# Cloud Voice – Receptionist Small Business

1 Overview

Receptionist-Small Business works with your desk phone, soft phone, or mobile device so you can control calls, monitor the lines of employees, manage directories, and use productivity tools from your PC.

The first thing you'll need to do is download and install the software. See the 'Requirements' section at the end of this guide for the hardware, software, licensing, and network requirements

2 How do I set up Receptionist-Small Business for an employee to use?

- Login to the [BT Cloud Voice portal](#)

- From the '**Employees'** menu, select '**Employee**'

- Select **'Service Settings'**
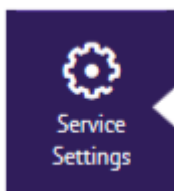
- Scroll down to the '**Optional Add-On Feature Packages'** section
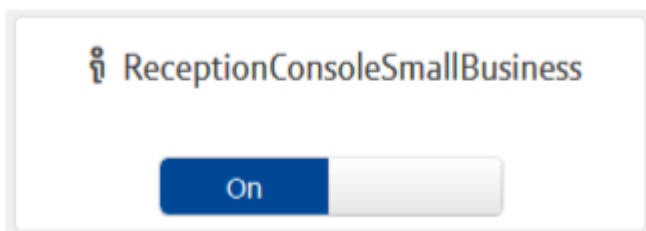
- Using the slider button turn on '**Reception Console Small Business**'

- click '**Save**'

- You have now assigned the 'Add-On'

- The user will now be able to download and log in to it

- You can configure it (see below) once you've activated the use

3 How do I download the software?

- Go to the **Applications** section in the BT Cloud Voice portal

- Download and save the installation package
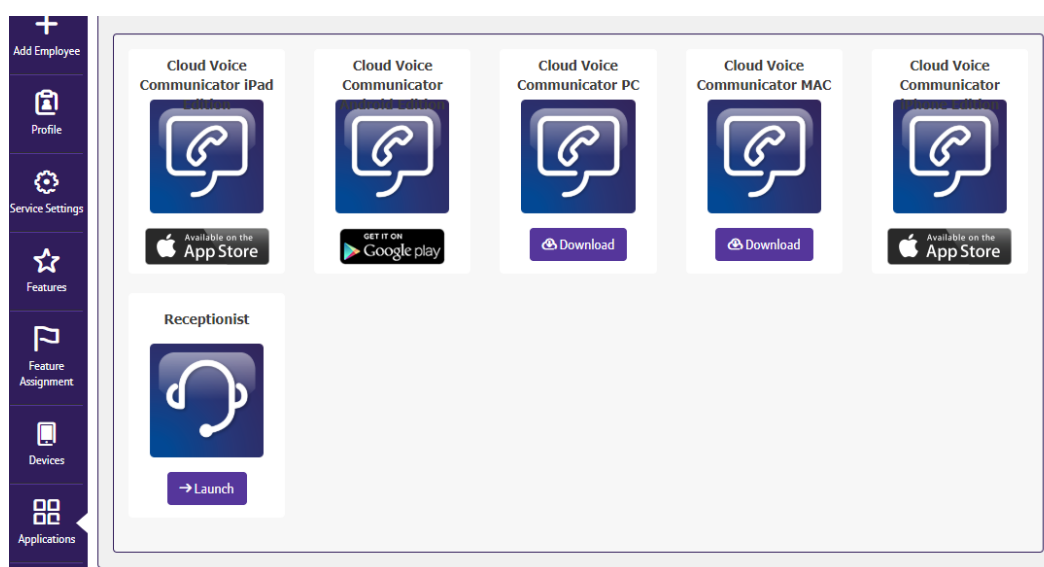
4 How do I install the software?

- Log in as an administrator on the PC on which you want to install Receptionist-Small Business.

