QUENTRIS
GDF SUEZ

Smile 3

Technical Guide

REVISIONS

Version	Date	Updated by	Update description
1.0	15/12/2008	Didier Wielemans	Initial version
1.1	23/02/2009	Didier Wielemans	Network implementations
1.2	03/04/2009	Didier Wielemans	Feature comparison table updates SmService installation update
1.3	08/10/2009	Didier Wielemans	Update feature Smile 3.0.5
1.4	15/01/2010	Didier Wielemans	Update feature Smile 3.0.7 New template
1.5	22/03/2010	Christophe Vanhoutte	Update upgrade procedure
1.6	31/05/2010	Didier Wielemans	Update feature Smile 3.0.8
1.7	15/10/2010	Didier Wielemans	Update feature Smile 3.0.9

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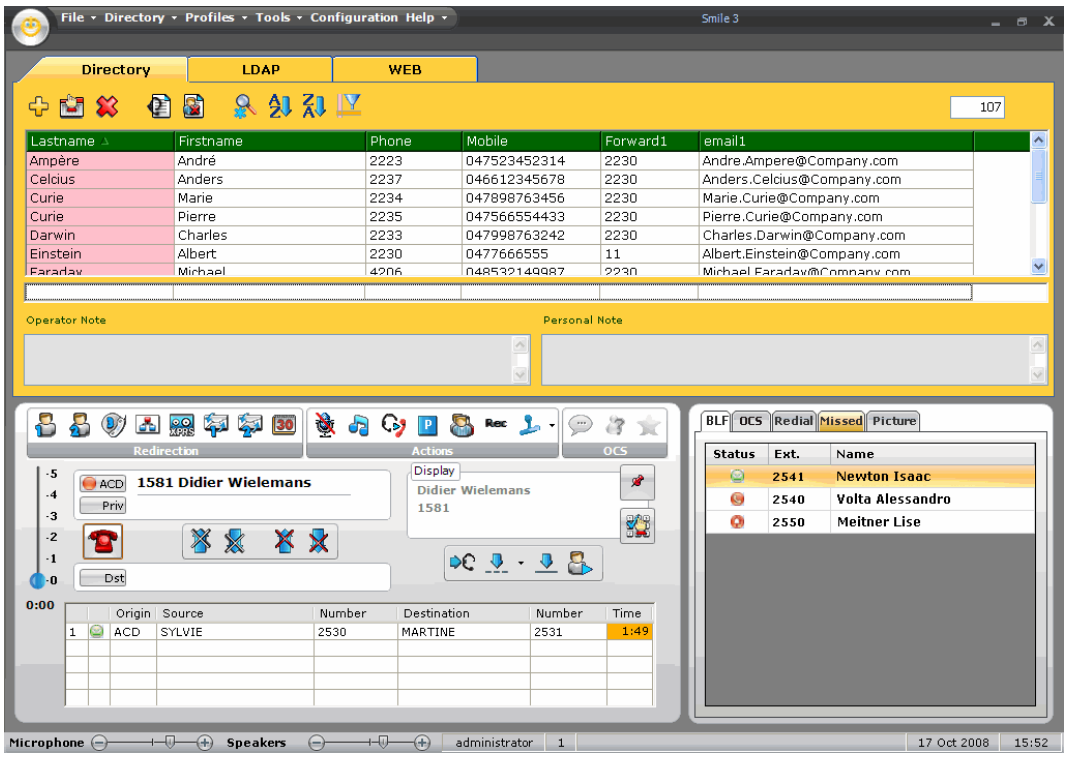
1 PRODUCT OVERVIEW

1.1 USER INTERFACE



The Smile 3 user interface has been specially designed to provide on a single window all the relevant call information, no need to swap between multiple windows.

Icons are available for call handling: off/on hook, Forward, Redial, Hold, Conference, Email, etc...

By placing the mouse pointer on an icon of the Smile user interface, the operator will get a tip containing the name of the icon and the corresponding shortcut key.

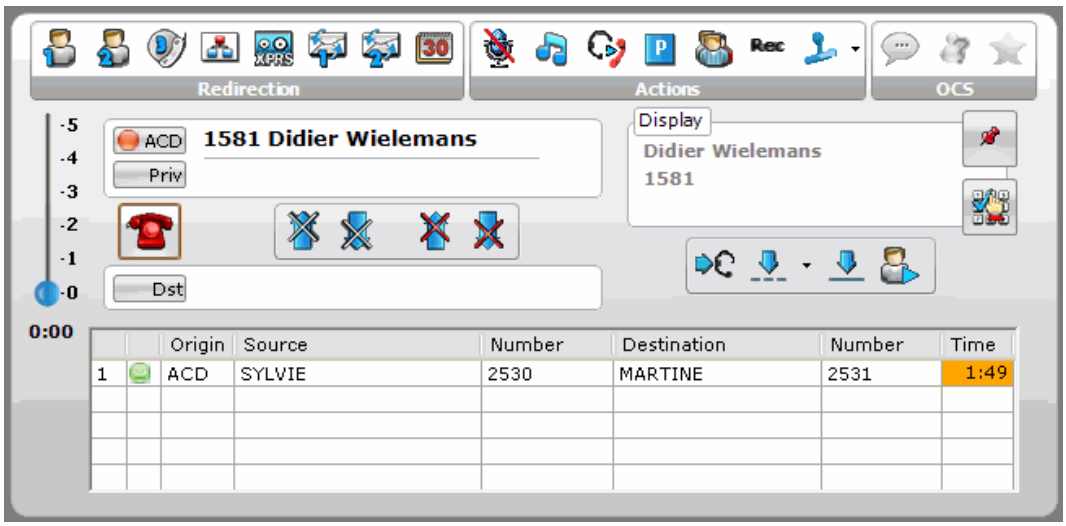
1.1.1 Call Handling

The Smile 3 screen based console interfaces directly to the CS1000 E/M. With advanced call handling capabilities, operators can answer, transfer, announce, park, hold and place calls using their Personal Computer.

The Smile 3 main screen holds all information related to a call: name, number, origin and status.

A thermometer indicates the number of calls waiting and the age of the oldest call in the operator queue. It will change from blue to red if the number of calls waiting exceeds a predefined number

Multiple alternatives are available: Forward1, Forward2, Mobile, ESN, Express Messaging, Email1, Email2.



Each feature or function can be accessed via mouse click and shortcut keys.

1.1.2 Holding a call

If needed, the operator can place a call on hold and assign a label to it. This label containing information about the called and/or calling party remains permanently visible for the operator. The Smile keeps also the name and the telephone number of the person to whom the operator has tried to extend the call. A timer shows how long a call is already on hold. A reminder will indicate to the operator if a call stays too long on hold.

All this information contributes to guarantee a more efficient call handling.

1.1.3 Multi-criteria Search

It happens that one criterion is not sufficient to find the correct person in the database (e.g.: the database contains 10 persons whose last name is Smith). The Smile program allows you to perform a multi-criteria search: a combination of different criteria allows the operator to find the required information in no time.

The operator will be in position to find immediately the most qualified person for each call, without shuttling your customer from extension to extension.

1.1.4 Express Messaging

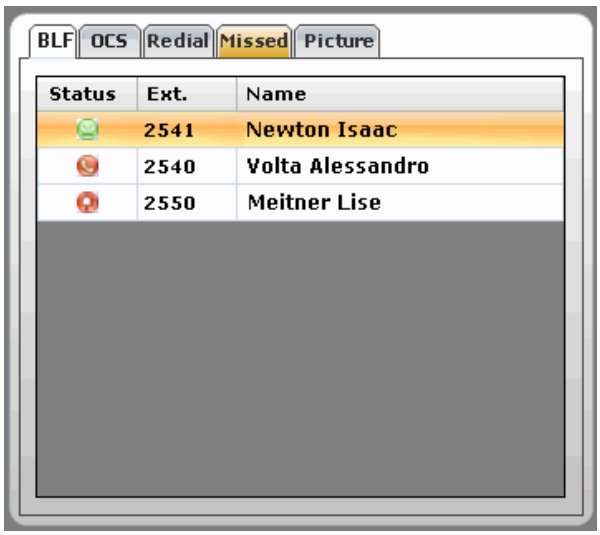
The Express Messaging icon 

allows the operator to easily extend the caller to the called party voice mailbox.

To forward a call to the voice mailbox of the destination, the operator will press <Ctrl-5> or click on the 'Express Messaging' icon. A dialog box containing the phone number of the active record will appear. The operator will have to accept or to change it by entering another mailbox number. The Smile application will automatically call the Voice Mail system, wait an answer and enter the mailbox number. When this is done, the operator has just to press the Release key to allow the caller to leave his voice message.

