



IP Office - Job Aid

Phone Manager Notes

Summary

This document provides notes and advice for installing and maintaining IP Office Phone Manager. These cover issues not appropriate for the Phone Manager User Guide.

Phone Manager Notes

PC Requirements

The minimum recommended PC specifications for Phone Manager are:

- **Minimum PC specification for PhoneManager:**
 - Pentium 266Mhz or above with 64MB RAM running Windows 98, ME, NT4 (SP6), Windows 2000 (SP2) or Windows XP.
 - Sound card if audio features required.
 - 50 MB of free disk space.
- **Minimum PC specification for PhoneManager VoIP:**
 - Pentium 400Mhz (550Mhz recommended) or above with 128MB RAM running Windows 98, ME, NT4 (SP6), Windows 2000 (SP2) or Windows XP.
 - Sound card and microphone installed.
 - 50MB of free disk space

General Notes

- Phone Manager Pro VoIP can not register with a PBX without a name. Ensure the switch has a name before connecting to it.
- When the Park Id is changed using the Phone Manager it updates the switch immediately. However the change is not broadcasted to other applications. To update the Park Id within other applications they must be updated manually!
- Under Windows 95 if there were no bitmaps in the toolbar you may need to update your COMCTL32.dll. This can be done by running 401comupd.exe which is found on the IP Office User Applications CD.
- Phone Manager indicates it is connected to the switch by showing the username inside a pair of square bracket '[]'. If the title bar displays 'Phone Manager' only it is not connected to the switch.
- Only one instance of Phone Manager can be run at a time. When starting Phone Manager if an existing instance of Phone Manager is detected Phone Manager will exit silently.
- Do not connect 2 or more Phone Managers to the switch using the same extension, especially when PhoneManager is operating in VoIP mode. This will lead to unpredictable and/or incorrect operation of PhoneManager.

Licences

For Phone Manager Pro, a Phone Manager Pro licence key must be installed through the Manager application.

For Phone Manager IP Enabled, a Phone Manager Pro licence key and a Phone Manager IP licence key must be entered through the Manager application.

Play Sounds Option

The Play sounds option uses the following wav files in the PhoneManager folder:

- **NewCall.wav:** Ringing.
- **NewCallWaiting.wav:** Ringing.
- **NewMessage.wav:** "You have a new message" supplied in appropriate language variants.
- **Ding.wav:** Ding.

These can be replaced with custom records as long as they are 16 bit mono wav file format.

Directory

Directory entries entered through Phone Manager are saved to the file ***PhoneManagerDirectory.txt*** in the Phone Manager folder.

The file is a CSV file in the following format:

```
"#name", "number", "wavfile", "scriptfile"
```

- **Name:** The name to display in the directory.
- **Number:** The telephone number.
- **wavfile:** The path to the wav file to associate with the directory entry.
- **scriptfile:** The path to the script file to associate with the directory entry.

Call Costs

To display estimated call cost on external calls, a text file called **micrologger.txt** must be present in the Phone Manager program directory when Phone Manager starts. The file should contain the following fields in CSV format:

```
Number, min_call_charge, conn_charge, day, night, weekend
```

- **Number:** The extension number.
- **min_call_charge:** A minimum call charge if applicable.
- **conn_charge:** Call connection charge.
- **day, night, weekend:** Call cost per second at those different periods.

Phone Manager and Voicemail

- Phone Manager checks with the switch every minute for the availability of the Voicemail Server and enables/disables the record and messages panes accordingly. If the messages pane is unavailable, check the status of the VM server.
- For Phone Manager to include indication of messages to Huntgroups, the user must have a **Hgroup_name** entry for that hunt group in their source numbers tab.

Phone Manager and Microsoft Outlook

- Phone Manager disables all Outlook related functions if a suitable version is not found during installation. Outlook 98 or higher must be installed to enable these functions. Outlook Express is not supported.
- To use the pop outlook feature under Windows 95 or NT4, Windows messaging must be installed. If not, you will get the message 'MAPI32.DLL can not be located' or 'ReInstall Windows Messaging' when pop outlook is selected. Re-installing Outlook will also install Windows Messaging.
- Phone Manager uses MAPI to perform a CLI match for pop outlook. If the user does not have a default profile or no profile exist then this function will not work.

VoIP Phone Manager

- If the audio codec is changed in Phone Manager, the application must be restarted for the change to take effect.
- When operating in VoIP mode and used with the 4600 Series IP phone, the first choice codec should be G729 and the Frame Per Packet must be 1. For maximum compatibility under VoIP PhoneManager. The G729 codec and Frame per packet of 1 should be used in all cases, including dialup. Note that 'IP header compression' should also be enabled via the Manager when VoIP PhoneManager is used in dialup.
- If the main window does not appear after a long time this may be because Phone Manager is trying to communicate with the VOIP server and the server is not responding. Use the task manager to terminate the process 'iClaritySrv.exe' and 'phonemanager.exe' and restart the phone manager.
- VoIP Phone Manager is not supported under Windows 95. VoIP features are automatically disabled if Phone Manager is installed on Windows 95.
- Phone Manager checks for the presence of a sound card and if none is installed the speaker and the microphone icons are disabled. To use VoIP the microphone must be selected as the recording device and not muted. On some soundcards this is not the default and must be set manually.
- The speaker and microphone mute feature is only available if the sound card supports it.
- 'Enable faststart' and 'Use direct media' should be set for the VoIP extension and 'Offhook station' should be set for the user associated with this VoIP extension.
- Phone Manager does not allow the user to specify which audio device to use for VoIP Phone Manager. It always uses the default device specified under the multimedia tab in the control panel.
- When using the VOIP feature make sure the 'Use only preferred devices' tick box under the multimedia tab in the control panel is selected.

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