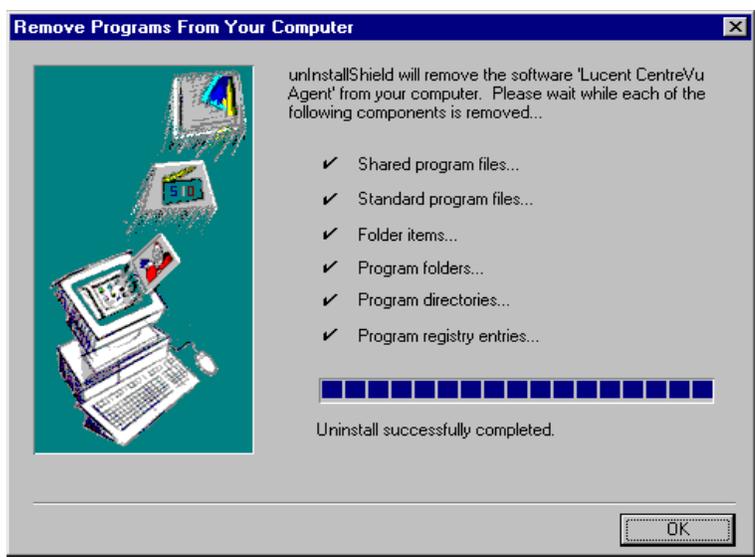
If you selected Yes or No, the uninstall program continues to display the Remove Shared File? dialog box every time it encounters a shared file.

Next, the Save Information dialog box appears.



12. 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 updated.
  - 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
    - Create a paste.map file if you want to change default button labels
    - 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.



13. Select OK to close the CentreVu Agent Uninstall application.
14. Restart the computer. This ensures complete removal of the CentreVu Agent software.

# Troubleshooting

## Overview

This chapter will help you with problems you may encounter when 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 online Help to troubleshoot 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 the readme.txt file on the CD-ROM or on Disk #1.

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 in the following folder:

- For Windows 95: Windows\CVA\Log\Setuplog.txt
- For Windows NT 4.0: Winnt\CVA\Log\Setuplog.txt.

## Troubleshooting the *CALLMASTER VI* Voice Terminal

Follow the steps below to quickly troubleshoot the *CALLMASTER VI* voice terminal.

1. To see if the *CALLMASTER VI* voice terminal has power, do one of the following:
  - Toggle the Headset On/Off button to see if the lamp toggles on and off.  
If the lamp does not come on, the *CALLMASTER VI* voice terminal does not have power.
  - Press the Mute button on the *CALLMASTER VI* voice terminal.  
If the Mute lamp flashes, you have power to the *CALLMASTER VI* voice terminal.  
If the Mute lamp does not flash, you do not have power to the *CALLMASTER VI* voice terminal.
2. Go to Step 3.
3. Is the *CALLMASTER VI* voice terminal connected to the *DEFINITY Enterprise Communications Server (ECS)* through a 2-wire *Digital Communications Protocol (DCP)* wire? (Check with your switch administrator.)
  - If yes, contact technical support.
  - If no, connect the *CALLMASTER VI* voice terminal to the *DEFINITY ECS* via a 2-wire *DCP*. If the *CALLMASTER VI* voice terminal still does not have power, contact technical support.

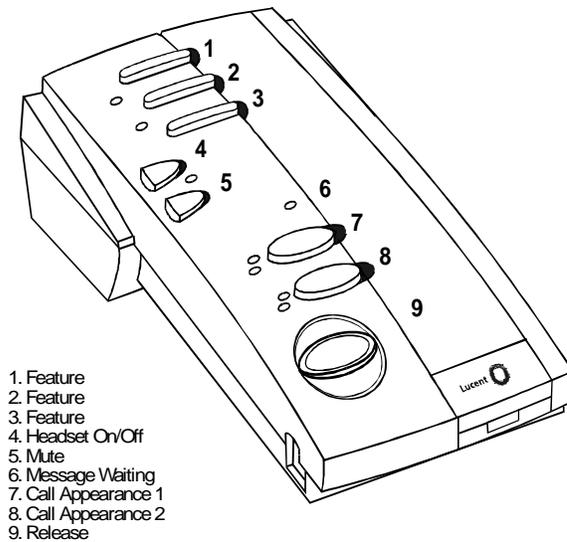
### Conducting a Self-Test

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 with problems you may encounter when installing or running CentreVu Agent.

### **Problem**

You cannot start CentreVu Agent.

### **Action**

1. Is the cable between the CALLMASTER VI voice terminal and the computer serial port properly connected?  
If yes, go to Step 2.  
If no, properly connect the cable between the CALLMASTER VI voice terminal and the computer 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?  
If yes, go to Step 3.  
If no, change the COM port selection. Go to “Setting Up the COM Port” on page 8-7 in this chapter for instructions on how to change the COM port. If the problem still exists after changing the COM port selection, go to Step 3.
3. Consult your computer's user guide or its manufacturer's technical support to see how to tell if your COM port has been disabled.
4. Check to see if your computer is communicating with the CALLMASTER VI voice terminal via the terminal emulator. See “Using a Terminal Emulator” on page 8-8.
5. Conduct a CALLMASTER VI voice terminal self-test. See “Conducting a Self-Test” on page 8-3. If the self-test is successful, go to Step 6. If the self-test is unsuccessful, contact technical support.
6. Connect the CALLMASTER VI voice terminal to another computer where CentreVu Agent is working properly. If the CALLMASTER VI voice terminal works properly on the new computer, there is a problem with your computer. 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. Select Settings and then Control Panel in the Windows Start menu.
2. In the Control Panel dialog box, select Telephony. The Telephony Properties dialog box displays.
3. In the Telephony Properties dialog box, highlight the Lucent PassageWay Service Provider driver.
4. Select Setup. The Lucent CentreVu Agent COM port dialog box appears.
5. Choose the communications port that connects to your CALLMASTER VI voice terminal and select OK.
6. Restart CentreVu Agent. A message displays asking if you would like to download new phone data.
7. Select Yes to begin downloading new phone data.
8. Wait until the phone data has been downloaded. When the download is completed, you must restart your computer.
9. Click on OK.
10. Restart your computer.