1.1.5 Busy Lamp Field

The purpose of the BLF (Busy Lamp Field) is to provide the status of the internal phone sets. This real-time information is very useful. At any moment the operator knows the status of the looked up person and thus is able to handle correctly the incoming call. (Do it right the first time).



1.1.6 Database Integration

SMUPDATE

It allows you to update the Smile database with a simple text file as source. This update can be started manually or scheduled.

THE LDAP LOOKUP

Allowing you to consult the LDAP directory of the company, it gives you the same features as with the local Smile directory:

- Looking up names and phone numbers
- Multi-criteria search
- Placing a call using the phone numbers found in the LDAP directory

THE LDAP UPDATE

The LDAP Update is used to update the content of your local Smile database with the information retrieved from an external LDAP directory. This update can be scheduled or can be initiated by the user.

This means only one centralized database to maintain!

Maintaining your database up-to-date via the import routines or automatic update from a LDAP server is a reality offered to simplify the most important role of Smile, which is « Improve Customer Service ».

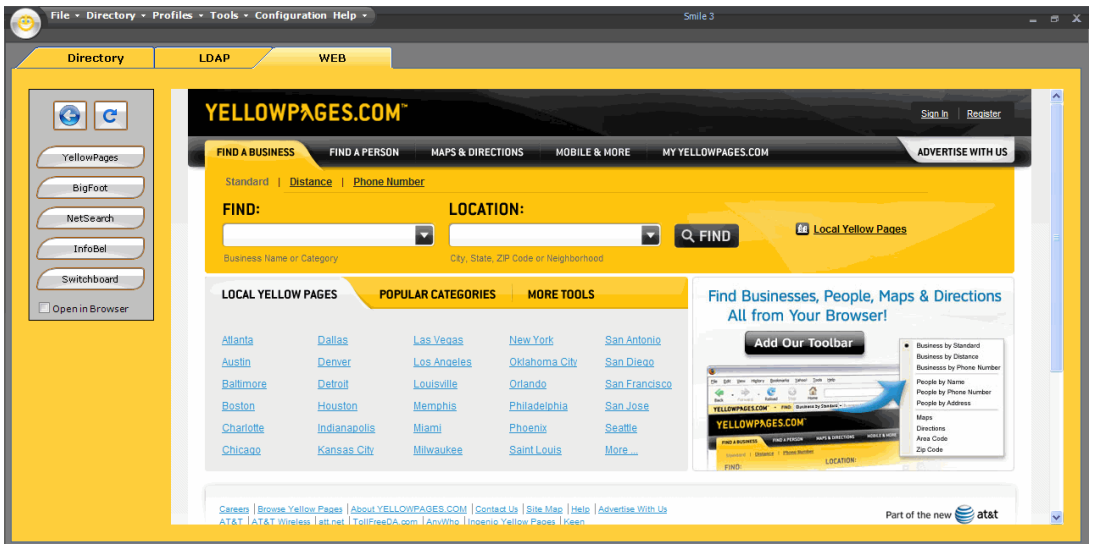
1.1.7 Networking

When you have two or more Smile applications running on your network, you can use the Networking function to centralize all the records in one master database that will be used by all the applications. Every time an operator makes a modification in the database (e.g. updating the information of a memo field), it will be automatically visible for all the operators working in the same Smile network.

1.1.8 Web Browser

Open a web site within the smile interface (5 quickly selectable favorites) allowing the operator to use the phone number found on the web to place a call.

(Requires Internet explorer 5.0 or higher)



1.1.9 E-mail

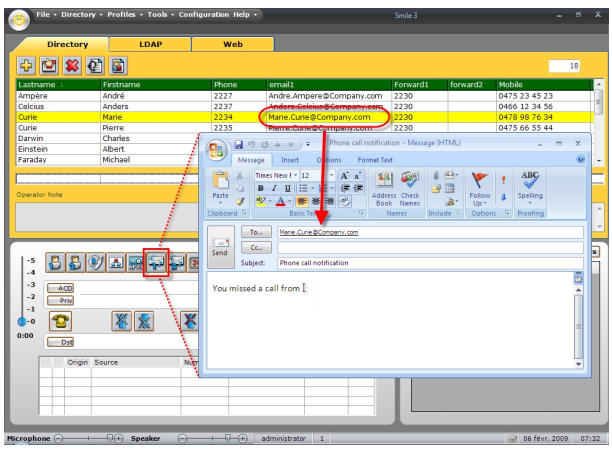
THE PERSONAL NOTES

The employees of a company can send a mail to a predefined Smile e-mail account (e.g.: Smile@company.com), with a short message. This message will appear on the Smile interface in the 'Personal Notes' field. The notes are specific to each person stored in the repository and show up when this particular person is filtered out.

(Requires a POP3-SMTP compliant e-mail server and a dedicated Smile mailbox)

THE SEND MAIL

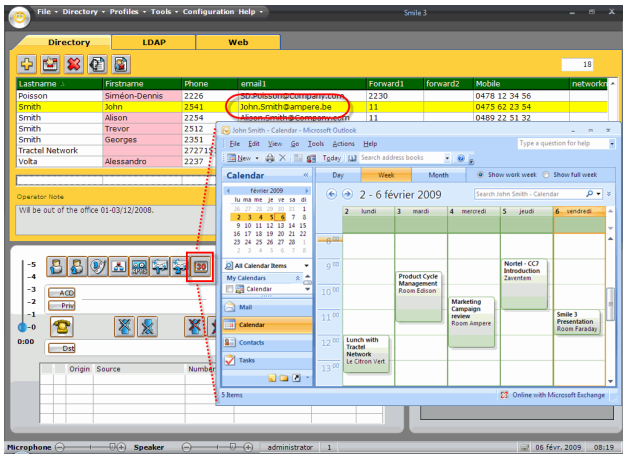
The operator can send a mail to the person in focus assuming that his e-mail address has been filled in. (Requires an E-mail client)



THE OPEN CALENDAR

The operator can open the agenda of a looked-up person in the local repository, when clicking the 'calendar' button. This way the operator can verify the person's agenda.

(Requires MS Outlook)



1.2 PACKAGING

The SMILE 3 product range consists of 1 single package: Premium

1.2.1 Product Code (Quentris)

Product code (Quentris)	Description
New systems	
4001-04-030000-00001	SMILE 3 Operator Console License – 1 Seat
4001-04-030000-00002	SMILE 3 Operator Console License – 2 Seats
4001-04-030000-00003	SMILE 3 Operator Console License – 3 Seats
4001-04-030000-00005	SMILE 3 Operator Console License – 5 Seats
Expansions	
4001-70-000000-00001	SMILE 3 Expansion Oper. Cons. Lic. – 1 Seat
4001-70-000000-00002	SMILE 3 Expansion Oper. Cons. Lic. – 2 Seats
4001-70-000000-00003	SMILE 3 Expansion Oper. Cons. Lic. – 3 Seats
4001-70-000000-00004	SMILE 3 Expansion Oper. Cons. Lic. – 4 Seats
Upgrades	
4001-90-030000-00001	SMILE 2 Major Upgrade to Smile 3.0 – 1 Seat
4001-71-000000-00001	SMILE 2 Upgrade to one Seat on existing Smile 3
Options	
4000-01-000100	SMILE Quentris Generic parallel Dongle
4000-01-000200	SMILE Quentris Generic USB Dongle
4001-00-030000	SMILE 3 Software on CD

