Strata

CIX

Early Adopter Document

Program Administrator Manual

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Contents

Introduction

This guide has been customized for your use and describes how to use the independent CIX programs with the Stratagy ES Media Application Server.

Organization

This Program Administrator Manual includes one or more of the following topics.

- **Chapter 1 – My Phone Manager** covers the My Phone Manager program. The program is a Microsoft® Windows®-based telephone administration system for use by individual phone users. It allows the administrator to manage their communication devices through a Web Browser from even remote locations.

- **Chapter 2 – FeatureFlex** describes the new FeatureFlex program that serves as an application development tool that enables the customer to develop custom applications easily and quickly.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	*Calls attention to important instructions or information.*
CAUTION!	**Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.**
Courier	Shows a computer keyboard entry or screen display.
Helvetica Bold	represents tokens. For example: **M( )**.
Italics	represent parameter and menu/screen field names, and book titles. For example: *hot_box* parameter, *Extension* field.
"Type"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type **prog** then press **Enter**.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Esc** + **Enter**. Entries with spaces between them show a sequential entry. Example: **#** + **5**.

Conventions	Description
Tilde (~)	Means "through." Example: 350~640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata CIX/CTX Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

You can find additional detailed information about Stratagy in the following companion documents:

- Strata CIX/CTX General Description
- Strata CIX/CTX Installation and Maintenance Manual
- Strata CIX/CTX Programming Manual (Vol. 1)
- Strata CIX Programming Manual (Vol. 2) Stratagy ES Voice Mail Application
- Strata CIX Library CD-ROM

For *authorized users*, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current Stratagy ES documentation and enables you to view, print, and download current publications.

My Phone Manager 1

This chapter serves as a companion document to the *My Phone Manager User Guide*. It is written for the Administrator who will be installing, configuring and administering the program. All feature descriptions and how to use the features are in the user guide.

My Phone Manager is a Microsoft® Windows®-based telephone administration system for use by individual phone users. It allows the administrator to manage their communication devices through a Web Browser from even remote locations.

The Client PC must have network connection and Microsoft® Internet Explorer 5.5 or above. The user connects to My Phone Manager with the browser in the same manner as connecting to any Website.

Note At this time My Phone Manager only supports Windows IE. Other browsers are not supported.

The number of concurrent users who can use the program depends on the server platform on which the program is installed. Windows 2000 Professional and Windows XP Professional are limited to 10 connections per server—MAS or PC. The Windows 2000/2003 server can have up to 256 simultaneous users.

Note For a complete wording of the Microsoft License Agreement, see the End-User License Agreement (EULA) document in the Windows program. To view the EULA document, click Start > Run. In the pop-up box, type EULA.txt and click OK.

When the maximum number of users are logged on to the program, the next user who attempts to log on will see the message "Error Message: HTTP 403.9 – Access Forbidden: Too many users are connected."

My Phone Manager is a service provided for the following users:

- Telephone users both in the office and/or from a remote location who can use the Web Browser and Internet connection to customize settings for his/her phone and voice mailbox, including setting Call Forward and Do Not Disturb.

- Supervisor who has access clearance to configuring features such as System Speed Dial, Advisory Message and Account Codes.

My Phone Manager Server PC Hardware/Software Requirements

Minimum Hardware Platform

- Intel® Pentium 400 MHz or faster
- 512MB RAM
- 1.6GB free space on the hard disk
- SVGA card and monitor
- CD-ROM drive

• Network Interface Card (NIC) connects to URL

Minimum Software Platform

• Windows® 2000 Pro/XP Pro/2003

Note   XP home edition is not supported.