## 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" on page 8-7.
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.



5. Select OK in the COM port dialog box.
6. Select Programs and then Accessories in the Windows Start menu.

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\*HyperTerminal is a trademark of Hilgraeve, Inc.

- In the Accessories drop-down menu, select HyperTerminal. The HyperTerminal dialog box displays.



- 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.
- 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.

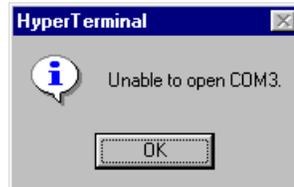


12. In the Connect using: field, click on the down arrow to display a drop-down list of COM ports.
13. Beginning with COM 1, select each COM port incrementally until you find the one that connects to your CALLMASTER VI voice terminal.

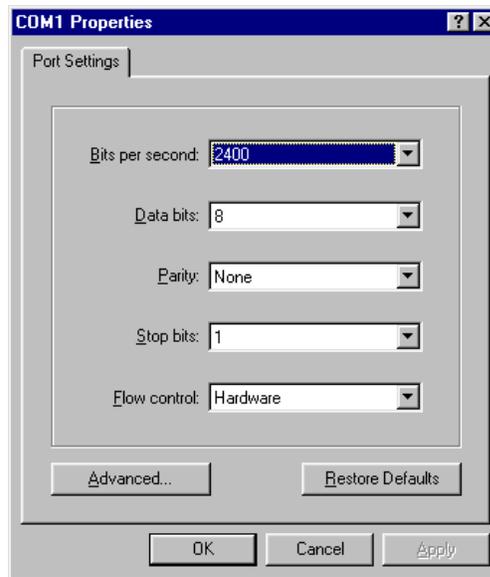
**⇒ NOTE:**

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.

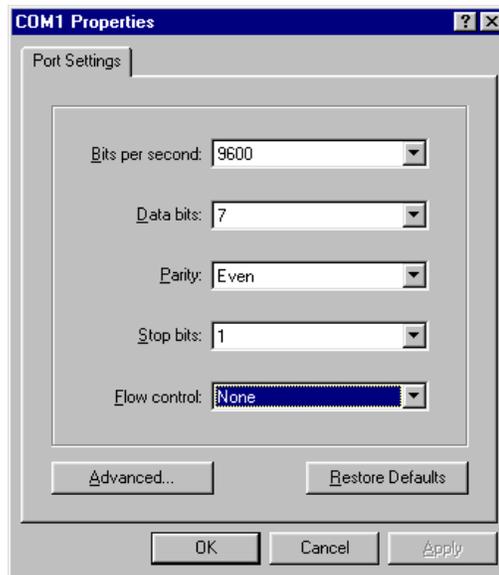


- b. Exit HyperTerminal and restart it before testing the next COM port.
15. If the COM port you selected is one that is being used by your computer, the COM Properties dialog appears.



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:

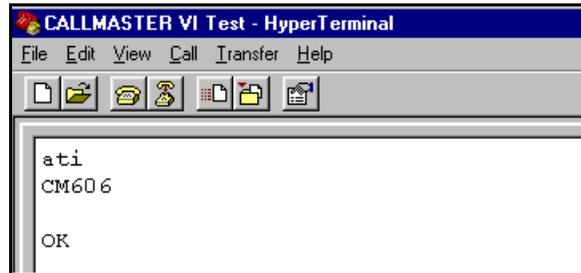


17. Select OK to set your current settings and close the COM Properties dialog box.
18. In the HyperTerminal window, press the Enter key. Then type `ati` and press the Enter key again. (If nothing happens, repeat this step.)

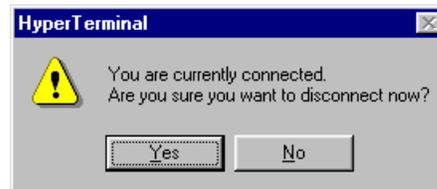
**⇒ NOTE:**

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.

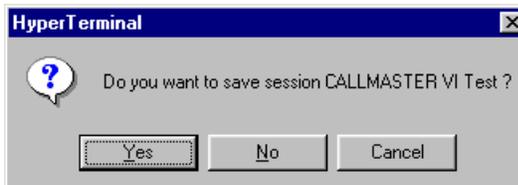
19. The window displays the type of connection that is active, as is shown below:



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

The tables below list error messages that you may encounter while installing CentreVu Agent.

### Install Script Error Messages

These install script errors display the INFORMATION, WARNING, or SEVERE messages. The WARNING errors appear when you are doing an installation to a shared application folder. Only the SEVERE messages result in the termination of the installation. Some of the messages give you the option of a Yes/No response.

**Table 8-1: Information Messages**

Error Message	Corrective Action
Please pick another directory.  <b>NOTE:</b> This message applies to a shared application installation. You will get this message if you answer No to the message, "The <Directory> is read-only but the correct files are there. Continue? Yes/No."	Choose another directory.
Please insert disk # <Disk>.	Insert the disk requested.
Please choose another place to put the files.  <b>NOTE:</b> This message appears if the selected directory does not exist and you do not want it created, or if the selected directory is read-only and the files are not current.	Choose another directory.

