

UC for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700)

Installation Guide

NEC Corporation

April 2010
NDA-30884, Revision 3.01

Liability Disclaimer

NEC Corporation reserves the right to change the specifications, functions, or features, at any time, without notice.

NEC Corporation has prepared this document for the exclusive use of its employees and customers. The information contained herein is the property of NEC Corporation and shall not be reproduced without prior written approval from NEC Corporation.

© 2010 NEC Corporation

Microsoft® Windows® is a registered trademark of Microsoft Corporation.

All other brand or product names are or may be trademarks or registered trademarks of, and are used to identify products or services of, their respective owners.

Contents

Introduction	1-1
UC700 Overview	1-1
How This Guide is Organized	1-1
UNIVERGE UC700 Server Installation	2-1
Before Starting the Installation Procedure	2-1
Installing UNIVERGE UC700	2-2
Configuring UNIVERGE UC700	2-7
Enabling Video Conferencing	2-9
Enabling Voice Conferencing	2-10
ACD Accounts	2-11
Conference Bridge Configuration	2-12
PBX Configuration	2-13
PBX Configuration—Voice Mail Pilot	2-14
Adding a Reserved Number	2-14
Adding a Voice Mail Pilot Number	2-15
Adding a Redirect Number	2-16
Uninstalling the UNIVERGE UC700	2-17
UNIVERGE UC700 Client Software Installation	3-1
Client System Requirements	3-1

UC700 Desktop Client Installation	3-3
UC700 Desktop Client Installation Steps	3-3
Launching the UC700 Desktop Client	3-8
UC700 Outlook Toolbar Installation	3-11
UC700 Outlook Toolbar Installation Steps	3-11
Logging in to UC700 Using the Outlook Toolbar	3-18
UC700 for Microsoft Outlook Online Help	3-19

Configuring OW5000 to Support UC700 Clients 4-1

Logging into OW5000 Administrator	4-2
Person Management Configuration	4-3
Adding a User	4-3
Edit or Delete a Person Entry	4-6
Adding a Role for a Person	4-7
Adding a Contact Method for a Person	4-10
Adding an Address for a Person	4-11
User Management Configuration	4-13

Configuring OW5000/UC700 to Support ACD Integration

5-1

ACD Server Management	5-1
ACD Servers Configuration	5-2
ACD Settings Configuration	5-3
ACD Configuration	5-3
ACD Break Modes Configuration	5-4
ACD Split Modes Configuration	5-5
ACD Work Modes Configuration	5-7

Configuring OW5000 SSL Support for UC700 Clients 6-1

Overview	6-1
Configuring SSL for OW5000 and UC700	6-2
Obtaining an OW5000 Server Certificate	6-5

Installing the OW5000 Server Certificate	6-12
Installing UC700 Client CA Certificates	6-17
Replacing web.config file with SSL.web.config file	6-20
Restarting “DefaultAppPool” and “Default Web Site” in IIS Manager	6-21
Configuring UC700 Clients to Use SSL	6-23

Configuring UNIVERGE UM8500 for Voice Mail **7-1**

Adding the Voice Mail Server to OW5000	7-2
Configuring UM8500 Voice Mail Ports in OW5000	7-3
UM8500/OW5000 Server Time Synchronization with the Internet	7-4
Verify PBX Programming	7-5
Configuring the UM8500	7-5
Mining the User’s Subscriber ID for UM8500 Voice Mail	7-5
How to Restart OW5000	7-6

Installing and Configuring Calendar Link **8-1**

Calendar Link Overview	8-1
Installing Calendar Link on the Exchange Server	8-2
Configuration for Exchange 2003	8-6
Configuration for Exchange 2007	8-7
Configuring Calendar Link	8-8
Configuring the Registration Status	8-10



Figures

Figure	Title	Page
2-1	UC700 Server—Welcome dialog	2-3
2-2	Choose Destination dialog	2-3
2-3	Change Destination Folder dialog	2-4
2-4	Ready to Install dialog	2-5
2-5	Installing UC700 dialog	2-5
2-6	Installation Complete dialog	2-6
2-7	Unified Communications—UC700 Option	2-6
2-8	UC700 Client Settings Tab dialog	2-8
2-9	UC700 General Settings Tab dialog	2-8
2-10	UC700 Collaboration Settings Tab dialog	2-9
2-11	UC700 Conference Configuration Tab dialog	2-10
2-12	ACD Accounts dialog	2-11
2-13	ACD Accounts—Edit dialog	2-11
2-14	Conference Bridge dialog	2-12
2-15	Conference Bridge—Add New dialog	2-12
2-16	Conference Bridge Configuration	2-13
2-17	OW5000 Administrator—PBX Configuration—PBX List page	2-14
2-18	PBX Configuration—Reserved Number dialog	2-14
2-19	Add Reserved Number dialog	2-14
2-20	Voice Mail Pilot Numbers dialog	2-15
2-21	Add New Pilot Number	2-15
2-22	PBX Settings - Add New Monitored Number dialog	2-16
2-23	Add New Monitored Number dialog	2-16
2-24	Assign Redirect Number to PBX dialog	2-17
3-1	UNIVERGE UC700 Main Page	3-3
3-2	UC700—InstallShield Wizard Completed—Interrupted dialog	3-4
3-3	UC700—InstallShield Wizard—Welcome dialog	3-5
3-4	UC700—InstallShield Wizard—Custom Setup dialog	3-6
3-5	UC700—InstallShield Wizard—Ready to Install the Program dialog	3-7
3-6	UC700—InstallShield Wizard Completed dialog	3-8
3-7	UC700 System Tray Icon—Open	3-8
3-8	UC700 Client Login dialog	3-9
3-9	UC700 Client Window	3-10
3-10	UNIVERGE UC700 Main Page	3-12
3-11	UC 700—InstallShield Wizard Completed—Interrupted dialog	3-13

3-12	UC700 for Microsoft Outlook—Welcome dialog	3-14
3-13	UC700 for Microsoft Outlook—Destination Folder dialog	3-15
3-14	UC700 for Microsoft Outlook—Ready to Install the Program dialog . . .	3-16
3-15	UC700 for Microsoft Outlook Completed dialog	3-17
3-16	UC700 Outlook Toolbar example	3-17
3-17	UC700 Logged Off Status dialog	3-18
3-18	UC700 Connection Settings dialog	3-18
4-1	OW5000 Administrator Login dialog	4-2
4-2	OW5000 Administrator Control Panel dialog	4-2
4-3	OW5000 Directory Menu	4-3
4-4	OW5000 Administrator—Person Management	4-4
4-5	Person Management—Add User	4-5
4-6	Roles dialog	4-7
4-7	Add User Role dialog	4-7
4-8	User Role Added	4-8
4-9	Employee Roles—Add New dialog	4-9
4-10	Contact Method dialog	4-10
4-11	Select Contact Method—Type dialog	4-10
4-12	Address Information dialog	4-11
4-13	Add Address Information dialog	4-12
4-14	User Management dialog	4-13
5-1	ACD Server Management—ACD Servers dialog	5-2
5-2	ACD Servers—Add New dialog	5-2
5-3	ACD Settings dialog	5-3
5-4	ACD Configuration—Main Menu	5-4
5-5	ACD Break Modes dialog	5-4
5-6	Break Mode Description dialog	5-5
5-7	ACD Split Modes dialog	5-5
5-8	Add New Split Mode	5-6
5-9	ACD Split Modes—Edit dialog	5-6
5-10	ACD Work Modes Configuration dialog	5-7
5-11	Work Mode Description dialog	5-8
6-1	Internet Options—Content	6-3
6-2	Trusted Root Certificate Authorities	6-4
6-3	Default Web Site	6-5
6-4	Default Web Site Properties	6-6
6-5	Server Certificate Button	6-6
6-6	Server Certificate	6-7
6-7	Delayed or Immediate Request	6-7
6-8	Name and Security Settings	6-8
6-9	Organizational Information	6-8
6-10	Your Site's Common Name	6-9
6-11	Geographical Information	6-10
6-12	Certificate Request File Name	6-10
6-13	Request File Summary	6-11

6-14	Completion message	6-11
6-15	Default Web Site	6-12
6-16	Default Web Site Properties	6-13
6-17	Server Certificate Button	6-13
6-18	Pending Certificate Request	6-14
6-19	Process a Pending Request	6-14
6-20	SSL Port	6-15
6-21	Certificate Summary	6-15
6-22	Completion message	6-16
6-23	Certificate Icon	6-17
6-24	Certificate Import Wizard Initial Screen	6-18
6-25	Certificate Store Form	6-18
6-26	Certificate Import Wizard Completion Screen	6-19
6-27	Certificate Import Wizard Completion Screen	6-20
6-28	Default Web Site Selection	6-21
6-29	DefaultAppPool Selection	6-22
6-30	UC700 Client Login	6-23
7-1	Voice Mail Server Management—Add New Voice Mail Server Button . .	7-2
7-2	Voice Main Server Management—Configuration	7-2
7-3	Extension Management	7-3
7-4	Extension Management—Add Extensions	7-4
8-1	Calendar Link Preparing to Install dialog	8-2
8-2	Calendar Link Welcome dialog	8-3
8-3	Calendar Link Destination Folder dialog	8-3
8-4	Calendar Link Configuration Information dialog	8-4
8-5	Calendar Link Ready to Install dialog	8-5
8-6	Installation Status dialog	8-5
8-7	Installation Complete dialog	8-6
8-8	Mailbox Store Properties dialog	8-7
8-9	OW5000 Administrator Login dialog	8-8
8-10	OW5000 Main Menu	8-8
8-11	Calendar Link Exchange Servers dialog	8-9
8-12	Calendar Link Exchange Server Manager dialog	8-9
8-13	Calendar Link Registration Status dialog	8-10
8-14	Add New User Registration dialog	8-10



Tables

Table	Title	Page
2-1	Additional Requirements	2-2
3-1	UC700 Desktop Client System Requirements.	3-1



1

Introduction

The *UC for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700) Installation Guide* provides the information you need to install and configure the UC700 application.

Chapter Topics

- [UC700 Overview](#)
- [How This Guide is Organized](#)

UC700 Overview

UNIVERGE UC700 combines contacts, rich presence, communication history, instant messaging, call control, optional mobility, voice/video conferencing, and collaboration into one powerful, easy to manage solution. The UC700 provides an intuitive interface that combines unified communications functionality in a single application. When integrating to the UM8500, voice messages may be seen, heard, and deleted from within the UC700 communication history.

Your presence and status may be easily shared with fellow UC700 users along with UA5200 operators, MC550 mobility clients (R2 and greater), and users of NEC's soft phone, Dterm, MH250, and DT750/INASET phones.

Based on your status, you may implement rules for groups of contacts so that people can reach you in the most effective and appropriate method possible.

How This Guide is Organized

Chapter 1
[Introduction](#)

This chapter provides an overview of the UC700 Client application and the chapter layout of the UNIVERGE UC700 Client Getting Started Guide.

Chapter 2
[UNIVERGE UC700 Server Installation](#)

This chapter provides the step-by-step procedures to install the UC700 Server software.

Chapter 3
[UNIVERGE UC700 Client Software Installation](#)

This chapter lists the procedures required to install the UC700 Client application as a standalone desktop application or as a toolbar working in conjunction with Microsoft Outlook.

Chapter 4 Configuring OW5000 to Support UC700 Clients	This chapter describes the functions and associated screen displays for configuring the UC700 in OW5000 Administrator.
Chapter 5 Configuring OW5000/UC700 to Support ACD Integration	This chapter describes the configuration process needed for the UC700 when integrated with ACD.
Chapter 6 Configuring OW5000 SSL Support for UC700 Clients	This chapter lists the procedures to set up SSL security support for communications between UC700 clients and the OW5000.
Chapter 7 Configuring UNIVERGE UM8500 for Voice Mail	This chapter describes the procedures to configure UNIVERGE UM8500 for voice mail integration.
Chapter 8 Installing and Configuring Calendar Link	This lists the procedures to install and configure Calendar Link to support UC700 clients.

2

UNIVERGE UC700 Server Installation

This chapter provides step-by-step procedures used to install the UC700 server software. The procedures and other information are found in the following sections of this chapter.

Chapter Topics

- [Before Starting the Installation Procedure](#)
- [Installing UNIVERGE UC700](#)
- [Configuring UNIVERGE UC700](#)
- [Enabling Video Conferencing](#)
- [Enabling Voice Conferencing](#)
- [ACD Accounts](#)
- [Conference Bridge Configuration](#)
- [PBX Configuration—Voice Mail Pilot](#)
- [Uninstalling the UNIVERGE UC700](#)

Before Starting the Installation Procedure

Before installing the UC700 software, refer to the *Requirements* section in the *UNIVERGE OW5000 Getting Started Guide*. Verify that your system meets the Application Environment requirements for the OW5000 Platform and the specific application software you purchased.



IMPORTANT

The UNIVERGE OW5000 Platform must be installed prior to installing the UC700 Server.

To install the UNIVERGE UC700 server software:

- You must be logged into the computer where the software is to be installed.
- You must have Administrator rights to the computer.
- [Table 2-1](#) provides a list of software and hardware requirements for the UC700 server that must be met.

Table 2-1 Additional Requirements

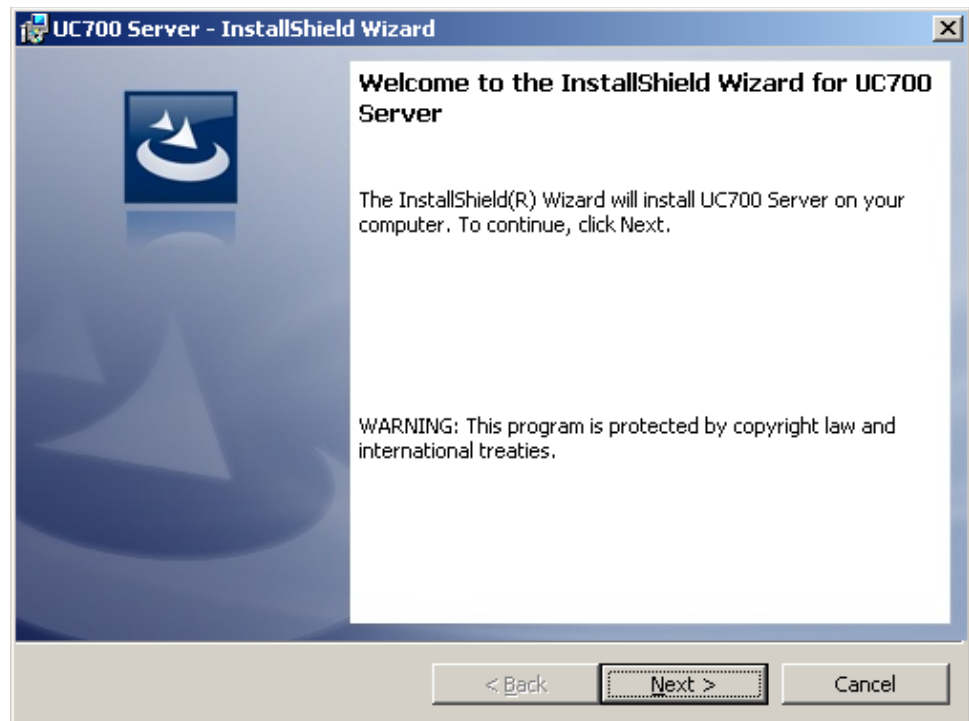
Operating System
Windows Server 2003 SP2 or later 32bit/64bit Windows Server 2008 32bit/64bit Windows Server R2 (latest Service Pack and Critical Updates)
Processor
Dual Core 1.8GHz or faster
Memory
2 GB RAM.
Hard Drive Space (available before installation)
10 GB or more available space
Web Server
Microsoft Internet Explorer 6.0, 7.0 and 8.0 (latest Service Pack and Critical Updates) for Windows <i>Note: IIS requires installation of the current security patches located at www.microsoft.com.</i>
.NET Framework
.NET 3.5 Framework SP1

Installing UNIVERGE UC700

Follow the steps below to install the UNIVERGE UC700.

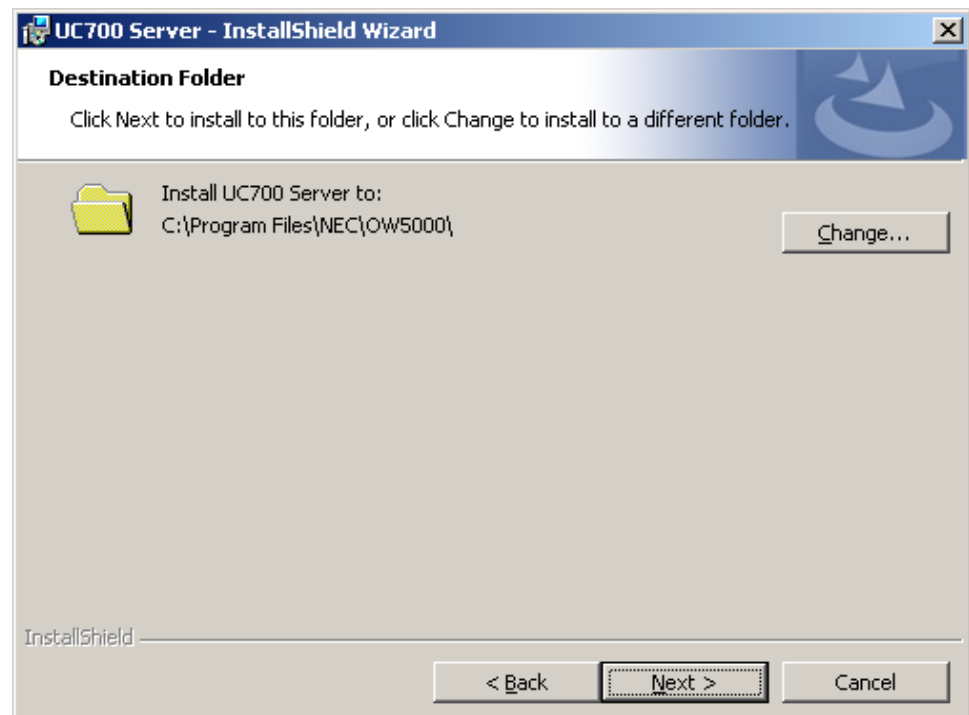
- Step 1** Place the UCE 2010 Disk 3 DVD into the **DVD-ROM drive**. On most computers Autorun automatically starts the installation when you load the DVD. If Autorun is not enabled on the computer, though, you must do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
 - In the DVD-ROM file list, double-click the **Autorun.exe** file.
- Step 2** From the UCE Desktop/Agent menu, select a link to launch the installer for UNIVERGE UC700 Server. [Figure 2-1](#) displays.

Figure 2-1 UC700 Server—Welcome dialog



Step 3 Click **Next**. [Figure 2-2](#) displays.

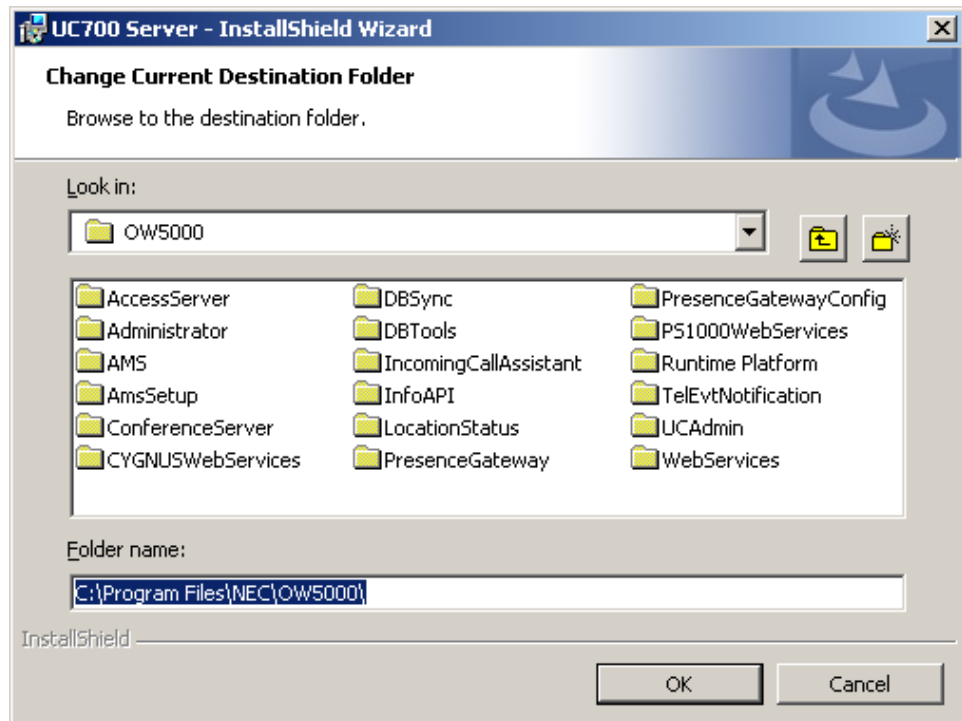
Figure 2-2 Choose Destination dialog



Step 4 Do one of the following:

- To install to the default folder, click **Next**.
- To select a different location, click **Change**. [Figure 2-3](#) displays.

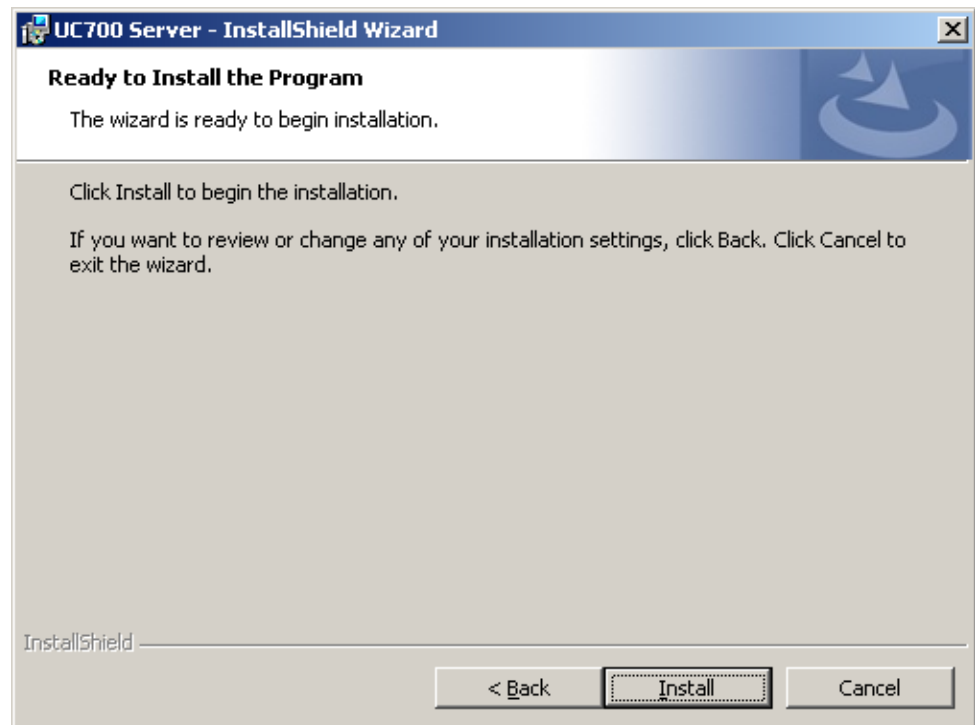
Figure 2-3 Change Destination Folder dialog



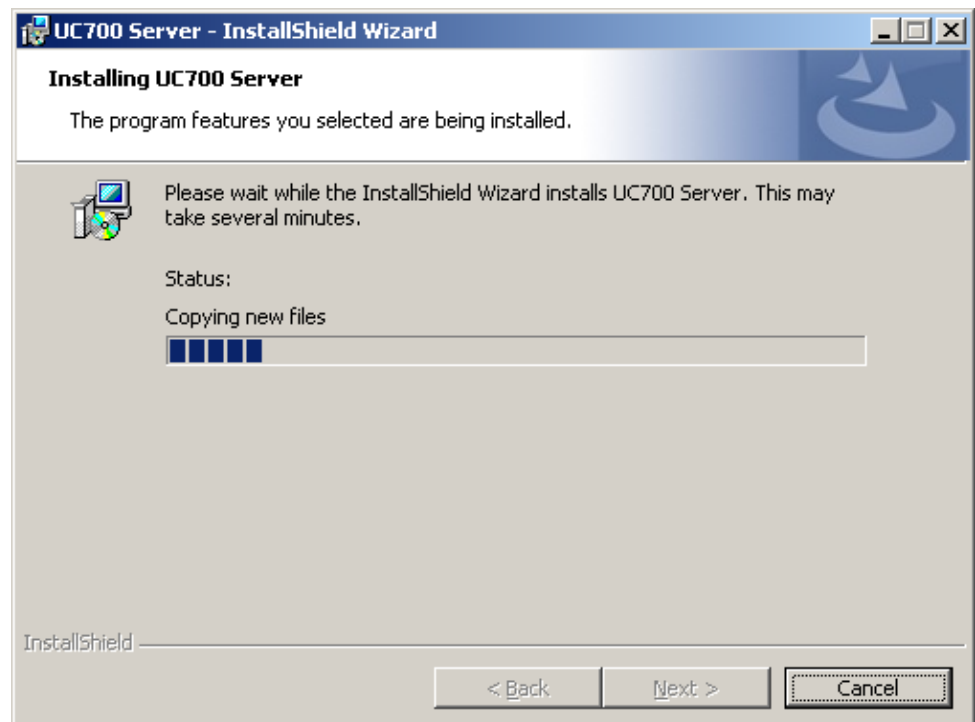
Step 5 Do one of the following:

- Select the desired folder from the drop-down list.
- Create a new folder by clicking the new folder icon.