• Internet Explorer version 5.5 or higher

System Configuration

There are two basic hardware configurations for My Phone Manager (see Figure 1 below). Configuration 1 has My Phone Manager software installed on the MAS with Client PCs able to access it over the Internet. Configuration 2 has a PC server on the network that has My Phone Manager software installed on it.
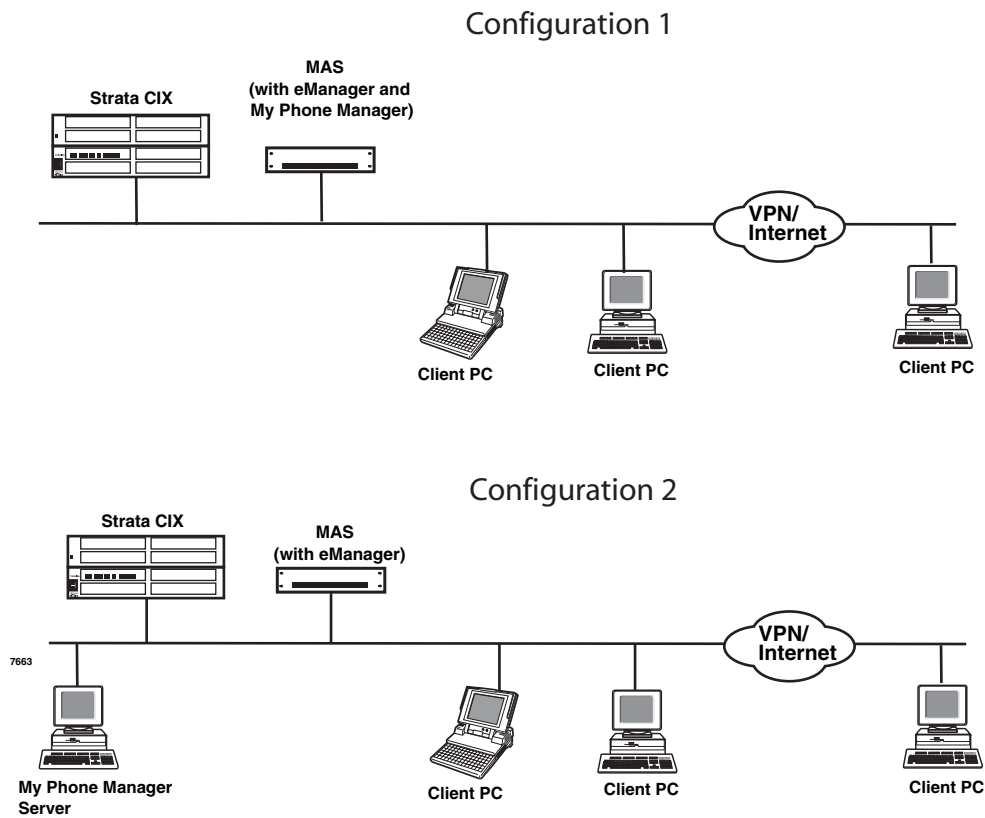
Configuration 1

Configuration 2

Figure 1   My Phone Manager System Configurations

Installation

Note   You need to uninstall any existing My Phone Manager software before starting this procedure.

1. Insert the CD-ROM into the CD-ROM drive. The Installation screen displays.
2. Click Install My Phone Manager and the installation begins.
3. Follow the installation instructions on the screen.
4. Click Finish when the installation is complete. The system reboots.

   Notes
   • The installer automatically creates the Default Web Site virtual directory "MyPhoneManager."
   • The installer automatically registers all necessary components.

User Levels

There are three levels—normal, Super1 and Super2 (not currently supported). The levels are assigned in the *My Phone Manager Level* field in the Station Assignments screen of eManager.

Note   The Super1 user is not the System Administrator of the program. The Super1 user is someone located in the company who can be assigned to take care of day-to-day operations such as system speed dial and account codes, etc.

The Normal level allows the user to view all menu options except Account Code and DISA Code. In addition, there are two screens where additional fields are only available to the Super1 user.

The Super1 level allows the user to view all menu options including the Account Code and DISA Code. The Super1 user also has access to additional fields on the following screens enabling the editing of those screens—Advisory Message and System Speed Dial screens.

# Configure My Phone Manager

Step 1: Configure Users

1. From the eManager Main Menu, click Advanced Configuration > Station > Assignments. The Assignments screens display.
2. Click Basic tab.
3. Choose the DN from the list at the right side of the screen and click Refresh. The screen that displays is Program 200 Station Data for DKTs or SLTs or Program 260 Full IP Station Assignment for IP-VM or IPTs.

4. Set the following parameters (sample screen shown at right):

   • Set System Speed Dial – Set to Enable (allows the Super1 user to make changes to the system speed dial through My Phone Manager or the phone).

   • My Phone Manager Level – Choose one: Normal, Super1, Super2 (not supported)

   • Security Code – Set to CIX security code.

