



Carrier VoIP

# m6350 Softclient Installation Guide

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## New in this release

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There have been no updates to the document in this release.

## 6 New in this release

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# Overview

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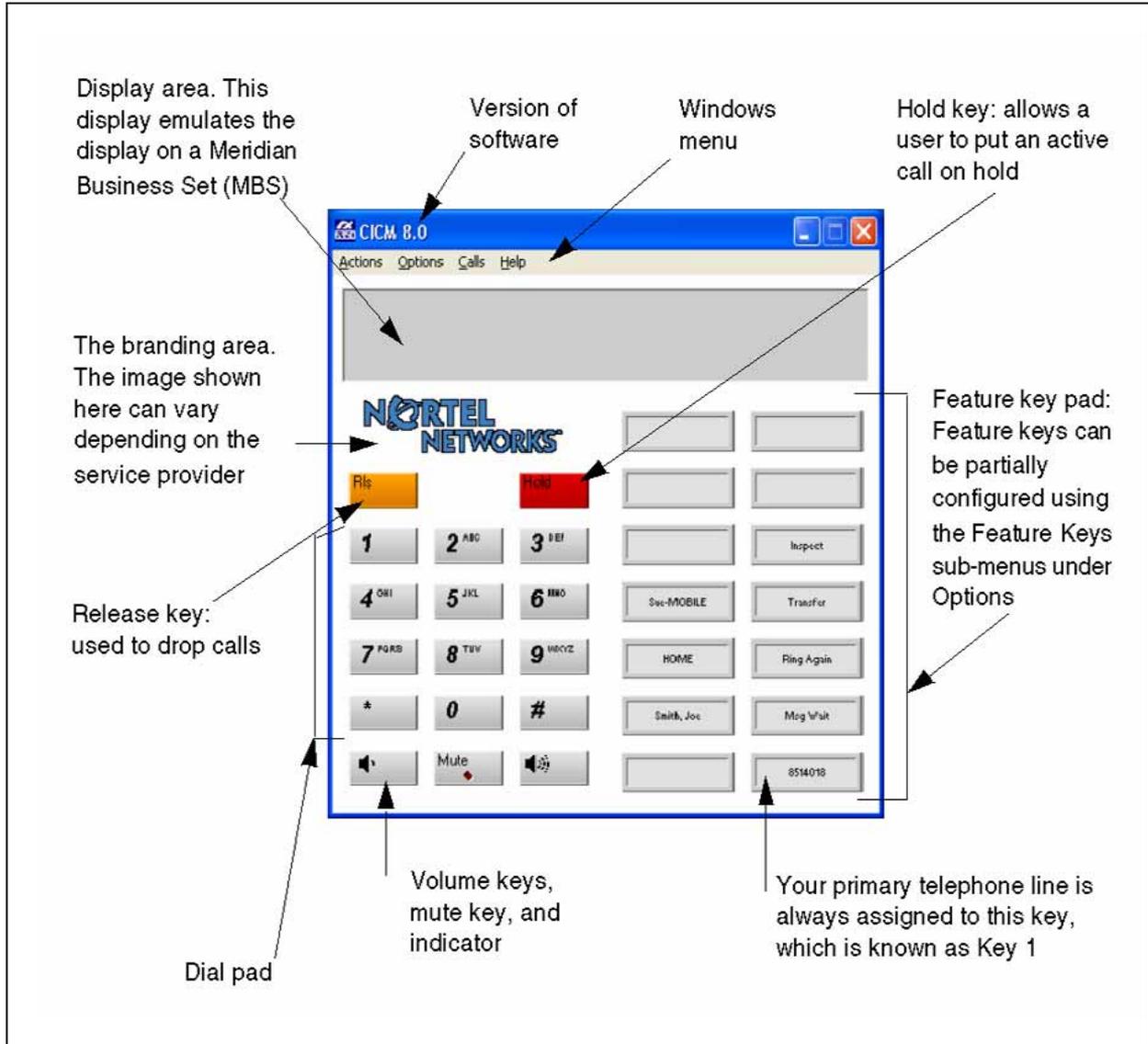
## m6350 SoftClient

The document *m6350 SoftClient Installation Guide* (NN10182-113) describes the installation process for the m6350 SoftClient to be used with the Centrex IP Client Manager (CICM) products. It provides a general high-level view of the user interface and the basic feature set provided by the m6350. It also briefly describes the installation and configuration of the TAPI Service Provider (TSP) which is included with the m6350 SoftClient.

The m6350 SoftClient is a CICM client that is accessed through a desktop personal computer (PC). It supports the same Centrex features as the CICM IP Phone sets, and adds functionality that can only be implemented in a software environment.

The SoftClient user interface is shown in "[SoftClient user interface](#)" (page 8).

**SoftClient user interface**



The feature key template is configured by the service provider. Therefore, your SoftClient template may vary from what appears in this document. "Example of features assigned to keys" (page 8) shows the ones assigned in "SoftClient user interface" (page 8).

**Example of features assigned to keys**

Feature key	Feature key assignment
Key 1	Primary Dialed Number (DN)
Key 2	Message Wait
Key 3	Ring Again

Feature key	Feature key assignment
Key 4	Transfer
Key 5	Inspect
Key 6	Unassigned
Key 7	Unassigned
Key 8	Unassigned
Key 9	Joe Smith (locally provisioned with Joe's directory number)
Key 10	Home number (locally provisioned with SoftClient user's home directory number)
Key 11	Sue's mobile (locally provisioned with the directory number of a mobile phone)
Key 12	Unassigned
Key 13	Unassigned
Key 14	Unassigned

## Functions of the m6350 SoftClient

The m6350 SoftClient provides similar functionality as offered by the Meridian Business Set (MSB) M5216 or M5316 sets. Its feature set includes:

- all basic call capabilities
- Call Server (CS) 2000 feature set and calling display
- on-hook dialing which allows the user to select a line and dial a call without lifting a handset
- a fully customizable background and selectable fonts in the display area
- language selection (available languages may depend on your service provider)
- up to 4 extension modules each containing 11 features keys
- an incoming and outgoing calls viewing capability
- access to the contacts list that is stored on the server
- an online help system.

## System requirements

### Minimum supported configuration

The following represents the minimum system configuration supported by Nortel. Audio quality varies depending on the configuration used:

- Pentium II Personal Computer (PC)
- memory: 64 Mb RAM with pre-Windows 2000 or 128 Mb RAM with Microsoft Windows 2000 or later

- Windows 2000 or Windows XP (the latest Service Pack)
- Windows-compatible full duplex PCI sound card. ISA cards are not supported. You must ensure that you have up-to-date audio card drivers for your operating system. Refer to the Microsoft Hardware Compatibility List located at the Microsoft Web site: [www.microsoft.com](http://www.microsoft.com).
- a good quality handset or headset that ensures that audio levels do not exceed health and safety regulations specified for acoustic shock and that also minimizes cross-talk between microphone and ear-piece. The recommended device is the Nortel Liberation Classic headset.
- IP connection (dial-up, xDSL or Ethernet)
- a screen resolution of 800x600 pixels (1024x768 pixels if all the m6350 SoftClient extension modules are displayed)
- Internet Explorer 5 to allow configuration of server-resident options

### Recommended system configuration

The following represents the recommended system configuration for the m6350 SoftClient:

- a 500 MHz Pentium 4 Personal Computer (PC) or better with at least 128 Mb RAM running Microsoft Windows 2000 or XP
- one of the following USB headset adapters:
  - the Nortel USB Headset Adapter (with PEC NTEX14AA)
  - the Nortel Enhanced USB Headset Adapter (with PEC NTEX14AB)
  - the Nortel Mobile USB Headset Adapter (with PEC NTEX14MA)

- the GN Netcom headset (generally provided with the Nortel NTEX14 adapters)

Note: USB headsets do not require a sound card. PC sound cards are not recommended because they typically do not conform to telephony standards and their audio quality cannot be predicted.