Step 6 Click **OK**. [Figure 2-4](#) displays.

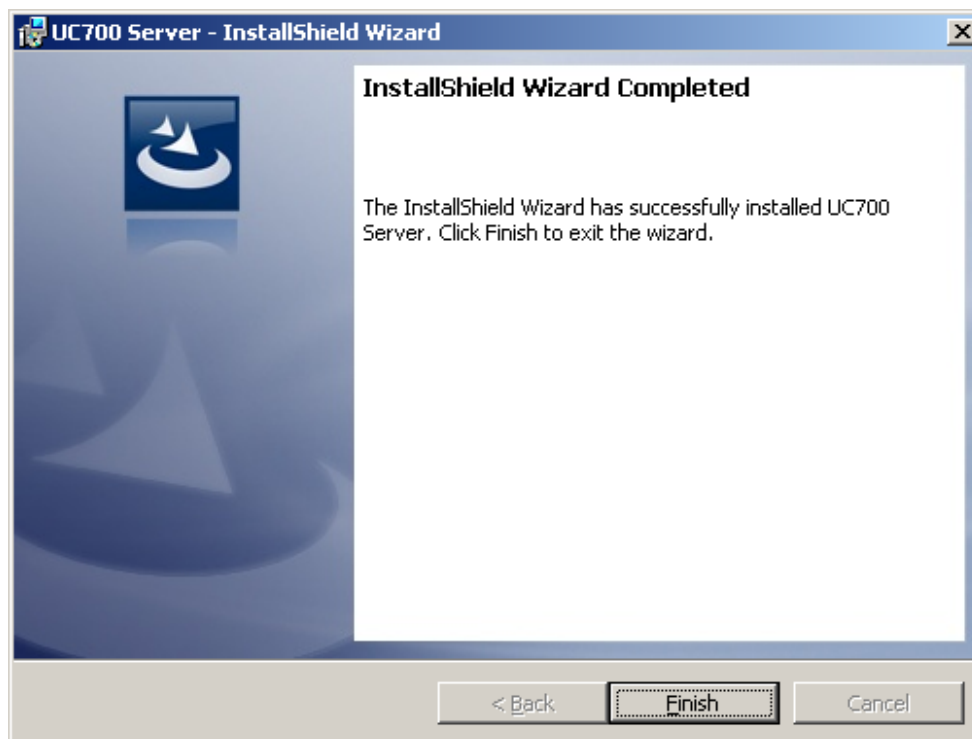
Figure 2-4 Ready to Install dialog

Step 7 Click **Install**. [Figure 2-5](#) displays.

Figure 2-5 Installing UC700 dialog

—After the files are installed, [Figure 2-6](#) displays.

Figure 2-6 Installation Complete dialog



Step 8 Click **Finish** to complete the installation. [Figure 2-7](#) displays.

Figure 2-7 Unified Communications—UC700 Option



Configuring UNIVERGE UC700

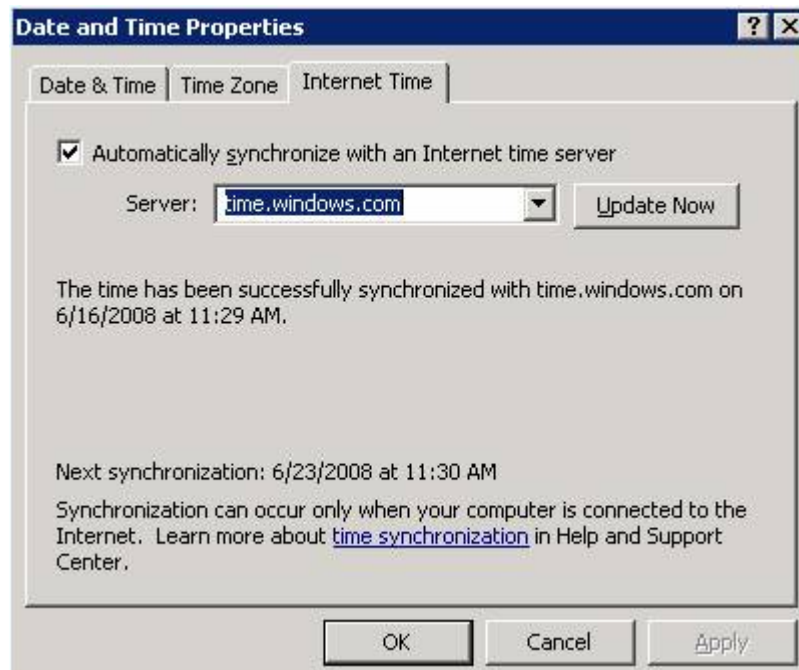
UC700 uses the OAI Server to manage all calls, PBX Configurations, Dialing Rules, and Monitored Numbers. The OAI Server must be properly configured for the UC700 to function. Refer to the *UNIVERGE OW5000 Configuration Guide* for more information.

UC700 also uses the OW5000 Application Message Service (AMS) for notification of incoming and outgoing calls, status changes, and voice mail notification.



NOTE

If you are using UM8500 for voice mail integration, please ensure that both OW5000 and UM8500 servers have time synchronization enabled.



After installing the UC700, you can view the **Client Settings** and **General Settings** by using the path: **UNIVERGE OW5000 > Unified Communications > UC700**. [Figure 2-8](#) displays.

Figure 2-8 UC700 Client Settings Tab dialog

UC700

Client Settings		General Settings	Collaboration Settings	Conference Configuration	ACD Accounts	
Licensed UC700 Sessions:	0	Available:	0	Used:	0	
Licensed UC700 Agent Sessions:	0	Available:	0	Used:	0	
1 - 1 of 1 records		10 Results per page		Page: 1 of 1		
Name	Employee Name	User Extn	Address	Logon Type	Last Login	Last Ping
admin	Administrator		HOLDEN	OW5000 Administrator	3/16/2010	2010-03-16 13:35:01
1 - 1 of 1 records		10 Results per page		Page: 1 of 1		

This page displays available licenses for UC700 and a list of currently logged in users. You can click on any heading to change the contents from ascending to descending order.

To enter the UC700 configuration:

Step 1 Click **General Settings**. Figure 2-9 displays.

Figure 2-9 UC700 General Settings Tab dialog

Client Settings	General Settings	Collaboration Settings	Conference Configuration	ACD Accounts
Allow clients to search for employees in <input type="text" value="All Companies"/>				
Display Home Phone <input type="text" value="Based on Contact Rules"/>				
Display Mobile Phone <input type="text" value="Always"/>				
Ping Interval (Minutes) <input type="text" value="5"/>				
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>				

Step 2 In the **Allow clients to search for employees in** drop-down list, select to allow only their own company, or all companies.

Step 3 In the **Display Home Phone** field and the **Display Mobile Phone** field, select Always, Based on Contact Rules, or Never.

Step 4 In the **Ping Interval (Minutes)** field, enter the number of minutes between pings.

Step 5 Click **Apply** to save the changes or **Cancel** to exit without saving the changes.

Enabling Video Conferencing

From the UC700 client, the user can enable video conferencing. When the conference button is clicked, the UC700 client calls the server and the port of the conferencing server.

Step 1 Click **Collaboration Setting**. [Figure 2-10](#) displays.

Figure 2-10 UC700 Collaboration Settings Tab dialog

Client Settings	General Settings	Collaboration Settings	Conference Configuration	ACD Accounts
Collaboration Support: Disabled ▾ Server Protocol: HTTP ▾ Server URI: <input type="text" value="http://nec.xlmeeting.com"/> Server Port: <input type="text"/> <div> Apply Cancel </div>				

Step 2 In the **Collaboration Support** drop-down box, select **Enable**.

Step 3 In the **Server Protocol** drop-down box, select which server protocol is used for the feature.

Step 4 In the **Server URI** field, enter the URI of the video conferencing server. The URI can be any valid URI type such as "computername," "computername.workgroup," "domain.com" or it can be an IP address.

Step 5 In the **Server Port** field, enter the port number of the conferencing server. The port number is an optional field to override the default port number.

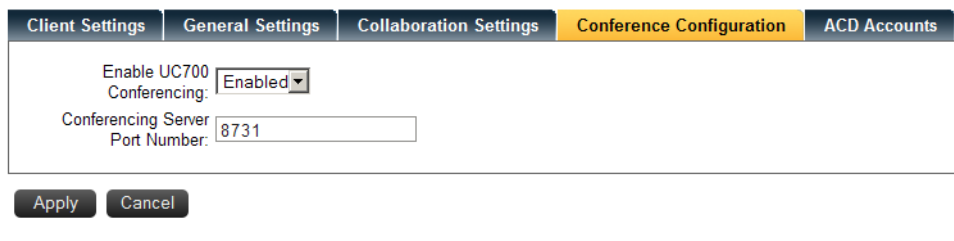
Step 6 Click **Apply**.

Enabling Voice Conferencing

Follow the steps below to configure voice conferencing.

Step 1 Click the **Conference Configuration** tab. [Figure 2-11](#) displays.

Figure 2-11 UC700 Conference Configuration Tab dialog



Client Settings	General Settings	Collaboration Settings	Conference Configuration	ACD Accounts
<p>Enable UC700 Conferencing: <input type="text" value="Enabled"/></p> <p>Conferencing Server Port Number: <input type="text" value="8731"/></p> <p><input type="button" value="Apply"/> <input type="button" value="Cancel"/></p>				

Step 2 In the **Enable UC700 Conferencing** drop-down box, select **Enabled**.

Step 3 In the **Conferencing Server Port Number** field, type the port number of the UC700 conference server. The default is **8731**.

Step 4 Click **Apply**.

ACD Accounts

Follow the steps below to edit or delete ACD Accounts.

Step 1 Click the **ACD Accounts** tab. [Figure 2-12](#) displays.



IMPORTANT

The ACD Accounts tab displays only when the OW Agent Service is installed. If the UC700 Agent service is not used, this configuration is not required.

Figure 2-12 ACD Accounts dialog

UC700

Client Settings

General Settings

















Collaboration Settings

Conference Configuration

ACD Accounts

1 - 8 of 22 records8Results per page

Page1of 3>>

	Login Name	First Name	Last Name	ACD	ACDLogin
 	User1	User_1	ACD_Test	Dallas	70017
 	User_9	User_9	ACD_Test	Dallas	70029
 	User_8	User_8	ACD_Test	Dallas	70028
 	User_7	User_7	ACD_Test	Dallas	70027
 	User_6	User_6	ACD_Test	Dallas	70024
 	User_5	User_5	ACD_Test	Dallas	70023
 	User_3	User_3	ACD_Test	Dallas	70019
 	User_2	User_2	ACD_Test	Dallas	70018

1 - 8 of 22 records8Results per page

Page1of 3>>

Apply

Cancel

This list is populated by users who are configured as **UC700 ACD Users**. (See [Figure 4-14](#) on page 4-13.)

Step 2 To edit an ACD Account, click the **Pencil** icon next to the Login Name to edit. [Figure 2-13](#) displays.

Figure 2-13 ACD Accounts—Edit dialog

Client Settings	General Settings	Collaboration Settings	Conference Configuration	ACD Accounts
Login Name: <input type="text" value="User_2"/>				
ACD Login: <input type="text" value="70018"/>				
ACD Server Name: <input type="text" value="Dallas"/>				
Apply Cancel				

Step 3 Enter the **ACD Login** ID in the text box.

Step 4 Select the desired **ACD Server Name** from the drop-down list.

Step 5 Do one of the following:

- Click **Apply** to save the information and close the dialog box.
- Click **Cancel** to exit the dialog box without saving the changes.

- Step 6** To delete an ACD Account, click the **Trashcan** icon next to the Login Name to delete. A confirmation dialog box displays. Click **OK**.

Conference Bridge Configuration

UC700 provides a visual voice conference feature that works with the PBX conference bridge. Use the following steps to configure the conference bridge.

- Step 1** Click the **Start** button and then select **All Programs > NEC OW5000 > Platform > Conference Bridge** to set up a Conference Bridge for UC700. [Figure 2-14](#) displays.

Figure 2-14 Conference Bridge dialog

PBX: SV7000-44 ▾

BRIDGES:

Add New Bridge

There are no bridges for this PBX.

- Step 2** Click **Add New Bridge** to set up a Conference Bridge for UC700. [Figure 2-15](#) displays.

Figure 2-15 Conference Bridge—Add New dialog

PBX: DallasDQA

ADD BRIDGE

* Bridge Name:

* Tenant: 1 ▾

* Monitored Number: 14888 ▾

Is Host Controlled: ☐

* Ports Add Port

Apply Done Cancel



NOTE

If a Monitored Number is not created for the target PBX, click **Add Reserved Numbers** and then assign a new Monitored Number with **Un-assigned** as the Application.

- Step 3** Enter the **Bridge Name**, select the **Tenant** and **Monitored Number** from the drop-down list, and then enter the conference bridge port in the **Ports** field. **Is Host Controlled** should be set if this bridge is used by the

UC700 Voice Conference feature. If this parameter is checked, the bridge name is displayed in UC700.



NOTE

Even if the added port numbers are listed on the page, these numbers are not saved until the data is saved.

Step 4 Do one of the following:

- Click **Apply** to save the conference bridge without exiting the dialog box.
- Click **Done** to save the conference bridge and exit the dialog box.
- Click **Cancel** to exit the dialog box without saving the conference bridge.

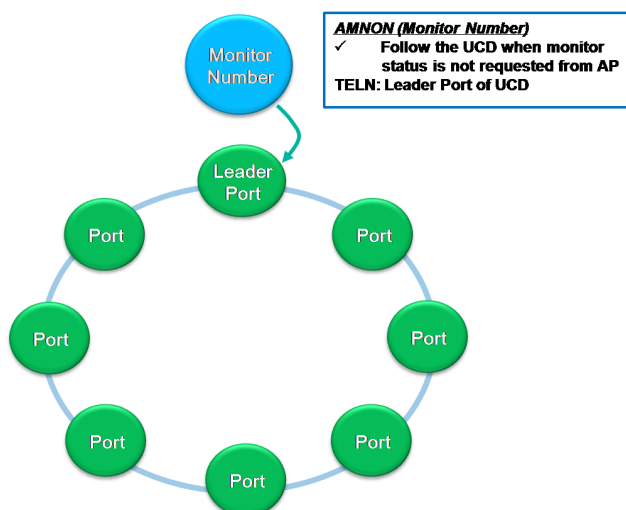
PBX Configuration

The following restrictions or options are available.

- One monitored number is required for each conference bridge. This monitored number needs to be set to "Follow the UCD when monitor number is not requested from API" and TELN must be a UCD group leader port in the AMNON command.
- 8, 16, or 32 ports for conference bridges are available.
- The conference bridge should be programmed for **Meet-Me Conference**.
- Members are programmed in ASHPN.

An Example of a conference bridge configuration is shown below (Figure 2-16).

Figure 2-16 Conference Bridge Configuration



PBX Configuration—Voice Mail Pilot

To support the UC700 Voice Mail feature on an Incoming pop up, you must configure a reserved number, and a voice mail pilot number using the OW5000 Administrator Control Panel. You may also be required to set up a Redirect Number.

Adding a Reserved Number

To set up a reserved number for voice mail, follow the steps below.

Step 1 Follow the path, **OW5000 > Platform > PBXs** to set up a Voice Mail Pilot number for UC700. [Figure 2-17](#) displays.

Figure 2-17 OW5000 Administrator—PBX Configuration—PBX List page

PBX Name	IP Address	Office Code	PBX Type	Split Call Forward	RMI Bind Name
SV7000-44	172.24.133.44	30	UNIVERGE SV7000	<input type="checkbox"/>	OAIserver.SV7000-44

Step 2 Click the **Pencil** icon of the target PBX. [Figure 2-18](#) displays.

Figure 2-18 PBX Configuration—Reserved Number dialog

Current: SV7000-44

PBX Settings | Locations | AreaCode Rules | PBX → PBX Dialing | **Reserved Numbers** | Voice Mail Pilot Numbers

Add New Monitored Number

There are no monitored numbers configured for this PBX

Step 3 Click the **Add New Monitored Number** button. [Figure 2-19](#) displays.

Figure 2-19 Add Reserved Number dialog

PBX: SV7000-44

* Number: 4000

* Tenant: 1

* Reserved Type: Monitored Number

Application: Oai Server

Apply & Add New | Apply | Done | Cancel

- Step 4** Enter the reserved **Number** and select the **Tenant** number from the drop-down list. Set the Monitored Number as the **Reserved Type** and Oai Server as the **Application**.
- Step 5** Do one of the following:
- Click **Apply** or **Apply & Add New** to save the voice mail pilot number without exiting the dialog box.
 - Click **Done** to save the voice mail pilot number and exit the dialog box.
 - Click **Cancel** to exit the dialog box without saving the voice mail pilot number.

Adding a Voice Mail Pilot Number

A voice mail pilot number is required to redirect an incoming call to voice mail. Follow the steps below to set the voice mail pilot number:

- Step 1** Select the **Voice Mail Pilot Numbers** tab from the PBX Configuration dialog box (Figure 2-18).

This action displays a Voice Mail Pilot Numbers dialog box (Figure 2-20), allowing you to add or edit one or more voice mail pilot numbers.

Figure 2-20 Voice Mail Pilot Numbers dialog

Current: SV7000-44

PBX Settings Locations AreaCode Rules PBX → PBX Dialing Reserved Numbers **Voice Mail Pilot Numbers**

Add New Pilot Number

1 - 2 of 2 records 20 Results per page Page: 1 of 1

Pilot Number	
8500	Set Default
8501	Set Default

1 - 2 of 2 records 20 Results per page Page: 1 of 1

- Step 2** Click **Add New Pilot Number**. Figure 2-19 displays.

Figure 2-21 Add New Pilot Number

Current: SV7000-44

PBX Settings Locations AreaCode Rules PBX → PBX Dialing Reserved Numbers **Voice Mail Pilot Numbers**

* Pilot Number: 8502

Apply Done Cancel

- Step 3** Enter the number to reserve for UC700 voice mail routing in the **Pilot Number** field.

Step 4 Do one of the following:

- Click **Apply** to save the voice mail pilot number without exiting the dialog box.
- Click **Done** to save the voice mail pilot number and exit the dialog box.
- Click **Cancel** to exit the dialog box without saving the voice mail pilot number.

Step 5 To change the default voice mail pilot number, click **Set Default** next to the pilot number to be the new default pilot number.

- The default pilot number displays in bold face.
- The default pilot number is used when a client does not specify the voice mail pilot number.

Step 6 To delete a **Voice Mail Pilot Number**, click the trash can icon.

Adding a Redirect Number

A Redirect Number is required when using a contact rule. To add a Redirect Number, follow the steps below.


Step 1 Click the Pencil icon next to the selected PBX, then click the **Reserved Numbers** tab. [Figure 2-22](#) displays.

Figure 2-22 PBX Settings - Add New Monitored Number dialog



Step 2 Click the **Add New Monitored Number** button. [Figure 2-23](#) displays.

Figure 2-23 Add New Monitored Number dialog



- Step 3** Enter the **Number** and **Tenant**. Select **Monitored Number** for the **Reserved Type**, and **Un-Assigned** for the **Application**.
- Step 4** Do one of the following:
- Click **Apply** or **Apply & Add New** to save the Redirect number without exiting the dialog box.
 - Click **Done** to save the voice mail pilot number and exit the dialog box.
 - Click **Cancel** to exit the dialog box without saving the voice mail pilot number.
- Step 5** Go to **OW5000 > Applications > Incoming Call Assistant** to assign the Redirect Number to the PBX.
- Step 6** Select the **Redirect Configurations** tab.
- Step 7** Click **Add New Redirect Configuration**.

Figure 2-24 Assign Redirect Number to PBX dialog

The screenshot shows a dialog box titled "Incoming Call Assistant Redirect Configuration Manager". Inside the dialog, there are two dropdown menus. The first is labeled "PBX:" and has "Atlanta" selected. The second is labeled "Redirect Number" and has "47510" selected. At the bottom of the dialog, there are two buttons: "Done" and "Cancel".

- Step 8** Select the **PBX** and **Redirect Number**, assigned earlier on the PBX configuration page, from the drop-down list (Figure 2-24).
- Step 9** Do one of the following:
- Click **Done** to save the information and exit the dialog box.
 - Click **Cancel** to exit the dialog box without saving the voice mail pilot number.

Uninstalling the UNIVERGE UC700

The UC700 software can be uninstalled using the Windows operating system **Add/Remove** software function in the Windows Control Panel. To uninstall the software, in the Add/Remove dialog box, select **UC700** and then click **Remove**. Follow the displayed instructions and remove all components when prompted. For more information, refer to the Windows documentation for the version of Windows installed.



3

UNIVERGE UC700 Client Software Installation

This chapter provides step-by-step procedures for installing the UC700 Client software. It includes these topics:

Chapter Topics

- [Client System Requirements](#)
- [UC700 Desktop Client Installation](#)
- [UC700 Outlook Toolbar Installation](#)

Client System Requirements

Refer to [Table 3-1](#) for a list of system requirements for the UC700 client installation before installing the UC700 Client software.



NOTE

UC700 Client must be installed on a Windows XP or Windows Vista machine.

Table 3-1 UC700 Desktop Client System Requirements

Operating System
Windows XP Professional x86 with Service Pack 3
Windows XP Professional x64 with Service Pack 2
Windows Vista x86 or x64 with Service Pack 1
Windows 7 x86 or x64
Windows 2003
Processor
1.0 GHz or faster
(2 GHz or faster recommended)
Memory
1 GB RAM (or more)

Hard Drive Space (available before installation)

20 MB for install
(uses 9 MB of space after install)

Additional Hardware and Software

Graphics card with support for Microsoft DirectX 9.0 graphics with Windows Vista Display Driver Model (WDDM) Driver (even on XP), 128 MB of graphics RAM or more, Pixel Shader 2.0 in hardware, 32-bits per pixel

Web Browser

Microsoft Internet Explorer 6.0 or higher (latest Service Pack and Critical Updates) for Windows

Monitor

1024 x 768 or higher-resolution 24-bit color

.NET Framework

Microsoft.NET 3.5 Framework SP1 (pre-installed)

Windows Media Player

Windows Media Player 11 or higher (listed in Windows update as an optional update). Applies to XP users only. The appropriate media player is already provided for Vista users.

Windows Media Player is used for voice mail playback, so only the default codecs in Windows is supported. (See [Supported Windows Audio Formats \(WAV\)](#)). Other codecs can be supported if the administrator purchases them from their owners and installs them on the client computers.

Supported Windows Audio Formats (WAV)

- 11,025Hz 16bit PCM
- 8000Hz 16bit PCM
- 11,025Hz 8bit PCM
- 11,025Hz u-Law
- 8,000Hz 8bit PCM
- 8,000Hz u-Law
- 11,025Hz 4bit ADPCM
- 8000Hz 4bit ADPCM
- 11,025Hz GSM6.10
- 8000Hz Mp3
- 8,000Hz GSM6.10
- 8,000Hz DSP Group TrueSpeech
- 8000Hz Mp3 8k

UC700 Desktop Client Installation

This section explains how to install the UC700 Desktop Client for standalone use. It also explains how to launch the UC700 Desktop Client from the System Tray and establish initial connection settings. The following topics are included in this section.

- [UC700 Desktop Client Installation Steps](#)
- [Launching the UC700 Desktop Client](#)

UC700 Desktop Client Installation Steps

The steps for installing the standalone UC700 Desktop Client are as follows:

- Step 1** Type the host name or IP address of the OW5000 in Internet Explorer to access the installation execute file for the machine you are currently using. Use the following format:

http://<hostname>/uc700

where **<hostname>** is the name or IP address of your OW5000 server. This information will be provided to you by your system administrator.

[Figure 3-1](#) displays.