Table 8-1: Information Messages (Cont'd)

Error Message	Corrective Action
Install is done. Exiting.	Not applicable.

Table 8-2: Warning Messages

Error Message	Corrective Action
There may not be enough space available on <Disk> containing <Directory(ies)>. There is <DiskSpace> K available. You need <DiskSpaceNeeded> K. Continuing the install may render the system unusable. Please stop and free up some disk space.	Cancel the installation and free up some disk space by deleting older files or files in the <Temp> directory or the recycling bin.
Cannot install onto floppy drive.	Choose a different drive.
Cannot install into directory containing operating system files.	Choose a different directory.
Cannot install to folder that contains the install files.	Choose a different directory.
Cannot install to temporary directory.	Choose a different directory.
<Directory> is read-only.	Deselect the Read-only option in the Properties box.
<Directory> is read-only and the correct files are not there.	Deselect the Read-only option in the Properties box.
The <Directory> is read-only but the correct files are there. Continue? Yes/No.	Choose Yes or No. If No, choose a different directory.

**Table 8-2: Warning Messages (Cont'd)**

<b>Error Message</b>	<b>Corrective Action</b>
<Directory> doesn't exist. Would you like to have it created? Yes/No	Choose Yes or No. If No, you will get the message, "Please choose another place to put the files," listed in Table 8-1; you will need to choose a different directory.
Read-only file <File> needs to be updated. Choose Yes to overwrite, choose No to abort the install.	Choose Yes or No.

**Table 8-3: Severe Messages**

<b>Error Message</b>	<b>Corrective Action</b>
This program runs only on Windows 95/NT 4.0	See your system administrator.
You must have administrator privileges to install this program.	See your system administrator.
Install has detected that CentreVu Agent (or some of its components) is present. Please uninstall before continuing.	Cancel the installation and uninstall the older version of CentreVu Agent.
Install has found an existing PassageWay Service Provider. Please uninstall it before continuing.	Cancel the installation and uninstall the PassageWay Service Provider.
Screen resolution must be at least 640X480.	Change the screen resolution using Control Panel/Display.
Cannot find <Directory> Directory.	Check to make sure you requested the correct drive and/or the correct directory name.

**Table 8-3: Severe Messages (Cont'd)**

Error Message	Corrective Action
Cannot find <File>.	This indicates that the directory containing the install files is corrupted or incomplete. Recopy the CD-ROM.
Source and target directories conflict. Make sure that the target directory is not the same as the source directory.	Make sure that the directory from which the data is obtained (source) is not the same as the directory into which the data is being sent (target).
Unable to create directory. Check the content of the target directory and access privileges to drive and directory.	Make sure that you have the authority to access the drive and/or directory where you want to create the new (sub)directory, or contact your system administrator.
Target file is read-only and cannot be overwritten.	<p>The file that to which you are sending your data is read-only. Deselect the Read-only option in the Properties box.</p> <p>The file is in use by another application or the operating system. Close all applications and restart the computer.</p>

## Setup Error Messages

The Setup.exe program itself may produce error messages if it cannot start properly. In most cases, you will encounter these messages only when a severe error occurs. These error messages appear in message boxes.

**Table 8-4: Setup Error Messages**

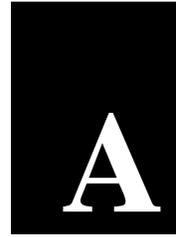
Message	Resolution
Setup is unable to find a hard disk location to store temporary files. Make at least 500KB of free disk space available and then try the installation again.	Check to see that the temporary location is not write protected. Make sure the TEMP file points to a folder location with ample free space.
Setup is unable to find _SETUP.DLL, which is needed to complete the installation. Restart your system, and try again.	Recopy the files from the CD-ROM onto the network. Then restart your computer and run Setup again.  If installing from a CD-ROM or floppy disks, the CD-ROM or floppy disks could be corrupted. See your system administrator.
Setup is unable to locate the script file <setup.ins> that is needed to complete the installation.	Recopy the files from the CD-ROM onto the network. Then restart your computer and run Setup again.  If installing from a CD-ROM or floppy disks, the CD-ROM or floppy disks could be corrupted. See your system administrator.
Insufficient memory available to run Setup. Close all other applications to make more memory available, and try to run Setup again.	If, after closing applications, this message continues to appear, reboot your computer, and try to run Setup again.

Table 8-4: Setup Error Messages (Cont'd)

Message	Resolution
Setup is unable to decompress and copy all the program files needed to proceed with the installation. Contact your software vendor.	Check the TEMP environment variable. Also, make sure there is enough disk space where the TEMP file is located.
Setup is unable to initialize the installation program (install.exe).	Reboot the computer and try again.
Setup was unable to start up the installation program.	<p>Make sure that you have a good copy of Setup.exe on your installation disks. If the Setup.exe file is corrupted, get new installation disks, or see your system administrator.</p> <p>Also, check to see if there is enough space on the target disk.</p>
Setup is unable to copy the installation support file <filename> to a temporary location.	Make sure that there is enough free disk space the TEMP file points to a folder location with ample free space.
Setup is unable to copy the installation support file _SETUP.LIB to a temporary location. Make more space available and try again.	Check to see that enough free space and appropriate write privileges are available.
Setup is unable to expand the installation support file <filename>.	Make sure there is enough free space on the drive that you are using for temporary storage.
Setup has encountered an internal stack overflow error. Close all applications, restart the system, and try the installation again.	If, after closing applications, this message continues to appear, reboot your computer.