- IP connection (xDSL or Ethernet)
- a screen resolution of at least 800x600 pixels (1024x768 if all the m6350 SoftClient extension modules are displayed)
- Internet Explorer 6 to allow configuration of server-resident options

### Software

The m6350 SoftClient is distributed as a Windows installable kit. This kit is wrapped in a self-extracting executable file. When the kit is opened, an installation wizard guides the user through the installation process.

The m6350 SoftClient software is distributed online. See the Release Notes document from your latest Centrex IP Client Manager (CICM) release for instructions on how to download it to a PC.

Beginning with release SN09, the m6350 SoftClient software application is independent of the CICM software release. The latest version of the application applies to all CICM platforms (for example, in VoIP and TDM).

## Online help

The m6350 SoftClient contains a comprehensive online help menu which describes the components of the interface and the features it provides. To access online help select **Help > Help Topics** in the Windows menu.

In addition, at anytime while the m6350 SoftClient interface is in focus, you can invoke the Help information as follows:

- Press F1 to display the help menu.
- When the mouse pointer is over an area of the m6350 SoftClient interface, press Shift+F1.
- When the mouse pointer is over a *menu* item, press F1.
- When a dialog is displayed, F1 displays associated help if it exists.

## TAPI compliance

The m6350 SoftClient can also be used with third-party software that adheres to the Microsoft TAPI 2.1 standard. The TAPI Service Provider (TSP), provided by Magnetic North, is a separate component that provides access to the m6350 SoftClient from Windows applications such as Outlook. Details on how to use the TSP can be found in these sections:

- ["Installing the TAPI Service Provider" \(page 20\)](#)
- ["Configuring the TAPI service provider" \(page 44\)](#)
- ["Uninstalling the TAPI Service Provider" \(page 21\)](#)



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## Kit installation

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The m6350 SoftClient software is distributed and accessed online as a Windows installable kit.

The installation kit image is self-extracting. To install the m6350 SoftClient software, double-click the icon of the kit file. Following a successful installation, a shortcut icon **m6350** appears on your desktop. This can be used to run the software at any time.

Note: To install the m6350 SoftClient on Windows 2000 or XP, you require administrator privileges on your computer.

### Navigation

- ["Installing the m6350 SoftClient" \(page 13\)](#)
- ["Running the configuration wizard" \(page 15\)](#)
- ["Uninstalling the m6350 SoftClient" \(page 19\)](#)
- ["Upgrading the m6350 SoftClient" \(page 20\)](#)

### Installing the m6350 SoftClient

The procedure for installing the software is as follows.

If the m6350 SoftClient has been previously installed, see ["Uninstalling the m6350 SoftClient" \(page 19\)](#) and ["Upgrading the m6350 SoftClient" \(page 20\)](#).

Step	Action
1	Download the m6350 SoftClient installer file to your PC. <ol style="list-style-type: none"> <li>a. Click the hyperlink to the online install kit.</li> <li>b. Save the file called m6350_setup.exe to your desktop.</li> </ol>
2	Run the m6350 SoftClient installer by double-clicking the file m6350_setup.exe.
3	Click <b>Next</b> on the Welcome screen. <i>It will take several moments for the setup files to be unpacked.</i>

- 4 When the dialog box appears, select a language for the installation of the m6350 SoftClient.
- 5 Click **Ok**.

*After the setup files have been extracted, the Setup program will be run.*

*At this point, the Setup sequence will check your system to ensure that the prerequisite versions of the required Windows components have been installed on your machine.*

*If you are using the recommended system configuration, you will not have any issues.*
- 6 If you are using older systems, the installation may prompt you to install new Windows software components. Follow the prompted instructions.
- 7 To begin the installation process, click **Next**.
- 8 Read the terms and conditions of the software licensing agreement and click **Yes** to continue the installation process.
- 9 Perform one of these actions:
  - Click **Next** to accept the default destination location for the m6350 SoftClient software.

The default destination for the m6350 SoftClient software will be in the system drive under \Program Files\Nortel Networks\CentrexIP.
  - Browse your hard drive to select an alternate destination folder and then click **Next**.
- 10 Perform one of these actions:
  - Click **Next** to select the default destination folder within your Start\Programs menu tree for the shortcut to the CentrexIP application group.
  - Specify an alternate folder by typing the name of the new folder under Program Folders or by selecting an existing folder from the list and then click **Next**.
- 11 Click **Next** to copy the program files to the selected destination folder on your hard drive.

*This process will take several moments to complete.*
- 12 Click **Finish** to exit the installation procedure.

*You will not be able to use the software until you have successfully configured the m6350 SoftClient using the Configuration Wizard. The m6350 SoftClient Configuration Wizard is described in "Running the configuration wizard" (page 15).*

*By default, the README file and the configure boxes will be checked. Leave the boxes checked.*

*The m6350 SoftClient software has now been installed. The m6350 SoftClient icon appears on your desktop. You can double-click the icon to run the software at any time.*

*The m6350 SoftClient Configuration Wizard welcome screen and the README text file appears at this time.*

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—End—

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## Running the configuration wizard

The m6350 SoftClient Configuration Wizard is used to:

- select the preferred language
- configure server settings and your PC's network connection
- select and tune audio devices

The first time you run the m6350 SoftClient installation, it is necessary to provide the Configuration Wizard with the correct server settings, as supplied by your system administrator. The audio settings will also need to be configured to match the hardware available on your machine.

At any time during normal operation you may also use the Configuration Wizard should you wish to adjust any of these settings.

Follow this procedure to run the m6350 SoftClient configuration wizard:

Step	Action
1	Perform one of these actions to access and configure the m6350 SoftClient: <ul style="list-style-type: none"> <li>• From step 13 of "<a href="#">Installing the m6350 SoftClient</a>" (page 13), check <i>I would like to configure the m6350</i> and click <b>Finish</b>.</li> <li>• Anytime after the m6350 SoftClient has been installed, open the Start menu and click <b>Start &gt; Settings &gt; Control Panel &gt; m6350</b>.</li> </ul> <p><i>The Welcome screen appears.</i></p>
2	Select the appropriate language from the pull-down menu, then click on <b>Next</b> .

Press **Reset config** to set the m6350 SoftClient settings back to the defaults.

- 3 Select the appropriate language from the pull-down menu.

- 4 Click **Next**.

*The field **My location** appears on the screen when E911 is configured for CICM. Refer to CICM Basics (NN10044-111) for the description of how E911 operates with CICM.*

- 5 Enter the IP addresses for your server.

*Your system administrator will either provide the correct server addresses or tell you to check the box **Automatic Server Selection**. The server addresses can be identical. The **Selection** box indicates that your server addresses are provided by the DHCP service on your network.*

*If your computer has more than one network interface adapter (card), you can select the one that should be used to make the network connection to the server. When you do not know which adapter to use, select **Use any host adapter**.*

- 6 Click **Next** to continue.