1.2.2 Features comparison table

TELEPHONY FEATURES

Feature	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	Comments
Att. Alternative	X	X	X *	X*	X *	* ACD Return to Queue Option
Att. And Network-wide Remote Call	X	X			X	via feature key
Att. Announcement	X	X	X	X	X	Via ACD RANs routes
Att. Barge-In	X	X				
Att. Break-In	X	X	X	X	X	Call Intrusion
Att. Break-In to Inquiry calls	X	X				
Att. Break-In with Secrecy	X	X				
Att. Busy Verify	X	X				
Att. Call Selection	X	X				
Att. Calls Waiting Indication	X	X	X	X	X	
Att. Clearing during Night Service	X	X		X	X	
Att. Camp On	X	X	X	X	X	Station to Station Camp On, package 121 required
Att. Delay	X	X				
Att. Display of Speed Call or Autodial	X	X			X	Via Feature key
Att. Forward No Answer	X	X	X *	X*	X *	* ACD Return to Queue Option
Att. Incoming Call Indicators	X	X	*	*	**	* DNIS and CPND block infos provided to the operator ** Graphical representation
Att. Interposition Transfer	X	X	X	X	X	Using the Private DN
Att. Lockout	X	X				
Att. Overflow Position	X	X				
Att. Position Busy	X	X	X	X	X	Via ACD Not Ready key
Att. Recall	X	X				
Att. Recall with Splitting	X	X				
Att. Secrecy	X	X	X	X	X	
Att. Splitting	X	X	X	X	X	
Att. Supervisory Console	X	X				
Att. Trunk Group Busy Indication	X	X				
Att. End to End signalling	X	X	X	X	X	
Busy Lamp Field	X	X	X*	X*	X**	* up to 36 extensions ** up to 128 extensions
Console Presentation Group Level Services	X	X				
First-second Degree Busy Indication	X	X				
Flexible Attendant Call Waiting	X	X				
Flexible Attendant Directory Number	X	X				
Incoming Call Indicator Enhancement	X	X				
Listed Directory Numbers, Network	X	X				
Multiple Console Operation	X	X	X	X	X	
Night Service	X	X	X	X	X	
Night Service Enhancements	X	X				
Slow Answer Recall Enhancement	X	X	X *	X*	X *	* FDN and/or EFD must be set equal to the ATDN
Source Included when Attendant Dials	X	X				
Recorded Overflow Announcement	X	X	X *	X*	X *	Using ACD RANs routes
System ParkDN Lists					X	

SMILE TELEPHONY FEATURES

Feature	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	Comments
Autodial numbers (Phone, Alternatives, Mobile and Net Number)		X	X	X	X	
5 New prefixes for Autodial numbers		X	X	X	X	
FTR Keys	X	X			X	
Calls Waiting Thermometer		X	X	X	X	
Longest waiting time for calls in queue			X	X	X	
Number of manned Attendant Console			X	X	X	
Calls on Hold: caller and called parties Information		X	X	X	X	
Calls on Hold: Timer threshold (Reminder)		X	X	X	X	
Calls on Hold: Label on Hold		X	X	X	X	
Call Park (System ParkDN)	X	X	X	X	X	
Conference	X	X	X	X	X	
Call Mute			X	X	X	
CIU configuration control (Ring Tone and Headset type)		X	NA	NA	NA	
CIU General Purpose Relay control		X	NA	NA	NA	
PBX date and Time automatic Update		X	NA	NA	NA	CS1K now supports NTP servers
Incoming call pickup algorithm (FIFO/Smile)		X	X	X	X	FIFO for Smile 3.x, call prioritization via CC6
Redial List		X*	X	X	X	* through Post Dial
Incoming call search mechanism (Seek Mode)		X	X	X	X	
Outgoing call search mechanism		X				
Express Messaging		X	X	X	X	
Automatic Charge Account		X			X	
Activity Code				X	X	
Not Ready Reason code				X	X	
Missed Call List				X	X	
Busy Lamp Field	X	X	X*	X*	X**	* up to 36 extensions ** up to 128 extensions
Attendant Automatic Greeting			X	X	X	
Local Call Recording			X	X	X	
IP support			X	X	X	
Remote User capability			X	X	X	
End to End Quality of Service	NA	NA	X	X	X	
Automatic Network Configuration through DHCP	NA	NA	X	X	X	
Integration with Nortel Contact Centre			X	X	X	
Specific calls treatments based on CLID/DNIS			X	X	X	
Welcome messages, prioritization, ...			X	X	X	
Time of day and holidays calls routing			X	X	X	
Skilled based routing			X	X	X	
Call prioritization	X*	X*	X**	X**	X**	* Manual ** automatic using CC6
Extended real-time and historical rep.			X	X	X	
Call recording via Nortel Contact Recording (Duplicated Media Stream)			X	X	X	
Presence Information via OCS integration				X	X	
Support of Plantronics CS60 headset (Bluetooth with Answer/HangUp button)				X	X	

USER INTERFACE

Feature	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	Comments
Multilingual	X	X *	X *	X**	X **	* Danish, Dutch, English, French, German, Italian, Russian, Spanish ** + Arabic, Hebrew and Norsk
Automatic on Top	NA	X	X	X	X	
Automatic Maximize	NA	X	X	X	X	
Online e-education (Tutorial)		X				
Visual impaired person facilities		X			X	
New Vista Like GUI			X	X	X	
User's profile management			X	X	X	
VIP (visual Impaired Person) Pkg		X			X	

DIRECTORY

Feature	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	Comments
Phonebook unlimited		X*	X	X	X	* Limited to 100 contacts in Express PKG
Phonebook Management (Fields, Labels, Build in Reports)		X			X	
Column labeling and FontSize				X	X	
Multi Criteria Search Filters		X	X	X	X	
Search options: 'Start With' and 'Contains'				X	X	
Quick Filters			X	X	X	
Operator and Personal Notes		X	X	X	X	
Basic Statistics					X	
Support of E164 format (Phone Number)				X	X	

SYSTEM

Feature	M2250	Smile 2	Smile 3.0	Smile 3.0.8 31/05/2010	Smile 3.1 TBC	Comments
SmUpdate		X	X	X	X	
Web		X	X	X	X	
Networking		X	X	X	X	
Optional Dongle		X	X	X	X	On License Manager for Smile 3.x
LDAP LookUp		X	X	X	X	
LDAP Update		X	X	X	X	
Send Email		X	X	X	X	
Open MS Outlook Calendar (Manual)		X	X	X	X	
Open MS Outlook Calendar (Automatic on incoming call - DNIS)				X	X	
License Manager			X	X	X	

1.3 REQUIREMENTS

1.3.1 Hardware

- Pentium IV – 3 GHz
- 1GB Ram
- 1GB free on hard disk. (+ 4 KB by additional record in the phonebook)
- 1 network card
- 1 USB port for the headset
- Video card with 1024 x 768 - 256 colours (minimum)
- 1 Display SVGA 17”

- 1 USB port for the OPTIONAL Dongle on License Manager

1.3.2 Software

- Windows XP Prof., Windows Vista and Windows 7 (32 bits)
- Internet Explorer 5.0 or higher
- .NET Framework 2.0 (minimum)

Extra requirements:

- Send e-mail: e-mail client installed on the Smile workstation
- Open Calendar: e-mail client MS Outlook and e-mail server MS Exchange
- Personal Note: e-mail server compliant with POP3 and SMTP.
- OCS Presence & IM: Microsoft Office Communicator 2007 R2

1.3.3 PBX

- CS1000 Rls 5.0, Rls 5.5, Rls 6.0 or Rls 7.0 (*)
- 2 IP Users (not basic IP users) and 2 ACD Agents licenses by Smile Operator Console
- 2 CC6 Agent Licenses (if CC6 is used)
- Package 121 and 186 recommended (Automatic Forced CampOn)

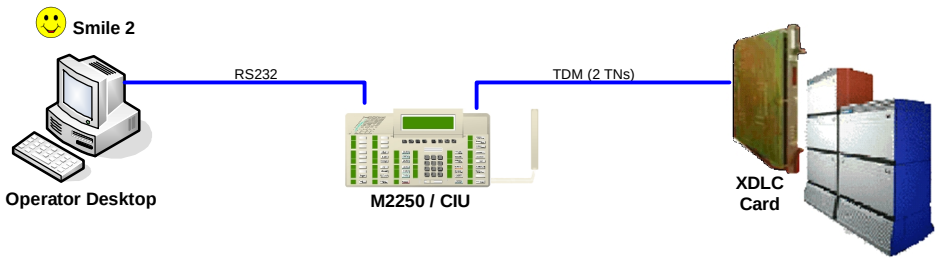
Smile 3 is compliant with the Nortel CC6 and CC7 AML

(*) The patch 'nortel-cs1000-tps-7.00.20-03.i386' is required for the call waiting thermometer.

2 SMILE

2.1 SYSTEM ARCHITECTURE

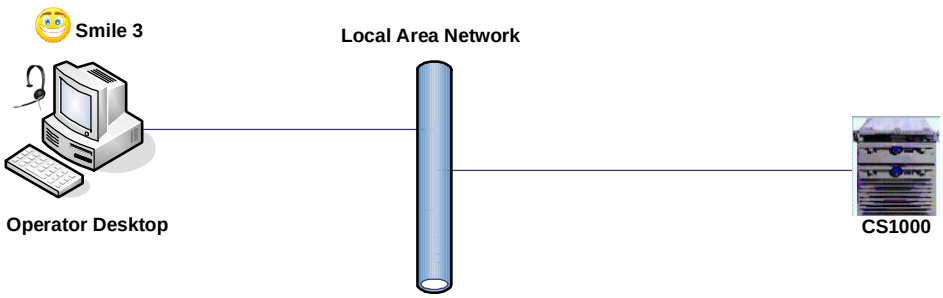
2.1.1 Architecture Evolution



In the architecture of the previous generation of Smile console (Smile 2) the operator desktop was connected to the Nortel Console (M2250/CIU) using a serial cable.

