

SV8100 Desktop Applications

Enhancements

SV8100 Desktop Applications **Version 2.0.0.0 or higher** with main CPU software **Version 2000 or higher** provides the following enhancements:

- Support for the CallTo hyperlink within Microsoft Applications or web pages. Clicking a CallTo link will initiate a call to the number via the Desktop Application.
- DNIS display for incoming calls to the Desktop station when DNIS information is provided.
- IP Softphone support for wide band codec (G.722).
- Notification by Windows toast in the system tray for missed calls and new InMail voice messages. Inmail Voice Message notification is only supported with Softphone mode, and not with Deskset modes.
- SIP/Audio RTP encryption for IP Softphone.
- Support for generic USB handsets for the IP Softphone.
- The toolbar has a new icon to bring up the phone image for an IP Softphone.
- The ability to choose Handset or Headset for incoming and outgoing calls.
- Shared Services is enhanced to include Presence. Presence indicates the Availability Status, Location, Expected Return Date and Time, Forward Settings for the user's phone, and Special Instructions.
- Outlook Add-In is enhanced to also include the ability to transfer or conference from the Outlook Contacts Folder.
- Highlight Dial – Highlight a phone number within any Windows application and have it automatically dialed by the Desktop Application.
- Recalled calls to a Desktop Station show as recalled calls instead of a new ringing call.

The same user name and password can be assigned to IP Multiline Station, MH240 and Desktop ports when automatic or manual registration is used (**Version 3000 or higher software**).

SV8100 Desktop Applications **Version 3.5.0.0 or higher** provides the following enhancements:

- Answering Center – The Answering Center module supports additional features to be utilized with the Attendant Module to provide efficient call handling in a multi-tenant environment.
- Presence Enhancements – Customized Presence states and the ability to schedule Presence events.
- Enhanced Outlook Integration – A Presence State can be associated with an Outlook Calendar Appointment. Telephone numbers from an Outlook Contact can be added to the Desktop Speed Dial list.
- Mobility Features – Provides the user the ability to view and set the Presence status and call forwarding rules while out of the office.
- Integration with the Salesforce.com website.
- TSP enhancements for additional CRM support.
- Attendant like features without Shared Services – The Desktop Client can have the full function of Window mode with the DSS/BLF panel without shared services similar to the way it worked in 1.0. The DSS/BLF panel will not show all devices in the system, but will show DSS/BLFs that are programmed on a physical button on the terminal or DSS console attached to the terminal.

Enhancements (Continued)

SV8100 Desktop Applications **Version 3.6.0.0 or higher** supports:

- Microsoft Windows 7 and 64 bit platforms.
- Parked Calls can be monitored in the Active Call list.

Description

The SV8100 Desktop Applications is a suite of software that combines the telephony functionality of three standard products:

- SP310 (IP Soft Phone)
- PC Assistant
- PC Attendant

Through licensing control and user selection, the application can be tailored to meet the needs of a variety of end users. Additional utilities are provided as part of the Desktop Application suite:

- Answering Center – with Desktop Applications Version 3.5.0.0 or higher, the Answering Center supports additional features to be utilized with the Attendant Module to provide efficient call handling in a multi-tenant environment. For example, if a receptionist is required to answer calls for a variety of different businesses, the Answering Center module will identify the company being called and display information on the receptionist's screen to assist with handling the call.
- Configuration Wizard – steps the user through the process of providing the settings that are required to start the desktop application.
- Outlook Add-In – allows the user to dial out, end call and perform screen pops through the Contacts folder within Microsoft Outlook. With Desktop Applications **Version 2.0.0.0 or higher** and main CPU software **Version 2500 or higher**, Outlook Add-In also allows the user to perform Conference and Transfer from the Contacts folder.

