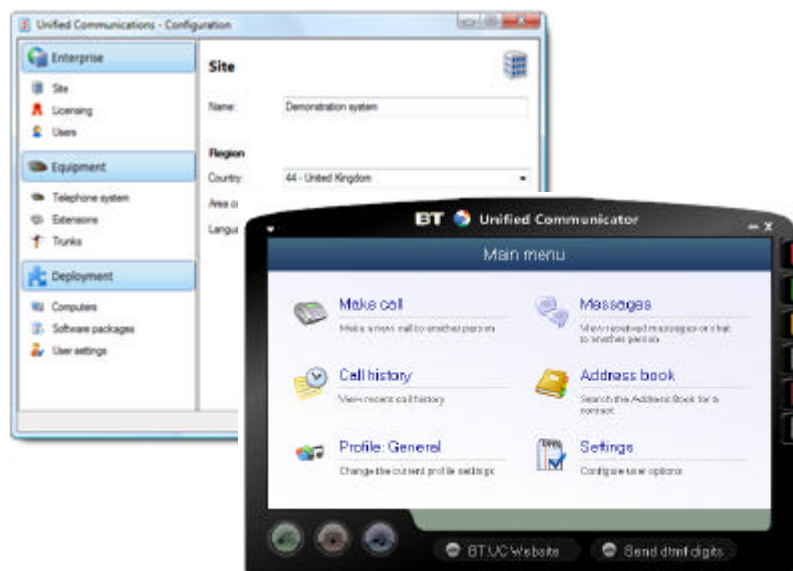




BT Unified Communicator

Server Configuration & Administration Guide

V1.4



1.0 Unified Communications Server Overview

This guide covers the following :-

Server Configuration Configuration and administration of UC Server on an ongoing basis

What is not covered in this document:

- | | |
|-----------------|--|
| Client software | The BT Unified Communicator client product is described in the document 'BT Unified Communicator - User guide'. |
| Installation | Preparing a PC to install Unified Communications Server (UC Server) through to the installation and first run of the software. |

2.0 Unified Communicator Server – Requirements

The requirements represent the specification to support up to 64 users and 45 concurrent telephone calls. A higher specification is required to support higher number of users.

Minimum Server Requirements – up to 64 users

- IBM-PC or 100% compatible
- 1.8 GHz Pentium-class processor
- SVGA display
- 2 GB Memory
- 1 GB free hard drive space
- Network adapter bound to a TCP/IP network
- Keyboard and Mouse
- No modem installed (dependent on telephone system)

Operating Systems

- Windows XP Professional SP2 and SP3
- Windows Vista Business
- Internet Explorer 6.1 or 7

Minimum Server Requirements – up to 300 users

- IBM-PC or 100% compatible
- 3.2 GHz Pentium-class processor or 2.4 Core Duo Processor
- SVGA display
- 4 GB Memory
- 1 GB free hard drive space
- Network adapter bound to a TCP/IP network
- Keyboard and Mouse
- No modem installed (dependent on telephone system)

Operating Systems

- Windows Server 2003
- Windows Vista Business
- Internet Explorer 6.1 or 7

3.0 Telephony Configuration.

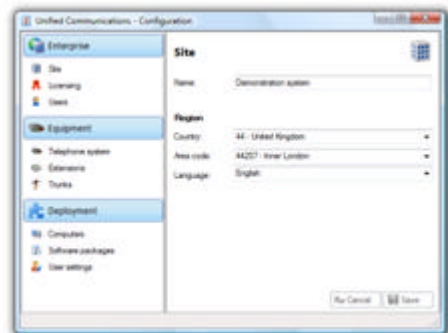
After installing UC Server you may want to return to the Configuration utility to perform certain administration tasks. The Configuration program can be run from the shortcut in the Start menu. Typically, you will want to press the 'Classic' button to get access to all of the configuration screens.

The remainder of this document examines each page of the full configuration screens.

3.1 Navigation and Site Configuration

When you enter 'Classic' mode, then you are presented with a navigation area on the left hand side and a configuration page (initially the Site page) on the right. You can select which page you want to configure by selecting it from the navigation area. For convenience, clicking on the sections (the blue areas) of the navigation area can expand and collapse the options below.

The Site page contains the same options as the Site page in the installation wizard. The name is used for reference only. The Country and Area code boxes allow you to set your regional information. This is used when UC Server interprets telephone calls to understand dialed numbers.



