



**PoltyS Inc.**

Unified Communications Solutions

# Technical Support for Installation

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# Technical Support for Installation

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Technical support offered for installation will include the following:

## Remote product installation via Webex (Desktop sharing http-based application)

### General Description

With WebEx MeetMeNow, you can instantly share any application or content on your PC with up to 10 attendees ( <http://meetmenow.webex.com/online-meeting-overview.html>).

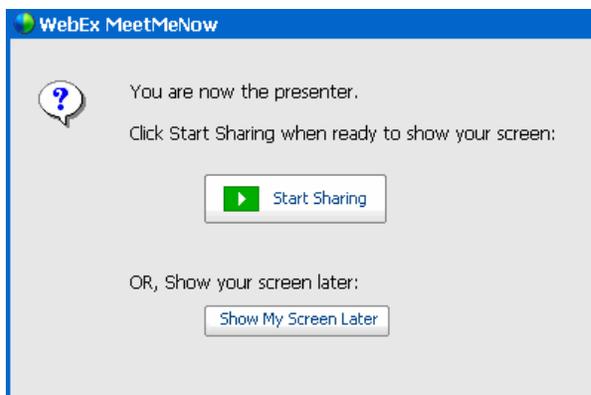
An Active-X control is installed on the remote machine which allows sharing the desktop (http based)

The customer will receive from Poltys's support team a link that needs to be followed from the machine where the applications will be installed. In this way the access to the customer's site will be granted.

The support team from Poltys will proceed with the installation of the application.

### Installation Procedure

1. Poltys sends Webex link to the customer
2. The customer follows the link from the PC where he wants to install the software
3. An Active-X control will be installed on the remote machine
4. The customer shares the Desktop and passes the control to the support team from Poltys using the Webex controls (Please refer to the pictures below for details)



5. Access granted

## ***Computer Privileges***

- Administrator rights on the computer.
- Administrator password (in case of reboot, the Webex connection must be re-established, as described above)

## ***CCAccounting***

### **Install kits:**

- CCServerSetup.exe
- CCSupervisorSetup.exe

### **Steps:**

1. Download the install kits from the ftp address provided by Poltys (skip if the customer already downloaded the install kits)
2. Install the CCServer and the CCSupervisor
3. Apply and validate the License
4. Connect CCServer to the Panasonic KX-TDA PBX (via USB or TCP/IP)
5. Connect the CCSupervisor to the CCServer

## ***CCView Lite***

### **Install kits:**

- CCServerSetup.exe
- CCSupervisorSetup.exe

### **Steps:**

1. Download the install kits from the ftp address provided by Poltys (skip if the customer already downloaded the install kits)
2. Install the CCServer and the CCSupervisor
3. Apply and validate the License
4. Connect CCServer to the Panasonic KX-TDA PBX (via USB or TCP/IP)
5. Connect the CCSupervisor to the CCServer

## **CCView**

### **Install kits:**

- CCServerSetup.exe
- CCSupervisorSetup.exe

### **Steps:**

1. Download the install kits from the ftp address provided by Poltys (skip if the customer already downloaded the install kits)
2. Install the CCServer and the CCSupervisor
3. Apply and validate the License
4. Connect CCServer to the Panasonic KX-TDA PBX (via USB or TCP/IP)
5. Connect the CCSupervisor to the CCServer

## **CCPro**

### **Install kits:**

- CCServerSetup.exe
- CCSupervisorSetup.exe
- CCAgentSetup.exe

### **Steps:**

1. Download the install kits from the ftp address provided by Poltys (skip if the customer already downloaded the install kits)
2. Install the CCServer, the CCSupervisor and the CCAgent applications
3. Apply and validate the License
4. Connect CCServer to the Panasonic KX-TDA PBX (via USB or TCP/IP)
5. Connect CCSupervisor to the CCServer
6. Connect CCAgent to the CCServer

## ***PBXMon Express/Standard/Pro***

### **Install kits:**

CCServerSetup.exe

CCSupervisorSetup.exe

### **Steps:**

1. Download the install kits from the ftp address provided by Poltys (skip if the customer already downloaded the install kits)
2. Install the CCServer and the CCSupervisor
3. Apply and validate the License
4. Connect CCServer to the Panasonic KX-TDA PBX (via USB or TCP/IP)
5. Connect the CCSupervisor to the CCServer

## ***Licensing***

The support team from Poltys will also perform the software licensing procedure.

Based on the Server Authentication Key, Poltys will provide the matching license key which is tightly linked to both the software and the hardware installed on the server host PC. If you change either the Operating System or the hardware, the license key WILL BE LOST.

## ***Limitations***

**For the Call Center Suite and the PBXMon products, the installation is limited to:**

- CCServer
- 1 (one) CCSupervisor
- 1 (one) CCAgent (available only for CCPro).

**For the DCC software, the installation is limited to:**

- DCC Server
- 1 (one) DCC Supervisor.

## Product configuration

Polty's support team will make the necessary settings and will configure properly the installed applications.

### **DCC**

**For the DCC software, the configuration is limited to 1 (one) DCC Supervisor:**

- Maximum 3 Care Points
- Maximum 3 Care Groups
- Maximum 3 Alarm Points

### **CCRecord Add-on**

CCRecord works with PBXMon Pro, CCView Lite, CCView and CCPro. The add-on is activated through licensing.

#### **Access rights:**

**Polty's support team needs to have access to the Panasonic KX-TVA/TVM Maintenance Console<sup>1</sup> to configure the extensions (Agents) that will be recorded (for CCRRecord add-on only) and, if necessary, to the PBX Maintenance Console.**

**For the CCRRecord software add-on, the following settings will be made:**

**TVM200 v1.0, TVM200 v2.0 to v2.32, TVA200**

#### **- Voice Mail settings**

- Recorded Agent: Create Mailbox – for each recorded agent
- Trans MBX: Create Mailbox, Edit Mailbox (Send to Mail options)
- System Parameters: Email Options (SMTP Server, SMTP Port, email address)
- Class of Service: (Tutorial: No, Delete Message Confirmation: No)
- Port Trunk Service

#### **- CC Supervisor settings:**

- DPT Pool Member<sup>2</sup> – set one **dedicated DPT**
- Recorded Agent: Edit values (Voice Mail, Trans MBX, MBX, Password) – for each recorded agent

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<sup>1</sup> For TVM devices Sales PCMC version is required.

<sup>2</sup> Only for older TVM firmware versions – For the specified TVM software revisions- **KX-TVM50/200 2.31 and up**- CCRRecord doesn't use a DPT Pool Member.

## **TVM 2.0, v2.32 and up**

### **- Voice Mail settings**

- Enable New Record Patch
- Recorded Agent: Create Mailbox, Edit Mailbox (Send to Mail options)
- System Parameters: Email Options (SMTP Server, SMTP Port, email address)
- Class of Service: (Tutorial: No, Delete Message Confirmation: No)
- Port Trunk Service

### **- CC Supervisor settings**

Recorded Agent: Edit values (Voice Mail, MBX, Password) – for each recorded agent

**For more details regarding the CCRcord settings and limitations, please see the CCRcord Application Notes.**

## **Test within the customer's specific environment**

After finishing the installation and configuration process described above, Poltys's support team together with the customer will test the applications that were installed to make sure that everything is working properly.

# Product Support

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Poltys tech support specialists are always available to answer your questions at:

- US toll free: +1 (877) 263 9589
- Email: [support@poltys.com](mailto:support@poltys.com)