

TECHNOLOGY FOR BUSINESS

Technician Training



LAB MANUAL

TFB TECHNOLOGY
FOR BUSINESS

LAB MODULES

MODULE 1 CTI SERVER ASSEMBLY

MODULE 2 ACD SETUP

Module 1

CTI Server Assembly



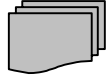
GOALS

- Successfully install CTI Server and Support Software

STEPS

- Step 1** Install OS
- Step 2** Install Drivers and Antivirus
- Step 3** Install Telephony Boards and Drivers
- Step 4** Install Supporting Applications
- Step 5** Install ODBC Drivers
- Step 6** Install TFB Software and Drivers

STEP 1



INSTALL OPERATING SYSTEM AND SERVICE PACKS

- Bring server online
- Install Microsoft Windows on the server.

NOTE

For CTI Server only, you may use: NT 4.0 Workstation or Windows 2000 Professional. For Agent CRM, Email, Collaboration, or Web Applications, you must use Windows 2000 Server, or Windows 2000 Advanced Server.

REBOOT

- Install current Microsoft Windows Service Pack.
 - Windows NT 4.0 – Service Pack 6A
(As of 1/23/02)
 - Windows 2000 – Service Pack 2
(As of 1/23/02)

REBOOT

STEP 1 (cont'd)

- Install all Critical, Recommended, and Advanced Security Updates from www.windowsupdate.com to bring the machine current.

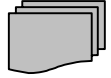
NOTE

Several reboots may be required to complete this step. You may also need to visit www.windowsupdate.com more than once to complete this step.

REBOOT

STEP COMPLETE

STEP 2



INSTALL ANTIVIRUS AND PERIPHERAL DRIVERS

- Install Antivirus software.

NOTE

Norton Antivirus is recommended. Run Live Update to bring all components current. Several reboots may be required to complete this step. You may also need to run Live Update more than once to complete this step.

REBOOT

- Install additional drivers for peripherals

NOTE

Install additional drivers for zip drives, tape drives, video, audio, and modem.

- Verify that all devices are working without any conflicts in Device Manager.

NOTE

Sound cards may need to be disabled in BIOS if not used.

SHUTDOWN

STEP COMPLETE

STEP 3



INSTALL TELEPHONY BOARDS AND DRIVERS

- Install Dialogic Boards.
 - PCI system – install all boards with board ID at 0
 - ISA system – install all boards with board ID set incrementally, starting at 0.
 - MUST use a multi-drop cable to connect multiple boards



- Bring server online
- Install Dialogic System Software.
 - Current Release is 5.1.1 as of 1/23/02.
 - Do not run the Dialogic Configuration Manager (DCM) when prompted.

REBOOT

STEP 3 (cont'd)

- Install Winzip
- Install Dialogic Service Pack
 - Current release is System Release 5.1 Service Pack 1 as of 1/23/02
 - Choose **Complete Installation**.

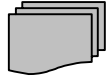
REBOOT

- Run the Dialogic Configuration Manager (DCM)
 - Start the Dialogic Service
 - After the Dialogic Service successfully starts, set the service to “Start Automatically”

REBOOT

STEP COMPLETE

STEP 4



INSTALL SUPPORTING APPLICATIONS

- Install Microsoft Internet Explorer
Current releases are 5.01 or 5.5 as of 1/23/02.

REBOOT

- Visit www.windowsupdate.com to bring Internet Explorer current.

REBOOT

- Install PC Anywhere.
 - Current release is Version 10 as of 1/23/02 PC Anywhere 10 requires that Internet Explorer version 4.01 or later be installed.
 - Be sure to run Live Update to bring PC Anywhere current.

REBOOT

- Configure PC Anywhere to Start Automatically on the modem.
- Create the dial in user account for TFB access.

REBOOT

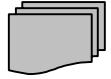
- Test PC Anywhere Dial in access and automatic start by dialing the DID number assigned to the modem.

REBOOT

- Install Adobe Acrobat
- Install VOS 8.0.
- Complete Installation

STEP COMPLETE

STEP 5



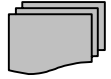
INSTALL AND CONFIGURE ODBC DRIVERS

- Windows 2000 – ODBC Drivers are included and installed with the operating system.
- Windows NT 4.0 – ODBC Drivers must be installed from the TFB Release CD.
- Define TFBAPM as Microsoft Access with
C:\TFB\DB\TFBAPM.MDB
- Define TFBCB as Microsoft Access with
C:\TFB\DB\CB\TFBCB.MDB

REBOOT

STEP COMPLETE

STEP 6



INSTALL TFB RELEASE SOFTWARE FROM TFB RELEASE CD

- Install TFB Release Software from TFB Release CD by executing TFBINSTALL.BAT

REBOOT

- Edit TFB Data Files
 - TFB.CFG
 - ACD.CFG
- Create Shortcuts on the Desktop
 - TFB CTI Server
 - TFB Configuration
 - TFB CTI Server Shortcut in the Startup Menu
 - TFB Auto Attendant 1.0
 - TFB Auto Attendant 2.0
 - TFB Workstation

STEP 6 (cont'd)

- Gather the following information
 - IP Address of the PBX
 - IP Address of the ACD/CCW Server
 - IP Address of the TFB Server(s)
 - IVR Port extensions
 - Type of PBX

- Call TFB Technical Support for software activation.