Thanks to this link the Smile 2 software was driving the Nortel console allowing the operator to handle the phone calls. The speech was terminated on the M2250/CIU.

By moving to the VoIP, the architecture of the Smile console has been simplified.



The Nortel console has been removed and now the Smile 3 console is interacting directly with the CS1000. Both signaling and voice streams are transiting on the customer's network .

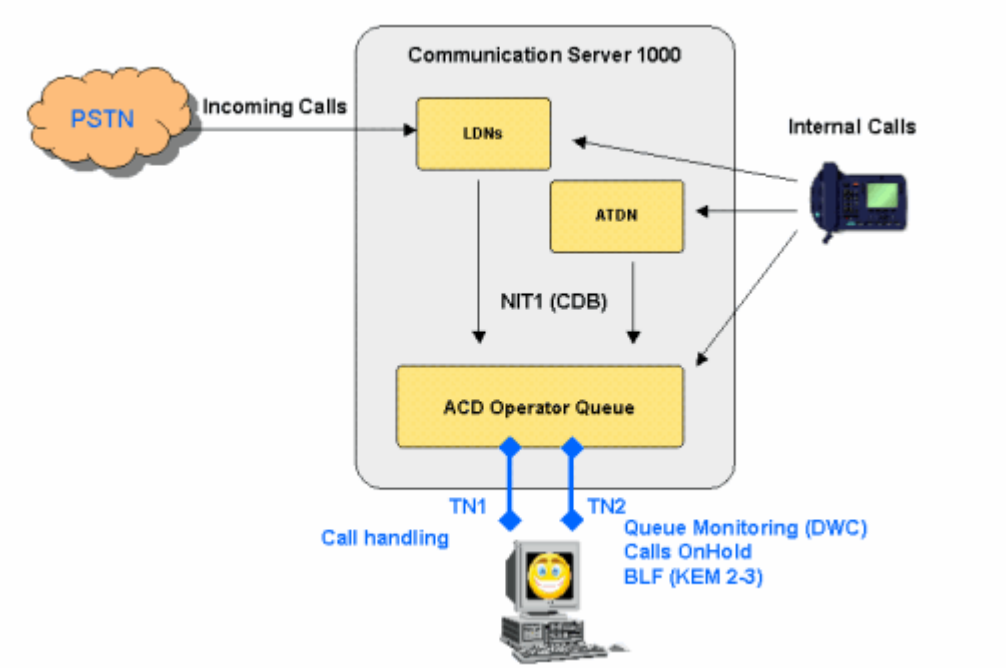
No additional hardware is required except an USB headset for the operator.

The Smile 3 Console is a soft console configured as a set of 2 ACD positions (2050PC).

The first ACD position (First TN) is used for the call handling and the second for the operator queue monitoring, the OnHold calls and the BLF (Busy Lamp Field) panel management.

The CS1000 is responsible for the queuing and the routing of the incoming calls.

Without any Nortel consoles the CS1000 is in night mode. The incoming calls for the LDNs (Listed Directory Numbers) and the ATDN (Attendant Directory Number) are automatically routed to the NITx (Night Number) as defined in the CDB (Customer Data Block). To route those calls to the Smile 3 Console we will assign the ACD DN of the operator queue to the NITx number.



For advanced call treatments (Skill based routing, Time of Day control, special announcements, etc...) we can integrate the Smile 3 console in the CC6 environment.

2.1.2 The Software modules

The Smile 3 software is composed of two modules:

- The Smile 3 Console
- The Smile 3 License Manager

THE SMILE 3 CONSOLE

The Smile 3 Console is the user interface that is used by the operator to handle the incoming calls. This module has to be installed on each operator desktop.

Smile 3 Console

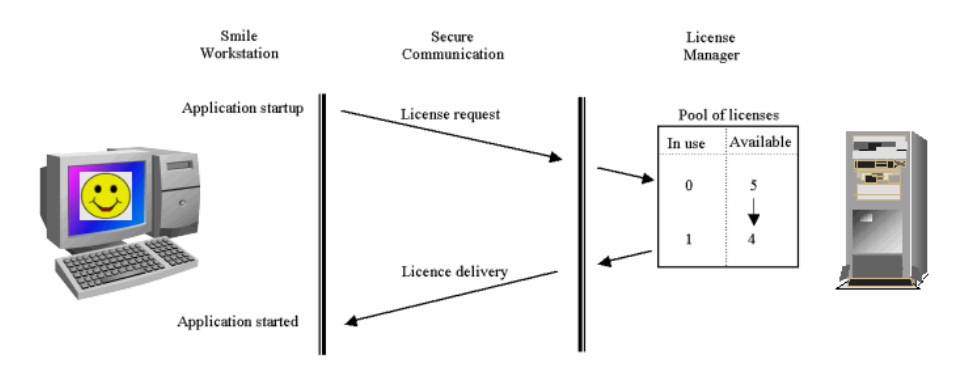
THE SMILE 3 LICENSE MANAGER

The Smile 3 License Manager (LM) is the module in charge of the licenses management.

It uses the 'Pool-of-users' or 'Concurrent Seat' licensing model meaning that all the licenses are centralized and shared in the pool of Smile 3 operators.

The licenses are not linked to the operator desktop any more but are assigned on demand. This is very useful when operators are working in shift since a non-working operator consoles will free up its license and make it available for another operator.

This module has to be installed only once, typically on an application server or on one of the operator desktops. It can co reside with the Smile 3 Console module.



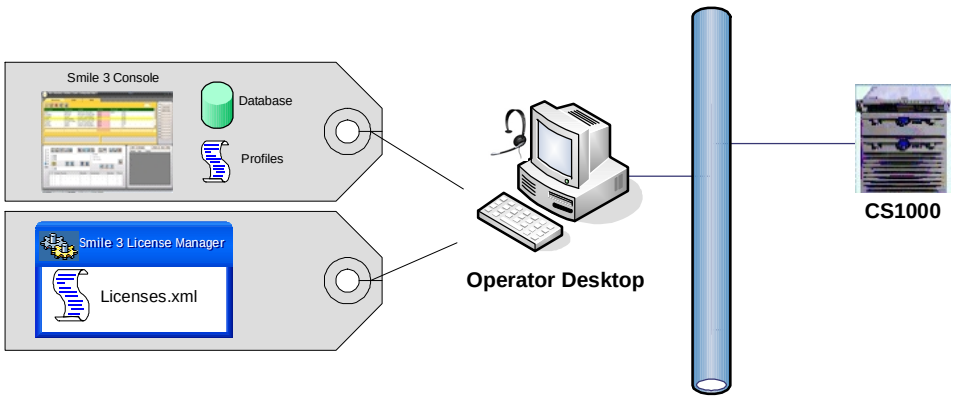
2.1.3 Supported Architectures

The four supported architectures are:

- Standalone
- Basic Network
- Network with File Server
- Network with File Server and Application Server

STANDALONE

In a standalone configuration the two modules, the Smile 3 Console and the Smile 3 License Manager, are running on the same operator desktop.



The database, the profiles and the license file are all in the Smile application folder.

BASIC NETWORK

Due to a high operator load, multiple locations or for backup reasons, a customer may need more than one operator desktop.

The simplest way to achieve this customer's requirements is to select a Smile 3 Console to become the 'Master', the other one becoming 'Slaves'.