With Desktop Applications **Version 3.5.0.0 or higher**, the Outlook integration is enhanced to include the ability to associate a Presence State with an Outlook Calendar Appointment, and to add telephone numbers from an Outlook Contact to the Desktop Speed Dial list

Part number 670939 – LK-DT Upgrade 3.0-LIC license (license code 5309 in Program 10-50-01) and SV8100 System Software v3.10 is required for Presence Setting from Outlook Calendar.

- Salesforce.com adaptor – with Desktop Applications **Version 3.5.0.0 or higher**, the Salesforce.com module allows users to initiate calls to contacts from within Salesforce.com and to search for contacts automatically when an incoming call is received.

Part number 670940 – LK-DT CRM Integration-LIC license (license code 5310 in Program 10-50-01) and SV8100 System Software v3.10 are required for Salesforce.com integration.

- ❑ Telephony Service Provider (TSP) – with Desktop Applications **Version 3.5.0.0 or higher**, two separate TSPs are provided with the Desktop Applications installation: A simple TSP that will integrate with clients like Goldmine that only recognize single line devices, and an enhanced TSP for clients that support additional functionality such as transfer, conference, hold, and unhold. Clients like Time Matters can be integrated with the enhanced TSP.

Part number 670940 – LK-DT CRM Integration-LIC license (license code 5310 in Program 10-50-01) and SV8100 System Software v3.10 are required for Time Matters integration.

- ❑ Video Test Tool – Helps verify that the SP310 can communicate with and utilize the video camera connected to the PC.

Desktop Client

The Desktop Client enhances the operation of the NEC digital telephone set by providing easy access to common, and not so common, UNIVERGE SV8100 voice control features. This software application provides a very intuitive user interface that can be conveniently located at the top or bottom of the PC screen. The user interface can even "shrink" into the edge of the screen and become visible when a call arrives, or when the user moves the mouse to the edge of the display.

In addition to quick access to these SV8100 features, the Desktop Client provides a call log for easy viewing of recent received, missed, or made calls – just like your cell phone. It also includes a directory to keep your commonly dialed numbers close at hand, and optional features like voice recording, personal greeting, and screen pops using Microsoft Outlook, ACT! 2005 or higher, Goldmine 6.7 or higher, Salesforce.com, or Time Matters.

Part number 670940 – LK-DT CRM Integration-LIC license (license code 5310 in Program 10-50-01) and SV8100 System Software v3.10 are required for Salesforce.com and Time Matters integration.

Desktop Client has the following main components:

1. SV8100 Desktop Application Software

This application runs on a PC and provides the PC-based GUI (Graphical User Interface) and features.

2. Headset (Optional)

The headset can be plugged into the multiline telephone and used when making or receiving calls with the Desktop Client. Desktop Client runs on a PC and communicates with the UNIVERGE SV8100 through TCP/IP. The Desktop Client can be run for a physical deskset station or a softphone station. When calls come into the station, the Desktop Client displays it on the PC, and provides several features that allow the user to handle the call quickly. Desktop Client can be minimized to run in the background and pop to the front when call activity occurs. Calls can then be handled using either the keyboard or the mouse. The user speaks to the caller through the telephone handset, headset, or speakerphone of the multiline telephone the application is running on, or through a USB handset or headset connected to PC running the softphone.

Softphone

The SP310 softphone is a software phone that functions as an IP Multiline Station (SIP). The SP310 provides access to all features of a physical IP Multiline Station with a few exceptions. Through the VoIP connection to the SV8100 system, the user can speak to the caller through a USB Handset or USB Headset connected to the PC running the SP310 softphone. The user can handle the call through a Toolbar view, Compact Phone view, or an Emulation Phone view that looks like a physical IP Multiline Station.