Note This security code is what the client uses to log into the CIX. If you use your telephone security code, you can only manage the CIX phone system. Users who want to manage both their phone system and voice mail must use their voice mail security code to log in.
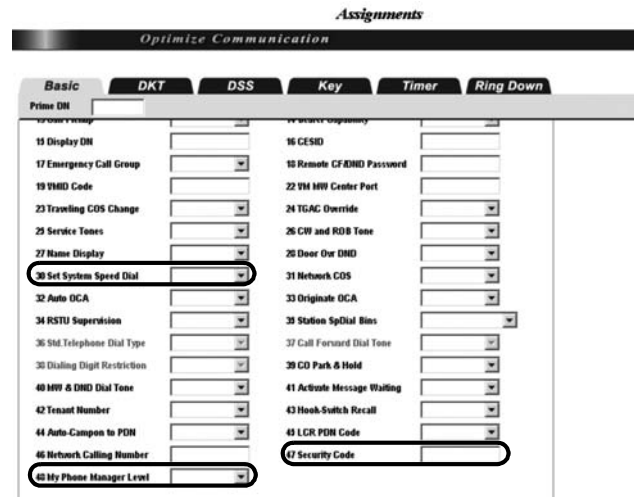
Step 2: Log In as Administrator

1. Start the Internet Explorer.

2. Type http://<PC Name>/ MyPhoneManager (example: http://NETWORK/ MyPhoneManager) and press <**Enter**>. The Login screen displays (shown right).

3. In the *CIX System* field, select your system from the drop-down menu.

4. In the *Extension* field, type in Administrator.

5. In the *Security code* field, type in "password."

6. Click Sign In.

Step 3: Change Administrator Password

1. The Change Administrator Password screen displays below the Equipment Setup screen.

2. Type in the new password and confirm it. Click Change.

Step 4: Equipment Setup

The Equipment Setup screen is for adding, modifying or deleting equipment. If you enter the information for both the CIX and SES as one piece of equipment, the menu you view will be a blended menu of both CIX and Stratagy options (see "Program Menu" on page 7).

If you want the option of viewing only CIX programming or only Stratagy ES programming, you need to make and save a separate entry for each piece of Equipment in this screen. For

example: For CIX only, leave the IP Address for the SES blank and for Stratagy only, leave the CIX/CTX fields blank.

The defined equipment is saved in a file and stored on the server.

Note   This file is not combined with the equipment entered on the Equipment Editor screen from the eManager Profile.

```
┌─ Equipment Setup ──────────────────────────────────────────────┐
│                                                                 │
│                                    ┌─ Select Equipment ──── ▼ ┐ │
│                                    └──────────────────────────┘ │
│                                                                 │
│                          Equipment Name    [                  ] │
│           CIX/CTX:       IP Address         [                  ] │
│                          Community Name     [                  ] │
│                          Confirm Community  [                  ] │
│                          Name                                   │
│                                                                 │
│           SES:           IP Address         [                  ] │
│                                                                 │
│                      [ Add ] [ Modify ] [ Delete ] [ Finish ]   │
│                                                                 │
┌─ Change Administrator Password ────────────────────────────────┐
│                                                                 │
│                          New Password       [                  ] │
│                          Confirm Password   [                  ] │
│                          [ Change ]                             │
│                                                                 │
```

1. Select a Telephone System from the Equipment drop-down menu. If the desired equipment name is not found, type in a name in the *Equipment Name* field and click Add.

Note   To delete an Equipment name, select it from the drop-down menu and click Delete.

2. In the Equipment section, fill in the appropriate fields based on the descriptions shown in Table 1 below.

3. Click Finish.

Table 1   Equipment Editor Screen Fields

FIELD	DESCRIPTION
Equipment Name	Name designating the equipment. For example: CIX999.
	Possible values: alphanumeric characters
CIX/CTX	
IP Address	Enter the IP Address of the CIX system. For example: 192.168.254.253.
	Format: xxx.xxx.xxx.xxx
Community Name	Enter the Community password.
	Possible values: Alpha characters
	Default: communityName
Confirm Community Name	Re-enter the Community password.

Table 1   **Equipment Editor Screen Fields** *(continued)*

FIELD	DESCRIPTION
SES	
IP Address	Enter the IP Address of the Media Server. For example: 192.168.254.252.
	Format: xxx.xxx.xxx.xxx

Run My Phone Manager

1. Start the Internet Explorer.

2. Type http://<PC Name>/ MyPhoneManager (example: http://NETWORK/ MyPhoneManager) and press **<Enter>**. The Login screen displays (shown right).