The Master Smile 3 Console will:

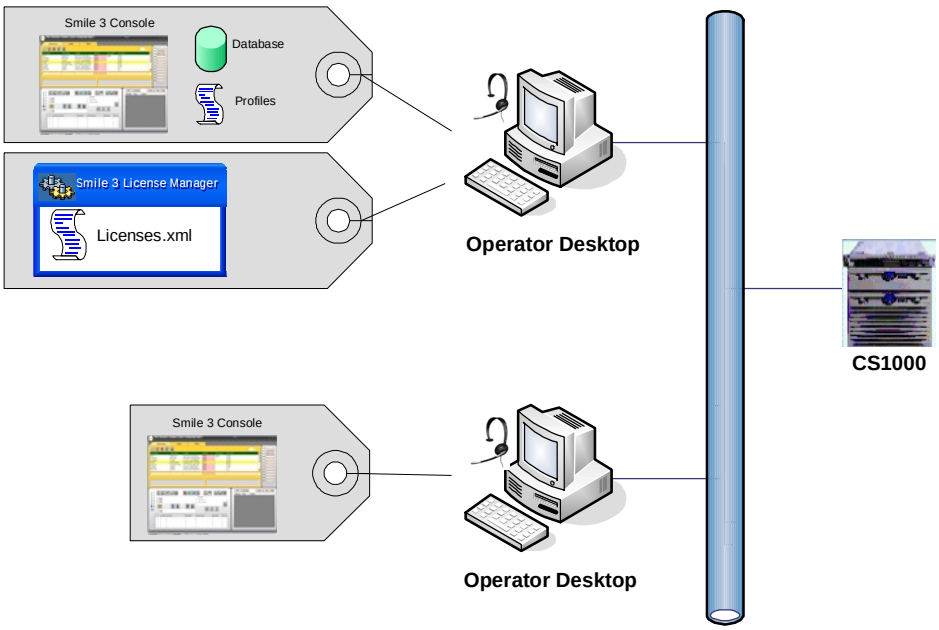
- run a Smile 3 Console with a console ID equal to 0
- see menu item Configuration\Console Preferences\General\ConsoleID
- run the Smile 3 License Manager and host the license file
- Licenses.xml
- host and share the system database (phone book)
- smile.mdb
- host and share the Profiles (user's preferences: Language, Greetings, UI flavor, etc..)
- Administrator.xml, Supervisor.xml, Default.xml, etc…

All the other operator desktop will be considered as Slave and will:

- run a Smile 3 Console with a console ID different than 0
- access the license file and get an available license from the Smile 3 License Manager
- access the system database and profiles located on the Master Smile 3 Console

Pay attention, the operator desktop selected as Master Smile 3 Console should not be switched off.

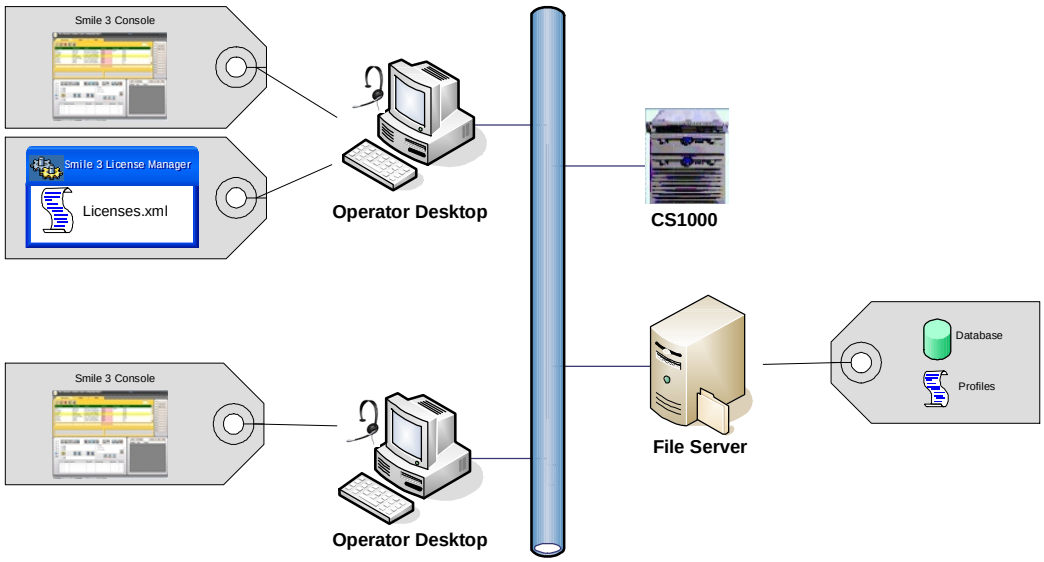
In order to remain up and running during a network issue and an unavailability of the Master Smile 3 console, each Smile 3 Consoles will keep, on closing, a local copy of the system database and profiles.



NETWORK WITH FILE SERVER

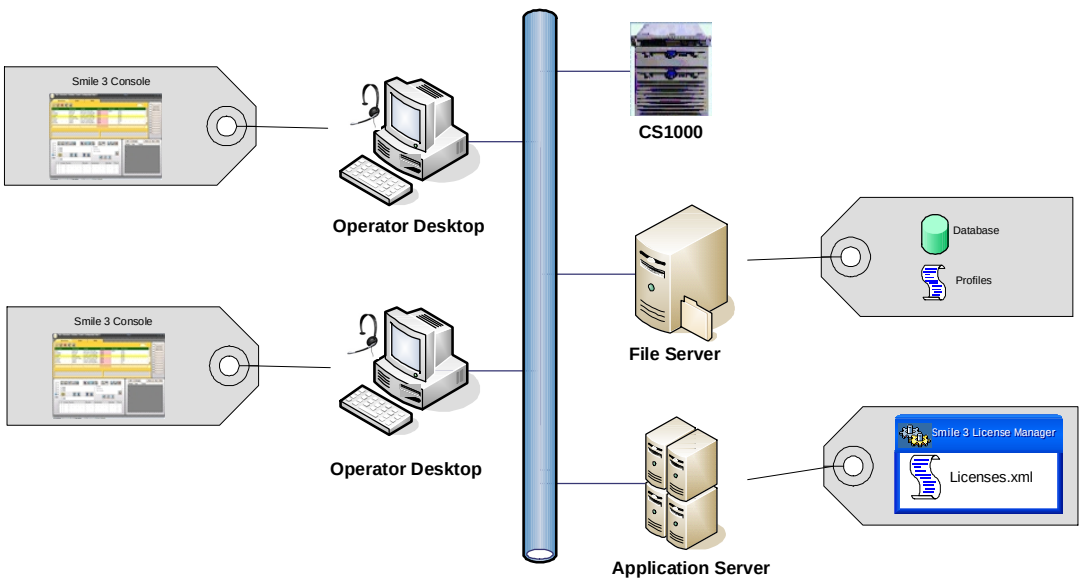
Same as the previous network architecture but the system database and profiles are hosted and shared on a file server.

In this case the Master Smile 3 console will also keep, on closing, a local copy of the system database and profiles.



NETWORK WITH FILE SERVER AND APPLICATION SERVER

In this case the Smile 3 License Manager is running on an application server, the license file remaining available in read/write for all the Smile 3 consoles.