Desktop Shared Services

The SV8100 Desktop application includes the option to install Desktop Shared Services that are available for use by all Desktop application users. This is required for the following features:

- PC Assistant using Shared Services
- PC Attendant
- Central Directory
- Phone Message
- Quick Message
- Presence

The Desktop Shared Services manage shared resources and provide communication facilities between user endpoints. The functionality implemented by the third-party services includes the following:

- Access to Operator or Receptionist Type Functions** – An operator or receptionist type user can easily manage their call handling tasks without having to switch attention between the telephone and the PC. One or two clicks of the mouse is all it takes for the operator or receptionist to transfer a call or put a caller into a users voice mailbox. A company directory, recording ability, and PC-to-PC messaging, and Presence indication provide additional features to further enhance the operation. The Desktop Client with Shared Services can monitor all line keys and control the actions of the operator's phone, including placing calls. The application on the PC communicates with the SV8100 system through a TCP port on the telephone system. The Desktop Application with Shared Services also includes a supporting application called Quick Message. By installing the Quick Message client on individual PCs, the operator can quickly send short messages to other employees, who can respond with a single keystroke. The PC to be used requires Windows XP SP2, Windows 2003 Server SP2, or Windows Vista and an interface to the SV8100 system through the ethernet link to monitor and control telephone activity.
- Shared Directory/Contact List** – provides a shared database that includes the company directory, external contact list and personal contact list that can be accessed by all users. Without Desktop Shared Services, each Desktop user must maintain their own Directory and Contact list. The external and personal contact list can be imported via a .csv file.

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- ❑ **Centralized BLF Monitoring** – the Desktop Shared Services monitors the status of all stations on the system and provides updates to the individual clients. Without Desktop Shared Services any station that a user wants to see status updates for must be programmed as a DSS/BLF button on the Desktop users phone.
 - ❑ **Common Trunk Labeling** – provides a central storage for assigning labels to trunks.
 - ❑ **Quick Messaging** – manages delivery of messages and responses from attendant level users to end users. This is the same functionality available in the IPK II products.
 - ❑ **Phone Messaging** – manages the delivery of messages and responses from attendant level users to end user desksets. This is the same level of communication available in the IPK II products, with the addition of allowing users to customize the set of predefined messages.
 - ❑ **Presence** – indicates Availability Status, Location, Expected Return Date and Time, Forward Settings, and Special Instructions. Presence status is viewable through the Shared Services Directory or the Window view DSS/BLF pane. Presence status is manually set by each Desktop user, or users with appropriate permissions can update the Presence settings for other users. The toolbar and window views support the Presence feature. Desktop Applications **Version 2.0.0.0** with main CPU software **Version 2000 or higher** is required for Presence.

With Desktop Applications **Version 3.5.0.0 or higher**, Presence states can be customized for each site. The system administrator can determine which Presence states are valid, change the icon for the pre-defined Presence states, and define up to four custom presence states with custom labels/names and custom icons.

Also with **Version 3.5.0.0 or higher**, scheduling of Presence state changes is supported by a list of Presence Events each user defines in the new user interface or through the Outlook Calendar. Users also have the ability to view and set Presence status and call forwarding rules while they are out of the office. This can be achieved through mobile devices that support web browsing and desktop web browsers like Internet Explorer.

Licensing

The licensing for Desktop has changed with the release of **Desktop v2.0 or higher**. This release supports Desktop Attendant Shared Services and Desktop Clients. A new license part number (670678) is being introduced that provides the maximum number of Shared Service Users (128). This one license part will give all Desktop Clients the ability to run with Shared Services.

In previous releases, the Softphone was included when purchasing an Assistant or Attendant license. In order to minimize system port usage where the Desktop suite is used to control a physical handset, the Softphone function is no longer included with Desktop Clients with the release of v2.0 and must be purchased separately.



The following configuration and tables illustrate the part numbers need to achieve the desired configuration. The configuration tables provide further examples of the difference in part numbers needed between **Desktop v1.0** and **Desktop v2.0 or higher**.

EXAMPLE:

An associate wishes to utilize four SP310 Softphones, 14 Desktop Clients, two Desktop Clients with Shared Services and four Enhancement Packages.