- 7 Select the appropriate audio devices for your headset, microphone, and ringer.

*The sound cards or USB headset adapters that are available on your PC will be listed in the pick-lists. Where an audio device has both a Direct Sound device driver and a standard wave drive, it is recommended that you select the Direct Sound driver.*

- 8 Click **Next**.

- 9 Test your headset playback volume and adjust the volume level manually with the slider and select **Speaker Boost** as required.

*When you have more than one audio device and have selected a different device to play ringing tones, a tuning page is displayed for the ringing device. Tune that device in the same way you tune a headset.*

*When your PC has only one sound playback device, ringing and alerting tones will be played through your headset.*

*See "[Set playback volume](#)" (page 18).*

- 10 Click **Next**.

- 11** Test your microphone and microphone volume level as instructed by adjusting the record volume manually using the slider, or clicking on **Auto-adjust** to have the wizard do it automatically for you.

*Some USB headsets have a fixed microphone gain and changing the gain with the slider control has no effect.*

- 12** Click **Next**.

- 13** Perform one of the following actions:

- If the m6350 SoftClient is not using UNISlim, click **Non-secure**.
- For details regarding the **Secure Level** setting, refer to the UNISlim security feature in *CICM Basics* (NN10044-111).

*The page Security Setup configures security settings which protect the communication path between your m6350 SoftClient set and the call server that is providing your phone service. In most cases you will not have to modify this page as your m6350 client should be pre-configured with the proper security settings. However, if you have been provided a security configuration by your administrator, that is, a fingerprint, use Secure. If you are not sure, leave the setting at Nonsecure. If you experience difficulties when attempting to connect to the call server, contact your service provider administrator to ensure that your client (phone) is configured with the proper security settings.*

- 14** After you have configured the m6350 SoftClient, click **Finish** to save the settings and exit the Configuration Wizard.

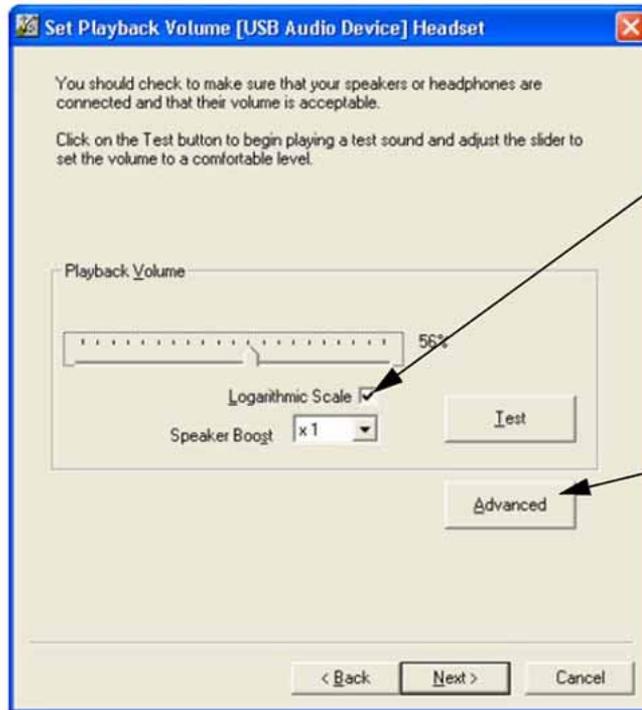
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—End—

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## Procedure job aid

### Set playback volume



Check this box if the volume in your headset does not increase or decrease linearly when the slider is adjusted.

Do not use this button unless instructed to do so by your system administrator.

### Set recording gain



Check this box if the recording gain in your microphone does not increase/decrease linearly when the slider is adjusted (this is usually the same as speaker output).

## Uninstalling the m6350 SoftClient

When you run the installer program while the m6350 has already been installed, it assumes you wish to uninstall the software. You will be prompted for confirmation.

When you choose to remove the software, the m6350 SoftClient will be removed completely from the system. This will include all desktop entries that were made during installation.

Uninstalling the m6350 SoftClient will not remove the user's current settings. These settings will be applicable if the m6350 SoftClient is reinstalled.

Note: The m6350 SoftClient can also be uninstalled using the Add/Remove Programs feature in the Windows Control panel. This does not require the installation kit to be available.

Before uninstalling the m6350 SoftClient, it is recommended that you first uninstall the TAPI Service Provider (TSP) if you have been using it. Instructions on uninstalling the TSP can be found in "[Uninstalling the TAPI Service Provider](#)" (page 21).

Follow this procedure to remove the m6350 SoftClient using the installation kit:

Step	Action
1	Ensure that the m6350 SoftClient is logged out and closed.
2	Follow steps 1 to 5 in the " <a href="#">Installing the m6350 SoftClient</a> " (page 13) procedure. <i>A screen will appear with three options.</i>
3	Click <b>Remove</b> to uninstall the m6350 SoftClient. <i>A confirmation dialog box appears.</i>
4	Click <b>Ok</b> to continue. <i>A screen appears while the files are being deleted. It will take several minutes for the software is being removed.</i> <i>A screen appears indicating that the m6350 SoftClient has been successfully removed.</i>
5	Click <b>Finish</b> to complete the process. <i>The m6350 SoftClient has been successfully removed.</i>
—End—	

## Upgrading the m6350 SoftClient

To upgrade to a newer version of software, you must uninstall the existing version, as described in "Uninstalling the m6350 SoftClient" (page 19) and install the new version, as described in "Installing the m6350 SoftClient" (page 13). Your previous settings are automatically applied to the newer version.

## Installing the TAPI Service Provider

If the m6350 TAPI Service Provider (TSP) is used, it is highly recommended that you upgrade to the version of the m6350 TSP provided, along with the m6350 SoftClient installation kit. Any known problems with older versions will be avoided.

The m6350 SoftClient supports clients that adhere to the Microsoft Telephony API (version 2.1). TAPI enables a telephony card or phone system to understand commands from the application through the operating system.

Note: It is imperative that the m6350 SoftClient software be installed before installing the TAPI service provider (TSP).

Follow this procedure to install the TSP:

Step	Action
1	Run the TSP executable by double-clicking the <b>m6350_tsp_setup</b> icon.
2	Select the appropriate language and click <b>Ok</b> . <i>A Welcome screen appears.</i>
3	Click <b>Next</b> . <i>The Release Notes will then be displayed.</i>
4	Read the notes and click <b>Next</b> . <i>The Start Installation screen will appear.</i>
5	Click <b>Next</b> to begin the installation. <i>The Installation Complete screen appears when the TSP has been successfully installed.</i>
6	Click <b>Finish</b> . <i>You will be prompted to restart your computer.</i>
7	Click <b>Ok</b> <i>The m6350 SoftClient can then be used with your chosen TAPI client.</i>

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—End—

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## Uninstalling the TAPI Service Provider

Follow this procedure to uninstall the TAPI Service Provider (TSP).

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Step	Action
1	Shut down the m6350 SoftClient and TSP clients.
2	Click <b>Add/Remove Programs</b> from the Windows Control Panel.
3	Go to the m6350 TAPI Service Provider and click <b>Add/Remove</b> . <i>The Select Uninstall Method screen appears.</i>
4	Perform one of these actions: <ul style="list-style-type: none"><li>• To choose how the TSP will be removed, click <b>Custom</b>.</li><li>• Click <b>Automatic</b>.</li></ul>
5	Click <b>Next</b> to continue. <i>The Perform Uninstall window appears.</i>
6	Click <b>Finish</b> to uninstall the TSP.
7	Click <b>Ok</b> to reboot your computer. <i>The TSP is uninstalled.</i>

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—End—

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# Getting started

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## Logging on

Follow this procedure to log on to the m6350 SoftClient.