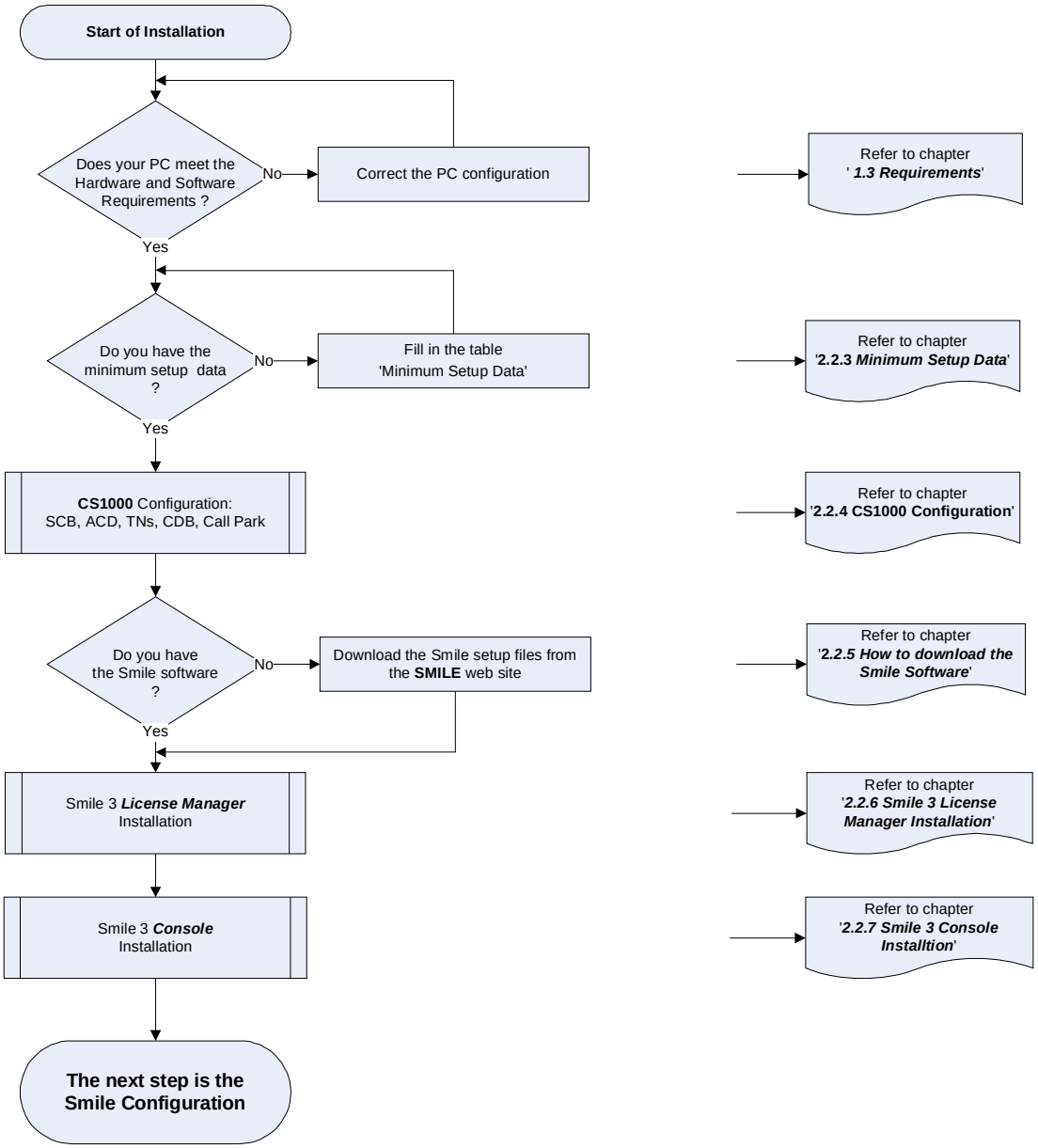


2.2 INSTALLATION (STANDALONE)

This chapter explains how to install a standalone Smile 3 system.

The other network implementations are discussed in chapter 2.4 'Network implementations'

2.2.1 Installation Overview



2.2.2 The License Certificate

A License Certificate is delivered upon purchase of a SMILE 3 product.

Smile

Quentris GDF SUEZ

Product License Certificate

IMPORTANT – DO NOT DISCARD THIS DOCUMENT!

This license Certificate authenticates the use of the following product

Product = Smile
Package = Premium
Version = 3.0.x
Options = 2 Seats
License type = New license

Your License Number is
4001-04-030000-00002-AAAAAM62-33E55B

This license Number above allows you to:

1. Download your software product on the Smile Console website:
   http://www.SmileConsole.com/DownloadPage.asp
2. Activate your software product on the Smile Console website:
   http://www.SmileConsole.com/ActivationPage.asp
3. Consult the installation instructions of the Technical Guide available with the complete product documentation on:
   http://www.SmileConsole.com/DownloadPage.asp

For additional information please contact

Quentris SA-NV

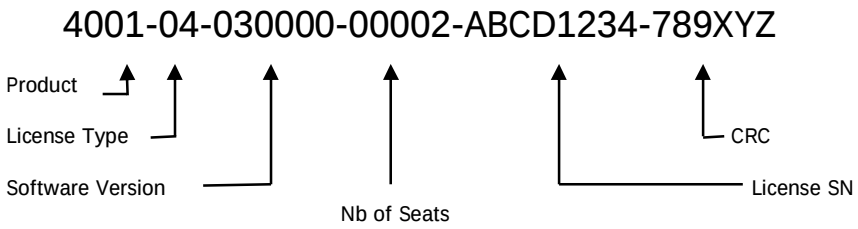
ITEM Reference: 4001-04-030000-00002 Serial Number: AAAAAM62-33E55B

It contains the following information:

- **Product:** Smile (Operator Console)
- **Package:** Always Premium
- **Version:** Determines the software release that you can run with this License Number
- **Options:** Number of seats (Concurrent Licenses)
- **License type:** Could be 'NEW License' or 'Expansion License' or 'Software Upgrade'
- **License number** - e.g. 4001-04-030000-00002-ABCD1234-789XYZ)

- **Download URL** – Smile Console web site address where you will download the Smile software using your License Number
- **Activation URL** – Smile Console web site address where you will get the Activation Key based on the Challenge

The 'License number' is composed of 6 fields:



- **Product:**

  4001 = Smile Operator Console

- **License Type:**

  04 = Smile 3 Operator Console - New system – Premium Package

  70 = Smile 3 Expansion Operator Console License

  80 = Minor software upgrade License (e.g.: from 3.**0**.0 to 3.**1**.0)

- **Software version:**

  E.g.: 030000 for Smile 3.0.0

- **Options:**

  Number of seats or maximum of concurrent users

- **License ID:**

  Each License Number has a unique random License ID

- **CRC: (Cyclic Redundancy Check)**

  It allows the system to determine if the License Number has been damaged or not.

The **License Number** provided on your License Certificate will allow you to:

1. Download the Smile package (software and documentations) from the Smile website
   http://www.Smileconsole.com/DownloadPage.asp

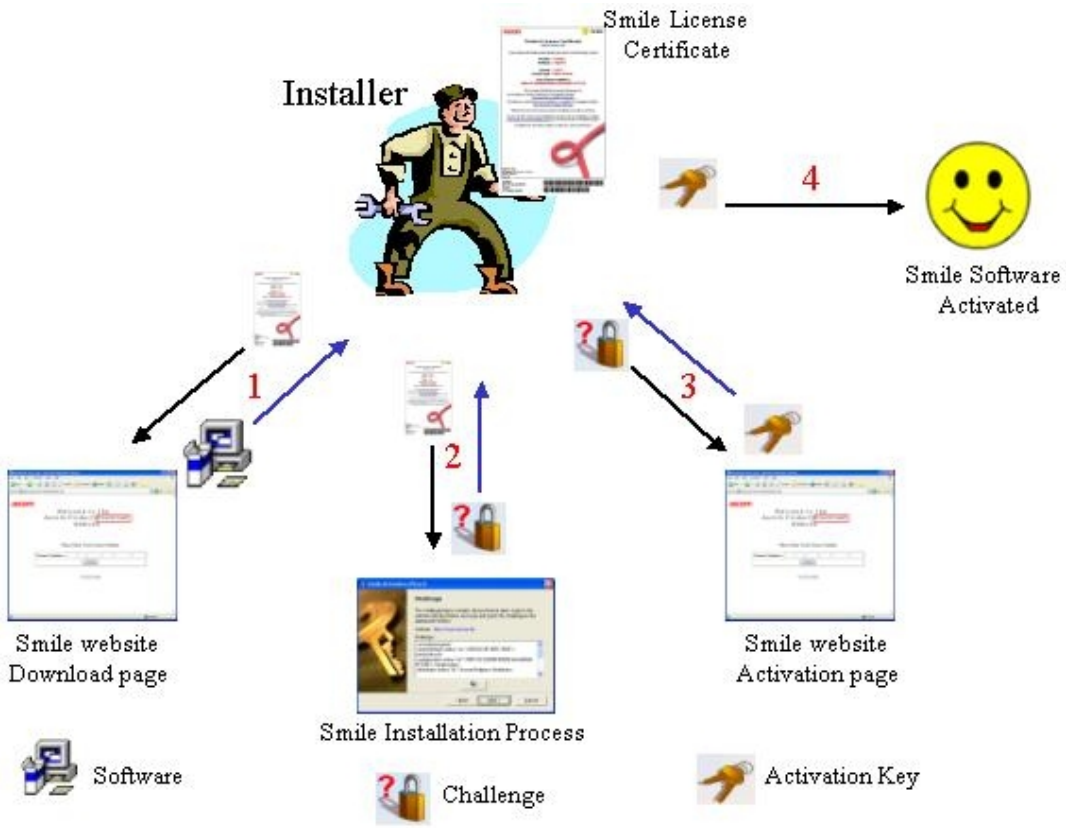
2. Install the Smile software on the operator desktop.
   http://www.Smileconsole.com/ActivationPage.asp

During the installation process, the installer will have to resolve a **Challenge.**

The Challenge will be based on the license number (provided on the Smile License Certificate) and a unique hardware identifier (Smile dongle, Hard disk serial number or Mac address of the NIC).