670744 LK-Desktop Suite-PC Attendant 1-LIC				
	Description	Feature Code	Quantity Included	Comments
	PC Attendant Client	5304	1	–
	PC Assistant Client	5305	1	–
	Softphone Client	5301	1	–
	IP Terminal License	5102	1	–
	3rd-Party CTI License	0112	1	–
670744 LK-Desktop Suite-PC Attendant 1-LIC				
	Description	Feature Code	Quantity Included	Comments
	PC Attendant Client	5304	1	–
	PC Assistant Client	5305	1	–
	Softphone Client	5301	1	–
	IP Terminal License	5102	1	–
	3rd-Party CTI License	0112	1	–
670741 LK-Desktop-PC Assistant-16 Client-LIC				
	Description	Feature Code	Quantity Included	Comments
	PC Assistant Client	5305	16	–
	Softphone Client	5301	16	–
	IP Terminal License	5102	16	–
670825 LK-Desktop Suite-PC Softphone-4-LIC				
	Description	Feature Code	Quantity Included	Comments
	Softphone (SP310) Client License	5301	4	–
670717 LK-SYS-IP Terminal-4-LIC				
	Description	Feature Code	Quantity Included	Comments
	NEC SIP Client License	5101	4	–
670753 LK-Desktop Suite-Enhance PKG64-LIC				
	Description	Feature Code	Quantity Included	Comments
	Desktop Suite Enhance Package 64	5303	64	–

690918 LK-SYS Shared Service-LIC				
	Description	Feature Code	Quantity Included	Comments
	Desktop Shared Service	5304	128	Provides the ability for any Desktop Client to utilize Shared Service features.
	3rd Party CTI License	0112	1	-
670906 LK-DT Client 16-LIC				
	Description	Feature Code	Quantity Included	Comments
	Desktop Client	5305	16	-
670915 LKS-SP E Client-IP 8-LIC				
	Description	Feature Code	Quantity Included	Comments
	Softphone Client with Enhancement and IP Port License	5301	8	4 used as Softphones and 4 for Enhancement.

-  Utilizing the Enhancement Package counts against system port capacity.
-  In the example, the associates required only two Desktop with Shared Services users, but all the Desktop Clients may utilize the Shared Services features by using (690918 - Shared Services).

The following table outlines the license codes included when purchasing the various part numbers related to the Desktop application:

			License Code in 10-50-01 PCPro License Description					
Part Number	Name	Description	5301 Softphone	5303 Softphone Enhanced	5304 Desktop Shared Services	5305 Desktop Client	5102 IP Terminal Softphone	0112 3rd Party CTI Client
670903	LK-DT CLIENT 1-LIC	Desktop Client License - 1	-	-	-	1	-	-
670904	LK-DT CLIENT 4-LIC	Desktop Client License - 4	-	-	-	4	-	-
670905	LK-DT CLIENT 8-LIC	Desktop Client License - 8	-	-	-	8	-	-
670906	LK-DT CLIENT 16-LIC	Desktop Client License - 16	-	-	-	16	-	-
670907	LK-DT CLIENT 64 - LIC	Desktop Client License - 64	-	-	-	64	-	-

Part Number	Name	Description	License Code in 10-50-01 PCPro License Description					
			5301 Softphone	5303 Softphone Enhanced	5304 Desktop Shared Services	5305 Desktop Client	5102 IP Terminal Softphone	0112 3rd Party CTI Client
670908	LK-DT SP E CLIENT-IP 1-LIC	Desktop Client with Softphone, Enhancement and IP Port License - 1	1	1	–	1	1	–
670909	LK-DT SP E CLIENT-IP 4-LIC	Desktop Client with Softphone, Enhancement and IP Port License - 4	4	4	–	4	4	–
670910	LK-DT SP E CLIENT-IP 8-LIC	Desktop Client with Softphone, Enhancement and IP Port License - 8	8	8	–	8	8	–
670911	LK-DT SP E CLIENT-IP 16-LIC	Desktop Client with Softphone, Enhancement and IP Port License - 16	16	16	–	16	16	–
670912	LK-DT SP E CLIENT-IP 64-LIC	Desktop Client with Softphone, Enhancement and IP Port License - 64	64	64	–	64	64	–
670913	LKS-SP E CLIENT-IP 1-LIC	Softphone Client with Enhancement and IP Port License - 1	1	1	–	–	1	–
670914	LKS-SP E CLIENT-IP 4-LIC	Softphone Client with Enhancement and IP Port License - 4	4	4	–	–	4	–