STEP COMPLETE

TIPS

- **MODEM** A reliable modem is important for remote support. If your company is supplying the server, purchase a name-brand modem that is supported by Windows without additional drivers. *US Robotics* modems work well. External modems are preferred.
- **SERVER MANUFACTURER** Server makes not intended for telephony applications, most notably Compaq and HP servers, have demonstrated some compatibility difficulties with Dialogic cards. Dell and IBM have a better track record with Dialogic cards. Choose your server carefully.
- **SERVER OPTIONS** Don't select a machine with a lot of built-in hardware (sound cards, network cards, etc). They can conflict with the Dialogic cards. If you must pick a machine with built-in on options, be sure that they can be disabled in BIOS.

Module 2

ACD Setup and Connect



GOALS

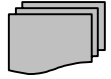
- Successfully Integrate CTI Server to the ACD
- Make required ACD programming changes

STEPS

- Step 1** Analog Port Cabling
- Step 2** Analog Port Set up
- Step 3** ACD Commands
- Step 4** CTI Link Cabling
- Step 5** CCV Programming
- Step 6** Test



STEP 1

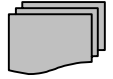


Physical Connections between CTI Server and PBX / ACD

- Run Cabling between Dialogic Telephony Cards in server and ACD
 - 16 Port Connection: Dialogic D/160SC-LS
DB-37 → Amphenol → ACD
 - 4 Port Connection: Dialogic D/41SC-LS
(Line Cord Connection)
Line Cords → Breakout Box → Amphenol → ACD
OR
Line Cords → ACD
 - 12 Port Connection: Dialogic D/120JCT
(Line Cord Connection)
Line Cords → Breakout Box → Amphenol → ACD

STEP COMPLETE

STEP 2



Configuring IVR Ports on PBX / ACD

- Configure analog ports for disconnect supervision
(NEAX 2400 16LC-BE, Necam Part no. 240207)

- Create main IVR UCD Group with Pilot number the same as the first analog port in group
(Required if system has IVR / Callback).

e.g. UCD Group - 5000.
 First analog port - 5000
 Include rest of ports as needed (See
 Callback Configuration).

- Use **ACDTN** Command to configure IVR Pilot.
e.g. 5000 in above example

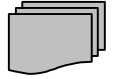
- Use **ACDTN** to configure outbound call timer
(normally 0 unless no answer supervision is
provided).

STEP 2 (cont'd)

- Use **ACDIVR** command to define all IVR Ports.
- Update acd.cfg file to reflect ports attached to IVR ports.
- Verify ACD ports are connected to proper IVR ports by calling each line individually (VOS will not answer but will display which line is ringing).

STEP COMPLETE

STEP 3



INFOLINK CONNECTION

- Assign IP address and update CTI Server Windows network configuration and tfb.cfg to reflect address.
- Connect CTI Server to network (10 BaseT) and verify connection (connection depends on ACD connection type and TFB modules used).
- Connect Infolink to CTI Server
 - TCP/IP Assign IP address to CC98 card per TFB or customer specification.
 - RS232 (Com1 or Com2)
- Verify Infolink connectivity by bringing up CTI Server software (View ACD Connect Window).

STEP COMPLETE

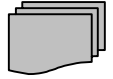
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TFBILM: IL Msg 0 12 <IXi7308 000>.
TFBILM: IL Msg 0 12 <IXi7317 000>.
TFBILM: Send 16 <IBti7318 d8926.>.
TFBILM: Send 16 <IBti7319 d8919.>.
TFBILM: IL Msg 0 12 <IXi7318 000>.
TFBILM: Send 27 <IAi7317 ~+545407703008409.>.
TFBILM: IL Msg 0 12 <IXi7319 000>.
TFBILM: IL Msg 0 12 <IXi7317 000>.
TFBILM: IL Msg 0 39 <Ist010095a8491 8033 7008 .>.
TFBILM: Send 16 <IBti7308 d8970.>.
TFBILM: IL Msg 0 12 <IXi7308 000>.
TFBILM: Send 16 <IBti7317 d8926.>.
TFBILM: IL Msg 0 12 <IXi7317 000>.
TFBILM: IL Msg 0 55 <Ist011057a8716 8926 +54248015000>.
TFBSND: Sending 42.3SP.111.S.8716 8926 542480150004620 >
TFBILM: IL Msg 0 55 <Ist010150a8642 8926 +54540770300>.
TFBILM: IL Msg 0 39 <ISx8806 x8778 .>.
TFBILM: IL Msg 0 14 <IOi7356 a20~.>.
TFBILM: Send 27 <IAi7322 ~+385100300008785.>.
TFBILM: IL Msg 0 14 <IOi7357 a20~.>.
TFBILM: IL Msg 0 12 <IXi7322 000>.
TFBILM: Send 16 <IBti7322 d8920.>.
TFBILM: IL Msg 0 12 <IXi7322 000>.
TFBILM: IL Msg 0 14 <IOi7358 a20~.>.

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TFB ACD Connect Window displays Infolink messages

STEP 4



SET UP CCVS TO ROUTE CALLS TO SERVER

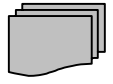
- Create CCV and associated pilot for test environment.
- Create CCV and associated pilot for customer recordings.

TFB Recording CCV

@IVR Announcement 99
END

STEP COMPLETE

STEP 5



VALIDATE INSTALLATION

- Record the information below
- Call TFB Technical support for completion of installation at 877-612-4TFB.

VALIDATION DATA

Recording Pilot _____

Test Pilot _____

Customer DID _____

ACD IP Address _____ . _____ . _____ . _____

Modem DID _____

STEP COMPLETE



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