- Double-click the downloaded installation file

- Click 'Next'

- Browse to a folder to install the application or leave as default and then click 'Next'

- Follow the prompts

- Click 'Finish' when the prompt asks you to

5 How do I start and log in?

- Double click on the Receptionist-Small Business short cut

- Enter your username and password (these will be in the user's 'welcome' email)

- Click 'Sign In'

6 How can I manage the username and password?

The username is in the format: <username>@<domain> e.g. user.one@acme.co.uk

To change the password –

- o Login to the BT Cloud Voice portal

- o From the '**Employees**' menu, select '**Employee**'

- o Select '**Service Settings**'
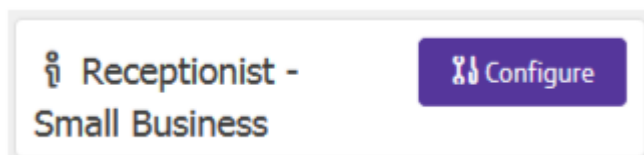
- o Select '**Service Passwords**'

Service Settings

Activation Settings	Service Passwords

Service Passwords

Password to Change

Application ▾

* **New Password**

••••••••

Confirm Password

Change Password

- o Set '**Password to Change'** to '**Application**'

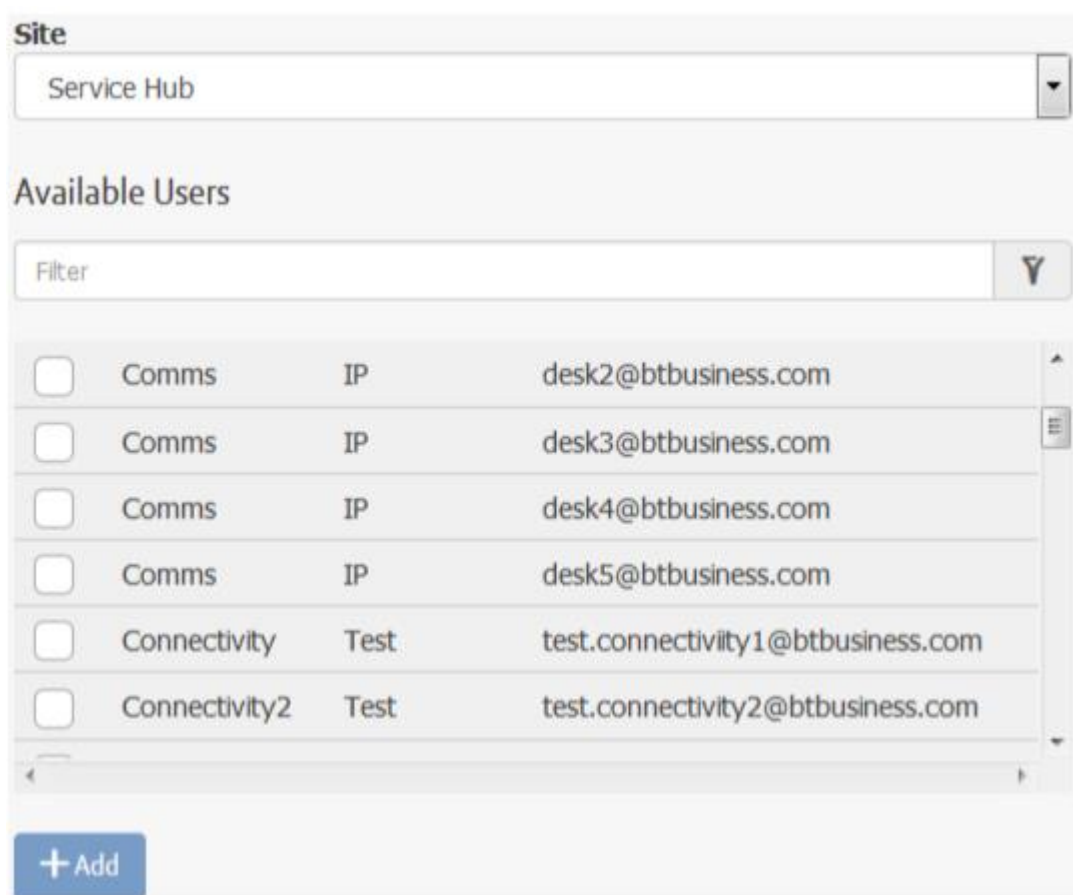- o Enter and confirm the new password and click '**Change Password'**

7 How do I configure it?

- Login to the [BT Cloud Voice portal](#)

- From the '**Employees**' menu, select **'Employee'**

- Select '**Feature Settings'**

- Use the filter option (top right) to search for the Receptionist – Small Business application

- Select 'Configure'

  You can select up to 30 users whose status you want to monitor.