**Table 8-4: Setup Error Messages (Cont'd)**

<b>Message</b>	<b>Resolution</b>
Setup has detected that Uninstall Shield is in use. Please close unInstallShield and restart setup.	Close Uninstall Shield, and then run Setup again.



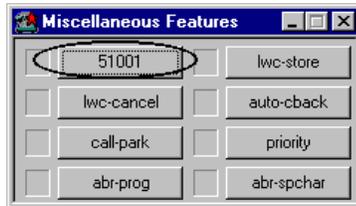
# Button Administration

## How Data Gets Assigned to Callbars

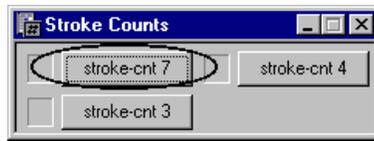
The following list explains how phone data gets assigned to the various CentreVu Agent (CVA) callbars:

1. Phone data is sent to CVA via 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.

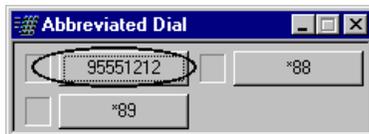
- c. All Bridged Appearances and places them in the third secondary callbar - default label Misc. For example, an administered brdg-appr with an extension of 51001 will be mapped to a button labeled 51001 and will be assigned to the Misc secondary callbar.



- 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.



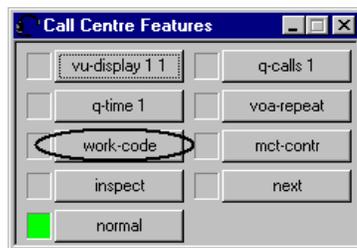
- e. All Abbreviated Dials and places them in the second callbar - default label Abbrv Dial. For example, an administered abrv-dial with an extension of 95551212 will be mapped to a button labeled 95551212 and will be assigned to the Abbrv. Dial secondary callbar.



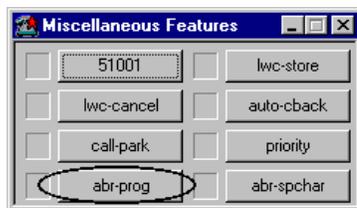
- f. All AUX with Reason Codes and places them in the fifth secondary callbar - default label AUX RC. For example, an administered aux-work with reason code 1 will be mapped to a button labeled aux-work 1 and will be assigned to the AUX RC secondary callbar.



- 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 bar (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.

<b>STATION Form - Page 5 of 6</b> <b>Virtual Buttons with Dual LED (oo)</b>		<b>All features administered on Page 5 will appear in the Misc secondary callbar except for the following:</b> - aux-work with reason code - stroke-cnt - 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).

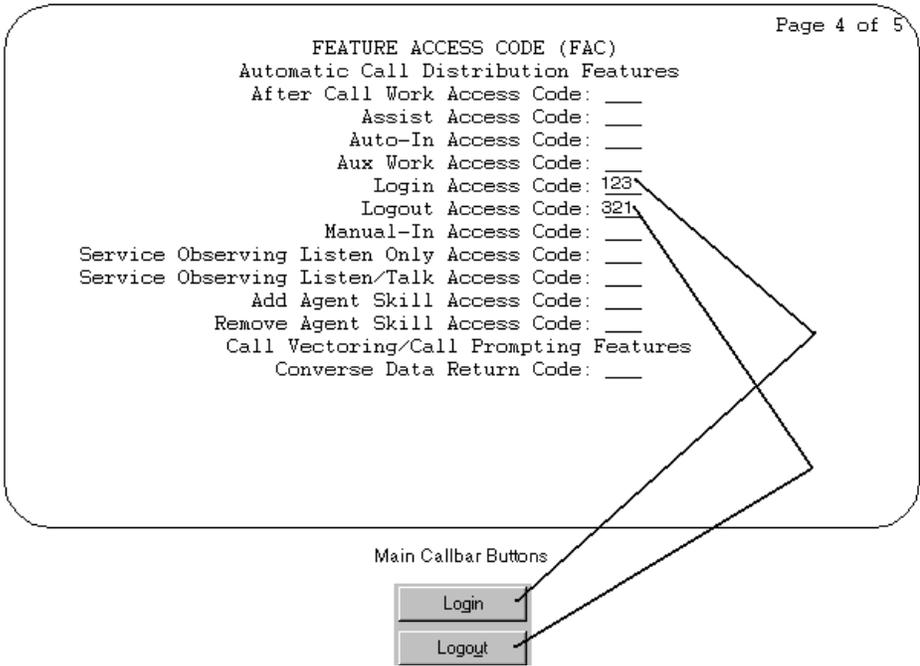
If you choose to create your own callbar configuration, please read Chapter 2, “Instructions for Administering Your CALLMASTER VI Voice Terminal.” Appendix A provides blank station forms (station form pages 3-6) for a 606A1 station type. Use these blank forms to prepare for station administration before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