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Step	Action
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- |   |   |
|---|---|
| 1 | Perform one of these actions: <ul style="list-style-type: none"><li>• Double-click the m6350 SoftClient icon on your desktop.</li><li>• From the Start menu, select <b>Programs &gt; CentrexIP &gt; m6350 Client</b>.</li></ul> |
|---|---|

*A Login dialog box appears.*

*The Login dialog box will also be displayed if you are using a TAPI client.*

- |   |  |
|---|--|
| 2 | Enter your Username and Password. <p><i>Your username and initial password will be provided by your system administrator. It is recommended that you change this password when you log in for the first time and periodically during normal operation. See "Changing your password" (page 24).</i></p> |
| 3 | Click <b>Ok</b> . <p><i>The m6350 SoftClient interface appears. See "m6350 user interface" (page 24).</i></p>  |

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—End—

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## Procedure job aid

m6350 user interface



## Changing your password

Follow this procedure to change your password.

The first time you use the m6350 SoftClient, you will log on using a password that was provided to you by your system administrator. It is recommended that you change this password when you log in for the first time and periodically during normal operation.

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### Step Action

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- 1 On the menu bar, select **Options > Change Password**.  
*The Change Password dialog box appears.*
- 2 Enter your old and new passwords.  
*Passwords can only be numeric digits and must contain between four and 15 characters.*
- 3 Click **Ok**.  
*A dialog box appears confirming that your password has been changed.*

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—End—

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## Making a call

Follow this procedure to make a call.

The m6350 SoftClient is used to make and answer calls in virtually the same way as a traditional telephone.

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Step	Action
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- |   |   |
|---|---|
| 1 | Perform one of these actions to get a dial tone: <ul style="list-style-type: none"> <li>• Click the feature <b>Key 1</b> button.<br/>The default DN key is the feature Key 1.</li> <li>• Press the <b>space bar</b>.<br/>You will hear a dial tone.</li> </ul>  |
| 2 | Perform one of these actions to dial the number: <ul style="list-style-type: none"> <li>• Use the mouse to select the number keys on the interface.</li> <li>• Use the computer keypad.</li> <li>• Use the computer keyboard.<br/>Letters on your keyboard are converted to numbers by the same convention used on a standard telephone.</li> <li>• From the menu, choose <b>Actions &gt; Pre-Dialer</b>, type the number in the <b>String to Dial</b> field, and press <b>Dial</b>.</li> </ul> |

*The number is dialed.*

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—End—

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## Using predial

Follow this procedure to make a call using predial.

Predial is used to enter and edit a dialled number before applying that number to a line or a feature. This allows you to correct typing errors without having to close and restart a dialling sequence.

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Step	Action
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- |   |  |
|---|--|
| 1 | Perform one of these actions: <ul style="list-style-type: none"> <li>• In the Windows menu bar, select <b>Action &gt; Pre-Dialer</b>.</li> <li>• Press <b>Ctrl+D</b>.</li> </ul> |
|---|--|

*The Pre-Dialer dialog box will appear.*

- 2 Enter the number you wish to dial In the **String to Dial** field.  
*The Pre-Dialer dialog box supports standard Windows functionality for cutting, copying, and pasting. Any telephone number may be pasted from other locations into the **String to Dial** field.*
- 3 Select the line you wish to dial out on from the **Apply to Key** pick-list.  
*Pre-dial uses key 1 as the default. Other options available in the pick-list correspond to features provisioned against your terminal.  
To apply pre-dial to a feature key, select the feature key to which to apply predial.*
- 4 Click **Dial**.  
*If you have selected a Directory Number (DN) key, the call will now be dialled.*
- 5 Perform one of these actions to end the call:
  - Click the Release key on the m6350 SoftClient.
  - Press **Esc** on your keyboard.
  - Press **Delete** on your keyboard.

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—End—

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## Answering a call

An incoming call causes the appropriate feature key on the m6350 SoftClient to flash. You will be informed of the call in one of the following ways:

- An Incoming call pop-up notification. See "[Answering a call using incoming call notification](#)" (page 27).
- If the **System beep on Ring** on the Wave Audio Selection page of the Configuration Wizard is selected, you will be informed by an alert tone through the PC speaker, in addition to any ringing tone sent by the phone network. See "[Answering a call using an alert tone](#)" (page 28).

The display may show one of the following, depending on how your telephone line has been provisioned:

- the caller's name and number
- the caller's number only
- the caller's name only
- an indication that the caller's details have been withheld
- a blank display

## Answering a call using incoming call notification

When a pop-up notification informs you of an incoming call, use the following procedure to answer the call.

See "Incoming call notification" (page 28).

Answer the call as follows.

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Step	Action
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**1** In the **Incoming Call** dialog box, select **Answer**.

**2** Perform one of these actions to end the call:

- Click the Release key on the m6350 SoftClient.
- Press the **Esc** key on your keyboard.
- Press the **Delete** key on your keyboard.

To ignore the incoming call, select **Dismiss** in the **Incoming Call** dialog box. Selecting **Dismiss** will cause the call to continue ringing until either the caller goes on hook or, if the line has been provisioned to do so, the call is diverted to voice mail or a second line.

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—End—

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## Procedure job aid

### Incoming call notification



### Answering a call using an alert tone

If you have chosen to be informed of an incoming call by means of an Audible Alert, you will be made aware of an incoming call by a buzzing tone heard through your PC speaker.

Note: Some PCs route the PC speaker output through the soundcard mixer rather than directly to a separate speaker. This is particularly common on laptop PCs. In such cases, the audible alerting may not operate (where there is an incoming call on a secondary line whilst the primary line is in use for example).

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Select the incoming call key.<br><i>The key flashes during an incoming call.</i>                                       |
| 2 | To end the call, click the Release key on the m6350 SoftClient, or press <b>Esc</b> or <b>Delete</b> on your keyboard. |

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—End—

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## Using call hold

Follow this procedure to put a call on hold.

The Hold feature allows you to suspend a call without terminating it.

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Step	Action
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- 1 To put the call on hold, press **Hold**.  
*The call is suspended. The DN key flashes while a call is held.*
- 2 Press the flashing DN key.  
*The call is active again.*

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—End—

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## Forwarding a call

Follow this procedure to forward calls to another number when you are away from your desk.

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Step	Action
------	--------

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- 1 On the m6350 SoftClient, click **Forward**.  
*The Forward key flashes.*
- 2 Enter the number of the forwarding destination.
- 3 Press **Forward** again.  
*The Forward key is highlighted.*
- 4 To turn off call forward, press **Forward**.  
*The Forward key will no longer be highlighted.*

---

—End—

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## Using message waiting

The m6350 SoftClient will inform you when you have new messages waiting by:

- lighting the **Msg Wait** key

- displaying **Message(s) Waiting** in the m6350 SoftClient title bar

Follow this procedure to check waiting messages.