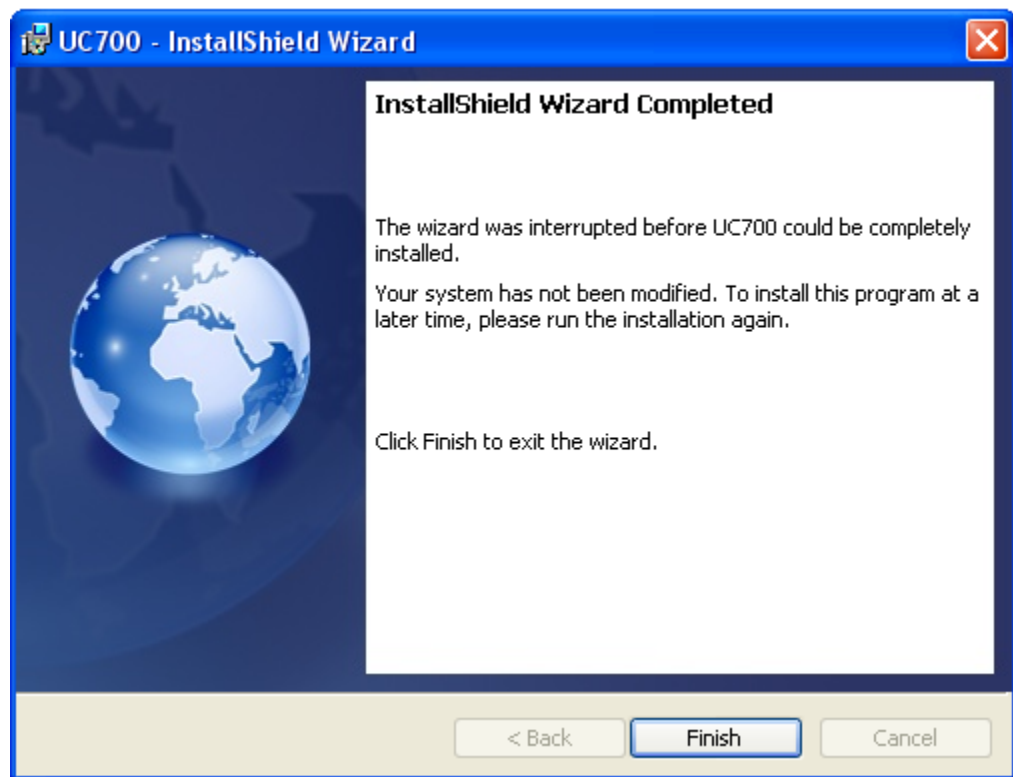
Figure 3-1 UNIVERGE UC700 Main Page



- Step 2** In the upper-right corner, click the **Downloads** link. The download options on the page displays.

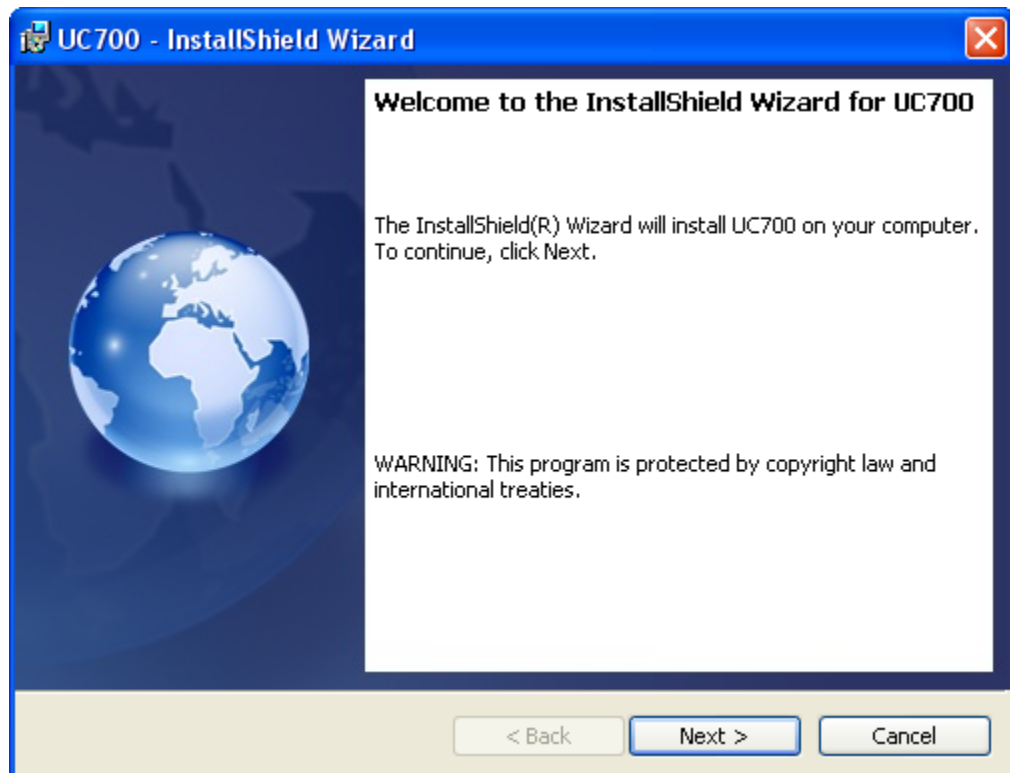
- Step 3** Click **DOWNLOAD UC700 DESKTOP CLIENT**.
- Step 4** Click **Run** when prompted to start the installation immediately, or click **Save** to save the download so you can start the installation later.
- Step 5** If you clicked **Save** to save the download for installation later, when you are ready to install the toolbar, double-click the **uc700.setup.exe** file.
- Step 6** Click **OK**.
- If .NET Framework 3.5 SP1 is not installed on your machine, [Figure 3-2](#) displays.

Figure 3-2 UC700—InstallShield Wizard Completed—Interrupted dialog

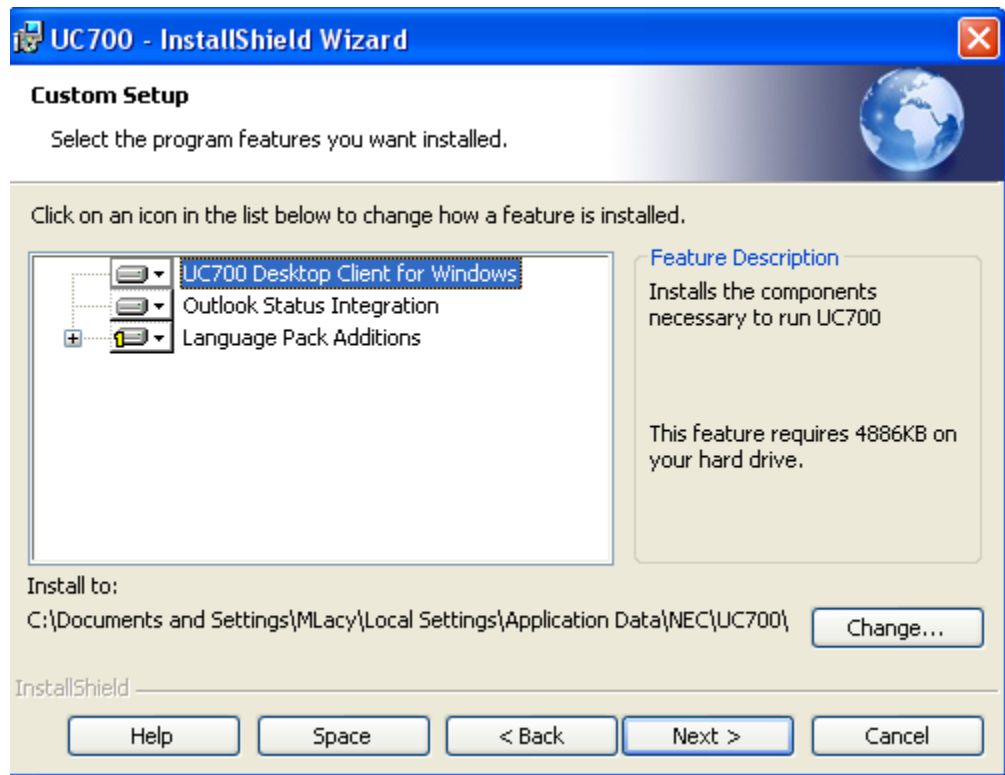


- If this occurs, click **Finish** and then download and install the Microsoft .NET Framework 3.5 SP1 installation execute file (**dotnetfx35setup.exe**) from <http://www.microsoft.com> before restarting the UC700 Desktop Client install.
- If .NET Framework 3.5 SP1 or later is installed on your machine, continue to [Step 7](#).

Figure 3-3 UC700—InstallShield Wizard—Welcome dialog



Step 7 Click **Next**. [Figure 3-4](#) displays.

Figure 3-4 UC700—InstallShield Wizard—Custom Setup dialog

Step 8 Select the program features you want to install by clicking the icon next to a particular feature. The options are:

- **UC700 Desktop Client for Windows**—Used to install the feature components and subfeature components required to run the UC700.
- **Outlook Status Integration**— Used to install integration components for Microsoft Outlook, permitting you to automate your status through calendar events.
- **Language Pack Additions**—Used to localize UC700 for a specific language.

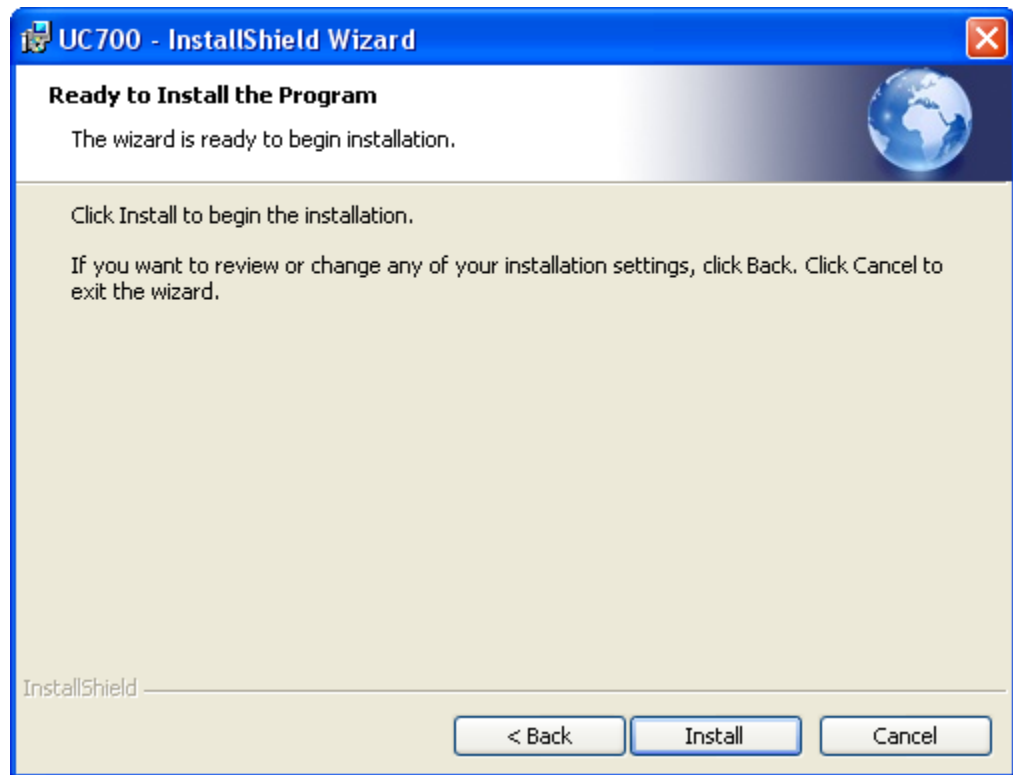


NOTE

To install the components to a different destination folder, click **Change** and select the new folder location.

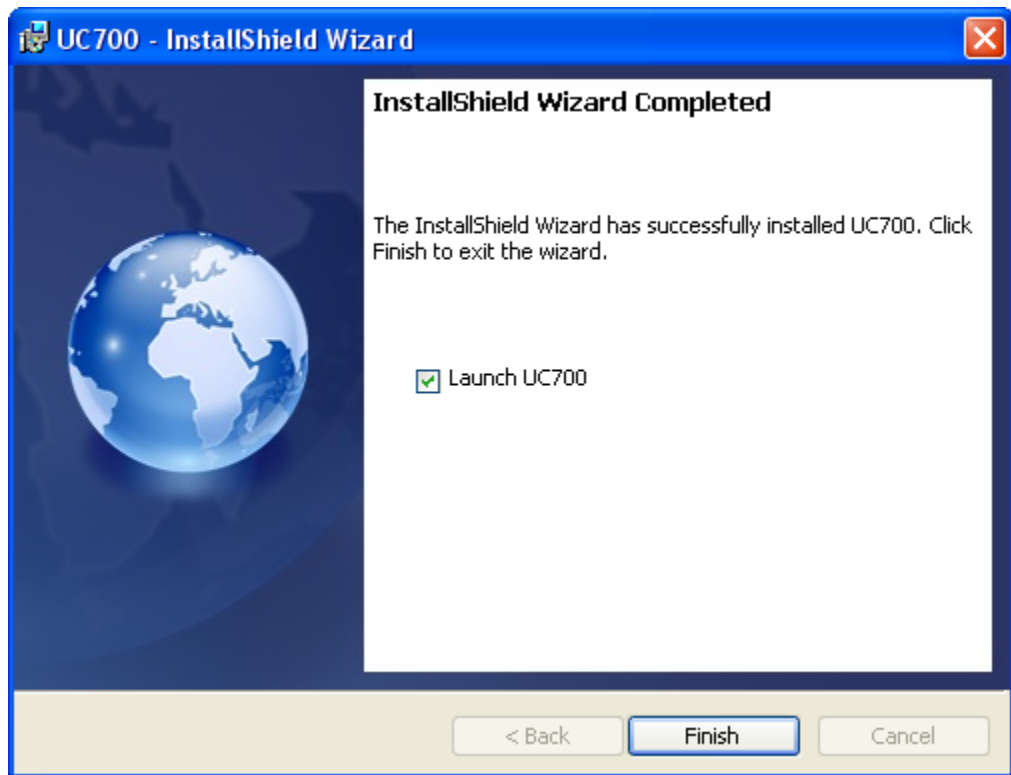
Step 9 Click **Next**. [Figure 3-5](#) displays.

Figure 3-5 UC700—InstallShield Wizard—Ready to Install the Program dialog



Step 10 Click **Install**.

—The installation begins. It may take a few seconds to install the software. Once the software is installed, [Figure 3-6](#) displays.

Figure 3-6 UC700—InstallShield Wizard Completed dialog

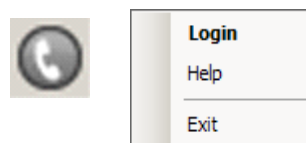
Step 11 Check the **Launch UC700** check box.

Step 12 Click the **Finish** button. [Figure 3-7](#) displays.

Launching the UC700 Desktop Client

To launch the UC700 Desktop Client:

Step 1 Right-click the **UC700** system tray icon and then select **Login** from the popup menu (see [Figure 3-7](#)).

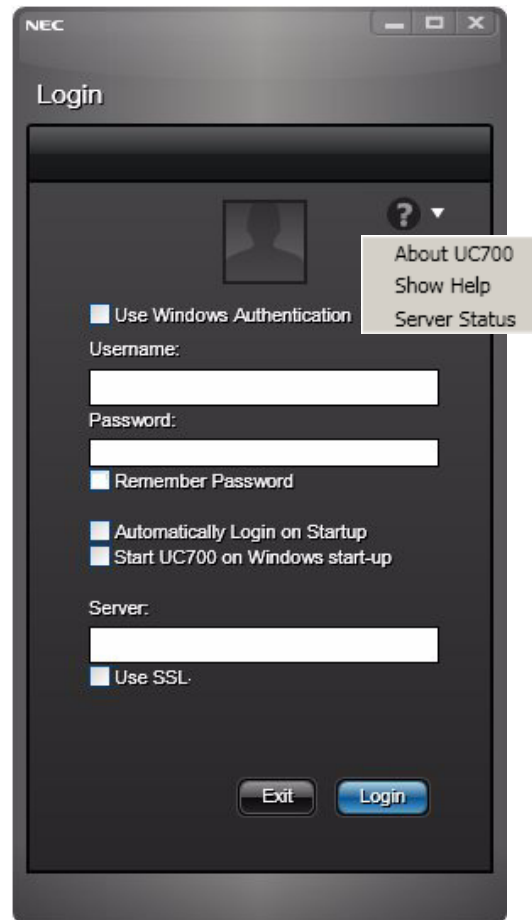
Figure 3-7 UC700 System Tray Icon—Open

—If the UC700 Client icon is not present in the System Tray you can follow this path to start UC700:

Click **Start > All Programs > NEC > UC700**.

[Figure 3-8](#) displays.

Figure 3-8 UC700 Client Login dialog



Step 2 Fill in these fields:

- **Use Windows Authentication:** If the **Username** and **Password** are to be authenticated by Windows, check this box.
- **Username:** Your user login identifier associated with the server. The **Username** must match the **Login ID** specified when the user was created using the OW5000 Administrator's User Management function.
- **Password:** Password associated with the login identifier. The **Password** must match the password value specified when the user was created using the OW5000 Administrator's User Management function.
- **Remember Password:** If you do not want to reenter the password each time you log in, check this box. This option is recommended.
- **Automatically Log in at Startup:** If you check this box, you are not prompted for the **Username** and **Password** and are instead logged in automatically each time you start UC700.
- **Start UC700 upon Windows Startup:** If you check this box, you are not prompted for the **Username** and **Password** and are instead logged in automatically each time you start Windows.

- **Server:** This is the DNS name for the server. The **Server** value must match the name of the machine where the UC700 server is installed.
- **Use SSL:** Do not check this option unless instructed to do so by your system administrator. This option provides an added layer of security that requires the administrator to set up encryption in the system.
- Click the **Help About button** for information on the current client version, to view UC700 Online Help, and to view the server status.



NOTE

The About screen, shown in [Figure 3-8](#), is only present when selected.

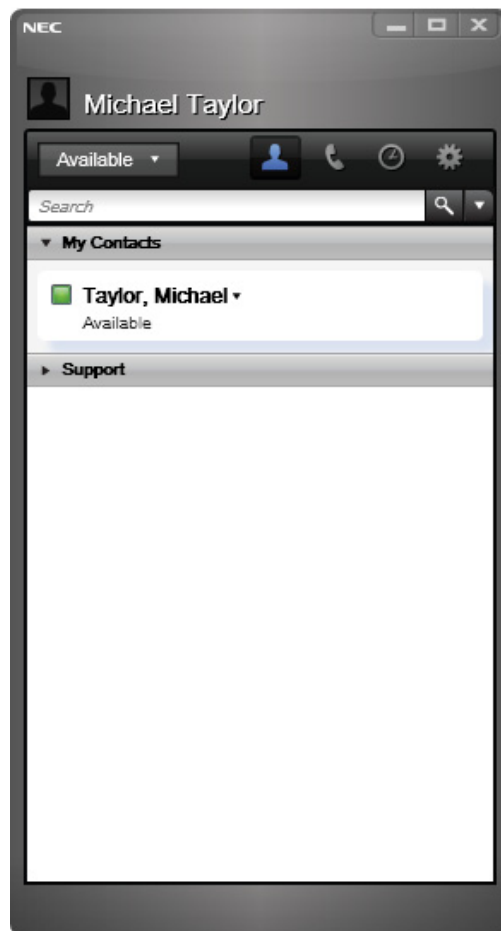
Step 3 Click the **Login** button. [Figure 3-9](#) displays.



NOTE

The first time a user logs into the UC700 Client, it can take 30 seconds or longer to load.

Figure 3-9 UC700 Client Window



—The UC700 Client installation is now complete.

Step 4 To close the UC700 Client window, click **Exit (X)**.



REFERENCE

For more information on using the Client software, refer to the UNIVERGE UC700 Getting Started Guide or the UNIVERGE UC700 Online Help system.

UC700 Outlook Toolbar Installation

The UC700 Outlook Toolbar is used to perform UC700 functions when using Outlook. This section describes how to install the UC700 Outlook Toolbar. It also explains how to initially access UC700 using the toolbar, how to establish connection settings, and how to access Online Help for more information about using UC700 with Outlook. The following topics are included in this section

- [UC700 Outlook Toolbar Installation Steps](#)
- [Logging in to UC700 Using the Outlook Toolbar](#)
- [UC700 for Microsoft Outlook Online Help](#)

UC700 Outlook Toolbar Installation Steps

The steps used to install the UC700 toolbar for use with Outlook are very similar to those used to install the UC700 Desktop Client version. The steps below are used to install the toolbar.

Step 1 Type the host name or IP address of the OW5000 in Internet Explorer to access the installation execute file for the machine you are currently using. Use the following format:

http://<hostname>/uc700

where **<hostname>** is the name or IP address of your OW5000 server. This information will be provided to you by your system administrator. The **UNIVERGE UC700 Main Page** displays.

Step 2 In the upper-right corner, click the **Downloads** link. The download options on the Main Page displays.

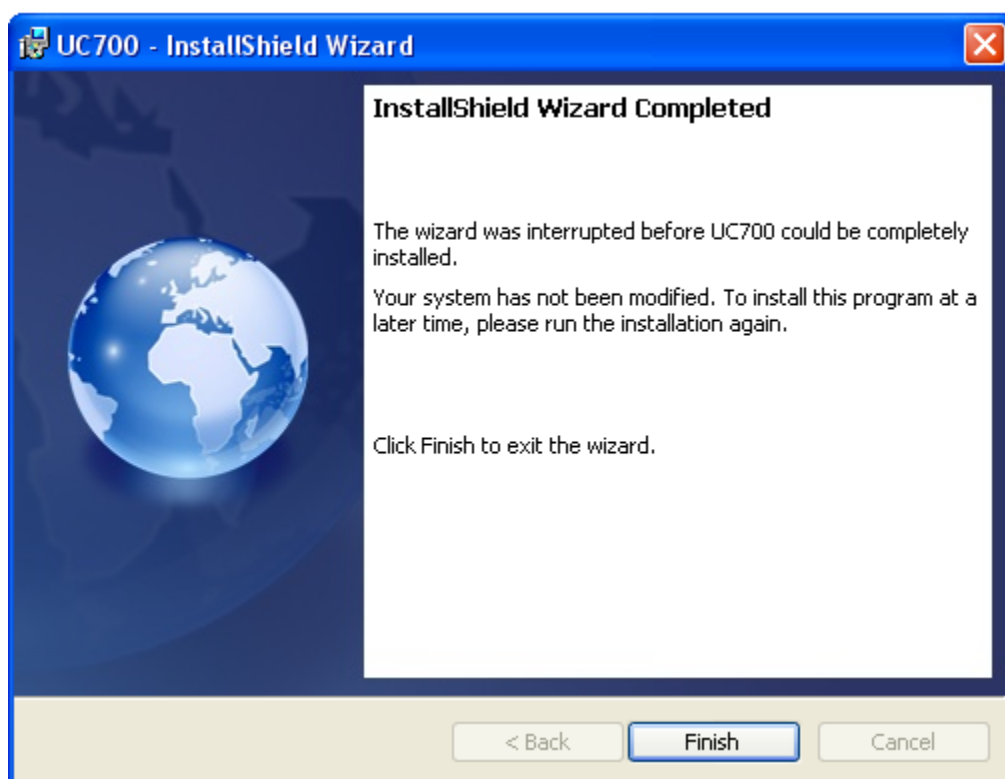
Step 3 Click **DOWNLOAD UC700 CLIENT FOR MICROSOFT OUTLOOK®**. A form displays asking whether you want to run the installation now or save the installation .exe to run later.

Figure 3-10 UNIVERGE UC700 Main Page



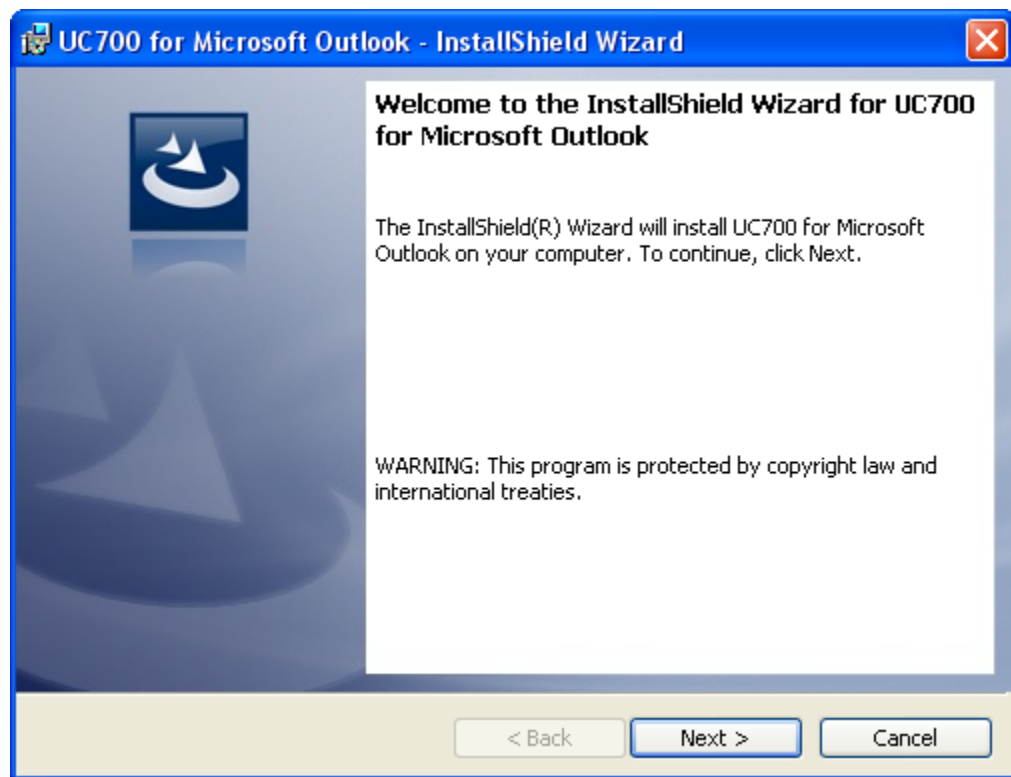
- Step 4** Click **Run** when prompted to start the installation immediately, or click **Save** to save the download so you can start the installation later.
- Step 5** If you clicked **Save** to save the download for installation later, when you are ready to install the toolbar, double-click the **uc700.toolbar.setup.exe** file. A form displays that is used to start the installation.
- Step 6** Click **OK**.
- If .NET Framework 3.5 SP1 is not installed, [Figure 3-11](#) displays.