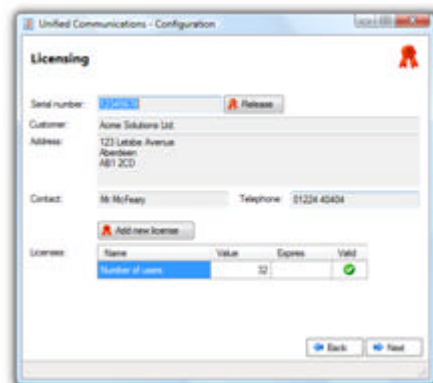
The Language option allows you to choose the default language for server and client components. English is the default option. Other languages packs have to be installed before they can be used.

3.2 Licensing Configuration

The software must be registered before it can be used properly. If the software is registered then the licensing page will appear similar to the picture below. If the software has not been registered yet, then please refer back to the earlier section, Installation wizard, where registration is discussed.

Adding a new license

If you have been given more licenses, press the 'Add new license' button and enter the code that you have been provided with.



Moving the licenses to another computer

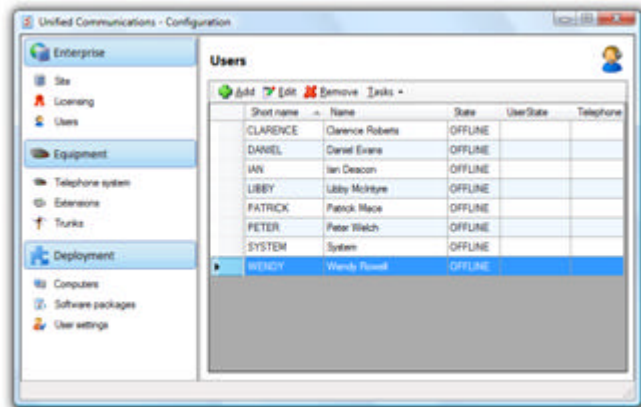
If you have already registered and you want to move the software to another server then you must release the software from the original machine. To do this, press the 'Release' button and write down the code that you are given.

You will then need to register over the telephone on the new computer. Explain that you are moving the license to a new computer and provide the release code when asked.

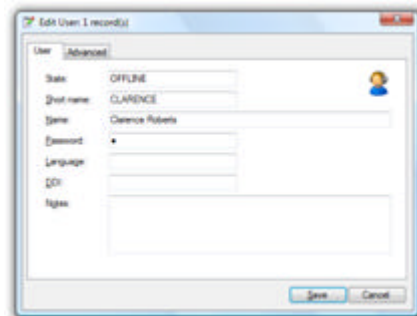
3.3 User Configuration

The software is designed to work with operating system Users and link them with the telephone extension that the user uses. This is done through the UC Client software. As the software is installed and used on each new PC, the user's details will be created on UC Server. The user's local extension number is linked to their user name so that the administrator and other users can easily reach them, even in a free-seating environment.

By selecting one or more users and then choosing the 'Apply user settings' option, you can send useful settings files to users. This functionality is covered in the 'User settings' section.



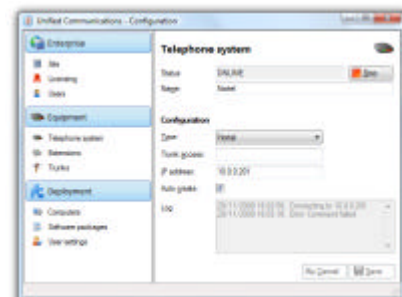
The users that have been discovered can be administered from the Users page. New users can also be added from this screen. Adding new users is particularly useful if your site does not allocate an NT user account per person (i.e. accounts are all called "User" or another generic term). If this is the case, then typically you would add a user per person who wants to use the UC Client software.



When adding a user manually, you should enter their "Short name" (or unique login), their (full) name, and choose a password for them. The user can then enter their Short name and password in the Settings->System settings->User mode screen of their UC Client software. Other users will then be able to select them on the Presence list and send text messages to them by name.