Step	Action
1	Perform one of these actions: <ul style="list-style-type: none"> <li>• Enter the phone number for your voice mail provider.</li> <li>• If your m6350 SoftClient has been configured to do so, press <b>Msg Wait</b>.</li> </ul>
2	Review your messages.
3	Perform one of these actions to end the call: <ul style="list-style-type: none"> <li>• Press <b>Release</b> on the m6350 SoftClient.</li> <li>• Press <b>Esc</b> or <b>Delete</b> on your keyboard.</li> </ul>
4	To check for missed calls. <ol style="list-style-type: none"> <li>Refresh your Inbox contents by clicking <b>Calls &gt; Update All</b>.  <i>A dialogue appears showing the progress that the m6350 SoftClient is making in updating the Inbox and Outbox information from the server. When the process is complete, the Missed calls indication on the m6350 SoftClient title bar disappears.</i></li> <li>Check your Inbox by clicking <b>Calls &gt; Inbox</b>.  <i>When the new messages have been reviewed, the <b>Msg Wait</b> key will no longer be lit and the m6350 SoftClient title bar will return to normal.</i></li> </ol>

—End—

## Extension Modules

Extension Modules have eleven feature keys each. These keys function exactly the same as the feature keys on the main set. The m6350 SoftClient can be provisioned to have either zero, two, or four Extension Modules.

When you start the m6350 SoftClient after a fresh installation, any Extension Modules you have provisioned against your line will default to hidden. They may be shown using the pick-list (Options > Extension Modules) or the keyboard accelerators. More information can be found using the m6350 SoftClient help system.

The availability of this functionality is dependent upon your service provider.

---

## Branding the SoftClient

---

This section describes how to brand the m6350 SoftClient user interface. The m6350 SoftClient is a component of the Centrex IP Client Manager (CICM) products. Some of the SoftClient components that can be customized are:

- the installation splash and welcome screens
- the product license file
- the location of the SoftClient software and its associated desktop shortcuts
- the appearance of the SoftClient user interface

The parameters which have been branded are shown in the SoftClient instead of the Nortel defaults. However, it is not necessary to brand each parameter or component that is available. If a customer does not supply a customization parameter, the CICM equivalent is used instead.

The product version numbering scheme and the About dialog box cannot be branded, and reflect the values provided by Nortel.

### Navigation

- ["Introduction to the branding kit" \(page 31\)](#)
- ["Branding information" \(page 36\)](#)

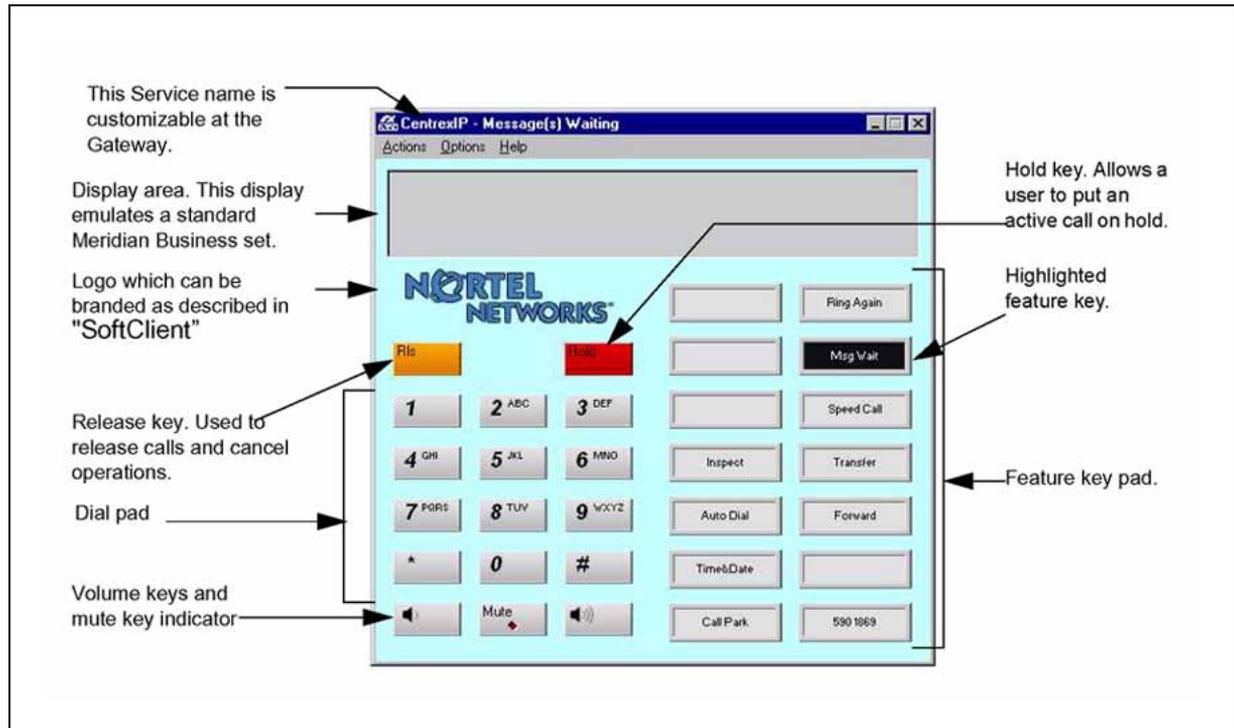
### Introduction to the branding kit

The m6350 SoftClient Brander enables service providers to have a consistent look-and-feel to products in a network.

The m6350 SoftClient software supports using Windows XP or earlier as the operating system for your computer.

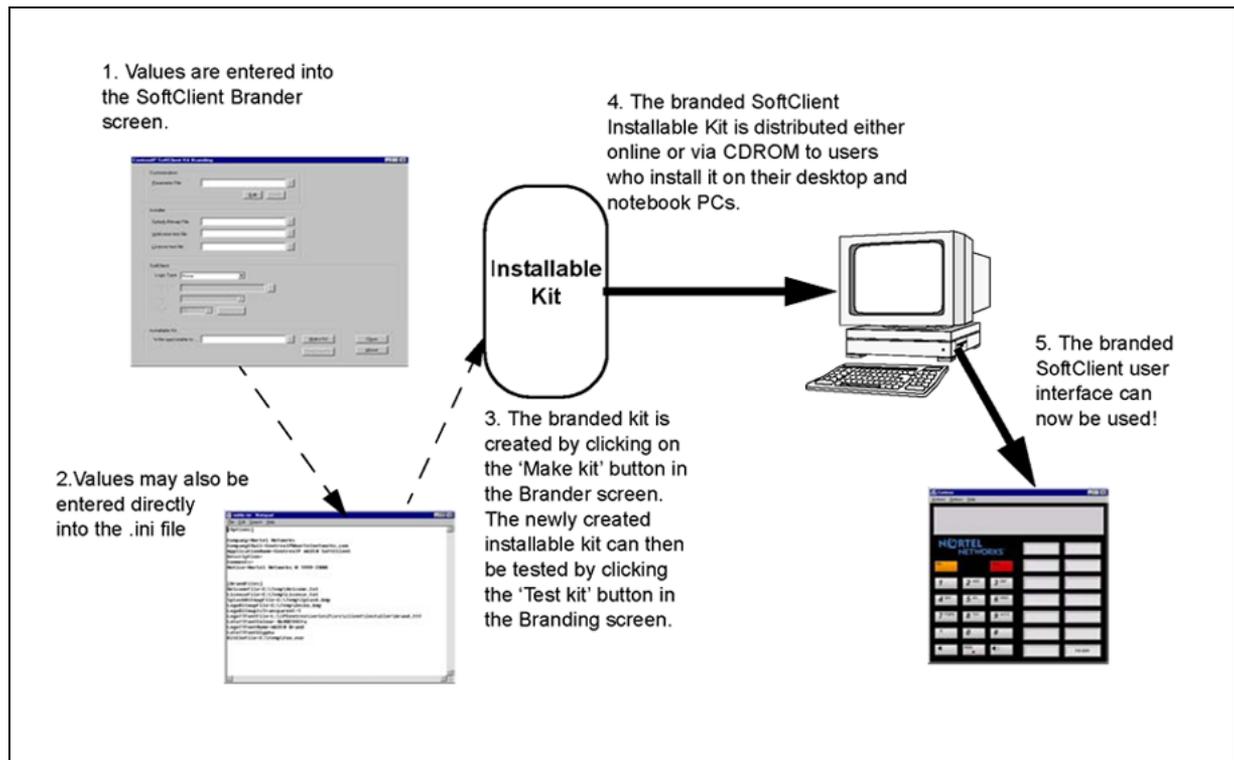
The m6350 SoftClient user interface is shown in "The SoftClient user interface" (page 32). The user interface can be configured to reflect a customer specific brand by using the m6350 SoftClient Brander. Likewise, many of the screens which appear in the installation sequence can be customized.