Part Number	Name	Description	License Code in 10-50-01 PCPro License Description					
			5301 Softphone	5303 Softphone Enhanced	5304 Desktop Shared Services	5305 Desktop Client	5102 IP Terminal Softphone	0112 3rd Party CTI Client
670915	LKS-SP E CLIENT-IP 8-LIC	Softphone Client with Enhancement and IP Port License - 8	8	8	–	–	8	–
670916	LKS-SP E CLIENT-IP 16-LIC	Softphone Client with Enhancement and IP Port License - 16	16	26	–	–	26	–
670917	LKS-SP E CLIENT-IP 64-LIC	Softphone Client with Enhancement and IP Port License - 64	64	64	–	–	64	–
670918	LK-SYS- SHARED SERVICE-LIC	3rd Party CTI and Desktop Shared Services	–	–	128	–	–	1

Multiple Logon

With **Version 3000 or higher** software, the same user name and password can be assigned to multiple extensions when using Automatic or Manual Registration. This makes it easier on the user by only having to remember one password. For example, if a user has an IP Multiline terminal, MH240 handset, and uses Desktop Applications with the Enhancement bundle controlling the IP Multiline, three different ports are used in the system. Prior to Version 3000, each IP port required a unique user name and password. With Version 3000 all three can be assigned the same user name and password.

Conditions

- The Desktop Application must be running in order to run the Answering Center.
- The Desktop Application does not support Centrex trunks for transferring or call forwarding off-site.

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- The Desktop Application does not follow delay ringing. For example, if a virtual extension is set to delay ring and appears on a Desktop terminal, the Desktop will show the call as ringing immediately.
 - If a 3rd-Party CTI connection is used on the SV8100, the Override function for IP multiline terminals and softphones is not supported.
 - The Bluetooth Cordless Handset (BCH) is not a supported terminal when using 1st-Party CTI, 3rd-Party CTI, or with the Desktop Suite.
 - SV8100 Desktop Applications do not support Secondary Incoming Extensions.
 - A maximum of 128 Desktop Applications connections is supported. Any 1st-Party CTI over ethernet connection takes away from the 128 maximum connections.
 - The SV8100 Desktop Application does not support Network Address Translation (NAT). Because of this, any Desktop Application must appear to be on the same network as the SV8100 VoIP Interface (IPLA). For remote Desktop Applications, like SP310 soft phone, this can be achieved by a VPN connection to the network the SV8100 resides on.
 - The Desktop Applications require a ADA-L Adapter installed on the multiline terminal with connection directly to the client PC for Call Recording and Personal Greeting voice functions when running in deskset mode.
 - With **Version 1100 or lower** software, the CD-CP00-US must be licensed for a IP Terminal license for each Desktop Application whether it is running in deskset or softphone mode.
 - With **Version 2000 or higher** software, the CD-CP00-US must be licensed for either an IP Terminal license or an IP Terminal Softphone License when using a SP310 Softphone or the Enhancement Bundle.
 - Desktop Application users cannot dial digits while a call is in progress.
 - If the Desktop user presses the disconnect button to abort a transfer, the call shows up in Desktop as a held call. The Desktop user is not automatically connected back to the caller.
 - When Desktop Application is in Toolbar mode, if the docked edge is changed from Top to Bottom or Bottom to Top, it may rearrange the icons on the PC Desktop.
 - Recording with deskset mode, either digital multiline or IP multiline, requires ADA-L adapter.
 - Recording with Softphone mode does not require an ADA adapter. Recording is done through the softphone.
 - When using the Chat feature in the Desktop Applications, the maximum number of characters in a chat message is 256.
 - The integration between the desktop application and the CD-CP00-US does not support CAP keys 1000-9999. Only 0001-0999 can be supported.