3. In the *CIX System* field, select your system from the drop-down menu.

4. Type in your Extension and Security code.

5. (Optional) Check Change Security Code or Password.

Note   This security code is for the individual user of the program.

6. Click Sign In.

7. If you checked Change Security Code, a dialog box displays (shown right). You are requested to enter the new password and confirm it. If the security code is to access only the phone, check the radio button For Telephone access only. Click Apply.

8. The My Phone Manager main screen displays.

My Phone Manager Main Screen

After you log in to My Phone Manager, the main screen displays (shown below). Verify the information on this screen. It contains the System type and Software version.

Program Menu

The Program Menu is the primary tool used to navigate through My Phone Manager. Click a selection to open the options available.

The Program menu consists of three possible configurations—only CIX options, only Stratagy ES options or a blend of both.

What you see depends upon:

• the equipment you are connected to using the Sign In screen, *CIX System* field

• or, the extension and security code that was used at log in.

The figure to the right shows a blended menu.

Note See *My Phone Manager User Guide* for a complete description of these features and how to use them.

Voice Mail Settings

The user can access the Media Server to customize their mailbox settings. The features are:

- Mailbox settings
- Name and Greetings
- Message Notification
- Distribution Lists

FeatureFlex

The user can access FeatureFlex to customize the features. See Chapter 2 – FeatureFlex.

Telephone System

The user can access the Telephone system to personalize telephone settings, retrieve information and remotely activate/deactivate phone features. The following are the phone features:

- Telephone Setting
  - Basic Settings
  - Key Programming
  - Speed Dial Setting
  - Advanced Settings
  - DKT Phone Settings
- Call Forward/DND
  - DND Activating
  - Call Forward Setting
- Display Dial Code (for display only)
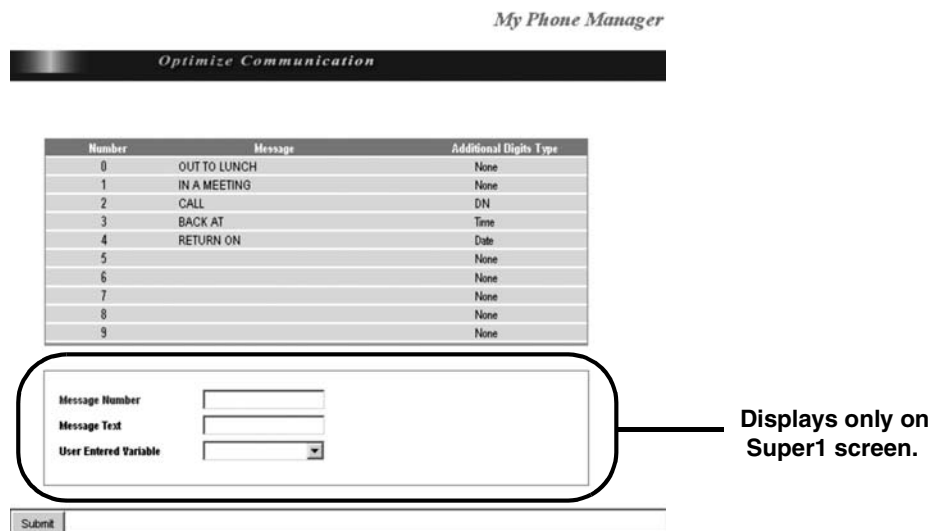- Advisory Message (user can only display, Super1 can display and edit).