**The SoftClient user interface**



"The SoftClient branding process" (page 33) shows the steps involved in branding the SoftClient. The process is described in "Branding information" (page 36).

## The SoftClient branding process



### Software distribution

The m6350 SoftClient Branding Kit comes as a single Windows executable and is distributed online from the Nortel Web site: [www.nortel.com](http://www.nortel.com). Navigate the following path: Technical Support > Support and Training > Centrex IP Client Manager > Software.

Download the most recent version.

### Branding sequence

The procedure "[Branding the m6350 SoftClient](#)" (page 33) indicates how to customize the installable SoftClient kit.

### Branding the m6350 SoftClient

Follow this procedure to customize the installable SoftClient kit.

Perform these steps using the PC that has the m6350 SoftClient software installed.

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Run the SoftClient Brander by double-clicking on the SoftClient Brander icon, <i>m6350_brander.exe</i> . |
|---|--|

*Two xcreens will appear to indicate the different components that can be branded. See "SoftClient branding kit, part 1" (page 35) and "SoftClient branding kit, part 2" (page 36).*

- 2** Enter the branding parameters.

*The main areas of the branding interface in the figure are described in "Branding information" (page 36).*

- 3** When all branding parameters have been specified, select the **Make Kit** button to create the SoftClient kit.

*When the installation kit is built, a final confirmation dialog box appears.*

- 4** Press **Ok**.

- 5** Select the **Test Kit** button to test the customized kit.

*The installation process will be initiated.*

- 6** Select **Close** when you have completed the customization to your satisfaction.

---

—End—

---

SoftClient branding kit, part 1

The Customization Parameter File is discussed in "Customization".

Specify the image displayed when the installation files are unpacking. (Step 5)

Specify the secure signaling path to and from the SoftClient using encryption.

Specify the text file or .rtf file displayed upon executing the install kit. (Step 2)

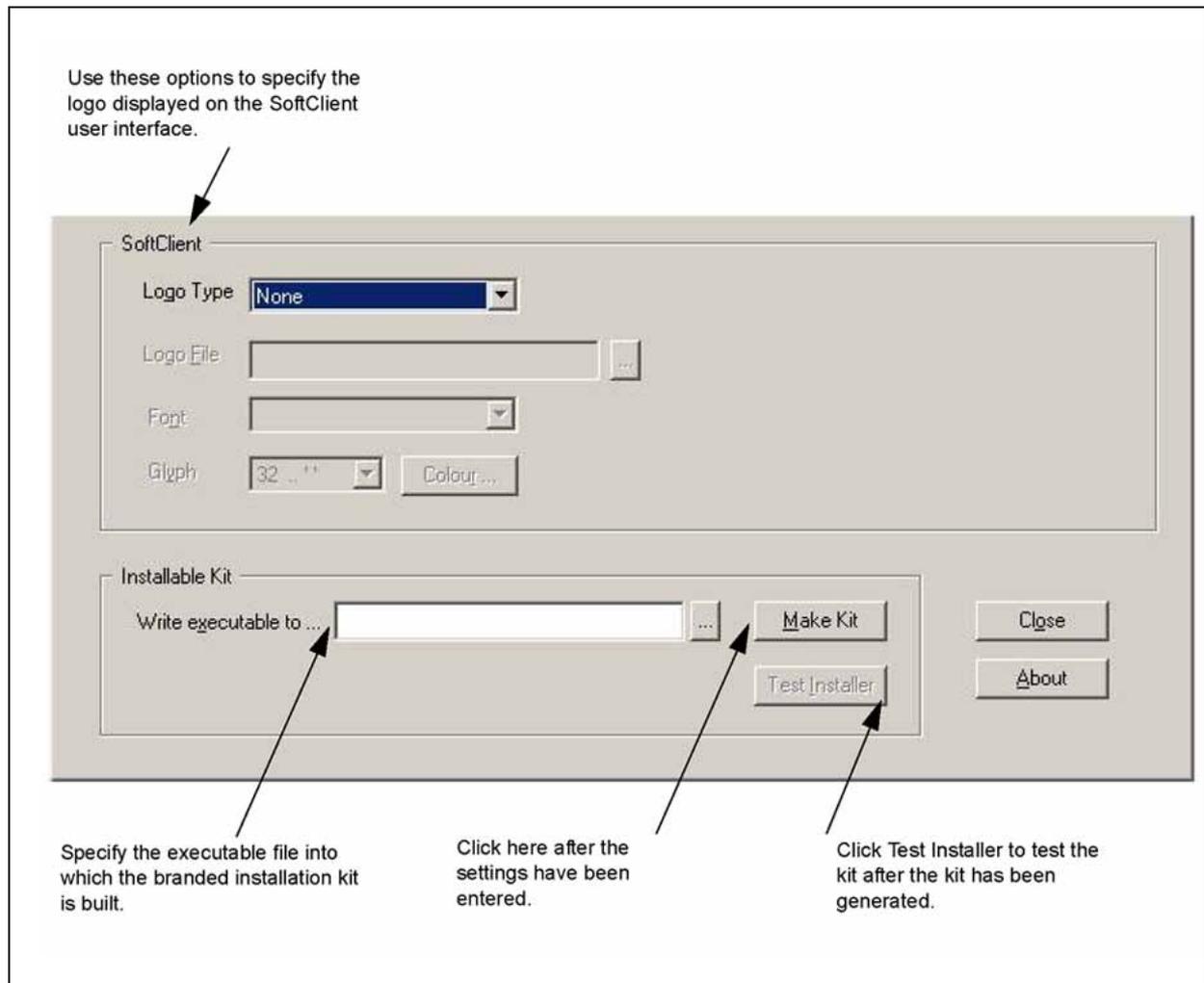
Select the language to be displayed while the installation package is extracting.

Specify a text file containing the license agreement. (Step 8)

Specify the settings to adapt the SoftClient audio path behaviour depending on customer-specific network conditions.