### Basic Callbar Configuration

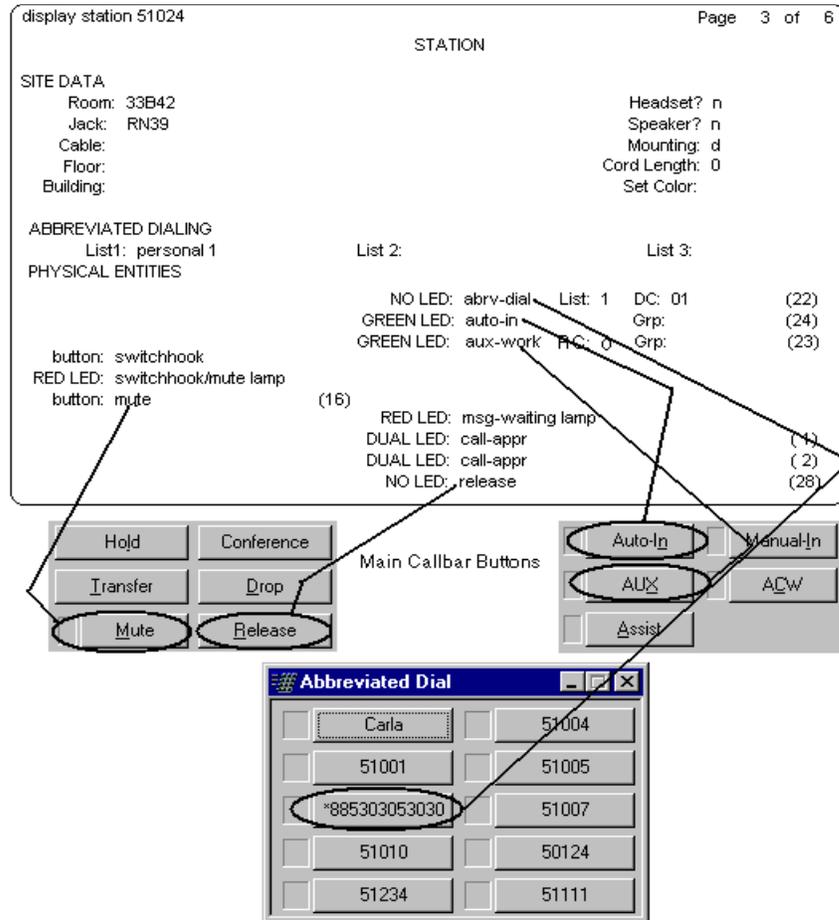
The basic callbar configuration template provides the following telephone functionality:

- Main Callbar: auto-in, aux-work, after-call, assist, release, and 4 call-app
- 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.

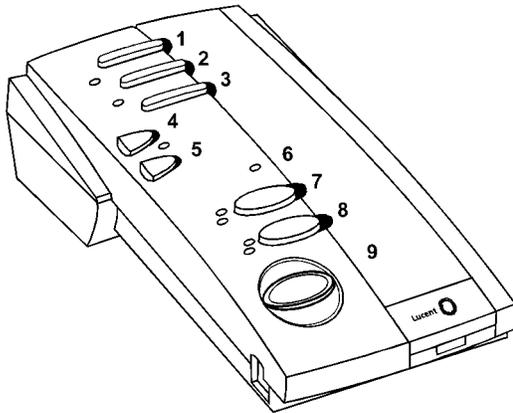


**Figure A-5: FAC Form Page 4 - Administration for Basic Callbar Configuration**



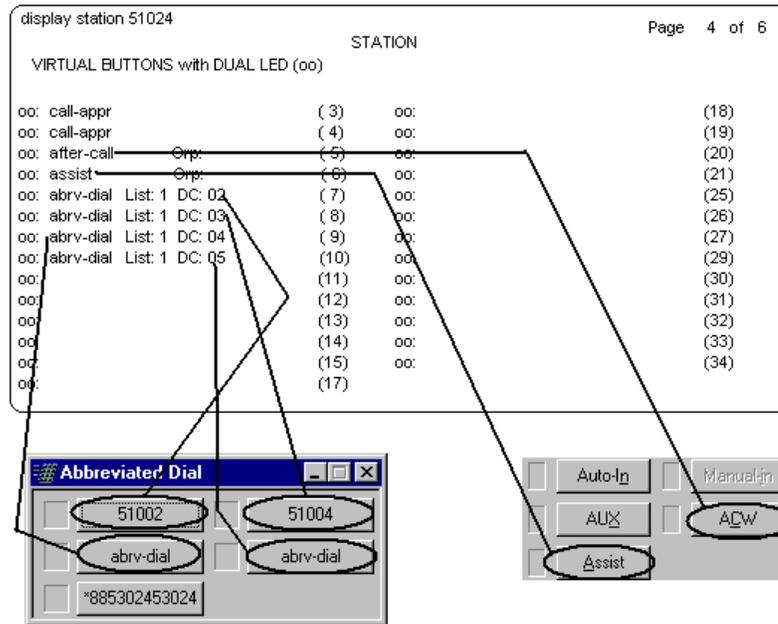
**Figure A-6: Station Form Page 3 - Administration for Basic Callbar Configuration**