Figure 3-11 UC 700—InstallShield Wizard Completed—Interrupted dialog



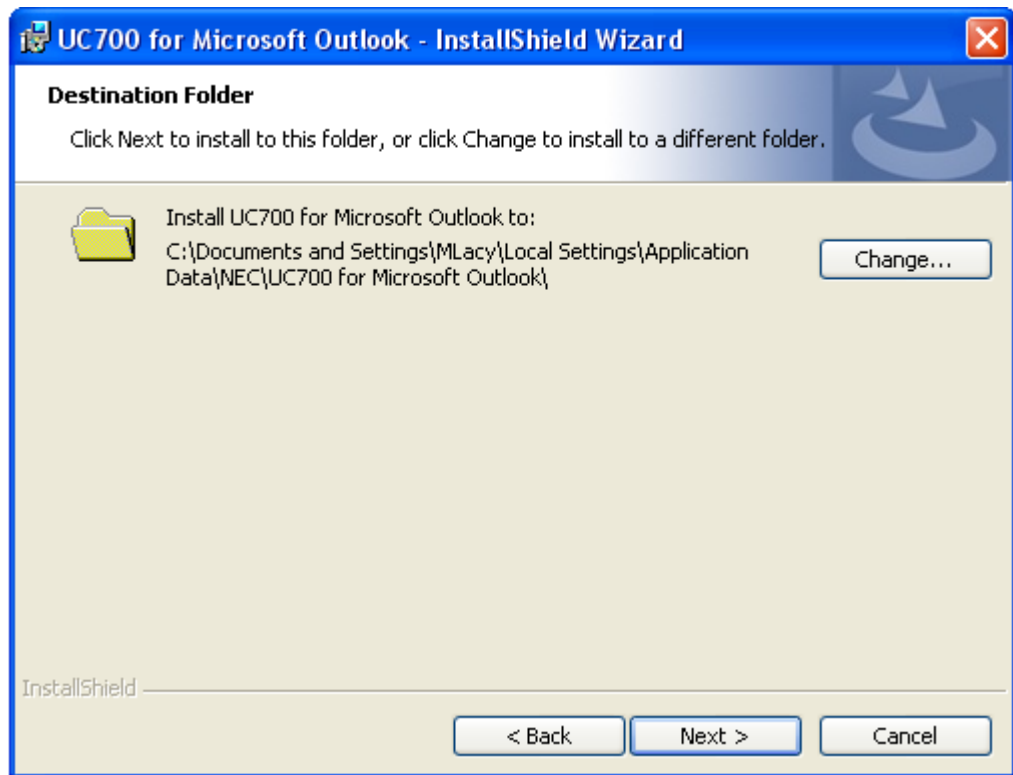
- If this occurs, click **Finish** to end this installation procedure. Download and install Microsoft .NET Framework 3.5 SP1 (**dotnetfx35setup.exe**) from <http://www.microsoft.com>.
- After installing Microsoft .NET Framework 3.5 SP1, you can restart the toolbar installation.
- If .NET Framework 3.5 SP1 or later is already installed, a **Preparing to Install** message displays briefly, and then [Figure 3-12](#) displays. Proceed to [Step 7](#).

Figure 3-12 UC700 for Microsoft Outlook—Welcome dialog

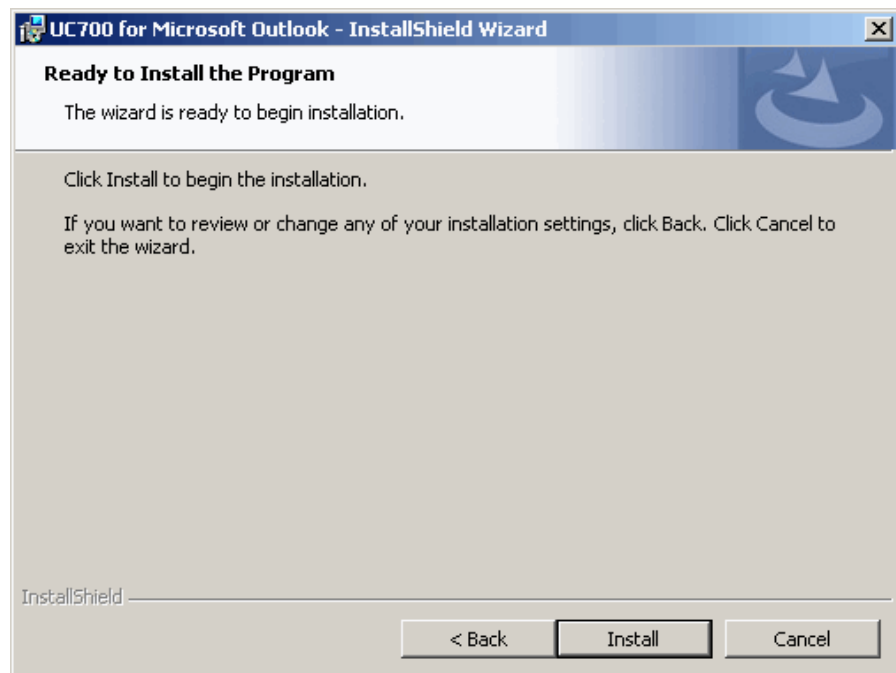


Step 7 Click **Next**. [Figure 3-13](#) displays.

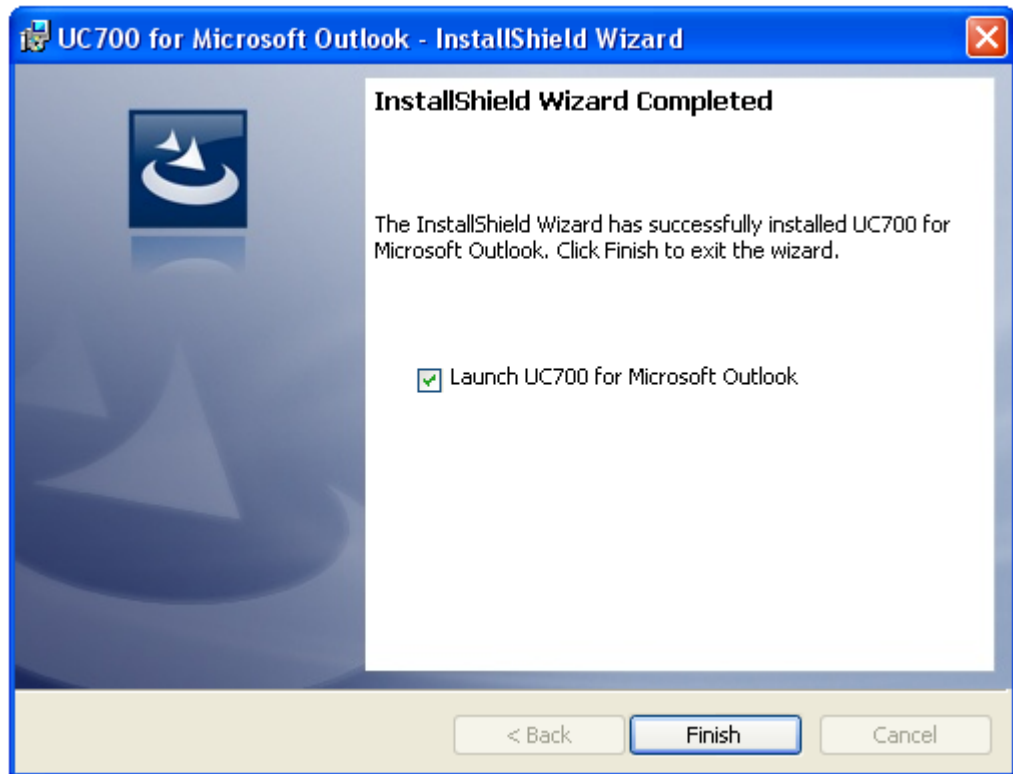
Figure 3-13 UC700 for Microsoft Outlook—Destination Folder dialog



- Step 8** Click **Next** to accept the default installation folder and proceed to step (Figure 3-14), or click **Change** and indicate the new installation folder location.

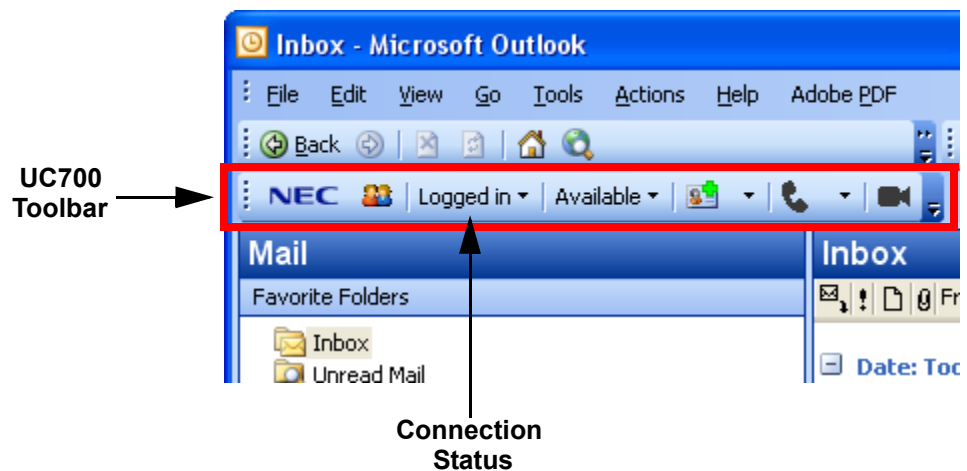
Figure 3-14 UC700 for Microsoft Outlook—Ready to Install the Program dialog**Step 9** Click **Install**.

- The installation starts. Wait while the installation program unpacks and installs the files.
- Once the installation finishes, [Figure 3-15](#) displays.

Figure 3-15 UC700 for Microsoft Outlook Completed dialog

Step 10 Click **Finish**.

—This completes the installation. Outlook automatically loads and the new toolbar can be seen in the upper-left corner of the Outlook screen (see [Figure 3-16](#)).

Figure 3-16 UC700 Outlook Toolbar example

Logging in to UC700 Using the Outlook Toolbar

To log in to UC700 using the Outlook Toolbar, you must establish connection settings first. To establish connection settings and log in to UC700, follow the steps below.

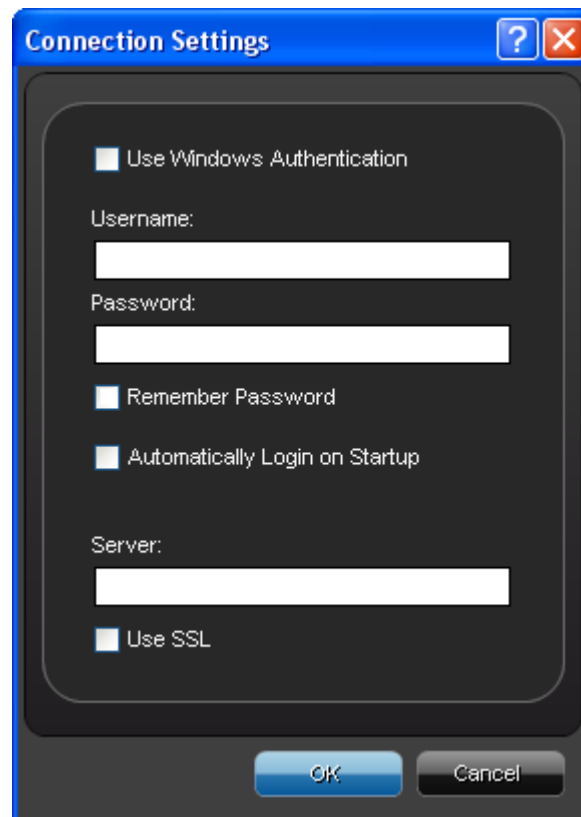
- Step 1** Bring up Outlook and click the down-arrow next to the **Logged off** button. A menu displays, as shown in [Figure 3-17](#).

Figure 3-17 UC700 Logged Off Status dialog



- Step 2** Click the **Connection Settings** option. [Figure 3-18](#) displays.

Figure 3-18 UC700 Connection Settings dialog



Step 3 Fill in these fields:

- Use Windows Authentication:** If the **Username** and **Password** are to be authenticated by Windows, check this box.
- Username:** Your user login identifier associated with the server. The **Username** must match the **Login ID** value specified when the user was created using the OW5000 Administrator's User Management function.
- Password:** Password associated with the login identifier. The **Password** value must match the password specified when the user was created using the OW5000 Administrator's User Management function.
- Remember Password**—If you do not want to reenter the password each time you log in, check this box. This option is recommended.
- Automatically Log in at Startup**—If you check this box, you are not prompted for the **Username** and **Password** and are instead logged in automatically each time you open Outlook. This option is recommended.
- Server**—This is the DNS name for the server. The **Server** value must match the name of the machine where the UC700 Server is installed.
- Use SSL**—Do not check this option unless instructed to do so by your system administrator. This option provides an added layer of security that requires the administrator to set up encryption in the system.

Step 4 Click **OK**. This stores the settings for use the next time you log in. The UC700 Connections Settings dialog box disappears.

Step 5 Log into the system by clicking the **Logged off** menu, then selecting the **Login** option. The system logs you in.

- The **Logged off** menu changes names to **Logged in**.
- The **Availability** menu displays and the toolbar options go from grayed-out and unselectable to colored and usable.



NOTE

The first time a user logs in to UC700, it can take 30 seconds or longer to load the software. Subsequent logins are much faster.

UC700 for Microsoft Outlook Online Help

If you need instructions for performing UC700 functions from Outlook, access the helps system. To access the help system, follow the steps below.

Step 1 Click **Help** on the Outlook menu.

Step 2 Click the **UC700 for Microsoft Outlook Help** option. The online help system displays.

4

Configuring OW5000 to Support UC700 Clients

This chapter provides the procedures needed to configure the UNIVERGE OW5000 for use with UC700.



NOTE

This chapter assumes that the OW5000 Platform, OW5000 Access Server, and the UC700 Server are installed.

Chapter Topics

- [Logging into OW5000 Administrator](#)
- [Person Management Configuration](#)
- [User Management Configuration](#)

The UNIVERGE OW5000 must be configured to support the UC700 client software and to add UC700 users. A UC700 user must have UC700 privileges, a Primary Extension, and an Employee or Physician role in the UNIVERGE OW5000 Corporate Directory.

To configure UNIVERGE OW5000 to support UC700, use the OW5000 Administrator. It provides a graphical user interface that can be used to modify OW5000 user account information, PBX configurations, and database entries.

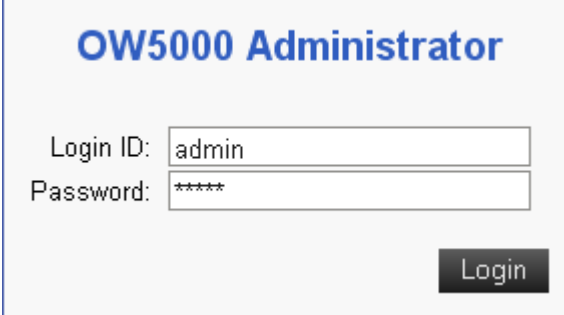
Logging into OW5000 Administrator

Each time you work with OW5000 Administrator, log in with your OW5000 login ID and password. If this is the first time you are logging in to the OW5000 Administrator, use the default login ID **admin** and the default password for the admin login, which is also **admin**.

When you have finished using the application, you can either log out or close your browser. To log in, follow the path below.

- Step 1** Click the **Start** button and then select **All Programs > NEC OW5000 > Platform > OW5000 Administrator**. [Figure 4-1](#) displays.

Figure 4-1 OW5000 Administrator Login dialog

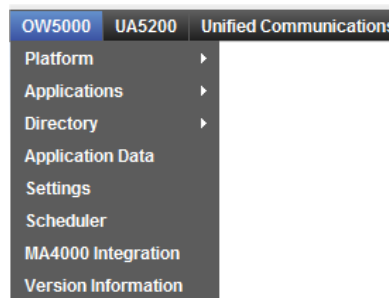


The image shows a login dialog box titled "OW5000 Administrator". It contains two input fields: "Login ID:" with the text "admin" entered, and "Password:" with "*****" entered. A "Login" button is located at the bottom right of the dialog.

- Step 2** Enter the default login identification and password.

- Step 3** Click **Login**. [Figure 4-2](#) displays.

Figure 4-2 OW5000 Administrator Control Panel dialog



Person Management Configuration

UC700 Client software users must be added to the OW5000. They must be given a security role and assigned a primary contact method. These additions are made using the **OW5000 Administrator Control Panel**.

Adding a User

To add a UC700 Client software user to the OW5000, select **OW5000 > Directory > People** (Figure 4-3). Figure 4-4 displays.

Figure 4-3 OW5000 Directory Menu

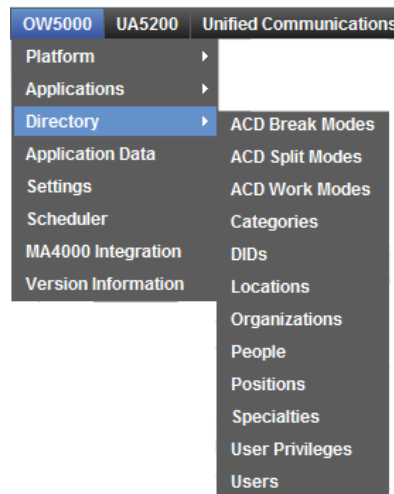










































Figure 4-4 OW5000 Administrator—Person Management

Person Management

Add New Person

Filter:

1 - 20 of 3186 records Results per page Page of 160 > >

	Last Name ▲	First Name	Full Name	SIP URI	Contact Method
 	cits06(J)		cits06(J)	c_SIP@sv8500.com	cits06J@necusa.com
 	ConfAdmin		ConfAdmin	C1_SIP@sv8500.com	2142625251
 	DBAGENT		DBAGENT	D_SIP@sv8500.com	DBAGENT@necam.com
 	Invitational		Invitational	I_SIP@sv8500.com	Invitational2@necam.com
 	KPMG Auditors		KPMG Auditors	K_SIP@sv8500.com	kpmgaudit@necam.com
 	LDAP		LDAP	L_SIP@sv8500.com	
 	NARASP-Helpdesk		NARASP-Helpdesk	N_SIP@sv8500.com	NARASP-Helpdesk@necam.com
 	NEC Financial Services Cust		NEC Financial Services Cust	N1_SIP@sv8500.com	customersupport@neclease.com
 	"0" OUT	COMPANY	"0" OUT, COMPANY		
 	#1	Main	#1, Main	M#1_SIP@sv8500.com	74900
 	#1	TestLab	#1, TestLab	T#1_SIP@sv8500.com	74502
 	#2	Karen	#2, Karen	K#2_SIP@sv8500.com	1823
 	#2	Main	#2, Main	M#2_SIP@sv8500.com	74901
 	#2	Micheal	#2, Micheal	M#21_SIP@sv8500.com	1822
 	#2	Modem	#2, Modem		
 	#2	Patrick	#2, Patrick	P#2_SIP@sv8500.com	1824
 	#3	Main	#3, Main	M#3_SIP@sv8500.com	74902
 	#4	Modem	#4, Modem		
 	3	Sawada	3, Sawada	S3_SIP@sv8500.com	25303
 	8_10_09	VACANT	8_10_09, VACANT	V8_10_09_SIP@sv8500.com	25358

1 - 20 of 3186 records Results per page Page of 160 > >

Step 1 Click **Add New Person** to define a Person who will be using the UC700 Client. [Figure 4-5](#) displays.

Figure 4-5 Person Management—Add User

The screenshot shows the 'Add User' form in the Person Management interface. The form has four tabs: Person, Roles, Contact Methods, and Addresses. The 'Person' tab is selected. The form contains the following fields:

- * Last Name: [Text Field]
- * First Name: [Text Field]
- Middle Name: [Text Field]
- Display Name: [Text Field]
- Prefix: [Dropdown Menu]
- Suffix: [Dropdown Menu]
- SIP URI: [Text Field] with an 'Auto Input' button
- SIP Access Server: [Dropdown Menu] (Not Assigned)
- SIPUA Group: [Dropdown Menu] (Not Assigned)
- IM URI: [Text Field] with an 'Auto Input' button
- IM Access Server: [Dropdown Menu] (Not Assigned)
- Voice Mail Server: [Dropdown Menu] (Not Assigned)
- Subscriber ID: [Text Field]
- Special Dial Code: [Text Field]
- Add Photo: [Text Field] with a 'Browse...' button
- UserDefined1: [Text Field]
- UserDefined2: [Text Field]
- UserDefined3: [Text Field]
- UserDefined4: [Text Field]
- UserDefined5: [Text Field]
- Listed Number: [Text Field]
- Note: [Text Area]

At the bottom of the form are three buttons: Apply, Done, and Cancel.

Step 2 Fill in the required fields. The required fields for all UC700 Client users are:

- Last Name:** Last Name of the person you are adding.
- First Name:** First name of the person you are adding.

Step 3 If you are implementing Instant Messaging for UC700 users, you must fill in these fields for each UC700 user. UC700 requires 2 types of URI as listed below:

- SIP URI:** used for presence. UC700 gets presence information through PSGW, so the SIPAccessServer must be PSGW server. (By default, PSGWLocal is created during the OW5000 installation process.)
- IM URI:** used for instant messaging. UC700 uses Access Server for Instant messaging, so the IM Access Server must be Access Server. If Access Server has not been installed, install and configure at least

one Access Server. Refer to the OW5000 Installation Guide and the OW5000 Configuration Guide for more details.

- **SIPUA Group:** (optional) If the Access Control feature is required, select the proper SIPUA group from the drop-down list. A SIPUA Group must be assigned from **OW5000 > Platform > Access Control** before Person management. Refer to the OW5000 Configuration Guide for more details.



NOTE

SIP URI/IM URI is a Uniform Resource Identifier (URI) used by UC700 user. This identifier is similar to an e-mail account, and acts similar to an e-mail account or phone number in locating the user for instant messaging traffic. This identifier must be entered in the format `user@host`, where `user` is the username of the UC700 user, and `host` is the host name of the user's computer where he or she receives instant messages. (Examples: `Carl.Price@tropia.com`, `edgar@fiznet.com`, `servicedept@potomobile.biz`). The host name can be a domain (DNS) name of the host server or its IP address.



NOTE

If you want to see SP350 and/or NEC SIP terminal presence, the SIP URI must be the same as the Extension SIP URI assigned in the Extension Management page.



NOTE

SIP URI/IM URI is case sensitive.



NOTE

The SIP and IM URI must be unique. It is recommended you use the following format:

- Use `user_SIP@host.whatever` for SIP URI.
- Use `user_IM@host.whatever` for IM URI.

- Step 4** To add a **Photo**, enter the file name or click **Browse**. An “Add Photo” dialog box displays. Enter the file name of the desired photo or choose a different path to find the location and then click **Open**. The file name is added in the **Photo** field.



NOTE

When adding a picture for a person to be viewed in the UC700 client, please be sure to put pictures in a folder accessible by the local service account on the OW5000 server. Do NOT select a path in a specific user's My Documents or My Pictures folder, for example. Instead, create a separate folder under the C or D drive.

- Step 5** Do one of the following:
- Click **Apply** to save the new user without exiting the dialog box.
 - Click **Done** to save and exit the dialog box.
 - Click **Cancel** to exit the dialog box without saving the information.

Edit or Delete a Person Entry

- To edit a person entry, select the **Pencil** icon next to the person's name (Figure 4-4). A form displays showing the person data. You can change the values in the dialog box and click **Done** to save.
- To remove a person entry, select the **Trashcan** icon next to the person's name (Figure 4-4).

Adding a Role for a Person

While using Person Management, you can add a security role for a person. To add a security role:

Step 1 Click the **Roles** tab to display a Roles dialog box (Figure 4-6).

Figure 4-6 Roles dialog

Step 2 Click **Add Role** to display an **Add User Role** dialog (Figure 4-7).

Figure 4-7 Add User Role dialog

Step 3 Select **User** for the Role type for this Person.



NOTE

Fields which must be completed are designated with an asterisk (*).

Step 4 Specify values for **Login ID**, **New Password** and **Confirm New Password**.



NOTE

The length of the password must be at least 8 characters long and include the following rules:

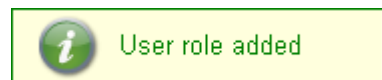
- 1 Uppercase letter (A-Z)
- 1 Lowercase letter (a-z)
- 1 Digit(1-9)
- 1 Special Character (excluding a space, square brackets, backslash, and single or double quotes)

Step 5 For Windows Authentication, enter your **NTLM Login ID**.

Step 6 Click to enable the **UC700** user privilege and then click **Apply** to save the defined Role. If the user needs to have call center agent capability, the user must have UC700 Agent privileges, not UC700 User privileges.