The screenshot shows a window titled "m6350 SoftClient Kit Branding" with several sections: "Customisation" (Parameter File), "Installer" (Splash Bitmap File, Welcome text file, License text file, Package for the Web extractor language), "Security Setup" (Secure/Non-Secure radio buttons, Fingerprint), "Jitter Buffer" (Minimum Length, Default Length, Maximum Length), and "Speaker" (Egress Latency). Arrows point from the annotations to the corresponding fields in the window.

## SoftClient branding kit, part 2



## Branding information

The branding interface, shown in "SoftClient branding kit, part 1" (page 35), is divided into the following sections:

- "Customization" (page 36)
- "Installer" (page 40)
- "SoftClient" (page 41)
- "Installable kit" (page 42)

## Customization

The parameters specified in the Brander interface are stored in and retrieved from an initialization (.ini) file. The initialization file holds the values that will be used to customize the SoftClient kit.

Use the procedure, "Configuring the initialization file" (page 37), to obtain the file from the Brander.

### Configuring the initialization file

Perform this procedure using the PC that has the m6350 SoftClient software installed.

---

Step	Action
1	Enter a new name for the file in the Parameter File text box, using an .ini extension. <i>See "Example .ini file" (page 38) for an example initialization file.</i>
2	Select Save.
3	Select Edit to review or change fields in the .ini file. <i>You also have the option of entering the name of an existing parameter .ini file.</i>
4	Specify the parameters for the customer-specific names and comments. <i>These parameters will appear during the branding sequence.</i>
5	Specify the parameters that describe the files and file locations. The SoftClient .ini file has two sections, described in "Options of the .ini file" (page 38) and "Brand files of the .ini file" (page 38).
6	Make any changes to the file.
7	Save your changes in the editor. <i>When you return from the editor, the Brander updates the parameters from the .ini file.</i>

---

—End—

---

## Procedure job aid

### Example .ini file

```

inifile.txt - Notepad
File Edit Search Help

[Options]
Company=Nortel Networks
CompanyEMail=CentexIP@nortelnetworks.com
ApplicationName=CentrexIP International SoftClient
Description=
Comments=
Notice=Nortel Networks © 2000-01

[BrandFiles]
WelcomeFile=C:\Temp\Welcome.txt
LicenseFile=C:\Temp\License.txt
SplashBitmapFile=C:\Temp\Splash.bmp
LogoBitmapFile=C:\Temp\Gecko.bmp
LogoBitmapIsTransparent=0x1
LogoTTFontFile=
LogoTTFontColour=0xC00040
LogoTTFontName=
LogoTTFontGlyph=
Logo=BITMAP
PackageLanguage=English
KitExeFile=C:\Temp\m6350_setup.exe

```

### Options of the .ini file

Parameters	Description
ApplicationName	specifies the application name to be used throughout the installation process.
Comments	if specified, any comments you enter appear on the <i>Welcome</i> screen.
Company	specifies the company name that appears throughout the installation process.
Company email	if specified, the company email address appears on the <i>Welcome</i> screen when the kit is being unpacked during installation.
Description	if specified, any description you enter appears on the <i>Welcome</i> screen.
Folder	specifies the default folder under <i>C:\Program Files\company name\</i> where the SoftClient software files are to be installed. (The user continues to have the option of installing the files elsewhere.)
Notice	if specified, this copyright information appears on the <i>Welcome</i> screen.

### Brand files of the .ini file

Brand files	Description
WelcomeFile	if specified, the name of the .txt or .rtf file is displayed on the <i>Welcome</i> screen when the self-extracting kit file is being unpacked. If this file is not specified, the <i>Welcome</i> screen is made from the company and application names specified in " <a href="#">Options of the .ini file</a> " (page 38).
LicenseFile	specifies the license agreement text file. Lines in this file should not exceed 1024 characters without a hard CR-LF.

Brand files	Description
SplashBitmapFile	specifies the bitmap image for the splash screen displayed when the customized installation kit is initializing. Defaults to the Nortel CentrexIP splash screen.
LogoBitmapFile	specifies the GUI branding bitmap file.
LogoBitmapIsTransparent	is value 1 for a transparent bitmap, otherwise 0. Transparent bitmaps are characterized by the first pixel in the bitmap being taken to represent the image's background colour. All pixels in the image with that same colour appear transparent and the SoftClient background shows through them.
LogoTTFontFile	specifies the GUI branding TrueType font file. Note that if both files are specified in the ParameterFile, the TTF file takes precedence.
LogoTTFontColour	specifies the 24-bit RGB colour-mask for the TTF logo.
LogoTTFontName	specifies the name of the font within the LogoTTFontFile to use.
LogoTTFontGlyph	indicates one or more glyphs to be taken from LogoTTFontName and displayed in the m6350 SoftClient branding area.
Logo	is one of these types of logo to use: NONE, BITMAP, or TTFONT. The value of this field dictates how some of the other fields are used.
PackageLanguage	specifies the language to be used by Package for the Web as the m6350 SoftClient installation files are extracted. Refer to " <a href="#">Installer</a> " (page 40) for additional information.
JitterBufferMin	specifies the minimum size of the jitter buffer in milliseconds. A saved configuration converts your entered value to a hexadecimal equivalent.
JitterBufferDef	specifies the default size of the jitter buffer in milliseconds. A saved configuration converts your entered value to a hexadecimal equivalent.
JitterBufferMax	specifies the maximum size of the jitter buffer in milliseconds. A saved configuration converts your entered value to a hexadecimal equivalent.
SpeakerEgressLatency	specifies the delay of sound from the speaker relative to the occurrence in software. A saved configuration converts your entered value to a hexadecimal equivalent.
SecurityEnabled	enables the encrypted signalling to and from the SoftClient. A saved configuration converts your entered value to a hexadecimal equivalent.
SecurityFingerprint	needs to be supplied if Security is enabled.
KitExeFile	specifies the output file specification for the self-extracting executable image containing the customized installable kit.

## Installer

In the installer portion of the branding interface, the files that can be specified are the Splash Bitmap File, a Welcome text file, and a License text file. The files are described in "[Brand files of the .ini file](#)" (page 38).

A fourth field is also provided. However, to clarify the purpose of the "Package for the Web extractor language" field, some background information about the installation procedure is needed.

Using the branding kit described in this document results in the creation of a single file. This file (the name of which can be specified in "[Installable kit](#)" (page 42) of the brander application window) is a self-extracting Package for the Web executable and is run by the end-user to install the m6350 SoftClient software.

The installation process of the m6350 SoftClient occurs in two phases. The first phase is the unpacking of the various installation files to a temporary folder. When the user runs the self-extracting package file, a few wizard-style pages are displayed providing details about the extraction procedure. Following this, the files needed to perform the actual installation of the m6350 SoftClient are written to a temporary folder.

At this point, the second phase begins and the installation process is started. The installation begins with a query to the user for the preferred installation language. The language selected by the user will be used for the remainder of the installation and also dictates the initial language selected by the m6350 SoftClient Configuration Wizard that is run at the end of the procedure.

As already stated, the user may choose the language to use during the installation procedure that occurs in phase 2. However, there is no option to select the language displayed during phase 1. The language displayed during phase 1 may only be selected through the brander, using the "Package for the Web extractor language" field as shown in the main m6350 SoftClient brander window.

The license text file can be constructed to display different licensing text depending on the install language selected. Currently, the supported languages are English, German, French, and Italian. Any or all of them may be specified in the license file by enclosing the language type within square brackets as shown in the example below. The Brander will use the [Default] text if no text can be found for the selected installation language.