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- To reset the Telephony Settings (i.e., Service Codes) to default, you must delete the c:\Documents and Settings\All Users\Application Data\Cygnus Application Suite\PC Phone\TapiConfig.xml file and it recreates with defaults on the next launch of the application.
 - Using an ADA-L for recording in Deskset mode for the Desktop applications: DIPS 1 and 6 on the ADA-L should be on with all others off.
 - With **Desktop Applications 1.0, 2.0 and 3.5**, Intercom calls parked in the Desktop Application do not show up. Parked trunk calls will show as held calls if the trunk key is programmed on the phone. If the trunk is not programmed on the phone, parked trunk calls will be removed from Desktop.
 - With **Desktop Applications Version 3.6.0.0**, Parked calls can be monitored in the Active Call list and will show up as a blue Parked Call similar to the IPK II PC Attendant.
 - Any station using Desktop Applications, in softphone or deskset mode, must have an ICM key programmed in 15-07 (*00).
 - BLF indication for another station is solid green or flashing green if the BLF is for the station the application is running. There is no difference between busy or ringing for a BLF of another station.
 - If DND and CFA are set for another station, its BLF shows red.
 - In the 1st-Party solution, BLF/DSS to be monitored in the Desktop Application must be programmed on a physical key on the phone or DSS console attached to the phone. DSS/BLF buttons that are programmed on buttons that do not physically exist on the phone or on a DSS console that is not physically present do not show up in the Desktop Application.
 - Without Shared Services, ringing trunk calls show green. With the Shared Services solution, ringing trunks calls show red.
 - Application Sharing uses Microsoft Net Meeting. When application sharing is used, the Forward Control and Window Bar options are not available.
 - Usually, Windows Vista does not include NetMeeting. NEC distributes a Vista version of NetMeeting. The full installation installs NetMeeting if the OS is Vista and NetMeeting is not present.
 - Application Sharing has a 1 to 1 functionality. A desktop suite client cannot share with multiple clients.
 - When running Desktop Applications in deskset mode for an IP phone when the registration mode is set to automatic or manual, the user name and password must be different than that of the IP phone.
 - A soft phone that is assigned a DSS console cannot override another IP phone.
 - A soft phone cannot override an IP phone that is assigned a DSS console.
 - Once a soft phone with a DSS console is logged in, it cannot log in with a different user name and password.