3.4 Telephone system Configuration

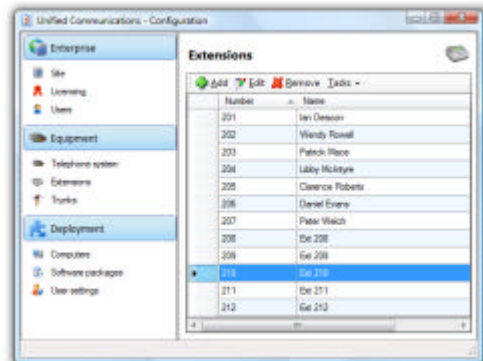
The Telephone system page is also used as part of the installation wizard. In addition to the fields that were already discussed, you can also choose to Stop or Start the Telephony service from this page. Typically, there would be no need to restart the Telephony service during normal operation. However, if you are experiencing telephony related problems (including the inability to make calls) then you may want to try stopping and then starting the Telephony service. This has no impact on actual telephone calls in progress, only the software's ability to track these calls.



3.5 Extensions Configuration

The extensions page was also first seen as part of the installation wizard. The extensions would typically be downloaded as part of this process.

However, you can also add and remove extensions from this page. You can also 'Reset' any extensions that have incorrect call information by selecting the extension and then using the option under the Tasks menu.



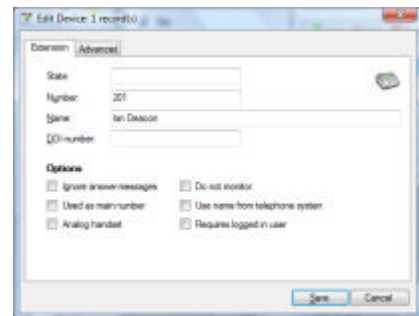
When adding or editing extensions, you are presented with a new window that allows you to further customize the way that the extension behaves within the UC software.

You can use the options on the Edit page as follows:

Ignore answer messages – this should be set for voice processing equipment, such as voice mail, if you do not want to consider a call as 'answered' even though the call is answered at this device.

Do not monitor – this is set when you want to ignore telephony activity at this extension.

Used as main number – setting this will treat calls to this device as main number calls.



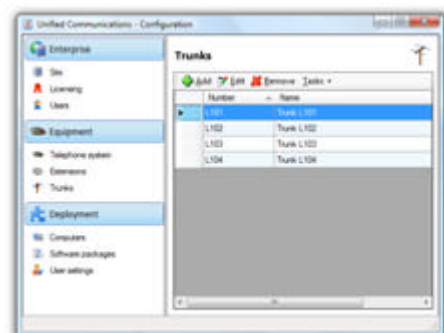
Use name from telephone system – checking this box will allow UC to automatically use any new name given to the extension when the telephone system is re-programmed.

Analog handset – set this if the device is an analog handset (i.e. a generic device with lower functionality).

Requires logged in user – If this box is checked then calls are prohibited from this extension unless a user using this extension is logged in to UC.

3.6 Trunk Configuration

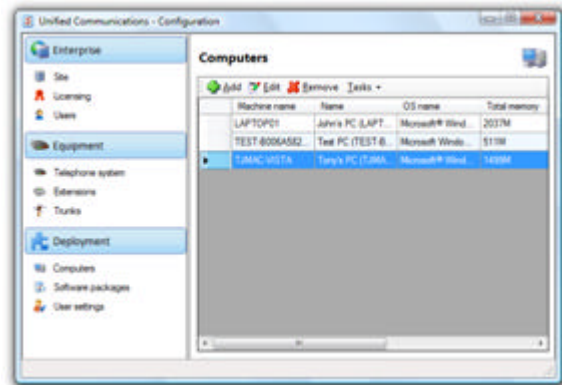
The trunks are listed as part of the configuration to allow the Telephony server a greater degree of accuracy when tracking calls. When the trunks are listed correctly, the Telephony server should be able to correctly identify external calls, calls from a withheld number and track calls that are transferred.



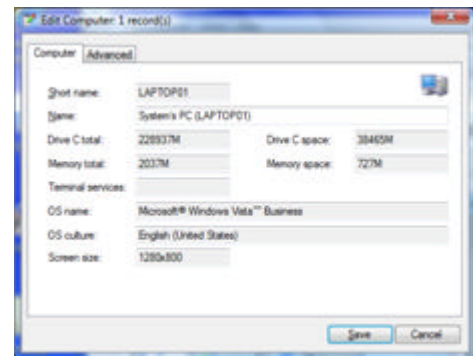
4.0 Computer Configuration

As the UC Client software is installed and used on client PCs, the PCs will become registered and known to UC Server. This process enables the administrator to track the client PCs, including their specification and easily distribute software packages and upgrades when available.