3. Get the **Activation Key** corresponding to the challenge from the Smile website.

4. Activate the Smile software with the activation key.



2.2.3 Minimum Setup Data

In order to install and to configure the Smile 3 software in the standalone mode you will need the following setup data:

	Setup data	Value
Smile Application	Installation Path (Default: c:\Program Files\Smile3)	……
	File Locations: Database (Smile.mdb) Profiles (Administrator.xml) License (license.xml)	…… …… ……
	Node Server: Full DHCP (Yes/No) Or IP Address or Name	…. ……

PBX Node Server	Terminal Numbers:	
	Node Number (4 digits)	_ _ _ _
	First TN (Main)	
	TN (lll / ss / cc / uu)	_ _ _ / _ _ / _ _ / _ _
	ACD DN	_ _ _ _ _
	Position ID	_ _ _ _ _
	Private DN	_ _ _ _ _
	Hold1 DN	_ _ _ _ _
	Hold2 DN	_ _ _ _ _
	Hold3 DN	_ _ _ _ _
	Hold4 DN	_ _ _ _ _
	Hold5 DN	_ _ _ _ _
	Hold6 DN	_ _ _ _ _
	Second TN (Aux)	
	TN (lll / ss / cc / uu)	_ _ _ / _ _ / _ _ / _ _
	ACD DN	cf First TN
	Position ID	_ _ _ _ _
	Hold1..6 DN	cf First TN
		cf First TN
	Login Mode	cf First TN
	(Without AgentID /	cf First TN
	With AgentID /	cf First TN
	Contact Center)	cf First TN

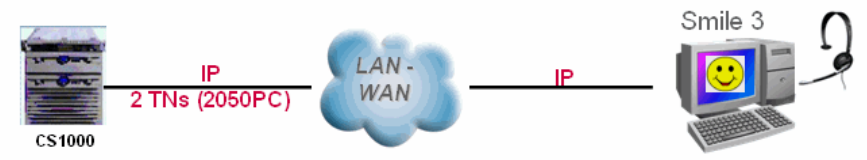
2.2.4 CS1000 Configuration

INTRODUCTION

Smile 3 is a soft-client application that requires 2 IP users licenses (no basic) and 2 ACD ISM parameters in the CS1000. In other words, each Smile 3 attendant console will use 2 ACD and 2 IP users ISM parameters.

The 2 terminal numbers used by the Smile 3 will be configured as ACD agents that the Smile 3 application will pilot and manage to handle incoming and outgoing calls. Each terminal number is configured in the CS1000 as a type 2050PC terminal.

When launching the Smile 3, the application logs 2 ACD positions configured in the Attendant Queue Directory Number and provides the attendant with Login/Logout, Not Ready and MakeSetBusy commands.



Smile 3 as an ACD agent of the CS1000 IP PBX

When logged in, the attendant is ready to receive incoming calls queued and routed from the Automatic Call Distribution software of the CS1000 to the Smile 3 agent positions.

Standard first RAN and Second RAN messages, provided by e.g MIRAN cards, can be used to provide Welcome messages to the calling parties.

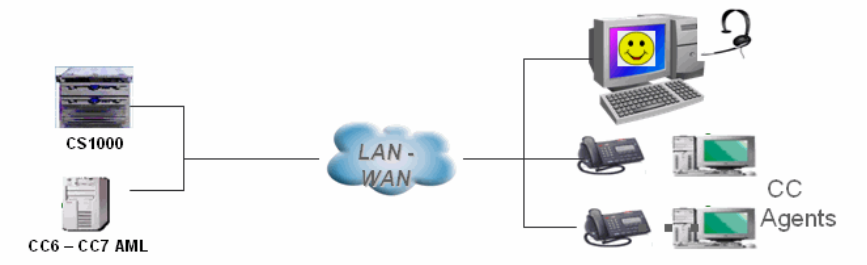
In case of a PC failure on which the Smile 3 is running several possibilities are available to deal with incoming calls:

- When multiple Smile 3 positions are working, another logged in Smile 3 position receives automatically the calls queued in the ACD queue.
- When only 1 Smile 3 position is working, one can configure a desktop phone, a DECT or a WIFI phone as being an ACD agent of the Smile 3 queue. The attendant can then log onto that backup phone and continue to deal with incoming calls as an ACD agent would do.
- Thanks to the Smile 3 license manager feature, it is possible to pre-install a Smile3 soft client on another PC allowing for a backup solution in case of failure or Attendant temporary absence.

Smile 3 as an ACD agent controlled by the Nortel Contact Center 6.0

Smile 3 can also be used in a Contact Centre 6.0 environment and act as an ACD Agent controlled by CC6. In conjunction with CC6, some more features can be provided in order to improve the way calls are routed to the attendant.

CC6 scripting provides specific call routing for VIP customers based on CLID or DNIS. It also provides the possibility to play welcome messages according to time of day and holidays.



It could also provide information about the call position in the operator queue and the estimated waiting time before answer.

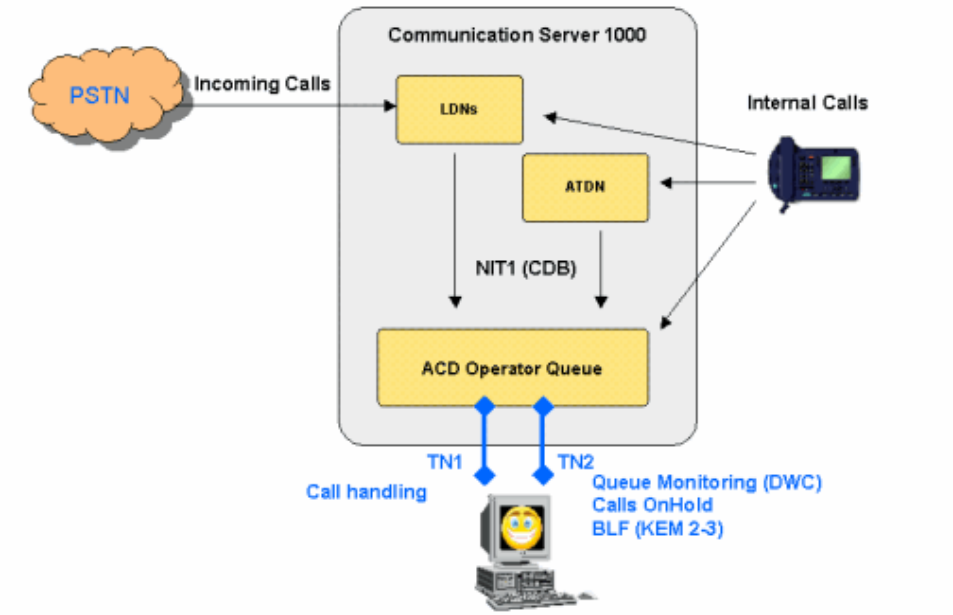
Moreover the Smile 3 supports Duplicate Media Stream and can therefore also be integrated with Nortel Contact Recording and Quality Monitoring solutions. This feature enables the company to record calls not only for training purposes but also in case of threat or malicious calls.

As already mentioned before, the Smile 3 Console is a soft console configured as a set of 2 ACD positions (2050PC).

The first ACD position (First TN) is used for the call handling and the second ACD position (Second TN) for the operator's queue monitoring, the OnHold calls and the BLF (Busy Lamp Field) panel management.

The CS1000 is responsible for the queuing and the routing of the incoming calls.

Without any Nortel consoles the CS1000 is in night mode. The incoming calls for the LDNs (Listed Directory Numbers) and the ATDN (Attendant Directory Number) are automatically routed to the NITx (Night Number) as defined in the CDB (Customer Data Block). To route those calls to the Smile 3 Console we will assign the ACD DN of the operator's queue to the NITx number.



For advanced call treatments (Skill based routing, Time of Day control, special announcements, etc...) we can integrate the Smile 3 console in the CC6 environment.

The next chapters will provide you detailed information how to configure the CS1000

In the CS1000 you will have to:

- Configure the SDB (Schedule Data Block)
- Configure the ACD queue (Operator Queue)
- Configure the two ACD agent positions (First TN and Second TN)
- Configure the CDB (Customer Data Block)
- Configure the Park, ...

SDB CONFIGURATION (SCHEDULE DATA BLOCK)

The administrator must decide here to configure the ACD system in a “Position ID” or “Agent ID” mode: Does an ACD agent have to enter an agent ID to log into an ACD queue ?


When other applications such as Call Pilot, CC6, MIPCD, or MICB are installed on the CS 1000, the selection between the “Position ID” or “Agent ID” mode has been already done. An SCB or ADS block already exists. To avoid any disturbance we recommend you to align the Smile configuration to the existing configuration and to jump to the next configuration step: 0 ‘ACD queue configuration (Operator Queue)’.