Step 7 Click **Done** after a **User role added** confirmation message appears (Figure 4-8). The UC700 User is now defined.

Figure 4-8 User Role Added



NOTE

When a UC700 User privilege is assigned to a user and then saved, the Employee role is created automatically.

Edit or Delete Roles

If the selected person already has a role assigned, you can edit or delete the role by clicking the **Pencil** icon or the **Trashcan** icon.



IMPORTANT

Removing an Employee or Physician role removes UC700 privileges. Removing UC700 privileges deletes all personal information. For example, contact rules, buddy lists, and personal directories.

Adding an Employee Role

After selecting the name, click the **Roles** tab from the Person Management dialog (Figure 4-7). Select **Employee** from the drop-down role type list box to display an Employee Role Type dialog (Figure 4-9).

Figure 4-9 Employee Roles—Add New dialog

Current: Yound, Dan

Person Roles Contact Methods Addresses

Employee

Employee ID:

Employee Position: -Select a position-

Employee Type:

Organization: <Not Set>

Select Remove

Location: <Not Set>

Select Remove

Confidentiality Status: None

Apply Done Cancel

- Step 1** Enter the **Employee ID**.
- Step 2** Select the **Employee Position** from the drop-down list.
- Step 3** Select the **Employee Type** from the drop-down list. For example, a Contractor, Permanent, or Part Time employee.
- Step 4** To set an **Organization** for this employee, click **Select** and then choose an organization. To remove an organization, click **Remove**.
- Step 5** To set a **Location**, click **Select** and then choose a location. To remove a location, click **Remove**.
- Step 6** Select the **Confidentiality Status** from the drop-down menu.
- Step 7** Do one of the following:
- Click **Apply** to add the role and continue with the configuration.
 - Click **Done** to save the information and close the dialog box.
 - Click **Cancel** to exit without saving the changes.

Adding a Contact Method for a Person

While using Person Management, you can add a contact method for a person. To add a contact method:

Step 1 Click the **Contact Method** tab. [Figure 4-10](#) displays.

Figure 4-10 Contact Method dialog

Current: Yound, Dan

Person Roles **Contact Methods** Addresses

Add New Contact Method

Contact Method	Method
External Primary Number	2142625251
External Secondary Number	2142625251

Step 2 If no Contact Methods are configured, click the **Add New Contact Method** button [Figure 4-11](#) displays.

Figure 4-11 Select Contact Method—Type dialog

Current: Yound, Dan

Person Roles **Contact Methods** Addresses

* Contact Method: Primary Extension

* Priority: 1

* PBX Name: Select a PBX

* Extension:

Dterm:

Password:

Confidentiality Status: None

SIPURI:

Access Server:

Apply Done Cancel

Step 3 Select the **Contact Method** type from the drop-down list.

Step 4 Select the **Priority** status from the drop-down list.

Step 5 Select the **Pbx Name** from the drop-down list.

Step 6 Enter the **Extension** for this user role.



Fields which must be completed are designated with an asterisk (*).

Extension, Secondary Extension, and Tertiary Extension are available as a SIP Presence feature. For softphone users, the Primary Extension should be a collaborated extension, and the Secondary Extension should be the softphone.



Person entries must have at least a primary extension. No other contact methods are required.



The Contact Method dialog boxes may differ depending on the type of contact method you selected.

Adding an Address for a Person

While using Person Management, you can add addresses for a person. To add an address:

Step 1 Click the **Addresses** tab. [Figure 4-12](#) displays.

Figure 4-12 Address Information dialog



Step 2 To add an address, click **Add New Address**. [Figure 4-13](#) displays.

Figure 4-13 Add Address Information dialog

Step 3 Select the **Address Type** from the drop-down list.



Fields which must be completed are designated with an asterisk ().*

Step 4 Select the Country/Region from the drop-down list.

Step 5 Enter information in the following fields:

- Street
- City
- State/Province
- Zipcode

Step 6 Do one of the following:

- Click **Apply** to add the address.
- Click **Done** to display the new entry.
- Click **Cancel** to exit without saving the information.

User Management Configuration

Selecting **Users** from the OW5000 Directory Menu (Figure 4-3) displays Figure 4-14. This option allows you to manage user information, and to add or change application and role privileges.

Figure 4-14 User Management dialog

User Management

SEARCH USERS

Filter By: Last Name Starts With Search

1 - 10 of 3185 records 10 Results per page Page 1 of 319 > >>

Last Name	First Name	Full Name
cit06(J)	cit06(J)	cit06(J)
ConfAdmin	ConfAdmin	ConfAdmin
DBAGENT	DBAGENT	DBAGENT
Invitational	Invitational	Invitational
KPMG Auditors	KPMG Auditors	KPMG Auditors
LDAP	LDAP	LDAP
NARASP-Helpdesk	NARASP-Helpdesk	NARASP-Helpdesk
NEC Financial Services Custo	NEC Financial Services Custo	NEC Financial Services Custo
"0" OUT	COMPANY	"0" OUT, COMPANY
#1	Main	#1, Main

1 - 10 of 3185 records 10 Results per page

USER INFORMATION

* Login ID: DBAGENT

* New Password:

* Confirm New Password:

NTLM Login ID:

☐ Login is disabled

☒ Password never expires

Employee Name: DBAGENT

APPLICATIONS AND ROLES

☐ DbTool - Import/Export OW5000 Data DbTool User

☐ Emergency Onsite Notification E-OSN Administrator

☐ Mobility Client MC550 User

☐ OW5000 Administrator OW5000 Administrator

☐ UA5200 Server UA5200 Administrator

☒ UC700 UC700 User

☐ UC700 ACD User

☐ UC700 User

Apply

Use the steps below to change passwords, application privileges, or to delete a user account.

Modifying a User Account

Use the following steps to modify an account.

Step 1 Select the **Pencil** icon next to the desired user from the list of displayed names (Figure 4-14), or enter data in the **Filter By** field and click **Search**.

Step 2 Enter the **Login ID**.



Fields which must be completed are designated with an asterisk (*).

Step 3 Enter a new password in the **New Password** field.



NOTE

The length of the password must be at least eight characters long and include the following rules:

- 1 Uppercase letter (A-Z)
- 1 Lowercase letter (a-z)
- 1 Digit(1-9)
- 1 Special Character (excluding a space, square brackets, backslash, and single or double quotes)

Step 4 Enter the new password again in the **Confirm New Password** field.

Step 5 For Windows Authentication, enter the **NTLM Login ID** for the user.



NOTE

This parameter is displayed only when the United States is selected as the Sales Region or if OW5000 Applications which are released in US market is installed.

Step 6 To disable the user role for any reason, click the check box **Login is disabled**.

Step 7 To set the password to never expire for the user, click the check box **Password never expires**.

Step 8 Select **UC700** as the application and then select the desired user role from the drop-down list.

Step 9 Click **Apply**.

Deleting a User Account

Step 1 Select the **Trashcan** icon next to the desired user from the list of displayed names (Figure 4-14), or enter data in the **Filter By** field and click **Search**. A delete confirmation dialog displays.

Step 2 Click **OK** to delete the user role for this person.

5

Configuring OW5000/UC700 to Support ACD Integration

UC for Enterprise (UCE) Agent is a separately licensed option that provides a unified communications desktop application for ACD agents. It enhances the capabilities of NEC's CallCenterWorX® ACD, which is part of the CCDesign® product suite. As an integral part of NEC's suite of applications, it combines all of the functionality of the UCE Desktop Client with the enhanced features designed specifically for agents.

The following topics are included in this chapter.

- [ACD Server Management](#)
- [ACD Configuration](#)

ACD Server Management

In order to provide ACD agent functionality for UC700 users, it is necessary to configure the ACD system(s) that will be connected to the server by the application. The OW Agent Service component establishes communication with any ACD that is configured.

The following topics are included in this section.

- [ACD Servers Configuration](#)
- [ACD Settings Configuration](#)
- [ACD Break Modes Configuration](#)
- [ACD Split Modes Configuration](#)
- [ACD Work Modes Configuration](#)

Follow the steps below to configure ACD Server options.

- Step 1** Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, select **OW5000 > Applications > ACD**. [Figure 5-1](#) displays.

ACD Servers Configuration

Figure 5-1 ACD Server Management—ACD Servers dialog

ACD Servers ACD Settings

Add New ACD Server

1 - 2 of 2 records 20 Results per page Page: 1 of 1

ACD Name	IP Address	Port	PBX
Dallas	172.24.133.192	60030	AcdPBX
Ft. Worth	172.24.133.52	60030	QwxSv7K

1 - 2 of 2 records 20 Results per page Page: 1 of 1

Apply Cancel

- Step 1** From this dialog box, you can add a new ACD server, edit an existing server, or delete a server. Click **Add New ACD Server**. [Figure 5-2](#) displays.

Figure 5-2 ACD Servers—Add New dialog

ACD Servers ACD Settings

*ACD Name:

*IP Address:

Port: 60030

*PBX: Atlanta

Apply Cancel

- Step 2** Enter the **ACD Name**.
- Step 3** Enter the ACD **IP Address** of the server. If this is for internal ACD, enter the IP address of the PBX.
- Step 4** Enter the TCP Port used to connect to the ACD in the ACD **Port** Number box. This must be an integer between 1 and 65534 inclusive. The default value is 60030.
- Step 5** Select the **PBX** from the drop-down list.
- Step 6** Select **Apply** to save the changes or **Cancel** to exit the dialog box without saving the changes.

ACD Settings Configuration

Selecting **ACD Settings** from the ACD Server Management dialog (Figure 5-1) displays an ACD Settings dialog (Figure 5-3).

Figure 5-3 ACD Settings dialog

Step 1 Enter the IP Address in the **OWAgentService IP Address** text box.



NOTE

If the OWAgentService is on the same server, this field should be left blank.

Step 2 Select **Apply** to save the changes or **Cancel** to exit the dialog box without saving the changes.



IMPORTANT

*To ensure proper ACD integration, the following options should be enabled (checked) in the **System Data** screen of the ACD MAT commands:*

- **Infolink with Call ID**
- **Infolink with Split Information**
- **Expanded Infolink with Call ID**

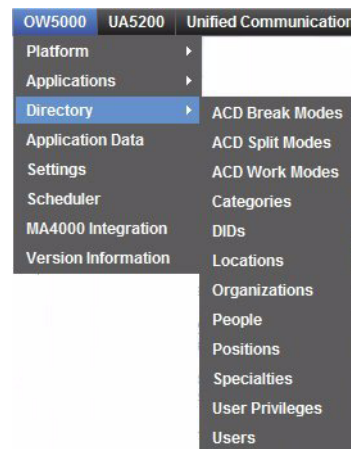
*Also choose the **Iq** rather than the **IQ** for the Incoming Call Msg field in the same screen.*

ACD Configuration

Several ACD related components (Break Modes, Split Modes, and Work Modes) can be configured to provide more descriptive status information.

Follow the path below to configure the ACD.

Step 1 Log on to the OW5000 Administrator program. Once you are logged in to OW5000 Administrator, select **OW5000 > Directory**. Figure 5-4 displays.

Figure 5-4 ACD Configuration—Main Menu

ACD Break Modes Configuration

ACD supports nine break modes, numbered one through nine. A descriptive name can be assigned to each break mode so an agent doesn't need to know the meaning of each break mode number. The names are stored in the database allowing the UC700 client program to read them for display. The name assigned to each mode can be up to 32 characters in length.

Follow the steps below to configure ACD Break Modes.

- Step 1** Select **ACD Break Modes** from the ACD Configuration—Main Menu (Figure 5-4). An ACD Break Modes dialog displays (Figure 5-5).

Figure 5-5 ACD Break Modes dialog

Configure the names of the ACD break modes

Default break mode: 9

1 - 9 of 9 records Results per page Page: of 1

Break Mode	Description	
1	Coffee	Set Default
2	Lunch	Set Default
3	Smoke Break	Set Default
4	30 Minute Break	Set Default
5	Restroom	Set Default
6		Set Default
7		Set Default
8		Set Default
9		Set Default

1 - 9 of 9 records Results per page Page: of 1

- Step 2** To edit an ACD Break Mode, click the **Pencil** icon next to the desired Break Mode number. A Break Mode Description dialog displays (Figure 5-6).

Figure 5-6 Break Mode Description dialog

- Step 3** Enter a description for the selected Break Mode in the text box.
- Step 4** To delete an ACD Break Mode, click the **Trashcan** icon.
- Step 5** Do one of the following:
- Click **Apply** to save the information without exiting the dialog box.
 - Click **Done** to save the information and exit the dialog box.
 - Click **Cancel** to exit the dialog box without saving the changes.

ACD Split Modes Configuration

The ACD Split Mode feature allows a descriptive name to be assigned and displayed within the UC700 client when an ACD split has been forwarded to a particular ACD pilot number. Split call forwarding is usually invoked by a call center supervisor using the night key.

Follow the steps below to configure ACD Split Modes.

- Step 1** Select **ACD Split Modes** from the ACD Configuration—Main Menu (Figure 5-4). Figure 5-7 displays.

Figure 5-7 ACD Split Modes dialog

Split Mode	Description	ACD Pilot Name	ACD Pilot Number
Building Evacuation	Forward to 5312	wptest-5312	5312
Company Meeting	Company Meeting	win-cb-test	5310
Day	Normal operation		
Night	Night mode		
Offsite Meeting	Offsite Meeting	wptest-5311	5311

**NOTE**

Day and Night modes are automatically provided and cannot be removed.

Adding a Split Mode

Step 1 Select **Add New Split Mode** to open [Figure 5-8](#).

Figure 5-8 Add New Split Mode

The dialog box titled "ACD Split Modes" contains the following fields and buttons:

- ModeName :
- Description :
- * ACD Name:
- ACD Pilot Number :
- Buttons: **Apply**, **Done**, **Cancel**

Step 2 Enter the **Mode Name** for this split.

Step 3 Enter a **Description** in the text box to describe the Mode Name.

Step 4 Select an **ACD Name** from the drop-down list.

Step 5 Enter the **ACD Pilot Number** for the split.

Step 6 Do one of the following:

- Click **Apply** to save the information without exiting the dialog box.
- Click **Done** to save the information and exit the dialog box.
- Click **Cancel** to exit the dialog box without saving the changes.

Editing ACD Split Modes


Step 1 Select the **Pencil**  icon next to the desired Split Mode name to edit ([Figure 5-7](#)). An ACD Split Modes—Edit dialog displays ([Figure 5-9](#)).

Figure 5-9 ACD Split Modes—Edit dialog

The dialog box titled "ACD Split Modes" is in edit mode. It contains the following fields and buttons:

- * Mode Name :
- * Description :
- * ACD Name:
- ACD Pilot Number :
- Buttons: **Apply**, **Done**, **Cancel**

Below the fields is a table listing existing split modes:

PilotName	PilotNumber
MA4K Exp Mgt Night	74228
N-MA4000	74220
N-MA4000 Exp Mgt	74221
N-MA4000 NIGHT	74230
Test	74229

At the bottom of the dialog, there are two identical sets of pagination controls:

1 - 5 of 5 records Results per page Page: of 1

- Step 2** Make the necessary changes to all or any of the desired fields and then do one of the following.



The pilot numbers listed under the **Pilot Number** column is provided to assist you when adding or changing a pilot number. One of these numbers should be used in the **ACD Pilot Number** field.

- Click **Apply** to save the information without exiting the dialog box.
- Click **Done** to save the information and exit the dialog box.
- Click **Cancel** to exit the dialog box without saving the changes.

Deleting ACD Split Modes

- Step 1** Select the **Trashcan** icon next to the desired ACD Split Mode name (Figure 5-7) to delete. A confirmation dialog box displays.
- Step 2** Click **OK** to delete the Split Mode or **Cancel** to close the dialog box without deleting the Split Mode.

ACD Work Modes Configuration

The ACD supports 99 work modes, numbers 1 through 99. A descriptive name can be assigned to each work mode so an agent doesn't need to know the meaning of each work mode number. These names are stored in the database to allow the UC700 client program to read them for display. The name assigned to each mode can be up to 32 characters in length.

- Step 1** Select **ACD Work Modes** from the ACD Configuration—Main Menu (Figure 5-4). An ACD Work Modes Configuration dialog displays (Figure 5-10).

Figure 5-10 ACD Work Modes Configuration dialog

ACD Work Modes

Configure the names of the ACD work modes

Default work mode: 6

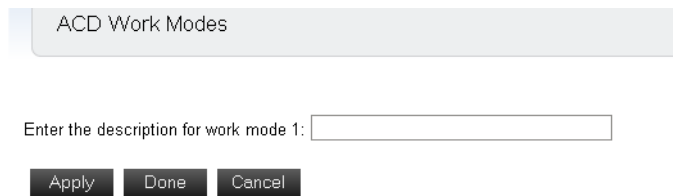
1 - 10 of 99 records
10 Results per page
Page: 1 of 10 > >>

Work Mode	Description	VIP Wake-Up Processing	
1	Work Mode	False	Set Default
2	Filing	False	Set Default
3	Scheduling	False	Set Default
4	Sorting	False	Set Default
5	Accounting	False	Set Default
6		False	Set Default
7		False	Set Default
8		False	Set Default
9		False	Set Default
10		False	Set Default

1 - 10 of 99 records
10 Results per page
Page: 1 of 10 > >>

- Step 2** To edit an ACD Work Mode, click the **Pencil** icon next to the desired Work Mode number. A Work Mode Description dialog displays (Figure 5-11).

Figure 5-11 Work Mode Description dialog



ACD Work Modes

Enter the description for work mode 1:

Apply Done Cancel

- Step 3** Enter a description for the selected Work Mode in the text box.
- Step 4** To delete an ACD Work Mode, click the **Trashcan** icon.
- Step 5** Do one of the following:
- Click **Apply** to save the information without exiting the dialog box.
 - Click **Done** to save the information and exit the dialog box.
 - Click **Cancel** to exit the dialog box without saving the changes.

6

Configuring OW5000 SSL Support for UC700 Clients

- Chapter Topics*
- [Overview](#)
 - [Configuring SSL for OW5000 and UC700](#)
 - [Obtaining an OW5000 Server Certificate](#)
 - [Installing the OW5000 Server Certificate](#)
 - [Installing UC700 Client CA Certificates](#)
 - [Replacing web.config file with SSL.web.config file](#)
 - [Restarting "DefaultAppPool" and "Default Web Site" in IIS Manager](#)
 - [Configuring UC700 Clients to Use SSL](#)

Overview

By default, the UC700 connection to the OW5000 is not secured, meaning the data that flows between the UC700 and OW5000 is not encrypted. If one were able to capture data packets in this flow (a difficult proposition in an Ethernet switched environment, but not impossible), one could discover a UC700 user's login and password and view other data, such as Instant Message text. This may be a security problem in private LANs, depending on your organization's security policy and other safeguards put in place.

If your organization requires a secure UC700-to-OW5000 connection, the OW5000 supplies the capability to use the Transport Layer Security (TLS) protocol to secure the connection. (TLS is also known as Secure Sockets Layer, or SSL).

Secure Sockets Layer (SSL) provides confidentiality for UC700 data, including the login and password, by encrypting the connection. In addition, SSL uses certificates, so that the UC700 client connects only to the correct OW5000 server and not to a bogus server.

Configuring SSL for OW5000 and UC700

The OW5000 can be configured for SSL connections or unsecured connections, but not both. If OW5000 is configured for SSL connections, the UC700 clients must be configured to connect using SSL.

The procedures that must be followed to configure SSL on the OW5000 and UC700 are:

- Step 1** [Obtaining an OW5000 Server Certificate.](#)
- Step 2** [Installing the OW5000 Server Certificate.](#)
- Step 3** [Installing UC700 Client CA Certificates.](#)
- Step 4** [Replacing web.config file with SSL.web.config file.](#)
- Step 5** [Restarting “DefaultAppPool” and “Default Web Site” in IIS Manager.](#)
- Step 6** [Configuring UC700 Clients to Use SSL.](#)

[Step 3](#) is not necessary if a server certificate is obtained from a well-known CA, such as VeriSign. Microsoft Windows comes pre-installed with well-known CA certificates (also known as “trusted root CA certificates”).

One can view these in Windows by opening **Internet Options** > **Content** > **Certificates** > **Trusted Root Certificate Authorities** as shown in [Figure 6-1](#) and [Figure 6-2](#).

Each of the above steps is described in more detail in the remainder of this chapter.

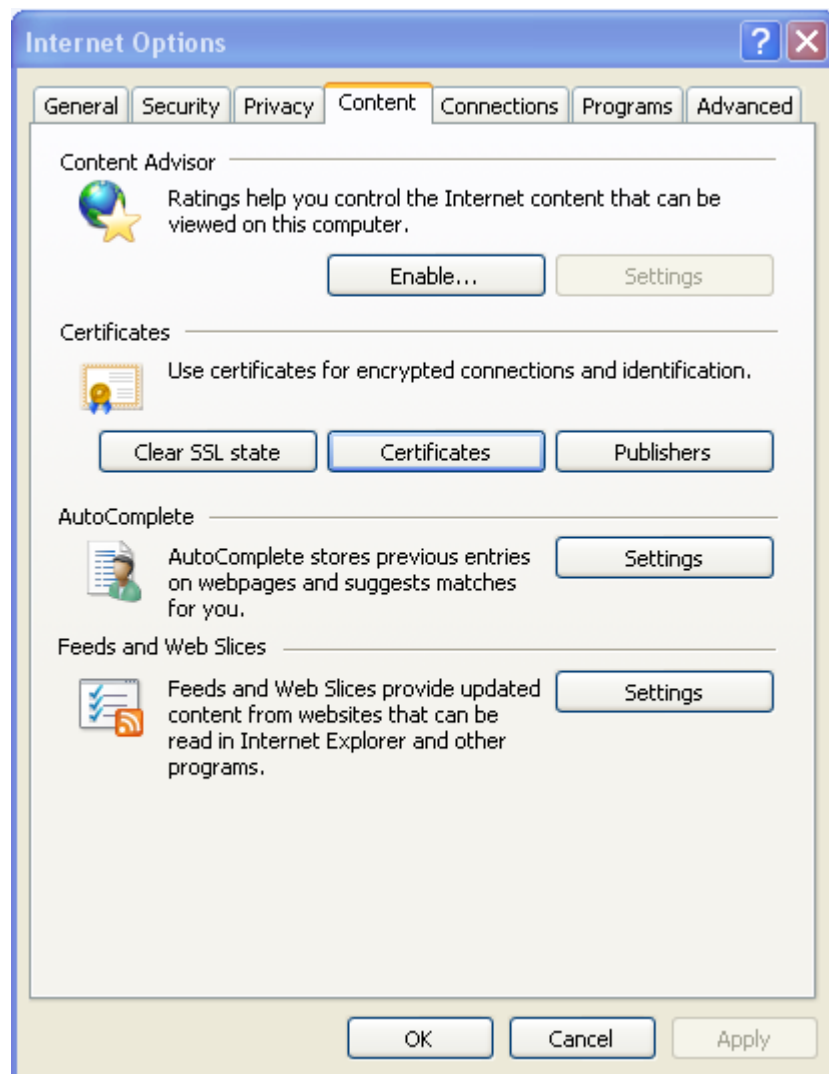
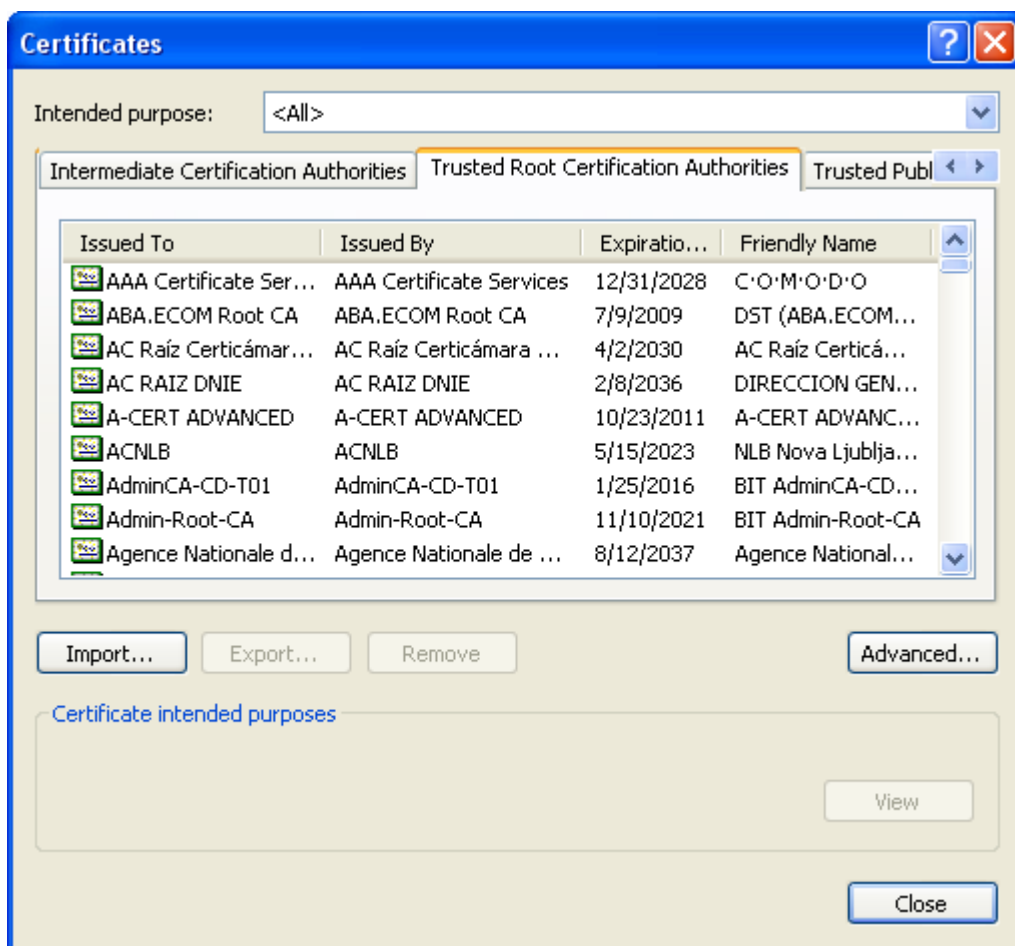
Figure 6-1 Internet Options—Content

Figure 6-2 Trusted Root Certificate Authorities

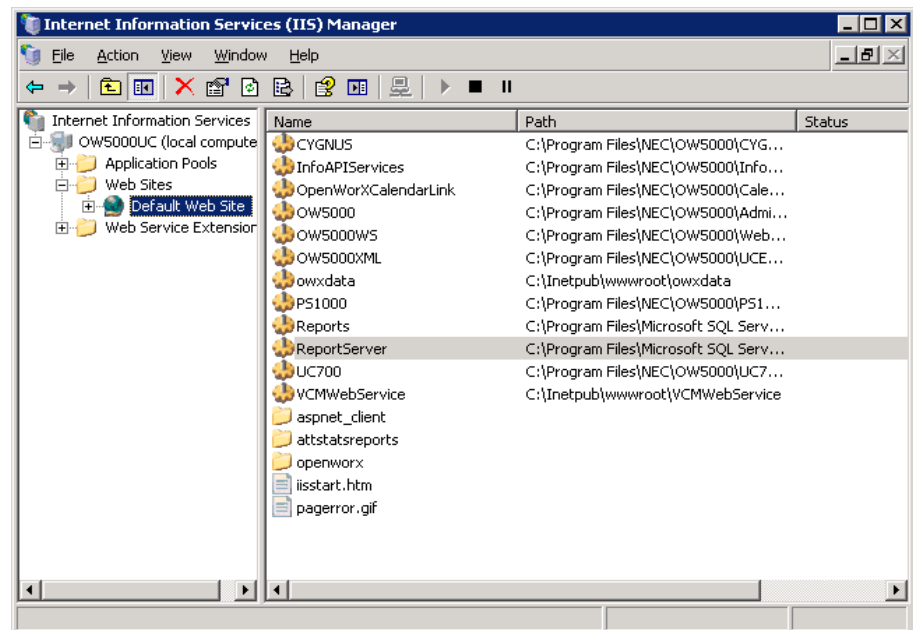
Obtaining an OW5000 Server Certificate

The recommended method to obtain a server certificate for the OW5000 is described below. This procedure creates a new certificate request which can be sent to a Certificate Authority (CA) for processing. If successful, the CA sends back a file containing a validated certificate.