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

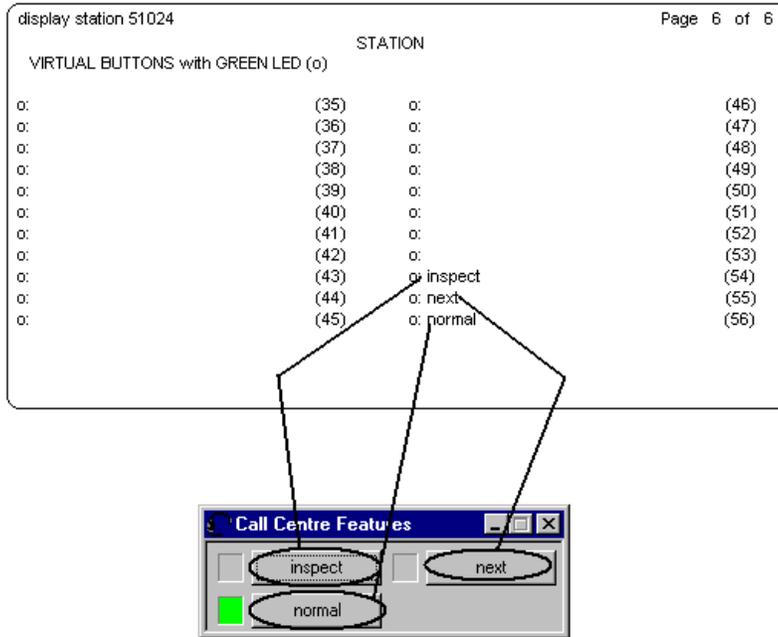


- Button 1: abrv-dial List: 1 DC: 01  
(recommended as Logout)
- Button 2: auto-in Grp:
- Button 3: aux-work RC: Grp:
- Button 4: switchhook  
(headset on/off)
- Button 5: switchhook/mute lamp  
(Mute)
- Lamp 6: msg-waiting lamp  
(Message)
- Button 7: call-appr (required)
- Button 8: call-appr
- Button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

Page 4 of 5

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

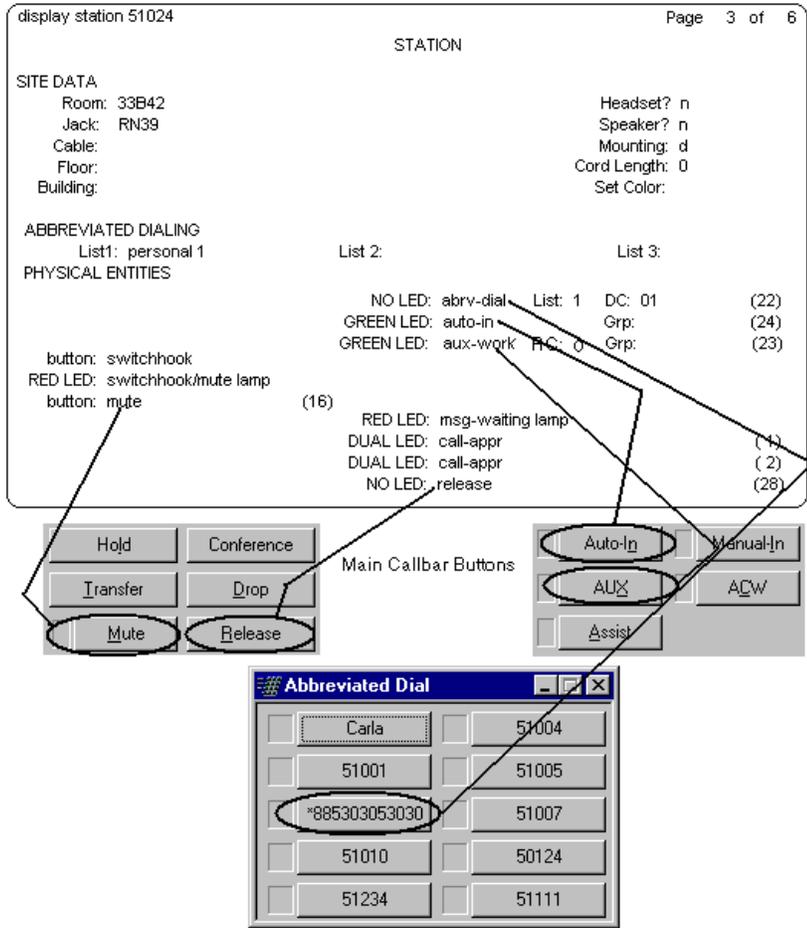
Converse Data Return Code: \_\_\_

Main Callbar Buttons

Login

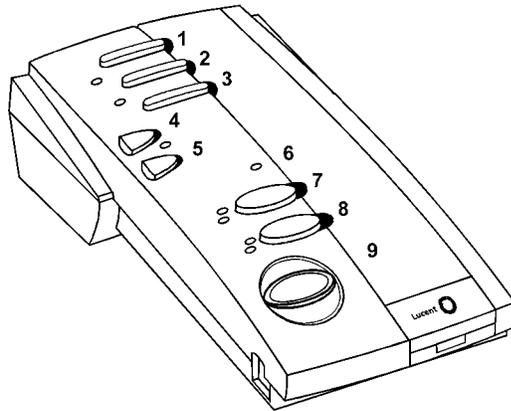
Logout

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



**Figure A-11: Station Form Page 3 - 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**

51002	51004
51001	51005
*885303053030	

Auto-In	Manual-In
AUX	ACW
Assist	

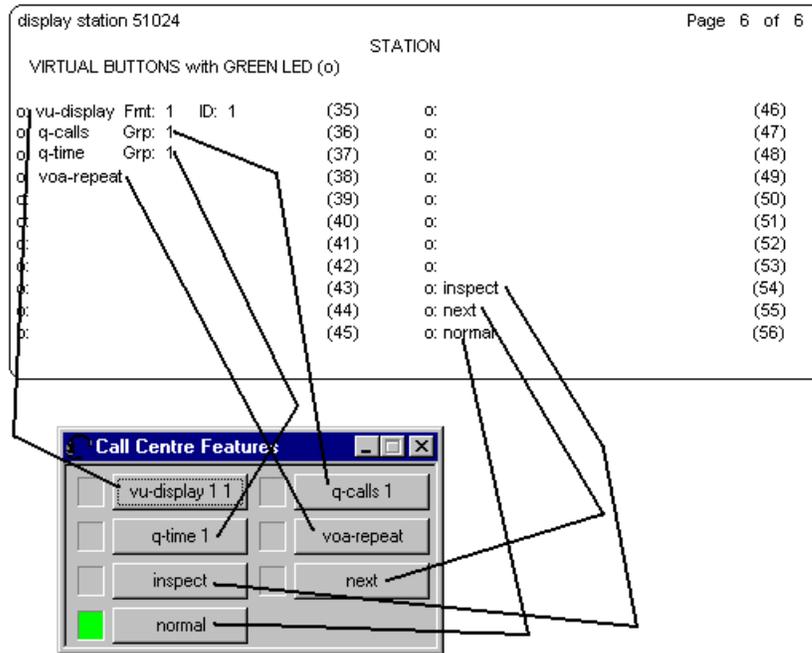
**Stroke Counts**

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-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 abrv-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.