When you want to send a software package to one or more PCs, select the computers in the grid and then choose the 'Send software package' option from the Tasks menu. You can then choose the software package to send from a preconfigured list.



You can view a computer's information by selecting it and then choosing 'Edit' from the menu bar. The Short name is the PC's NetBIOS computer name on the network. The Name box allows you to assign a descriptive name to the computer that will only be used in UC. By default this is set to "<user>'s PC (<short name>)" e.g. if the User named Fred was using the PC with NetBIOS name SALES01, the Name in UC would by default be "Fred's PC (SALES01)". If you want, you can modify the Name that UC will use to identify this computer and click Save.

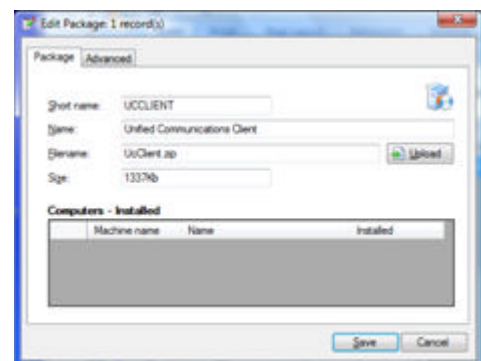


4.1 Software Update Administration

As and when new software enhancements become available for the UC Client, they are distributed as Packages. A package can be made available to clients using the following steps:

- 1) Choose 'Add' on the menu bar of the Software packages page.
- 2) Enter a unique Short name and Name for the Package. (This information will normally be provided with the Package documentation.)
- 3) Press the Upload button and select the Package file that you have acquired.

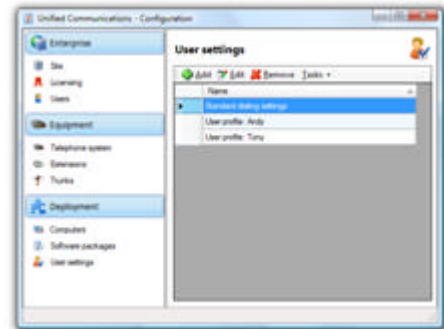
The upload process will first save the Package information and then store the Package distributable file on UC Server. The file is sent to a client's PC as part of the deployment process when the UC Client software next starts.



Note: Packages may require a license to use. Please see the individual Package documentation for further details.

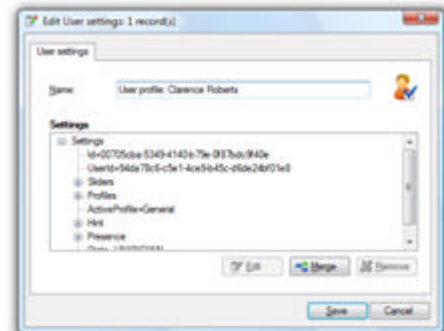
4.2 User settings Configuration

As users run and use the UC client software, they will inevitably personalise it and store information about how they would like it to work. This information is called 'User settings'. User settings are stored on UC Server so that users can have the same options even if they log in to a different PC. Additionally, the administrator can remotely configure and deploy settings to several users at the same time.



Editing a single user

When a user runs the UC client software for the first time, an entry is created for them in the User settings page. If you select the entry and press 'Edit', you are presented with a dialog box containing their settings. The settings are arranged in a hierarchical format. For instance, information that relates to Sliders or Profiles is listed under their respective nodes. To change a value, select the entry and press the 'Edit' button. A further dialog box will appear that allows you to change the value.



Editing public settings

Public settings offer administrators a relatively easy way to deploy common settings to several users at a time. The process to do this is as follows:

- 1) Use the UC Client software to configure one particular user to your liking.
- 2) Run the UC Server configuration program in Classic mode and in the User settings page select 'Create new settings from user' from the Task menu. This creates a public profile based upon the original user's settings. Choose an appropriate name for this profile.
- 3) Remove any settings from the profile that are not relevant to your needs. For instance, if you have configured the Dialing options in a way that you want to give to other users, then you would remove all nodes from the profile apart from the Dialing node (like in the example picture). You can then save the profile.
- 4) When you have finished creating the User settings profile, at the User page you can select one or more users, choose the 'Apply user settings' option from the 'Task' menu, and choose a User settings profile to send to the users. This will make the settings immediately active on the UC Clients of those users.