To generate a certificate request:

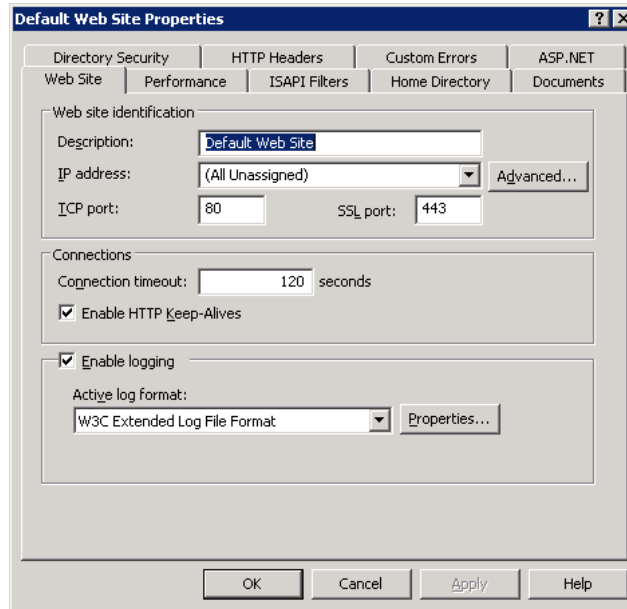
- Step 1** Start Internet Information Services (IIS) Manager.
- Step 2** Expand the server and select **Default Web Site** as shown in the figure.

Figure 6-3 Default Web Site



Step 3 Right-click **Default Web Site** and click **Properties**. Figure 6-4 displays.

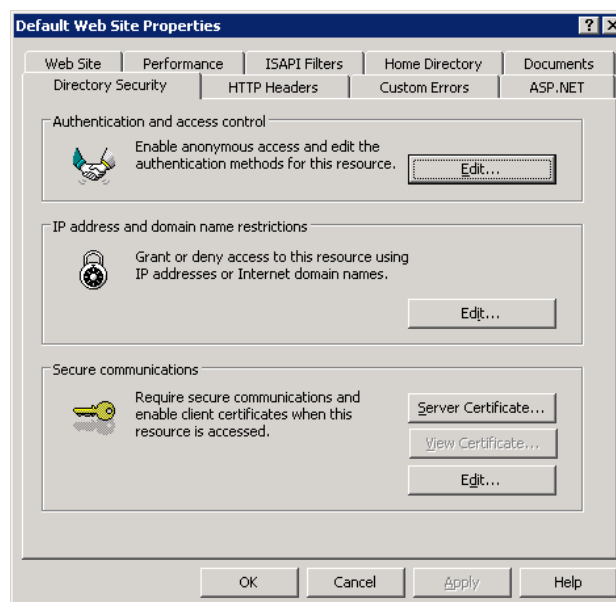
Figure 6-4 Default Web Site Properties



Step 4 Click the **Directory Security** tab.

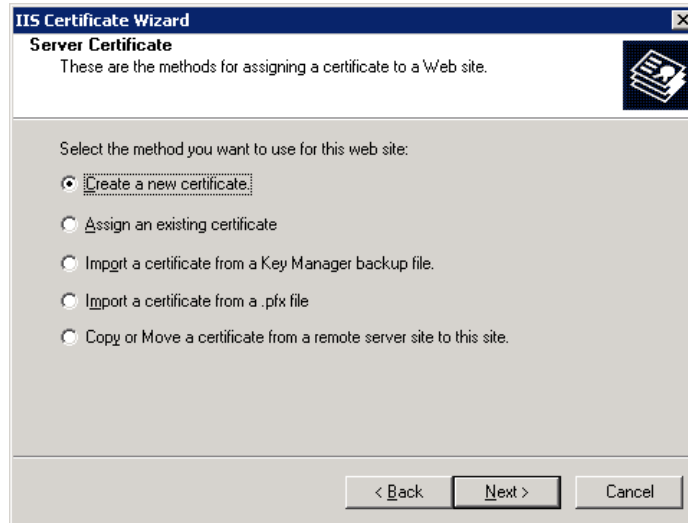
Step 5 In the **Secure communications** section, click the **Server Certificate** button to launch the Web Server Certificate Wizard (Figure 6-5).

Figure 6-5 Server Certificate Button



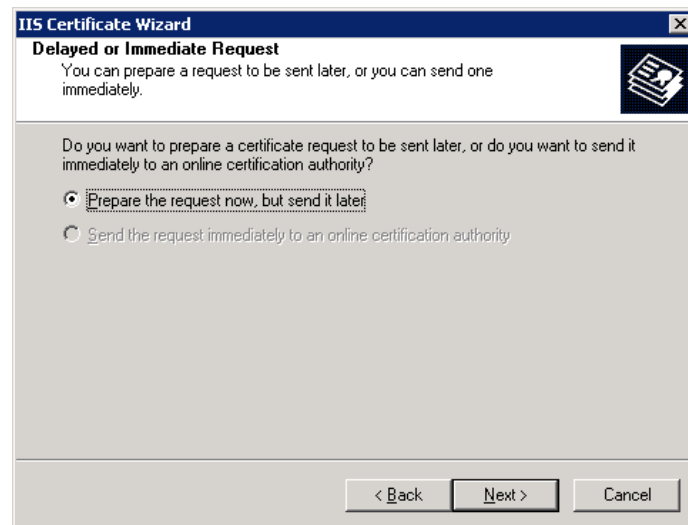
Step 6 Click **Next**. [Figure 6-6](#) displays.

Figure 6-6 Server Certificate

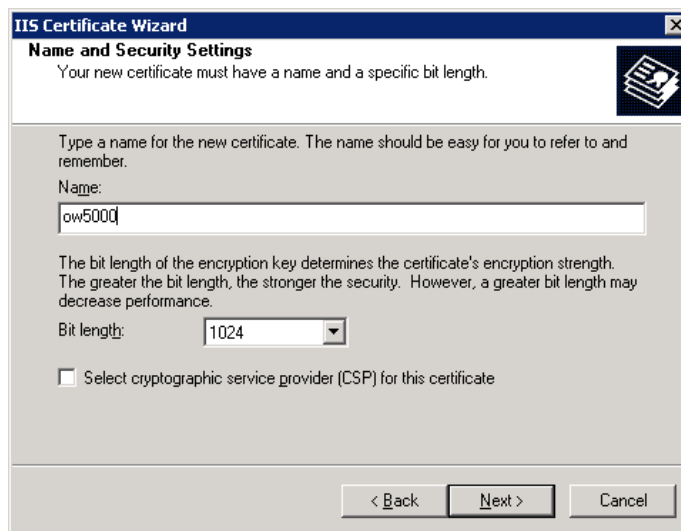


Step 7 Click the **Create a New Certificate** radio button, then click **Next**. [Figure 6-7](#) displays.

Figure 6-7 Delayed or Immediate Request



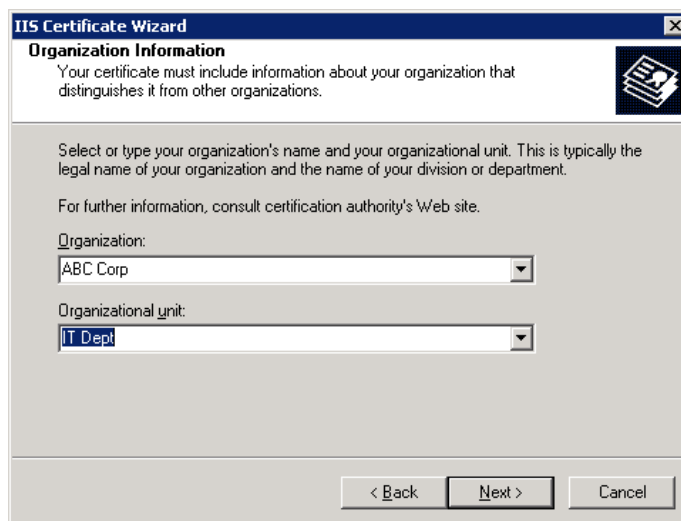
Step 8 Click the **Prepare the request now, but send it later** radio button, then click **Next**. [Figure 6-8](#) displays.

Figure 6-8 Name and Security Settings

The screenshot shows the 'IIS Certificate Wizard' window with the 'Name and Security Settings' tab selected. The window title is 'IIS Certificate Wizard'. The subtitle is 'Name and Security Settings'. Below the subtitle, it says 'Your new certificate must have a name and a specific bit length.' There is a text box labeled 'Name:' containing 'ow5000'. Below that, it says 'The bit length of the encryption key determines the certificate's encryption strength. The greater the bit length, the stronger the security. However, a greater bit length may decrease performance.' There is a dropdown menu labeled 'Bit length:' with '1024' selected. At the bottom, there is a checkbox labeled 'Select cryptographic service provider (CSP) for this certificate' which is unchecked. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 9 In the **Name** field, type a user-defined name for the certificate, such as “ow5000.” The name is not used in the certificate. It is a name administrators can use for the certificate.

Step 10 Accept the default bit length for the key in the **Bit length** field by clicking **Next**. [Figure 6-9](#) displays.

Figure 6-9 Organizational Information

The screenshot shows the 'IIS Certificate Wizard' window with the 'Organization Information' tab selected. The window title is 'IIS Certificate Wizard'. The subtitle is 'Organization Information'. Below the subtitle, it says 'Your certificate must include information about your organization that distinguishes it from other organizations.' There is a text box labeled 'Organization:' containing 'ABC Corp'. Below that, it says 'Select or type your organization's name and your organizational unit. This is typically the legal name of your organization and the name of your division or department. For further information, consult certification authority's Web site.' There is a dropdown menu labeled 'Organizational unit:' with 'IT Dept' selected. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 11 In the **Organization** field, type an organization's name.

Step 12 In the **Organizational unit** field, type an organizational unit, such as a department name. Click **Next**.

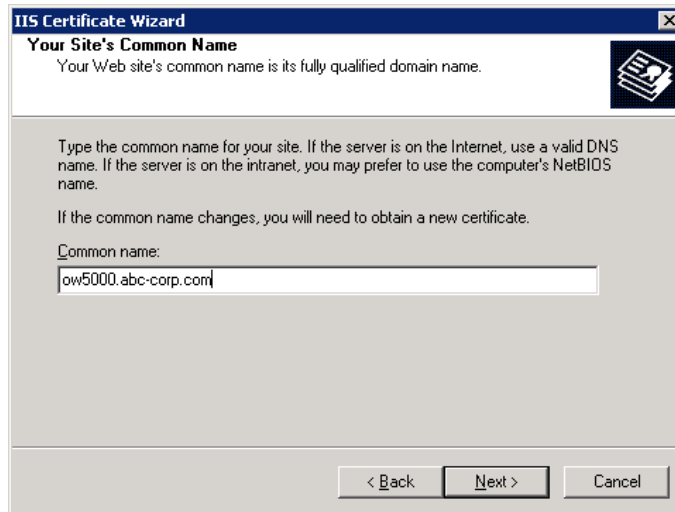


NOTE

The CA verifies the Organization and Organization unit values. In addition, users see these names when deciding whether to accept the certificate. Make sure the data you enter in these fields are accurate.

Figure 6-10 displays.

Figure 6-10 Your Site's Common Name



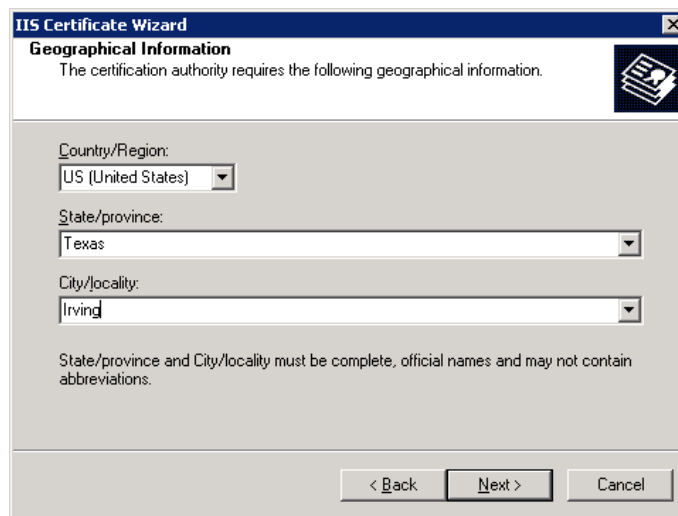
Step 13 In the **Common name** field, type a common name for the OW5000. Click **Next**. Figure 6-11 displays.

- If the OW5000 has a DNS name of “ow5000.abc-corp.com,” and internal users can resolve the DNS name to an IP address, specify the DNS name in the **Common name** field. You may need to make sure the internal DNS servers have an entry for the OW5000 server.
- Alternatively, if your OW5000 has a NetBIOS name of “ABC-OW5000,” and users can resolve the NetBIOS name to an IP address, you can specify the NetBIOS name in the **Common name** field.



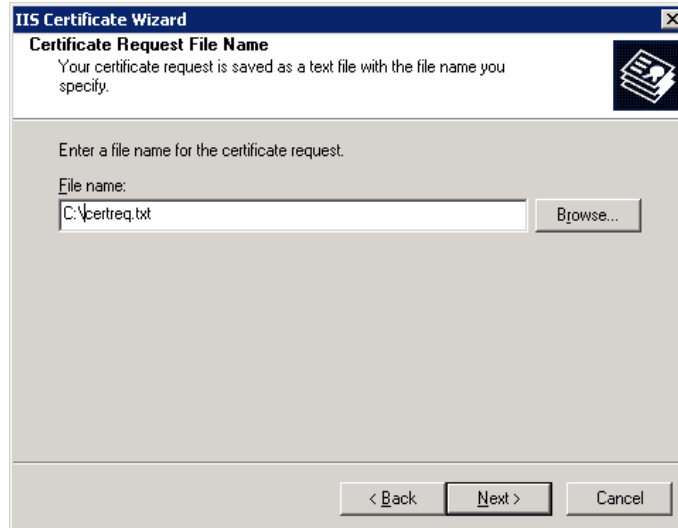
NOTE

The Common Name becomes a part of the certificate. It is the name used for the OW5000 server when configuring the user's UC700 connection to the OW5000. If the Common Name entered does not match the OW5000 name, the UC700 client will not be able to connect to the OW5000

Figure 6-11 *Geographical Information*

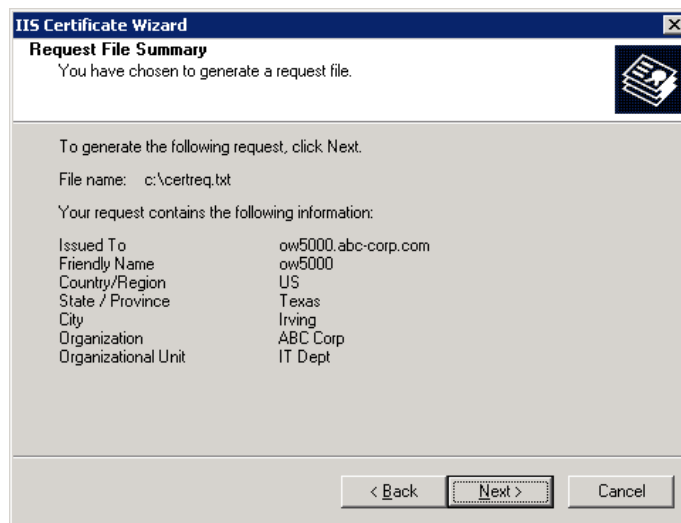
The screenshot shows the 'IIS Certificate Wizard' window with the 'Geographical Information' tab selected. The window title is 'IIS Certificate Wizard'. Below the title bar, the text reads: 'Geographical Information' and 'The certification authority requires the following geographical information.' There is a small icon of a document with a magnifying glass in the top right corner. The main area contains three dropdown menus: 'Country/Region:' with 'US (United States)' selected, 'State/province:' with 'Texas' selected, and 'City/locality:' with 'Irving' selected. Below these, a note states: 'State/province and City/locality must be complete, official names and may not contain abbreviations.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 14 Enter the **Country/Region**, **State/province** and **City/locality**, then click **Next**. [Figure 6-12](#) displays.

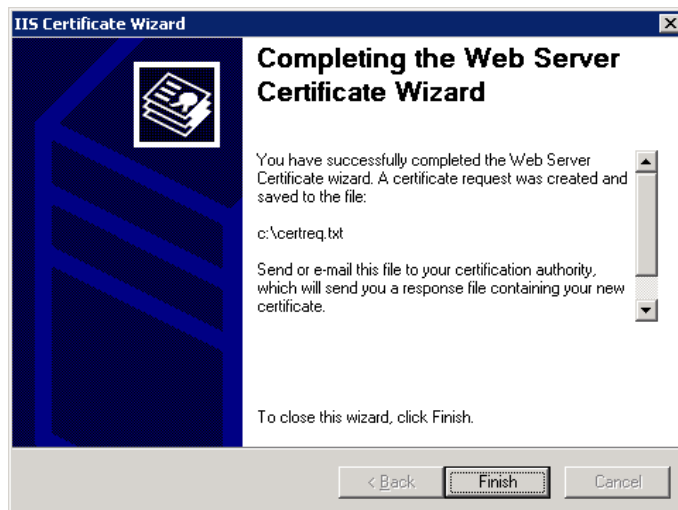
Figure 6-12 *Certificate Request File Name*

The screenshot shows the 'IIS Certificate Wizard' window with the 'Certificate Request File Name' tab selected. The window title is 'IIS Certificate Wizard'. Below the title bar, the text reads: 'Certificate Request File Name' and 'Your certificate request is saved as a text file with the file name you specify.' There is a small icon of a document with a magnifying glass in the top right corner. The main area contains the text: 'Enter a file name for the certificate request.' Below this, there is a text box labeled 'File name:' containing 'C:\certreq.txt' and a 'Browse...' button. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 15 Enter a file name and location for the certificate request. Click **Next**. [Figure 6-13](#) displays.

Figure 6-13 Request File Summary

Step 16 After reviewing the summary, click **Next**. [Figure 6-14](#) displays.

Figure 6-14 Completion message

Step 17 Click **Finish**. The certificate request can now be sent to a CA for verification and processing.

- Your IT department can send the request to an internal CA to sign. Microsoft and OpenSSL are two examples of internal CAs. The advantage of using an internal CA is cost, because the signed certificate is free. The disadvantage is that it must be installed as the internal CA's root certificate on each client PC.
- Alternatively, the IT department can use a well-known external CA to sign the certificate request. VeriSign and Entrust are examples of external CAs. The advantage of using a well-known CA is that the client PCs will already have the CA's certificate installed and one can

skip [Step 3](#) below. The disadvantage is that the cost to purchase a CA-signed certificate can be quite substantial.

- If verification and processing is successful, the CA sends back a certificate, which is contained in a file. You can continue to the next procedure to install the certificate on the Web server.

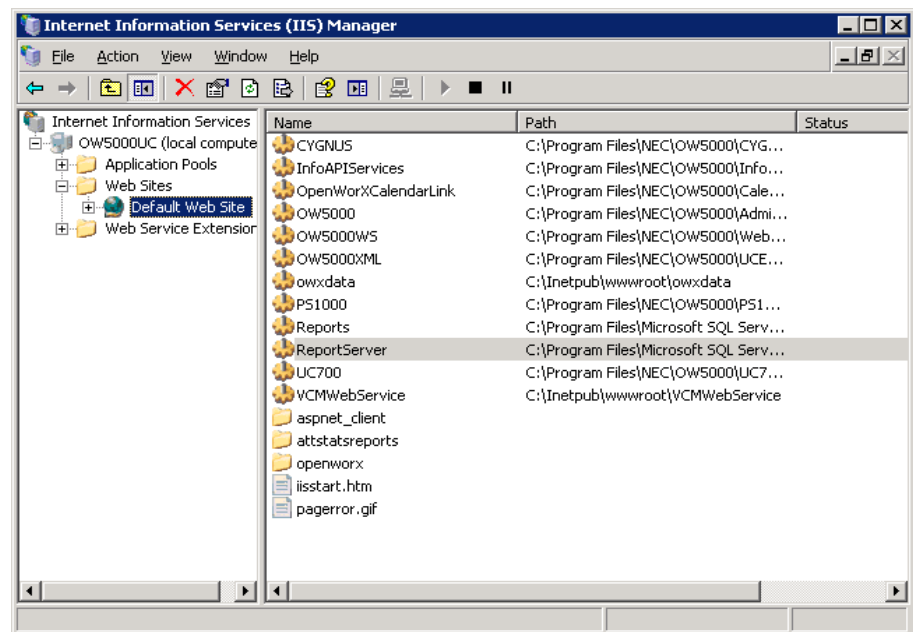
Installing the OW5000 Server Certificate

After submitting the OW5000 certificate request to a CA, the CA should return a server certificate for the OW5000. The next procedure is to install the certificate on the OW5000 server. To install the certificate on the OW5000 server:

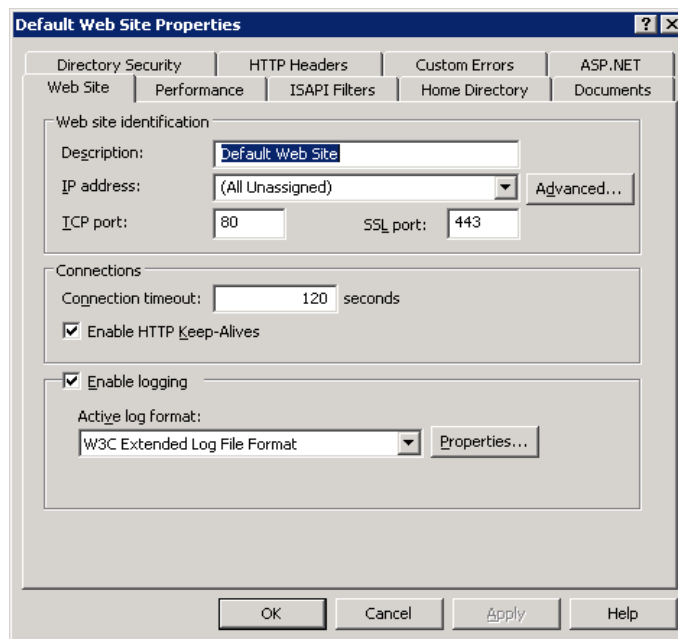
Step 1 Start Internet Information Services (IIS) Manager.