Figure 2   Advisory Message Screen

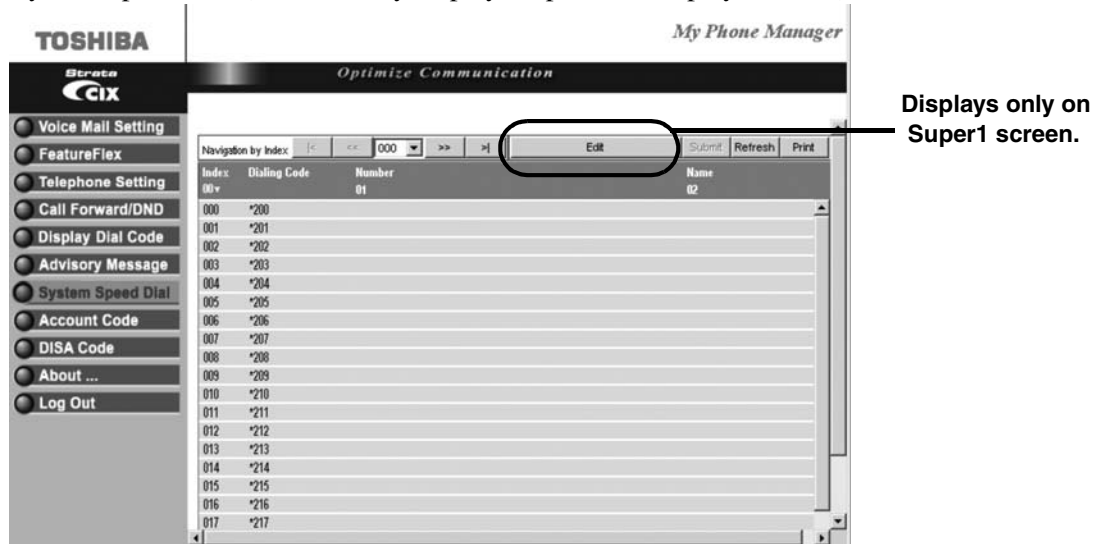• System Speed Dial (user can only display, Super1 can display and edit)

Displays only on
Super1 screen.

Figure 3   System Speed Dial Screen

Super1 Options

- DISA Code (access limited to Super1 user)
- Account Code (access limited to Super1 user)

About

➤ Click on About and the Main Screen displays (shown on page 7).

Log Out

➤ Click on Log Out and the Login screen displays (shown on page 6).

FeatureFlex 2

FeatureFlex™ is a new application development tool that enables the customer to develop custom applications easily and quickly.

In order to use FeatureFlex applications, the feature must first be assigned to the extension. The assignment is done using the Options screen in the eManager program (see Chapter 2 in the *Strata CIX/CTX Programming Manual*). eManager provides the user with friendly, easy-to-learn, and easy-to-use user interfaces to install/uninstall customer-developed FeatureFlex applications. Then, using either eManager or the My Phone Manager program, the feature is configured for the individual phone.

Set up FeatureFlex

Step 1: Configure Stratagy ES System

➤ Configure the Stratagy ES system for CTX Proprietary Integration per Chapter 10 of the *Strata CIX Programming Manual Volume 2*.

Step 2: License Requirement

1. A FeatureFlex license for CIX (LIC-CIX-FF) must be purchased.

2. Follow the procedures in MAS Licensing in Chapter 2 – eManager of the *Strata CIX Voice Programming Manual Volume 2*.

Step 3: Program Strata CIX for Adaptability

1. Using eManager, click Advanced Configuration > System > I/O Device. Program 803 I/O Device screen displays (shown at right).

2. Click IO Logical Device tab and set Program 803 I/O Device. This screen is used to assign SMDR and SMDI to logical device and BSIS port numbers.

   First set the screen to:

   • FB00 Logical Device No. – 208 CTI #8.

   • Device Port No. – set device to 11.

   • FB01Device Connection – LAN.
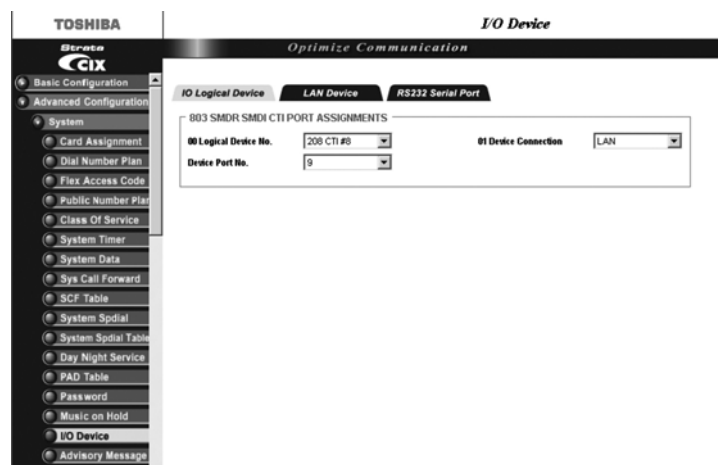
3. Click LAN Device tab and set Program 801 LAN Device. This screen assigns the LAN parameters for the PC applications connected to the LCTU Network Jack through a LAN or Hub.