- Use the filter function to find the users who you want to monitor

- Tick the boxes against each user

- Click **'+ Add**

- Click '**Save**'

8 Requirements

In order to successfully install and use Receptionist-Small Business, you'll need to meet this: -

Minimum hardware requirements

Microsoft Windows Platform

The minimum hardware requirements for the Microsoft Windows platform include:

- o 1.2 GHz or higher Pentium 3 or compatible CPU
- o 512 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
- o 60 MB available hard disk space
- o Video graphics card with minimum of 8 MB of RAM ☐ Super VGA monitor
- o 800 x 600 screen resolution minimum
- o TCP/IP connectivity to the destination detailed in the Firewall and Network Guide (port 2208)

Citrix Presentation Server

- o The hardware requirements for the Citrix Presentation Server include:
- o 2.0 GHz or higher Pentium 4 or compatible CPU.
- o Minimum 2 GB of RAM.
- o 60 MB free disk space per application installation
- o TCP/IP connectivity to the destination detailed in the Firewall and Network Guide (port 2208)

Citrix ICA Client Workstation

The hardware requirements for the Citrix ICA client workstation include:

- o 1.2 GHz or higher Pentium 3 or compatible CPU.
- o 128 megabytes (MB) of RAM
- o Video graphics card with 8 MB of RAM minimum
- o 800 x 600 screen resolution minimum
- o Network connection of minimum 56 Kbps speed.

Note: Local admin rights are required to carry out the installation so you must use a Windows user account with administrator-level access. Some anti-virus software can cause problems when installing other software so consider temporarily disabling your anti-

virus application for the duration of this installation; remember to enable it again as soon as the installation is complete.

Software Requirements

Receptionist Small Business software requirements include:

- o Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, Windows 7, or Citrix Presentation Server 3 or 4.

- o Sun Microsystems 32-bit Java Runtime Edition, Version 6 Update 23, or later.

- o Outlook 2000 SP3, 2002/XP SP2, 2003, and 2007 (required for Outlook contact directory). Microsoft Excel (Optional)

- o Flash Player 9 Runtime (ActiveX Control).

Citrix Server Impacts:

- o The application can be published on to a Citrix server via the Management Console for MetaFrame.

- o Sun Microsystems 32-bit Java Runtime Edition, Version 6 Update 23, or later.

Citrix Workstation Impacts:

- o The Java Virtual Machine is not required on the workstation in this deployment.

Flash Player 9 Runtime Citrix Permissions - configure the following:

- o Using regedit, find the following key: **HKCR\CLSID\{D27CDB6E-AE6D-11cf-96B8-444553540000}** NOTE: On 64-bit Windows this key is located under **HKCR\Wow6432Node\CLSID\{D27CDB6EAE6D-11cf96B8-444553540000}.**

- o Remove any permissions for the Everyone group. Click the Advanced button and check the box to propagate the permissions to all child objects

- o Add the Everyone group and give it "**Read**" permissions on the key. Click Advanced and propagate the permissions to all child objects

- o Repeat the removal of any permissions on the subsequent key with the following: **HKCR\CLSID\{D27CDB70-AE6D-11cf-96B8-444553540000}**

Licensing Requirements

End users must have the Receptionist Small Business Add-On assigned to their BT Cloud Voice service in order to use Receptionist Small Business edition.

The Receptionist Small Business User Feature Package Add-On must be in your Service Offering to be available to provision.

Network and Firewall Requirements

Protocol	Destination	Destination Port
Proprietary	applications.yourservices.co.uk 85.119.62.3 85.119.62.4	TCP 2208

In addition to the above you may need to allow communication between the Receptionist client and BT Cloud Voice Services through your network, firewall, proxies etc. The local requirements can vary from installation to installation; ask your system administrator for these details if you need them.