Step 2 Expand the server and select **Default Web Site** as shown in [Figure 6-15](#).

Figure 6-15 Default Web Site

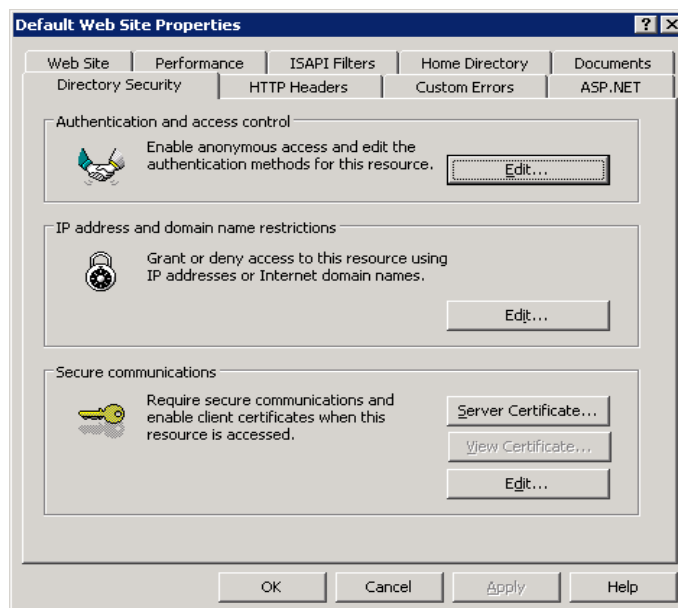


Step 3 Right-click **Default Web Site** and click **Properties**. [Figure 6-16](#) displays.

Figure 6-16 Default Web Site Properties


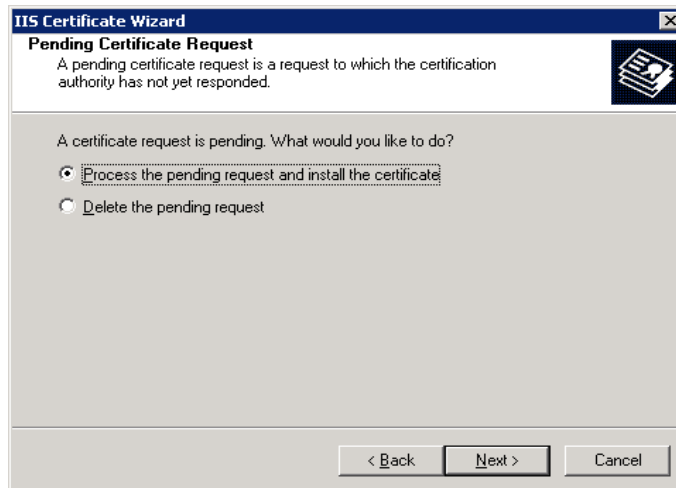
Step 4 Click the **Directory Security** tab.

Step 5 In the **Secure communications** section, click the **Server Certificate** button to launch the Web Server Certificate Wizard ([Figure 6-17](#)).

Figure 6-17 Server Certificate Button


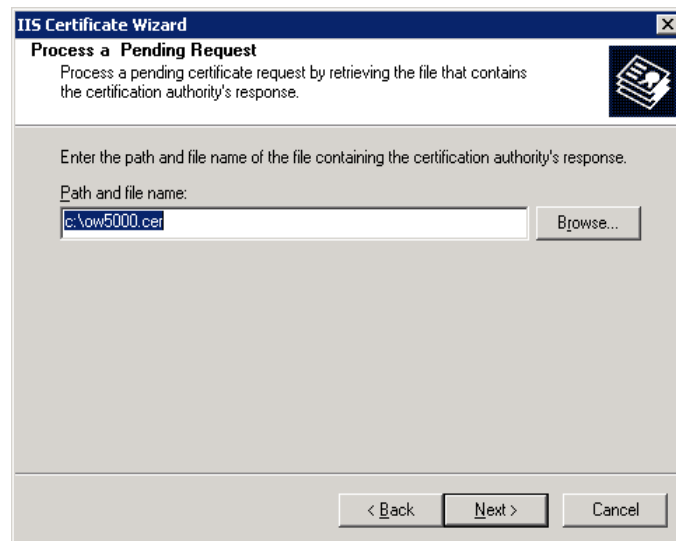
Step 6 Click **Next** to move past the welcome dialog. [Figure 6-18](#) displays.

Figure 6-18 Pending Certificate Request

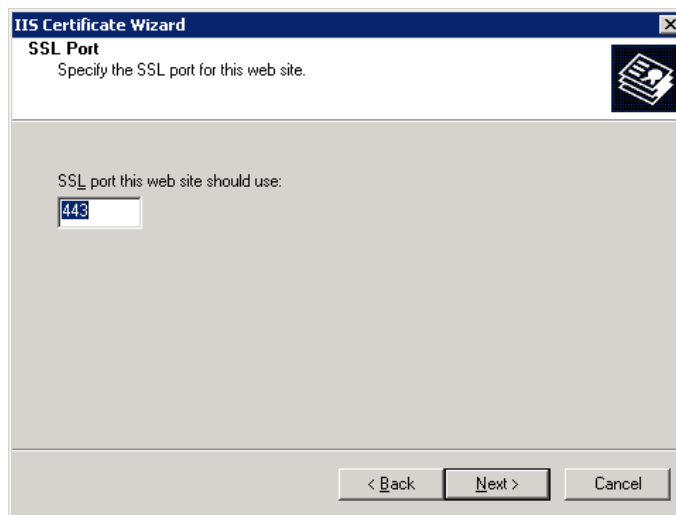


Step 7 Click **Process the pending request and install the certificate**, and then click **Next**. [Figure 6-19](#) displays.

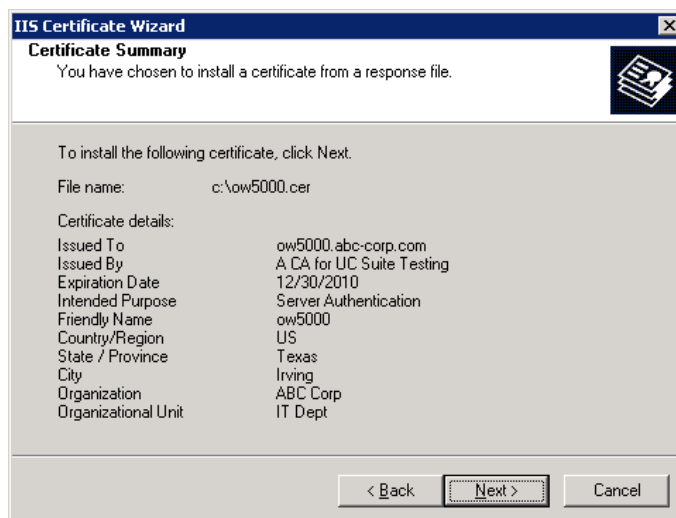
Figure 6-19 Process a Pending Request



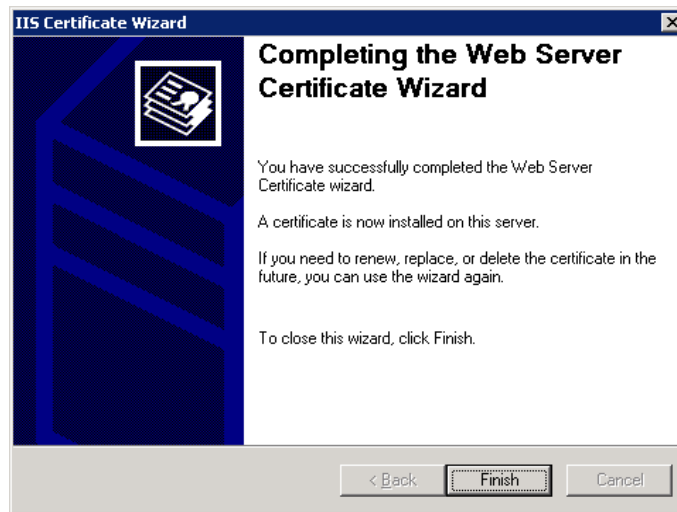
Step 8 Type the path and file name of the file that contains the response sent from the CA and then click **Next**. [Figure 6-20](#) displays.

Figure 6-20 SSL Port

Step 9 Accept the Default SSL port, 443, by clicking **Next**. [Figure 6-21](#) displays.

Figure 6-21 Certificate Summary

Step 10 After reviewing the summary, click **Next**. [Figure 6-22](#) displays.

Figure 6-22 Completion message**Step 11** Click **Finish**.

The certificate is now installed on the web server. To test that the certificate is working, attempt to access OW5000 using a web browser. For example, you can attempt to connect to a URL such as <https://ow5000.abc-corp.com/uc700>. If the page displays, the certificate was installed successfully. If the server certificate was not signed by a well-known CA, a warning message displays indicating that a problem exists with the OW5000's certificate. Do not be concerned with the warning message, because the next procedure used to install the CA certificate on the PCs makes the warning message go away.

Installing UC700 Client CA Certificates

Each PC that runs a UC700 client must have the Trusted Root Certificate installed on it before UC700 can connect to the OW5000 using SSL. If the OW5000 server certificate installed is signed by one of the well-known trusted CAs, such as VeriSign, you may not need to perform this step because Windows pre-installs CA certificates from well-known and trusted CAs.

If the OW5000 server certificate installed earlier was signed by a CA internal to your organization, you must install the CA's certificate on each UC700 PC.



It is also useful to install the certificate on each PC used for OW5000 administration.

There are a couple of ways to install the CA certificate on UC700 PCs. One is manually, as described below.

If you have a large population of UC700 PCs to install, manually going to each PC may be quite burdensome. A second method is to push the CA Certificate to all PCs in an Active Directory domain by adding it to a Group Policy object. This method is described by Microsoft at <http://technet.microsoft.com/en-us/library/cc738131.aspx>.

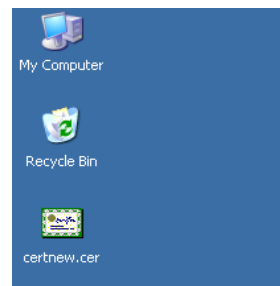
For the manual method, you or each client user must retrieve a CA certificate file from the CA. The following procedure installs this CA certificate on the UC700 PCs.

Step 1 Place the CA certificate file on the UC700 PC. To do this you can use one of these methods:

- E-mail the certificate to each user with instructions for installing it.
- E-mail each user with instructions for retrieving the CA from a Windows Certificate Authority website.
- An administrator inserts a thumb drive containing a certificate.

Step 2 [Figure 6-23](#) displays a CA certificate file named certnew.cer on the desktop of a UC700 PC. Wherever the file is on the PC, double-click it.

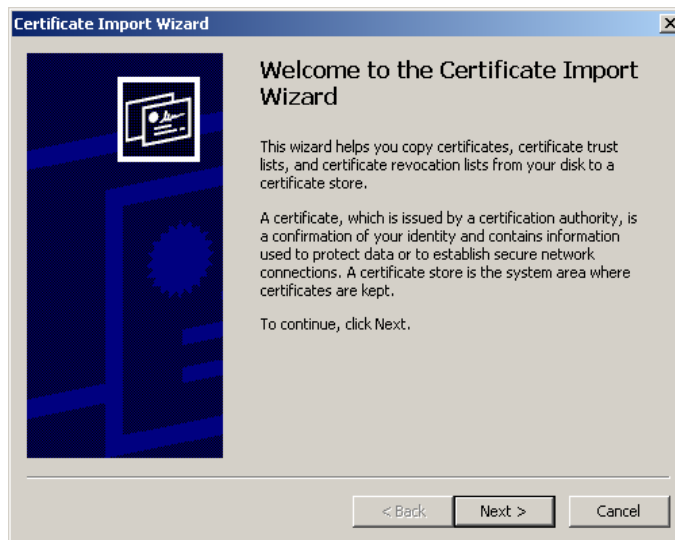
Figure 6-23 Certificate Icon



- Double-clicking the file name or file icon displays a prompt asking whether you want to open the file.

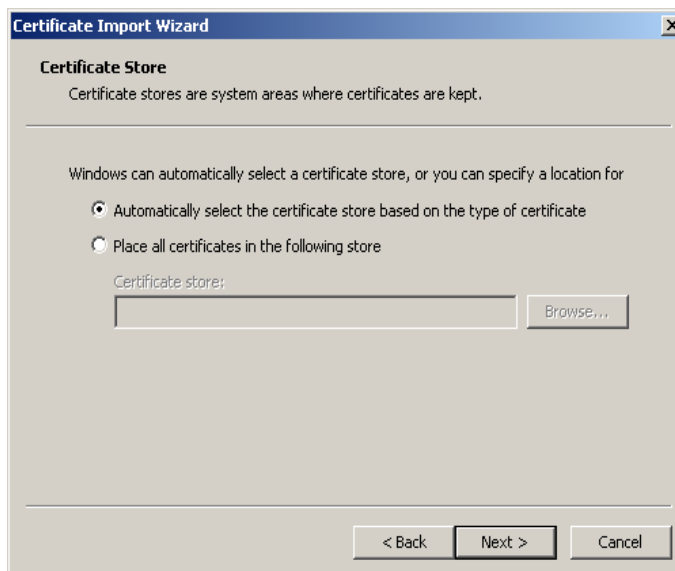
- Step 3** Click **Open** in response to the prompt. Certificate information displays. You can browse through the information about the certificate.
- Step 4** Click **Install Certificate**. This action launches the Certificate Import Wizard (Figure 6-24).

Figure 6-24 Certificate Import Wizard Initial Screen



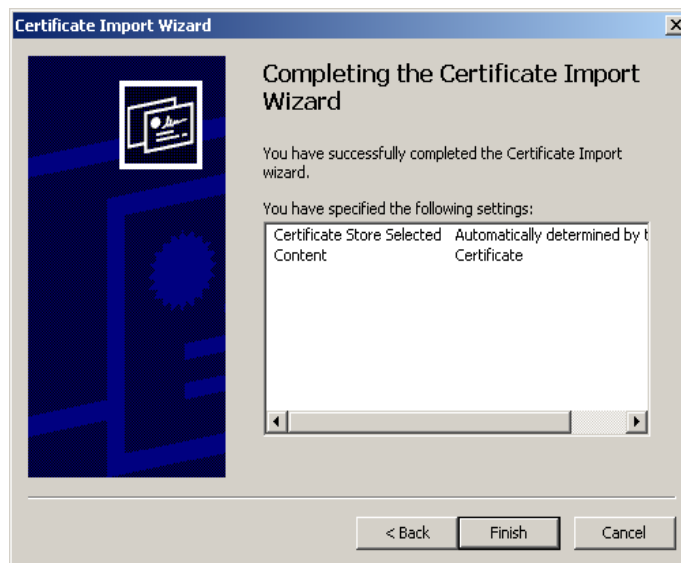
- Step 5** Click **Next**. Figure 6-25 displays.

Figure 6-25 Certificate Store Form



- Step 6** Click the **Automatically select the certificate store based on the type of certificate** radio button, then click **Next**.

Figure 6-26 Certificate Import Wizard Completion Screen

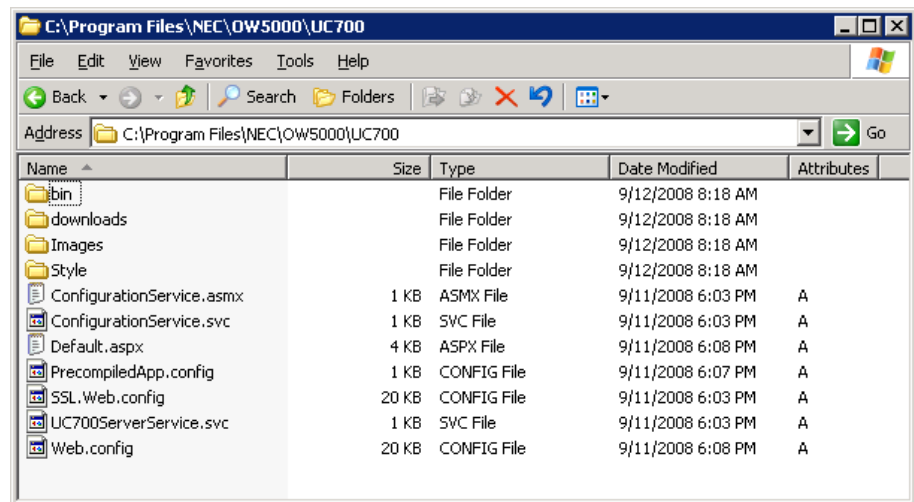


- Step 7** Click **Finish**. A warning message displays.
- Step 8** Click **Yes**. This action displays a message indicating that the import was successful.
- Step 9** Click **OK**. This completes the procedure to install the certificate on the PC.

Replacing web.config file with SSL.web.config file

On the OW5000 server, in the C:\Program Files\NEC\OW5000\UC700 directory, the **Web.config** and **SSL.web.config** files can be found, as shown in the [Figure 6-27](#).

Figure 6-27 Certificate Import Wizard Completion Screen



The Web.config file is read every time IIS starts or is restarted.

The SSL.web.config file is the same as Web.config except that a few additional lines are added that instruct the OW5000 to accept only SSL connections. To configure the OW5000 for UC700 SSL connections, you must swap the configuration files. Use these steps to swap the files:

Step 1 Rename **web.config** to **NoSSL.web.config**.

Step 2 Rename **SSL.web.config** to **web.config**.

Restarting “DefaultAppPool” and “Default Web Site” in IIS Manager

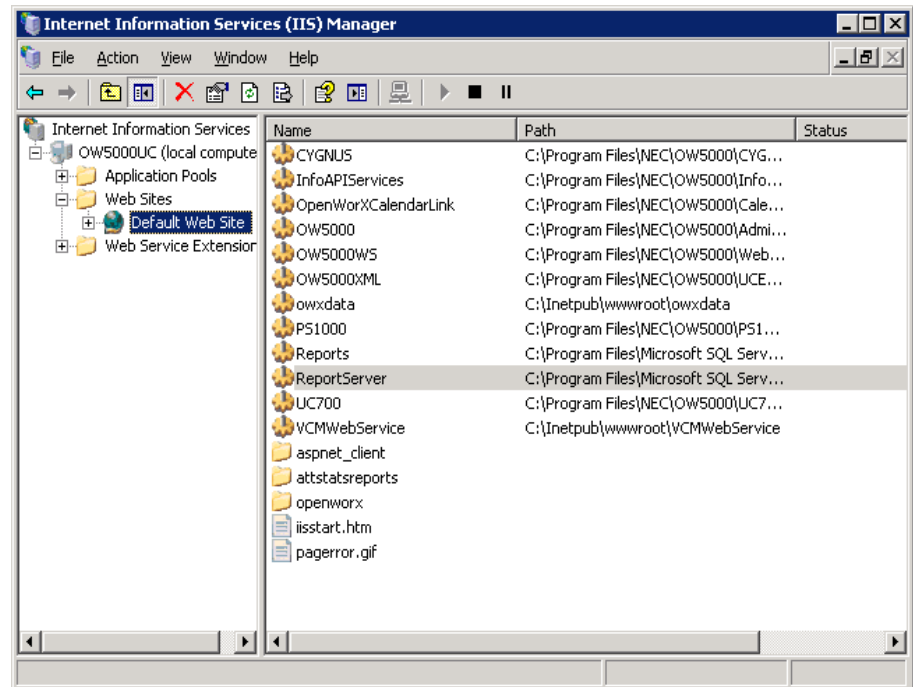
The following procedure resets key IIS components so that the OW5000 is ready for UC700 SSL connections. By re-setting these components, the new Web.config file is read and applied.

Once the components are reset, only SSL connections are allowed for UC700 clients. Thus, all UC700 clients must be configured to connect and log in using SSL.

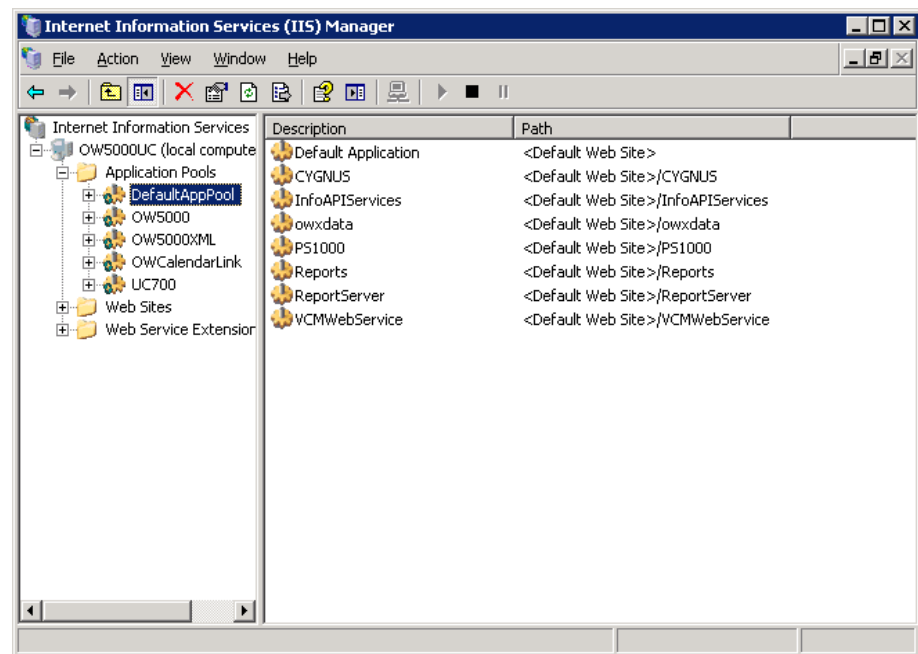
To reset the IIS components:

- Step 1** Start Internet Information Services (IIS) Manager.
- Step 2** Expand your server’s name and select **Default Web Site** as shown (Figure 6-28).
- Step 3** Right-click **Default Web Site**, then click **Stop**.
- Step 4** Right-click **Default Web Site**, then click **Start**.

Figure 6-28 Default Web Site Selection



- Step 5** Expand **Application Pools** and select **DefaultAppPool**.

Figure 6-29 *DefaultAppPool Selection*

Step 6 Right-click **DefaultAppPool**, and then click Stop.

Step 7 Right-click **DefaultAppPool**, and then click Start.

—At this point only SSL connections are allowed by UC700 clients.

Configuring UC700 Clients to Use SSL

To configure the UC700 Clients to log in using SSL:

- Step 1** The **Server** box should contain the DNS or NetBIOS name of the OW5000 server. It must match the common name that was placed into the server certificate during the first procedure. It should not be an IP address or any other name, or the UC700 cannot successfully connect the OW5000.
- Step 2** Check the **Use SSL** box as shown in [Figure 6-30](#).
- Step 3** Supply the remaining login credentials and click **Login**. The user has a secure SSL connection to the OW5000 when the login completes.

Figure 6-30 UC700 Client Login



NEC

Login

?

☐ Use Windows Authentication

Username:

joe.user

Password:

•••••

☒ Remember Password

☐ Automatically Login on Startup

☐ Start UC700 on Windows start-up

Server:

ow5000.abc-corp.com

☒ Use SSL

Exit Login

7

Configuring UNIVERGE UM8500 for Voice Mail

UC700 offers voice mail integration where users can see, play, and delete voice messages from their communications history. For this feature, UM8500 3.5 or higher, using SQL Message Store, is required. Additional configuration is also required, as described below. You must also configure UM8500 voice mail ports in OW5000. The configurations are added using the **OW5000 Administrator Control Panel**.

Step If you are implementing voice mail, you must fill in the following fields for each UC700 user:

—**Voice Mail Server**—Use the drop-down list to select the name of the UM8500 voice mail server used by this user. The names in the list are only voice mail servers of the type UNIVERGE UM8500 (SQL-based). These are specified in the **Name** field of the **Voice Mail Server Management** form when configuring the UM8500 voice mail server. (See [Adding the Voice Mail Server to OW5000](#).)

—**Subscriber ID**—This is the UC700 Client software user identifier used for voice mail purposes. If you do not know the user's Subscriber ID, see [Mining the User's Subscriber ID for UM8500 Voice Mail](#) for more information.



NOTE

If you are using UM8500 for voice mail integration, make sure the OW5000 and UM8500 servers have time synchronization enabled. See [UM8500/OW5000 Server Time Synchronization with the Internet](#).



NOTE

Refer to the [Mining the User's Subscriber ID for UM8500 Voice Mail](#) section for instructions on how to implement UM8500 voice mail with the UC700 when you do not know a user's Subscriber ID.

Adding the Voice Mail Server to OW5000

The following steps are required to add the UM8500 voice mail server configuration:

- Step 1** From the OW5000 Administrator Control Panel, follow the **OW5000 > Platform > Voice Mail Servers** path. [Figure 7-1](#) displays.

Figure 7-1 Voice Mail Server Management—Add New Voice Mail Server Button



- Step 2** To specify the voice mail server to collaborate with the UC700, click the **Add New Voice Mail Server** button [Figure 7-2](#) displays.