First set screen to:

- FB00 – Set LAN Port No. to the port number set in Program 803 for 208CTI#8.
- FB01 – Protocol = TCP
- FB02 – PC Operation Type = Server
- FB03 – Data Flow = Asynchronization
- FB04 – Server Port Number = 1117

Access FeatureFlex

Important! *You must be connected to the Media Application Server (MAS) in order to see the FeatureFlex menu option.*

1. From the eManager Main screen, click Advanced Configuration > FeatureFlex.

2. Click Configuration and the FeatureFlex Configuration screen displays (shown below).

The first time you access this screen it is blank. As you assign the features to the phones using the Add function (see "Add FeatureFlex Application to Phone" on page 3, the assigned features display on this screen.

From this screen, you can see the list of existing Application(s) and the Extension and User Agent to which each is assigned. By placing your cursor on the feature, a one-line description of the feature displays.

Sorting the Screen

➤ Click on an up arrow (▲) in the field and the column is sorted in ascending order

...or click on a down arrow (▼) in the field and the column is sorted in descending order.

Add FeatureFlex Application to Phone

1. From the FeatureFlex Configuration screen, click Add. The Add FeatureFlex Application screen displays (shown below).
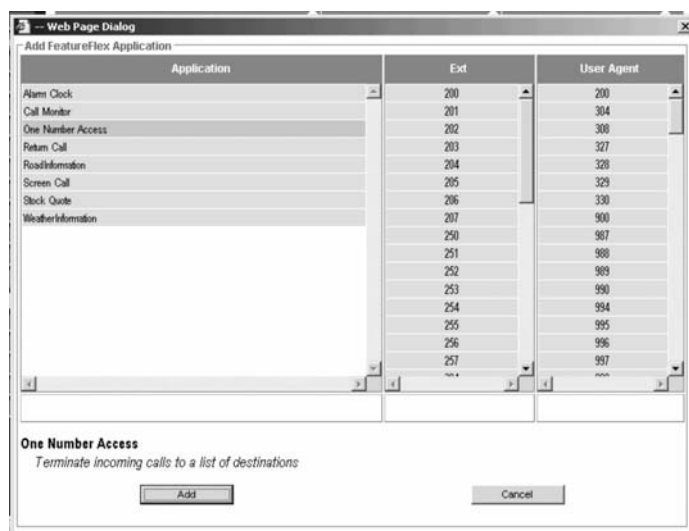
2. Highlight the Application, Ext., and User Agent you want to assign to a phone. Highlighting an application displays the description at the bottom of the screen.

Note   If an Extension has had feature(s) assigned to it in the past, the eManager program remembers the associated User Agent and automatically highlights it when you select the extension number in this screen.

3. Click Add. Depending upon the feature you chose, additional pop-up boxes display.

Note   The pop-up boxes are identical whether you are adding or editing a feature. See "Edit FeatureFlex Application" for an example of the screen.

4. Fill in the requested information and click OK. The FeatureFlex Editor screen displays with the new feature assignment displayed at the bottom of the list.

5. For any FeatureFlex feature(s) that require a key assignment, you must also set the key assignment using eManager. Click Advanced Configuration > Station > Assignments, and set key assignments.

Delete FeatureFlex Application from Phone

Note   This function only deletes the feature from the extension and is not the same as the Remove feature described later.

1. Highlight the feature on the FeatureFlex Editor screen and click Delete. A pop-up box displays requesting you confirm the deletion.

2. Click OK. The feature is deleted from the screen.

Edit FeatureFlex Application

1. From the FeatureFlex Editor screen, highlight the feature you want to edit.

2. Click Edit. The Edit pop-up screen displays (sample shown below). The Edit screen varies depending upon the feature chosen.

3. Change the field(s) and click OK.

4. If you changed the FeatureFlex feature key assignment, you must set the key assignment for the Strata CIX using eManager. Click Advanced Configuration > Station > Assignments, and set the key assignment.

Remove FeatureFlex Application

This function removes the feature from the system. To delete a feature from an individual phone, use the Delete feature instead.

1. From the eManager Main menu, click Advanced Configuration > FeatureFlex > Removal. The Remove FeatureFlex screen displays (shown above).

2. Highlight a feature in the box and click Remove. A pop-up box asks you to confirm the removal.

3. Click OK. The feature is removed.

Important!   *When an Administrator removes a feature, no phones can use that feature if they already subscribed to it, and no phones can have that feature added to their configurations. Once removed, a feature can only be reinstated by restoring the files that comprise the feature.*