Example license file:

[German]  
German license file text appears here.

[French]  
 French license file text appears here.  
 [Italian]  
 Italian license file text appears here.  
 [English]  
 English license file text appears here.  
 [Default]  
 Default license file text appears here.

Refer to this document to see where these files will be applied. The applicable step number is indicated in "[SoftClient branding kit, part 1](#)" (page 35).

## SoftClient

This part of the branding process specifies a Logo to be displayed on the SoftClient user interface. The Logo type can be selected from the drop down box in the SoftClient area as indicated in "[SoftClient branding kit, part 1](#)" (page 35). The logo type options are shown in "[SoftClient branding logos](#)" (page 41) and are further explained following the table.

### SoftClient branding logos

Logo type	Result
Bitmap or Transparent Bitmap	When selecting either logo type, you are prompted to select a bitmap file to brand the SoftClient user interface.
None	<i>None</i> generates a SoftClient interface without a branding area.
True Type Font	When selected, you are prompted to select the appropriate font names, glyphs, and colors used to brand the SoftClient.

### Bitmap logo

When selecting a bitmap as the branding logo, the bitmap file must conform to the following requirements:

- Windows bitmap format
- 256 colors (that is, 8-bit colour depth) or better
- Aspect ratio of 1:5 (1 pixel high for every 5 pixels wide)
- Top left pixel as background colour for transparent effect (see Note)

To apply the bitmap file onto the branding area with its background colour omitted, choose Transparent Bitmap as the logo type. Transparent bitmaps are characterized by the fact that the first pixel in the bitmap is taken to represent the image's background colour. All pixels in the image with that same colour will appear transparent and the SoftClient background will show through them.

It is best to choose pure black as the background color because some computers can only select black as the transparent colour.

When the user re-sizes the client window, the branding bitmap is re-sized accordingly. This may lead to a jagged appearance when small bitmaps are used on high resolution displays. Use of larger bitmaps or the TrueType Font logo type will avoid this problem. Aspect ratios other than 1:5 will be scaled to fit into the branding area, and thus may appear deformed.

### TrueType font logo

When selecting a TrueType font as the logo type, you must specify:

- the file containing your custom TrueType font
- the name of the font within the file
- the Glyph (character) in the font specified whose representation contains your logo

The foreground color for the logo may also be specified. TrueType fonts are based on a vector representation, and do not suffer from scaling limitations inherent with bitmap files.

The Brander will only accept TrueType fonts using the Unicode character mapping scheme.

### Installable kit

Once the branding sequence is complete, you may want to verify the installable kit. To do this, install the kit as explained in "[Branding sequence](#)" ([page 33](#)) and perform the following tests. This ensures that the brand on the SoftClient display will retain its shape and color regardless of the target computer running the SoftClient.

### Verifying the installable kit

Perform this procedure using the PC that has the m6350 SoftClient software installed.

---

Step	Action
1	Resize the SoftClient window.
2	Check the appearance of your brand against different background colors (by choosing a colour from the <i>Options -&gt; Appearance</i> submenu of the SoftClient).
3	Vary the screen resolution.

---

—End—

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## m6350 TAPI service provider

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This section describes how to install and start using the m6350 SoftClient Telephony Application Programming Interface (TAPI) service provider. The TAPI service provider (TSP) enables you to log into a Centrex IP gateway to access telephony services for operation with your TAPI client application. The m6350 SoftClient software provides IP telephony services to the TSP.

Setting up the m6350 TSP involves:

- "Installing the TAPI service provider software" (page 43)
- "Configuring the TAPI service provider" (page 44)
- "Enabling or disabling the logging" (page 44)
- "Verifying the operation of the TAPI service provider software" (page 45)

### Installing the TAPI service provider software

Install the m6350 TSP to interface with m6350 SoftClient software.

#### Prerequisites

- you have access through your local area network (LAN) or dialup to a Centrex DMS IP gateway
- you have already installed and configured the m6350 SoftClient software, as described in "Kit installation" (page 13)
- you verified that the m6350 SoftClient is operating through the m6350 SoftClient GUI application
- you have a user ID and password configured on the IP gateway

Follow this procedure to install the m6350 TSP software.

---

Step	Action
------	--------

---

- |   |   |
|---|---|
| 1 | <p>From your personal computer (PC) desktop, install the m6350 TSP software by running the file <i>m6350_tsp_setup.exe</i>.</p> <p><i>Accept all defaults while the software is being loaded.</i></p> |
|---|---|

- 2 When the installation is complete, follow these steps to verify the software download is correct:
  - a. open the *Control Panel*
  - b. select *Telephony*
  - c. select the tab *Drivers*
  - d. observe *m6350 TAPI service provider* in the list box

*If you do not observe the m6350 TAPI service provider, contact your support line. Have the M6350.INI (found in the Windows directory) file and the M6350.LOG (found in the root of your C drive) file accessing for the support personnel.*
- 3 When the TSP is installed, reboot your PC to enable using the TSP.

---

—End—

---

## Configuring the TAPI service provider

The configuration of the m6350 TSP occurs automatically during the download. When you attempt to configure the TSP, the SoftClient configuration wizard launches. You can use the wizard to change such settings as:

- the IP gateway address and port number
- audio volume
- automatic gain

## Enabling or disabling the logging

Enable or disable the logging of debug information into the PC file *C:\M6350.LOG*.

### Prerequisites

- When the PC is running Windows NT, warnings and error messages are automatically logged to the Windows NT event log.
- Warnings and error messages are not automatically logged to the Windows event log when the TSP is installed on a PC.

Follow this procedure to enable or disable the logging.

Step	Action
1	Edit the file called <i>M6350.INI</i> that is on the PC.



*The format inside the file is shown, for example, as:*

[LOG]

On=1

INFORMATION=1

WARNING=1

CRITICAL=1

- 2 Change On= to 0 (zero) to disable logging to the file.  
or  
Change On= to 1 (one) to enable logging to the file.
- 3 When On=1, you must also decide the kinds of messages to be logged as follows:  
Change INFORMATION= to 1 to include information messages  
or  
Change INFORMATION= to 0 to exclude information messages  
Change WARNING= to 1 to include warning messages  
or  
Change WARNING= to 0 to exclude warning messages  
Change CRITICAL= to 1 to include error messages  
or  
Change CRITICAL= to 0 to exclude error messages
- 4 Save the change to the .INI file.

---

—End—

---

## Verifying the operation of the TAPI service provider software

Follow this procedure to verify the operation of the m6350 TSP software before using it.

### Prerequisites

All required directory number (DN) keys must already be datafilled for the user on the IP gateway. When the user is not datafilled, some TAPI clients will refuse to use the m6350 TSP.

Step	Action
------	--------

- |   |  |
|---|--|
| 1 | Execute the Phone Dialer.<br><i>The Phone Dialer window appears.</i>                           |
| 2 | From the Tools menu, select <b>Connect Using</b> .<br><i>The Connect Using window appears.</i> |

- 3 From the Line pick-list, select m6350.
- 4 Click **Ok**.
- 5 In the Phone Dialer window, enter a valid phone number in the Number to dial field.
- 6 Click **Dial**.  
*The Login window appears.*
- 7 Enter your username and password.
- 8 Click **Ok**.  
*The number is dialed and a connection is established.*  
*If the connection is not established, contact your support line.*

---

—End—

---



Carrier VoIP

## m6350 Softclient Installation Guide

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