The image shows a terminal window titled "FEATURE ACCESS CODE (FAC)" with "Page 4 of 5" in the top right corner. The window contains a list of features and their corresponding access codes. Two lines, "Login Access Code: 123" and "Logout Access Code: 321", are highlighted with a white background. Below the terminal window, there are two buttons labeled "Login" and "Logout". Arrows point from the "Login" and "Logout" buttons to the corresponding lines in the terminal window.

```
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

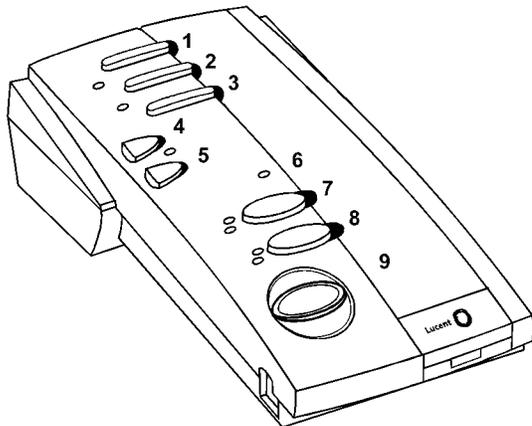
Login

Logout

**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: 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

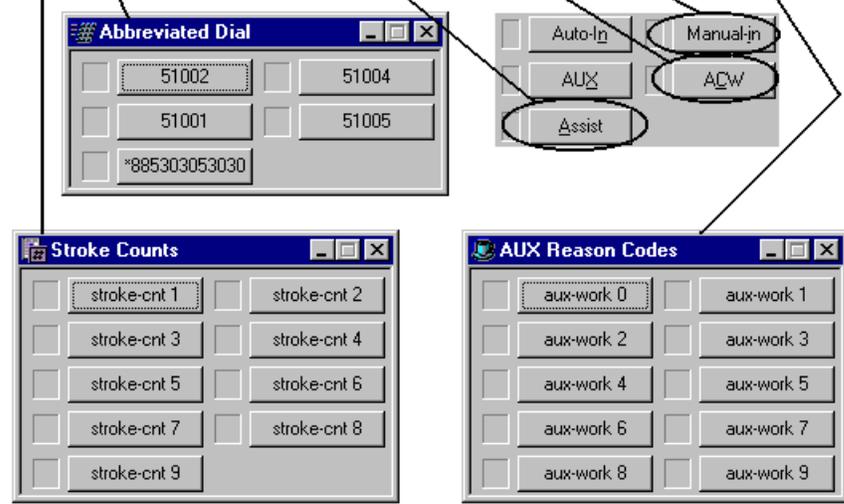
**Figure A-17: Station Form Page 3 - Administration for CALLMASTER VI Voice Terminal Advanced Configuration**

display station 51024 Page 4 of 6

STATION

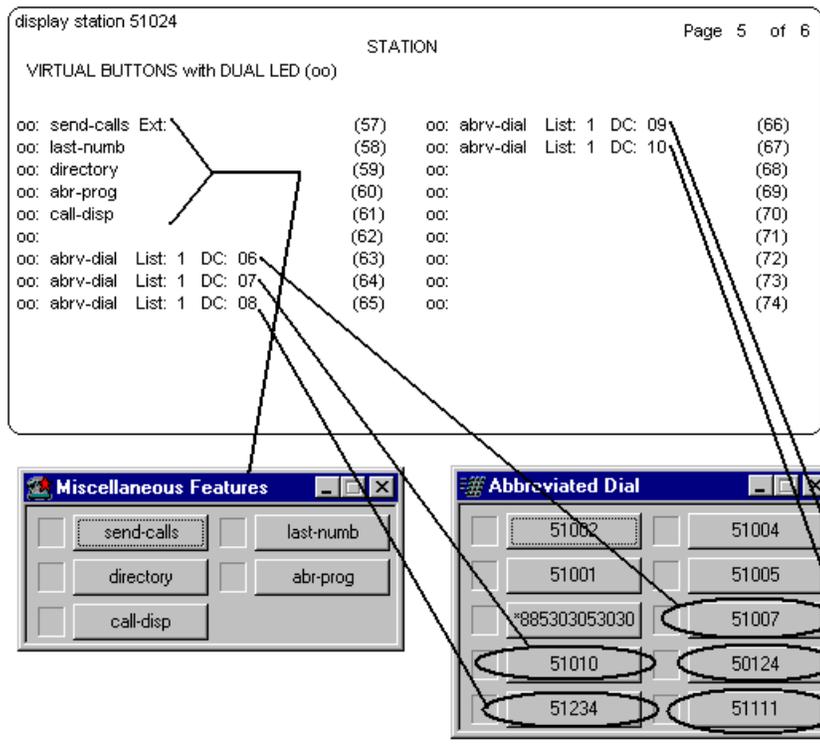
VIRTUAL BUTTONS with DUAL LED (oo)

oo: call-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: storke-cnt	Code: 5	(17)			

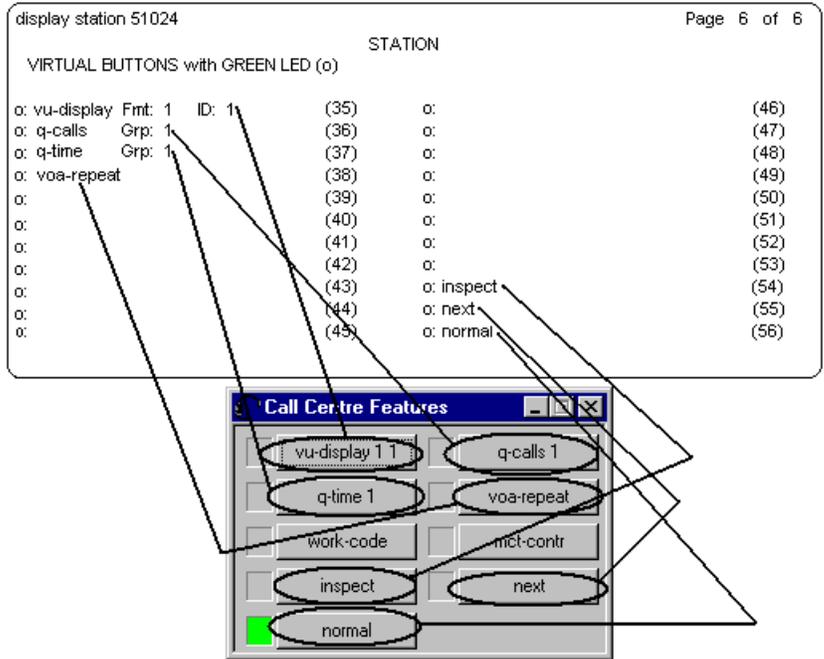


Appendix A

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



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



**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) terminal.

 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 "Assigning Features to Buttons on the Voice Terminal" on page 2-16.

 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 presesignated 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, “Assigning Features to Predesignated Buttons on the Main Callbar” on page 2-23.

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)	

Appendix A

## 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, “Assigning Features to Buttons in Secondary Callbars” on page 2-26.

### 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, “Assigning Features to Buttons in Secondary Callbars” on page 2-26.

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)

Appendix A



# Glossary

606 A1	The <i>DEFINITY</i> 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 Release 6.1 features (for example send all calls, 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).

<i>CALLMASTER VI</i> Voice Terminal	A miniature digital-voice terminal that is controlled by the PC through a serial connection. The <i>CALLMASTER VI</i> voice terminal works in conjunction with the <i>DEFINITY ECS</i> and the <i>CentreVu</i> Agent software. It appears as a feature rich telephone to the <i>DEFINITY ECS</i> , but full functionality is accessible only from the PC. Eight physical buttons are provided on the <i>CALLMASTER VI</i> voice terminal to allow limited use when the connected PC is powered off or experiencing problems.
<i>CentreVu</i> Agent	A <i>Microsoft Windows</i> -based application that provides full-function, agent voice terminal capabilities when used in conjunction with the <i>CALLMASTER VI</i> voice terminal and the <i>DEFINITY ECS</i> .