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- Once a desktop is launched on one PC using a User ID and Password in deskset or soft phone mode, the same User ID and Password cannot be used on a different PC in a different mode.
 - If an IP Multiline phone is controlled by the Desktop Application, it cannot be overridden by another IP multiline phone or softphone.
 - Only one 3rd-Party CTI connection to the SV8100 is supported. If an SV8100 system has UCB (Unified Communications for Business), the 3rd-Party Shared Services feature of SV8100 Desktop Applications cannot be used. If an SV8100 system has SV8100 Desktop Applications with the 3rd-Party Shared Services, UCB cannot be used.
 - If the desktop is launched for a phone that is on a call, the desktop will not show the active call until it is placed on hold.
 - **Version 2.x.x.x** of the Desktop Application has new license levels for Deskset Only. With these license levels, the Desktop controlling a Deskset phone do not register as an IP station, therefore no longer take up an additional system port.
 - The Enhancement Bundle features require a non-Deskset only license level even when controlling a Deskset phone. When a non-Deskset only license level is selected, the Desktop registers as an IP station consuming an additional system port.
 - The system sees terminal types 1 (Economy), 2 (Value), 3 (Desi-Less), 4 (Sophisticated) and 5 (Softphone) as the same terminal type.
 - When using Multiple Logon, the same Personal ID index can be assigned to an ITL/Softphone, a CTI (Desktop), and an MH240 terminal type.
 - Two ports of the same terminal type (Program 15-05-26) cannot be assigned to the same Personal ID index (Program 15-05-27).
 - Program 10-46-01 must be set to 1 (Auto) or 2 (Manual) for Multiple Logon to work.
 - When three ports are assigned the same Personal ID index in Program 15-05-27, if Program 15-05-26 is not set for those ports, the terminal types will be assigned based on order of login. If Program 15-05-26 is set, the login order does not matter and they will assign the correct port.
 - The Override feature functions the same as single login.
 - Desktop Applications installed on Windows 7 support the Desktop Client, SP310 Soft Phone, Plantronics USB Headset, and Shared Services (32 bit only). The UTR-1W-1, UTR-1-1(BK), UTR-1-1(BK) USB Handsets and the Enhancement Bundle (Chat, Whiteboard, Application Sharing, and File Transfer) are **not** supported on Windows 7.
 - Desktop Applications installed on a 64 bit operating system support the Desktop Client, SP310 Soft Phone, Plantronics USB Headset, and UTR-1W-1 USB Handset. Shared Services, UTR-1-1(BK) and UTR-1-1(BK1) handsets, the Enhancement Bundle (Chat, Whiteboard, Application Sharing, and File Transfer) are **not** supported on 64 bit operating systems.

- When selecting the Desktop Client (Deskset Only) license level in the Desktop Configuration Wizard with the Shared Services option checked, call control is handled by the Telephony Service Provider on the Shared Services Server.
- The new Voice Message notification by Windows Toast is only supported in Softphone mode, and not in Desktop mode.
- The new Voice Message notification by Windows Toast is only supported with VM8000 InMail. The UM8000 Mail does not support this Voice Message notification in Desktop Applications.

Default Setting

None


System Availability

Terminals

All multiline terminals

Required Component(s)

- PC Class: Pentium 3
- Processor Speed: 1Ghz
- RAM: 512MB Minimum, 1GB Recommended
- Display: Super VGA (800x600) or higher
- 50MB Available Disk Space
- CD ROM Drive
- Network Adapter
- Sound Card
- ADA-L for Recording/Personal Greeting in deskset mode
- Windows Server 2003 SP2, Windows XP SP2, Windows Vista 32- and 64-bit, Windows 7 32- and 64-bit

 Refer to the Conditions section for Windows 7 and 64-bit limitations.

Optional Component(s)

- Video Camera
- Microphone/Headset/USB Handset
- Speakers

Related Features

Refer to the UNIVERGE SV8100 Desktop Applications Manual for detailed feature information.

Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 2** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-03	CD-CP00-US Network Setup – Default Gateway	Define the default gateway to be used by the IPLA interface.	0.0.0.0~ 126.255.255.254 128.0.0.1~ 191.254.255.254 192.0.0.1~ 223.255.255.254 (default = 0.0.0.0)	✓		
10-12-09	CD-CP00-US Network Setup – IP Address	Set for IPLA.	0.0.0.0~ 126.255.255.254 128.0.0.1~ 191.255.255.254 192.0.0.1~ 223.255.255.254 (default = 172.16.0.10)	✓		