Figure 7-2 Voice Main Server Management—Configuration

 A screenshot of a web form titled "Voice Mail Server Management". The form contains the following fields:

- * Name: A text input field with "UM8500 System" entered.
- Type: A drop-down menu with "UNIVERGE UM8500 (SQL-based)" selected.
- System ID: A text input field with "10" entered.
- Base URL: A text input field with "http://123.24.234.234/OW5KMailboxManager" entered. Below this field, an example is provided: "Example: http://UMserverNameorIP/OW5KMailboxManager".

 At the bottom of the form, there are three buttons: "Apply", "Done", and "Cancel".

- Step 3** In the **Name** field, enter any user-defined name for the UM8500 voice mail server.
- You can enter any value, but keep in mind this name will be used in other places in OW5000 to refer to the server.
- Step 4** In the **Type** drop-down list, select UNIVERGE UM8500 (SQL-based) as the voice mail server type.
- Step 5** In the **System ID** field, enter any user-defined identification number for the UM8500 voice mail server.
- Step 6** To indicate the target UM8500 voice mail server, enter its **Base URL**.
- You can enter the server name, if DNS support is available, or the IP address of the UM8500 voice mail server.
 - The server name or IP address must be followed by the OW5KMailboxManager literal.
- Step 7** Click **Apply** or **Done**.

Configuring UM8500 Voice Mail Ports in OW5000

To support UM8500 voice mail integration, the OW5000 must be able to monitor Dterm extensions. You must mark the Dterm extensions as **Is Monitored** by configuring UM8500 voice mail ports in the OW5000.

Setting the Dterm extensions to **Is Monitored** notifies the system of calls on those ports. This enables the OW5000 to match UM8500 voice mail notifications with caller information in the call logs for those ports.

To configure UM8500 voice mail ports:

Step 1 Follow the **OW5000 > Platform > Extensions** path. [Figure 7-3](#) displays.

Figure 7-3 Extension Management

The screenshot shows the 'Extension Management' page in the NEC UNIVERGE OW5000 interface. At the top, there's a navigation bar with 'OW5000', 'UAS200', and 'Unified Communications'. Below this is a search bar with 'Filter: PBX: NECPBX1' and 'Number: Starts With'. A table lists extensions with columns: PBX, Extension, Tenant, SIP URI, and E164 Number. The table shows 106 records, with the first 6 displayed. Each row has a pencil icon for editing. The extensions listed are for NECPBX1 with numbers 15410 through 15419, all belonging to Tenant 1.

PBX	Extension	Tenant	SIP URI	E164 Number
NECPBX1	15410	1	15410@sv7000.com	
NECPBX1	15415	1	15415@sv7000.com	
NECPBX1	15416	1	15416@sv7000.com	
NECPBX1	15417	1	15417@sv7000.com	
NECPBX1	15418	1	15418@sv7000.com	
NECPBX1	15419	1	15419@sv7000.com	

- Step 2** If the ports are not already entered or have not been imported from another system, click the **Add New Extension** button to add them. A form displays that can be used to add an extension ([Figure 7-3](#)).
- Step 3** If the ports are already entered or were imported from another system, they are listed on the screen below the **Add New Extension** button ([Figure 7-3](#)). Display the extension for editing by clicking the **Pencil** icon.
- Step 4** In the **PhoneType** field, for each port in the UCD group, make sure it is set to Dterm.
- Step 5** For each port in the UCD group, make sure the **Is Monitored** check box is checked.

Figure 7-4 Extension Management—Add Extensions

NEC UNIVERGE OW5000 [Log Out](#)

OW5000 UA5200 Unified Communications

Extension Management

*Extension:

* PBX:

* PhoneType:

* Tenant:

E.164 Country:

E.164 Number:

telURI:

SIPURI:

SIP Access Server:

SIP Access Server:

Collaboration: ☐

Is Monitored: ☒

Sublines:

There are no sublines defined

Step 6 Repeat the above steps to add or set the **Is Monitored** check box for each Dterm device to be monitored.

UM8500/OW5000 Server Time Synchronization with the Internet

If you are using UM8500 as the integrated voice mail feature for UC700 Client users, the clocks on the OW5000 and UM8500 must be synchronized. The clocks must be within five seconds of each other.

You can synchronize the clocks by using Internet time sync. If this is not done, you will get records in the UC700 communications history, but they will not match against the previous caller's name.

Verify PBX Programming

Verify the PBX programming using the ASYD/ASYDL commands:

- ASYD: 450, Bit 1 to 1 to enable TEC 26 stations to be monitored as Dterms.
- ASYDL: 867, bit 0 to 1 for call forward no answer SMFN notification.
- ASYDL: 673, bit 0 to 1: This should be set to 00H in order for screen pops to work for secondary lines when the primary line is busy.

Configuring the UM8500

If you are implementing UM8500 to provide voice mail for UC700 Client users, integrated with the UC700 Communications History, follow these steps to configure the UM8500

- Step 1** Launch SAWeb and login.
- Step 2** From the left menu, select **System > Configuration > OW5000 Integration**.
- Step 3** Fill in the information for OW5000. For example:
- Application ID: 101
- Alias: Name of the machine
- InfoAPI Base URL: <http://IPofOWServer/InfoAPIServices/Service.svc>
- Step 4** Click the **Test** button to test the verify connectivity and proxy signatures.
- Step 5** Click the **Add** button to add the OW5000 server.

Mining the User's Subscriber ID for UM8500 Voice Mail

If you are implementing the UM8500 voice mail integration feature with the UC700 Communication History and you do not know a user's Subscriber ID, you may be able to find it using these steps on the UM8500 server.

- Step 1** Start C:\CommServer\TechTools\DohPropTest.exe.
- Step 2** On the **Logon** dialog box, click the **OK** button to continue.
- Step 3** On the **Password** check dialog, click the **OK** button to continue. (It may take few seconds to load.)
- Step 4** On the Collections (left-most) list, select MailUsers.
- Step 5** On the Collection Objects (center) list, select a subscriber, for example, ESubscriber.
- Step 6** On the Object Properties (right-most) list, scroll down the list and select AVP_OBJECT_ID. A property value displays in the text box. For

ESubscriber, the property value is 01:0000001F, and it is the subscriberObjectId.

Step 7 Repeat for any other UC700 users.

How to Restart OW5000

After making changes to the OW5000, you should reboot the server to ensure integration between the two systems.

8

Installing and Configuring Calendar Link

Chapter Topics

This chapter gives the procedures for installing and configuring Calendar Link to allow UC700 users to set up and use Calendar Link.

- [Calendar Link Overview](#)
- [Installing Calendar Link on the Exchange Server](#)
- [Configuring Calendar Link](#)

Calendar Link can be configured to integrate with multiple Microsoft Exchange® servers; however, one Microsoft Exchange server can be supported by only one OW5000 server.

Before installing Calendar Link to the Exchange server, make sure the following requirements are met:

- Windows Server 2003 32 bit and Windows Server 2008 64 bit
- Exchange Server 2003 and 2007
- IIS is installed
- .Net Framework 3.5
- Supports 32-bit and 64-bit OS and Exchange

Calendar Link Overview

Calendar Link integrates UC700 to the Microsoft Exchange Server's Calendar, and updates the OW5000 database with the Calendar Event's schedule and their status.

Microsoft Outlook supports the statuses; Busy, Out-of-Office, Tentative and Free. Calendar Link adds support for UC700 status directly in Outlook, which can be modified at any given time.

Calendar Link uses Scheduler on the OW5000 to change the status when the Calendar Event is active.

Installing Calendar Link on the Exchange Server

Follow the steps below to install Calendar Link.

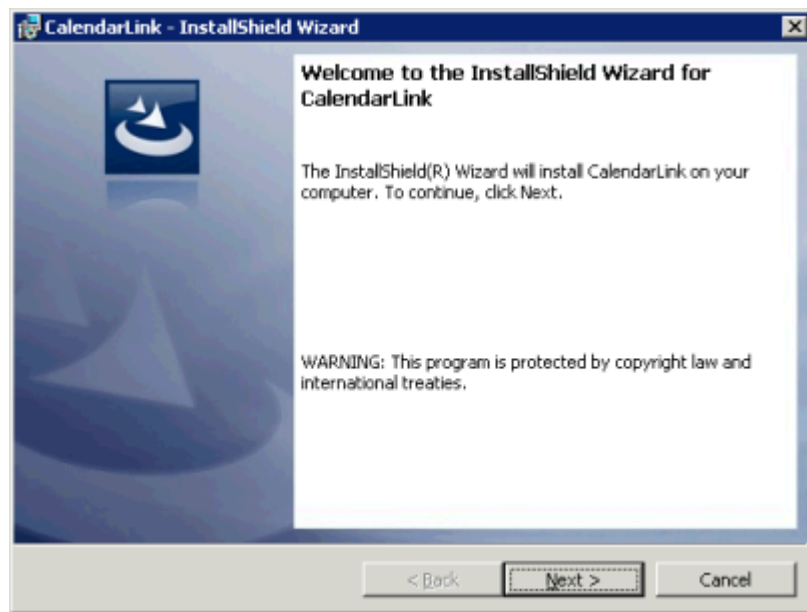
- Step 1** Place the UCE 2010 Disk 3 DVD into the **DVD-ROM drive**. On most computers Autorun automatically starts the installation when you load the DVD. If Autorun is not enabled on the computer, though, you must do the following:
- After placing the UCE DVD into the computer's DVD-ROM drive, open Windows Explorer and double-click the **DVD-ROM drive** icon.
 - In the DVD-ROM file list, double-click the **Autorun.exe** file.
- Step 2** From the UCE Desktop/Agent menu, select a link to launch the installer for UC700 Calendar Link (32 bit) or UC700 Calendar Link (64 bit). [Figure 8-1](#) displays.

Figure 8-1 *Calendar Link Preparing to Install dialog*



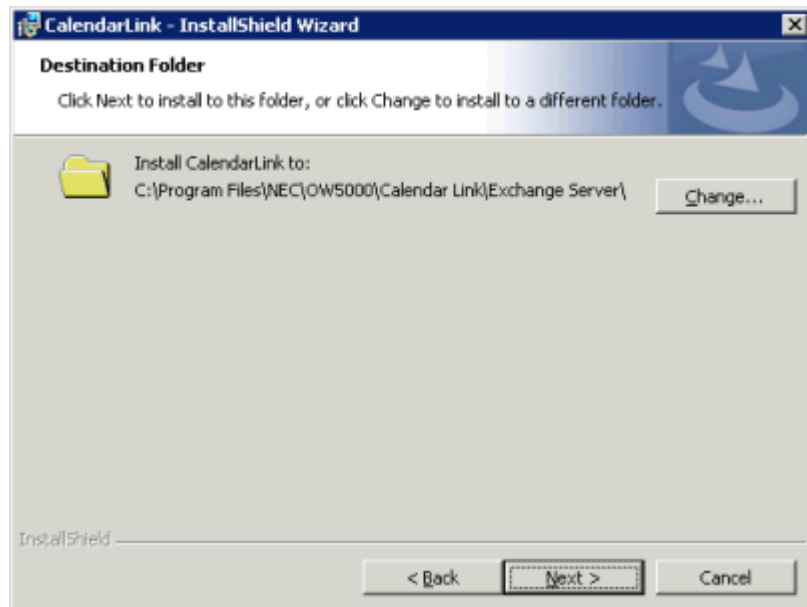
—Once the initial preparation is complete, [Figure 8-2](#) displays.

Figure 8-2 Calendar Link Welcome dialog

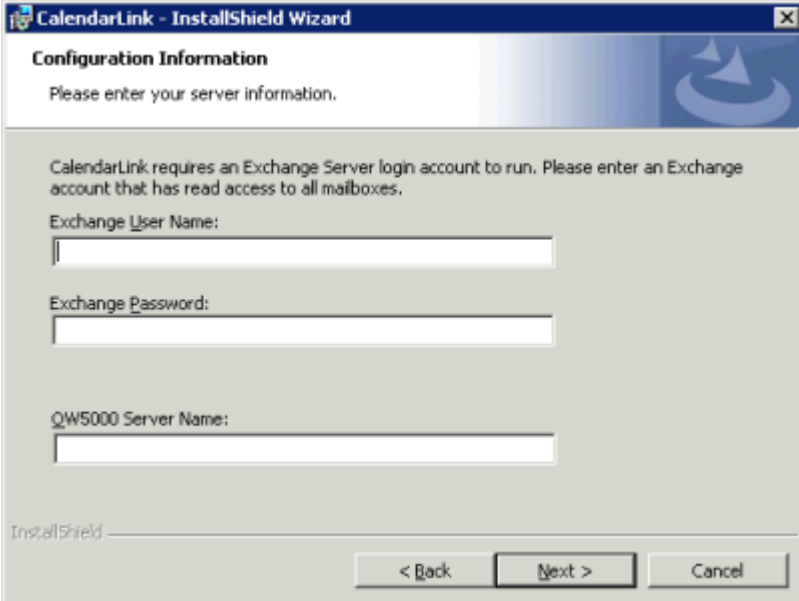


Step 3 Click **Next**. [Figure 8-3](#) displays.

Figure 8-3 Calendar Link Destination Folder dialog



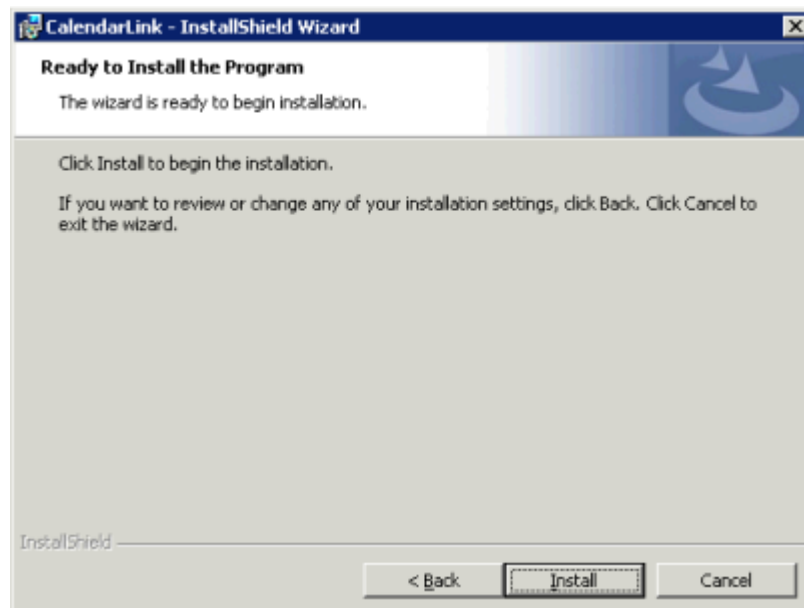
Step 4 Click **Next**. [Figure 8-4](#) displays.

Figure 8-4 Calendar Link Configuration Information dialog

The image shows a Windows-style dialog box titled "CalendarLink - InstallShield Wizard". The main heading is "Configuration Information" with a sub-instruction "Please enter your server information." Below this, a note states: "CalendarLink requires an Exchange Server login account to run. Please enter an Exchange account that has read access to all mailboxes." There are three input fields: "Exchange User Name:", "Exchange Password:", and "OW5000 Server Name:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the dialog area.

- Step 5** Enter the following information:
- Exchange User Name:** The user name for the Exchange server. A new user can be created for CalendarLink configuration.
 - Exchange Password:** The password for the Exchange User Name.
 - OW5000 Server Name:** The name assigned to the server that OW5000 resides on.
- Step 6** Click **Next**. [Figure 8-5](#) displays.

Figure 8-5 Calendar Link Ready to Install dialog



Step 7 Click **Install**. [Figure 8-6](#) displays briefly, then [Figure 8-7](#) displays.

Figure 8-6 Installation Status dialog

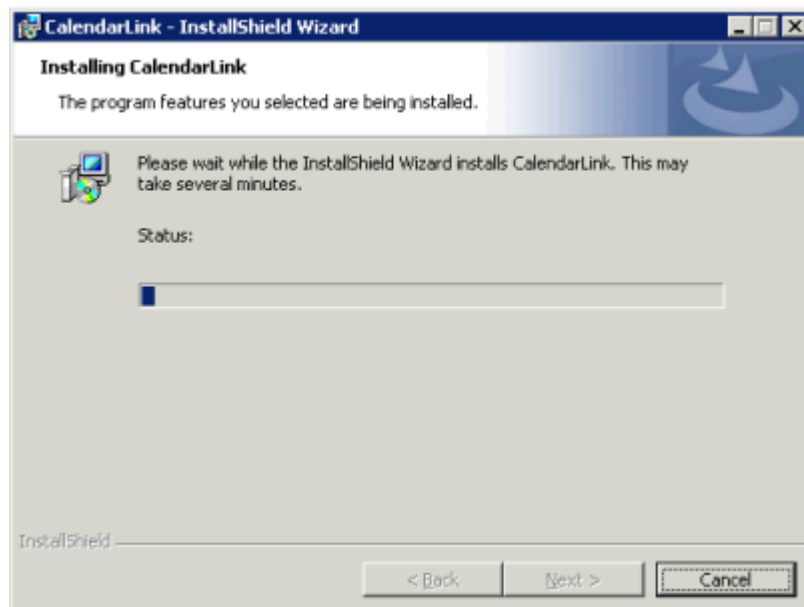
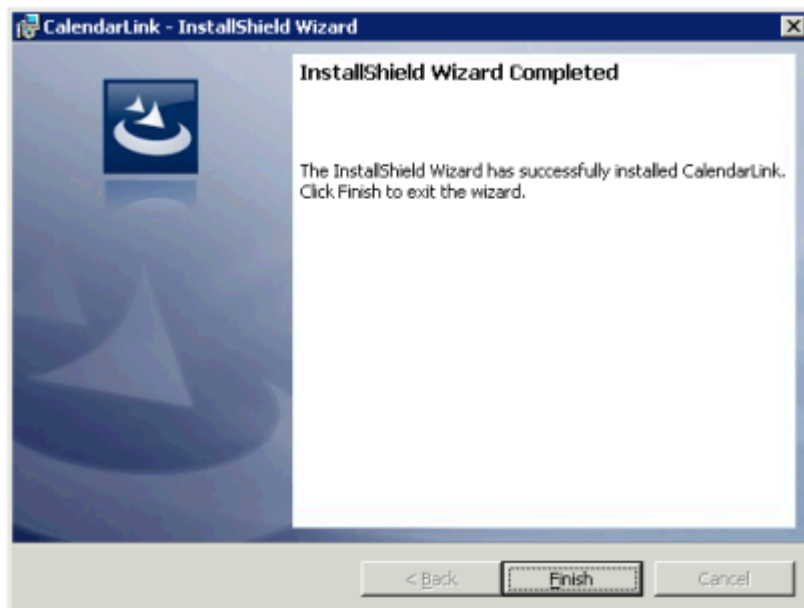


Figure 8-7 *Installation Complete dialog*

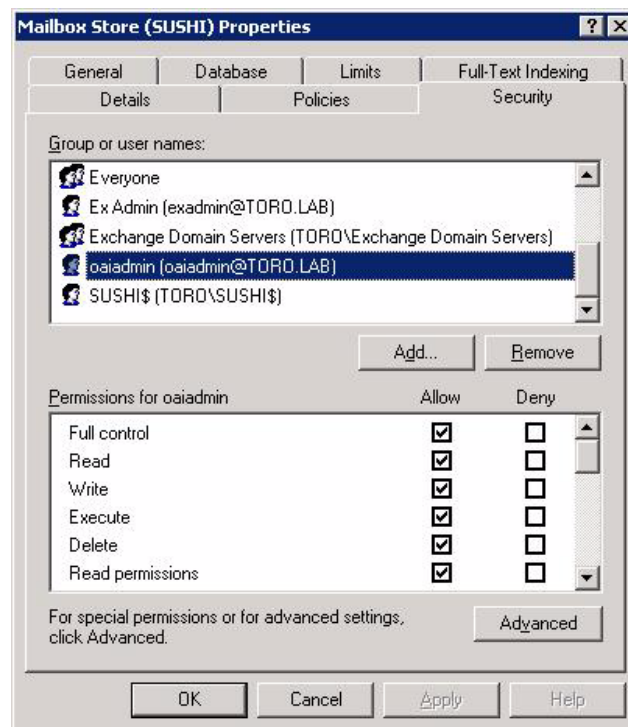
Step 8 Click **Finish** to complete the installation of Calendar Link on the Exchange Server.

—After you have completed the installation process, set the permissions for the admin Exchange Server admin in the Mailbox store properties.

Configuration for Exchange 2003

Step 1 From the Microsoft Exchange System Manager, select the server on which you installed the Calendar Link application and then right-click **Mailbox Store** and select **Properties**.

Step 2 Click on the **Security** tab and select the Exchange Server Admin User, which was entered in [Step 5](#) above ([Figure 8-4](#)). Select the Full-Control permissions, as shown in [Figure 8-8](#).

Figure 8-8 Mailbox Store Properties dialog

Configuration for Exchange 2007

Step 1 On the Exchange 2007 Management Shell Console, execute the following command:

```
Get-MailboxDatabase -server <ExchangeServerName> | add-  
adpermission -user "<ExchangeAdminUser>" -accessRights  
GenericAll -extendedrights Send-As, Receive-As, ms-Exch-Store-  
Admin, ms-Exch-Store-Visible -inheritanceType all
```

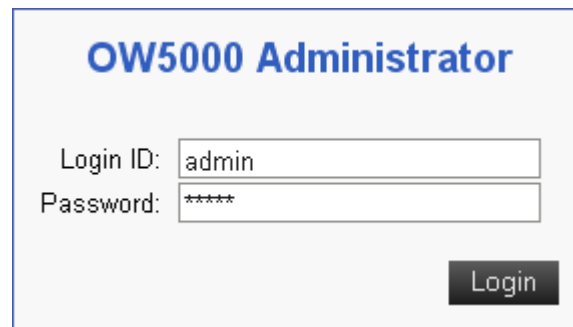
Step 2 Go to the IIS manager (under the default web site), then click on the application **ExchangeEventRegistration** and turn **OFF** the SSL settings.

Configuring Calendar Link

Follow the steps below to configure Calendar Link to support UC700 Clients.

- Step 1** Launch OW5000 Administrator by selecting **Start > All Programs > NEC OW5000 > Platform > OW5000 Administrator**. [Figure 8-9](#) displays.

Figure 8-9 OW5000 Administrator Login dialog



The image shows a login dialog box titled "OW5000 Administrator". It contains two input fields: "Login ID:" with the text "admin" entered, and "Password:" with "*****" entered. A "Login" button is located at the bottom right of the dialog.

- Step 2** Enter the default login identification and password values.



NOTE

The default Login ID is **admin** and the default Password is **admin**.

- Step 3** Click **Login**. [Figure 8-10](#) displays.

Figure 8-10 OW5000 Main Menu



- Step 4** Select **Calendar Link** from the **Unified Communications** menu. [Figure 8-11](#) displays.

Figure 8-11 Calendar Link Exchange Servers dialog



Calendar Link

Exchange Servers

Registration Status

Add New Exchange Server Link

1 - 1 of 1 records 10 Results per page Page: 1 of 1

	Server Name	Domain Controller	Domain Name	Exchange Path
 	testbesexch	testbesexch	testmg.prv	file:///backofficestorage/testmg.prv/MBX

1 - 1 of 1 records 10 Results per page Page: 1 of 1

Step 5 Click **Add New Exchange Server Link**. Figure 8-12 displays.

Figure 8-12 Calendar Link Exchange Server Manager dialog

Calendar Link Exchange Server Manager

*Exchange Server:

*Exchange Admin:

*Exchange Admin Password:

Exchange Admin Email:

Exchange Path:

*Domain Name:

*Domain Controller:

*Active Directory User:

*Active Directory User Password:

Date Created:

Date Last Modified:

Done

Cancel

Step 6 Enter the Exchange Server information.



Required fields are marked with an asterisk.

Step 7 Click **Done** to save the changes or **Cancel** to exit the dialog box without saving the changes.

Configuring the Registration Status

Step 1 Click the **Registration Status** tab. [Figure 8-13](#) displays.

Figure 8-13 *Calendar Link Registration Status dialog*

User	Server Name	User Id	Status
Coombes Kenneth	testbesexch	kcoombes	Registered
Feng1 Hui1	testbesexch	thui1	Registered

Step 2 Select **Add New User Registration** to add a UC700 client user. [Figure 8-14](#) displays.

Figure 8-14 *Add New User Registration dialog*

User:

*Primary Exchange Email:

*Exchange Server:

Step 3 Use the drop-down list to select the **User** name.

Step 4 Enter the **Exchange Primary Email** (SMTP) address.

Step 5 Use the drop-down list to select the **Exchange Server** for the user.



NOTE

The list of servers is populated by the servers listed on the Exchange Servers tab.



NOTE

Required fields are marked with an asterisk.

Step 6 Click **Done**. The **Status** column for the user displays Registered.

Step 7 To edit or delete an **Exchange Server** or a Registered **User**, click the **Pencil** icon or the **Trashcan** icon.



For additional information or support on this NEC Corporation product, contact your NEC Corporation representative.



**UC for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700)
Installation Guide**

NDA-30884, Revision 3.01