Client	A single PC that uses <i>CentreVu</i> 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 <i>CALLMASTER VI</i> voice terminal.
Current Window	The user window in which you are currently working.

CVA	<i>See CentreVu Agent.</i>
<i>DEFINITY ECS</i>	<i>DEFINITY</i> Enterprise Communications Server. The <i>DEFINITY ECS</i> 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/or 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 <i>CALLMASTER VI</i> voice terminal to the <i>DEFINITY ECS</i> 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 <i>DEFINITY</i> 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 <i>DEFINITY</i> ECS. Assigned FACs may not be available to all users on <i>DEFINITY</i> ECS, based on his/her class of restrictions and/or whether the feature has been turned on or off in the <i>DEFINITY</i> ECS.
FAC Button	A special <i>CentreVu</i> Agent button that maps assigned feature access codes (on the <i>DEFINITY</i> ECS) to specific buttons that could be placed on a Callbar window. PASTE informs <i>CentreVu</i> Agent if FACs have been assigned. The only FACs used in <i>CentreVu</i> 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 <i>DEFINITY</i> ECS features that could be assigned to a physical extension's button during <i>DEFINITY</i> 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 <i>CentreVu Agent (CVA)</i> 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 via the <i>CALLMASTER VI</i> voice terminal.
PASTE	The PC Application Software Translation Exchange (PASTE) is a <i>DEFINITY ECS</i> feature that uses the <i>CALLMASTER VI DCP</i> terminal to pass <i>DEFINITY ECS</i> software translation information to the <i>CentreVu Agent</i> application.
PASTE FAC	A feature access code that invokes the PASTE feature.
Phone Data	<i>DEFINITY ECS</i> administration information (that is, phone information, line information, display features, and features).
Physical Buttons	Buttons located on your <i>CALLMASTER VI</i> 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.
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 <i>CentreVu</i> 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 <i>DEFINITY</i> 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 <i>CALLMASTER</i> VI voice terminal.
Shortcut	An icon on your computer screen that enables you to select and run an application (for example, <i>Centre Vu</i> 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 <i>Windows</i> taskbar. This menu contains programs and other <i>Windows</i> applications.
Taskbar	The bar that appears by default at the bottom of the <i>Windows</i> 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 ( <i>DEFINITY</i> ECS features) located on the <i>CentreVu</i> 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 <i>CALLMASTER</i> 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.



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