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-12-10	CD-CP00-US Network Setup – Subnet Mask	Define the Media Gateway Subnet Mask Address.	128.0.0.0 192.0.0.0 224.0.0.0 240.0.0.0 248.0.0.0 252.0.0.0 254.0.0.0 255.0.0.0 255.128.0.0 255.192.0.0 255.224.0.0 255.240.0.0 255.248.0.0 255.252.0.0 255.254.0.0 255.255.0.0 255.255.128.0 255.255.192.0 255.255.224.0 255.255.240.0 255.255.248.0 255.255.252.0 255.255.254.0 255.255.255.0 255.255.255.128 255.255.255.192 255.255.255.224 255.255.255.240 255.255.255.248 255.255.255.252 255.255.255.254 255.255.255.255 (default = 255.255.0.0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
10-20-01	LAN Setup for External Equipment – TCP Port	Define the TCP port number for the LAN CTI and O&M communication between the CD-CP00-US and the Desktop Applications.	0~65535 default: External Device 1 (CTI Server) = 0 External Device 2 (ACD MIS) = 4000 External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 11 (O&M Server) = 8010 External Device 12 (Traffic Report Output) = 0 External Device 13 (Room Data Output for Hotel Service) = 0	✓		
10-46-01	DT700 Server Information Setup – Register Mode	If set to 0, when the phone boots up it reports the ext. assigned in the phone or chooses the next available extension in the system. No password is required. If set 1 the SIP user name and password must be entered on the actual IP phone. These settings must match 84-22/15-05-27, or the phone does not come on-line. If set to 2, when the phone boots up it prompts user to enter a user ID and password before logging in. It checks this user ID/password against 84-22/15-05-27. If there is no match, the phone does not come on-line.	0 = Normal 1 = Auto 2 = Manual (default = 0)		✓	
15-05-27	IP Telephone Terminal Basic Data Setup – Personal ID Index	When the SIP Multiline telephone is using manual/auto registration, assign each phone a unique personal index. Then go to command 84-22 to assign the user name and password.	0~512 (default = 0)		✓	
15-05-28	IP Telephone Terminal Basic Data Setup – Addition Information Setup	Set Talking Party to 0 for Desktop Application softphone.	0 = Do not inform 1 = Inform (default = 0)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
15-07-01	Programmable Function Keys	Assign a function key to terminals.	Line Key 1~48 0~99 (Normal Function Code 751 by default) *00 ~ *99 (Appearance Function Code) (Service Code 752 by default)		✓	
30-01-01	DSS Console Operating Mode	Se the DSS system Console mode.	0 = Business Mode 1 = Hotel Mode 2 = ACD Monitor Mode 3 = Business/ACD Mode (default = 0)		✓	
30-02-01	DSS Console Extension Assignment – Extension Number	Set the extension number for the multiline terminal connected with the DSS console (up to eight digits).	Up to eight digits. (default not assigned)	✓		
30-03-01	DSS Console Key Assignment	For DSS Console Chaining, assign an Speed Dialing Service Code (or) plus a 2-digit bin number to a DSS Console key.	Key Number 001~500 0~99 (General Functional Level) 97 = Door Box Access key (additional data: 1~8 Door Box No.) * 00 ~ * 99 (Appearance Functional Level)		✓	
84-20-02	SIP Extension Basic Information Setup – Session Timer Value	Define the periodic refresh time that allows both user agents and proxies to determine if the SIP session is still active.	0~65535 (seconds) (default = 180)		✓	
84-20-03	SIP Extension Basic Information Setup – Minimum Session Timer Value	Define to convey the minimum allowed value for the SIP session timer.	0~65535 (seconds) (default = 180)		✓	
84-22-01	DT700 Multiline Logon Information Setup – User ID	Input the User ID for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	Up to 32 characters (default not assigned)		✓	
84-22-02	DT700 Multiline Logon Information Setup – Password	Input the Password for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	Up to 16 characters (default not assigned)		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
84-26-01	IPL Basic Setup – IP Address	Assign the IP address for each DSP on the IPLA.	xxx.xxx.xxx.xxx Defaults: Slot 1 = 172.16.0.20 : Slot 4 = 172.16.0.44 VoIP GW Number 1~8 172.16.0.20 ~ 172.16.16.0.27		✓	

In addition to the above programming, define the programming options as required for the system features. Refer to the UNIVERGE SV8100 Programming Manual for programming details. Callback, Callback Request, and Auto Redial are not supported.

Operation

Refer to the UNIVERGE SV8100 Desktop Applications Manual for detailed feature information.