Otherwise proceed with the SCB configuration.

The AID prompt of the SCB block will determine the mode. By answering Yes to the prompt the ACD system will use the “Agent ID” mode.

In the “Agent ID” mode, the ACD agents have to enter their own agent ID code to identify themselves when logging in the system. This personal ID is one out of the range defined by the prompts IDLB to IDUB (from 1 to 9999).

If the SCB block does not exists:

```
>LD 23¿                    Load the overlay 23 – Automatic Call Distribution
ACD000
MEM AVAIL: (U/P): 98768963    USED U P: 5363263 137595    TOT: 104269821
DISK SPACE NEEDED: 170 KBYTES
ACD DNS              AVAIL: 23994    USED:     6    TOT: 24000


REQ  NEW¿
TYPE SCB¿              Schedule Data Block
CUST 0¿                Customer number
CPRD 01 01 12 31¿      Collection Period
SHR  8¿                Start Hour
EHR  17¿               Hour of the day that data reporting ends
DOW  ¿                 Days of the week for data collection
RFRQ 0¿                Frequency that reports are tp be generated
SFRQ 1¿                Status display update frequency
ROPT ¿                 Reports options
PRIO ¿                 Printer for output
PAGE ¿                 Start at the top of a new page for each report
AID  YES¿              YES : ACD system in Agent ID mode
IDLB 0001¿             Agent ID Lower Boundary
IDUB 9999¿             Agent ID Upper Boundary
LOG  2¿                Maximum number of agents that can be logged in at any time.
                       Increment the existing value by 2 times the number of concurrent
                       Smile 3 Console.
SRPT¿                  Short Report option for report 4
```

If the SCB block already exists:

```
>LD 23¿                    Load the overlay 23 – Automatic Call Distribution
ACD000
MEM AVAIL: (U/P): 98768963    USED U P: 5363263 137595    TOT: 104269821
DISK SPACE NEEDED: 170 KBYTES
ACD DNS              AVAIL: 23994    USED:     6    TOT: 24000


REQ  CHG¿
TYPE SCB¿                  Schedule Data Block
CUST 0↵                    Customer number
CPRD ¿
SHR ¿
HER ¿
DOW ¿
RFRQ ¿
SFRQ ¿
ROPT ¿
PRIO ¿
PAGE ¿
AID  YES¿                  YES : ACD system in Agent ID mode
IDLB 0001¿                 Agent ID Lower Boundary
IDUB 9999¿                 Agent ID Upper Boundary
LOG  2¿                    Maximum number of agents that can be logged in at any time.
                           Increment the existing value by 2 times the number of concurrent
                           Smile 3 Console.
SRPT ¿
¿
```

Note: not all prompts need an answer. Only answers in bold characters are mandatory for a basic configuration. To pass to the next prompt press the return key (¿**)**.

ACD QUEUE CONFIGURATION (OPERATOR QUEUE)

In the next step we have to define the ACD queue that will collect the incoming calls.

The main parameters that define the ACD queue are:

- ACD DN number
- MAXP - the max number of agents allowed in this queue. For the Smile 3, it indicates the maximum number of consoles available.
- MWC – message waiting centre. Must be set to Yes to be able to reroute DID unanswered calls to the operator queue. Assign the ATDN or LDN to the FDN or EFD of the non-responding phoneset.
- NCFW - the Night Call Forward DN. This prompt defines the DN where the incoming calls are forwarded when no agents are logged in i.e. when there is no Smile 3 console available to answer the calls.
- HOML – must be set to No to avoid the logout of the Smile 3 ACD positions after the release of calls.
- LABEL_KEY0 – must be set to No. To complete its start-up process the Smile 3 must detect the ACD DN on the KEY 0 of both FirstTN and SecondTN.

In this example, we assume: ACD DN=1411, MAXP=10 and the NCFW DN=1599

```
>LD 23¿                    Load the overlay 23 – Automatic Call Distribution
ACD000
MEM AVAIL: (U/P): 98768963    USED U P: 5363263 137595    TOT: 104269821
DISK SPACE NEEDED: 170 KBYTES
ACD DNS            AVAIL: 23994    USED:    6    TOT: 24000
REQ  NEW¿
TYPE ACD¿                  ACD data block
CUST 0↵                    Customer number
ACDN 1411¿                 Directory Number of the operator queue
...
MWC  YES¿                  Message Waiting Center
...
MAXP 10¿                   Maximum Positions.  2 times the number of Smile 3 Console.
...
NCFW 1599¿                 Night Call Forward, where to send the incoming calls when the
                           operator queue is closed.
...
HOML NO¿                   Handset Removal or Make Set Busy key log out.
                           (No) Log out with only the Make Set Busy key.
...
LABEL_KEY0  NO¿            Label on ACD key (Key 0)
...
```

Then define a name for the operator queue:

```
>LD 95¿
CND000
MEM AVAIL: (U/P): 98730912    USED U P: 4797364 124073    TOT: 103652349
DISK SPACE NEEDED: 117 KBYTES

REQ NEW¿
TYPE NAME¿              CPND Name
CUST 0¿                 Customer number
  CPND_LANG ¿
DIG ¿
DN   1411¿              Directory Number of the operator queue
  NAME 11 Operator¿     ATDN (Attendant Directory Number – see below)
                        followed by the name of the operator queue.
  XPLN ¿
  DISPLAY_FMT ¿
DN ¿
ENTR ¿
DCNO ¿

MEM AVAIL: (U/P): 98730912    USED U P: 4797364 124073    TOT: 103652349
DISK SPACE NEEDED: 117 KBYTES
REQ
```

ACD POSITIONS CONFIGURATION (FIRST TN AND SECOND TN)

The ACD queue being configured, we can now configure the ACD agents i.e. the Smile 3 console(s) attached to this queue.

Each Smile 3 console uses two ACD agent positions or TNs (Terminal Numbers).The first one (First TN) is used for the call handling and the second one for the operator queue monitoring, the calls on hold and the BLF (Busy Lamp Field) panel management.

We assume: ACD DN: 1565, Private DN key: 2510 and Hold keys from: 2511 to 2516.

Primary ACD Agent (First TN - Main)

```
>LD 11¿                 Load the overlay 11 – Digital Telephone Administration
SL1000
MEM AVAIL: (U/P): 98768579    USED U P: 5363541 137701    TOT: 104269821
DISK SPACE NEEDED: 170 KBYTES
...
DATA PORTS          AVAIL: 32760    USED:    0    TOT: 32760

REQ: NEW¿
TYPE: 2050PC¿           The Type must be soft phone 2050PC
TN  100 0 1 00¿         Terminal Number, the format must be: loop shelf card unit
DES  SMILE3¿            Station Designator, maximum 6 alphanumeric characters
CUST 0¿                 Customer Number
NUID ¿
NHTN ¿
KEM 3¿                  Number of attached IP Phone Key expansion Module
                        KEM 1 used to monitore the 6 Hold Keys.
ZONE 1¿                 Zone Number which Smile 3 console belongs, it will determine the
                        CODEC to use.
ERL ¿
ECL ¿
FDN ¿
TGAR 0¿                 Trunk Group Access Restriction. Must be set according to the trunk
                        group access restriction defined in the CS1000.
LDN ¿
NCOS ¿
RNPG ¿
SSU ¿
XLST ¿
SCPW ¿
SGRP ¿
SFLT ¿
CAC_MFC ¿
CLS CNDA CFXA AHA DDGD ICRA KEM3 ¿
                        CNDA: Call Party Name Display Allowed
                        CFXA: Call Forward All Calls to External DN Allowed
                        AHA: Automatic Hold Allowed
                        DDGD: DN Display on other set Denied
                        ICRA: IP Phone Call Recording Allowed
                        KEM3: Key expansion module equipped
                        MSNV: Media Security Never, encrypted RTB not supported
HUNT ¿
SCI ¿
PLEV ¿
FCAR ¿
DANI ¿
```

AST ¿
IAPG ¿
MLWU_LANG ¿
MLNG ¿
DNDR ¿
KEY **0 ACD 1411 0 6000**¿ **ACD key for the incoming calls (ACD Queue + 0 + PositionID)**
KEY **1 NRD**¿ **Not Ready key**
KEY **2 MSB**¿ **Make Set Busy key**
KEY **3 ACNT**¿ **Activity code entry key**
KEY **4 SCR 2510**¿ **Private key used to make calls and to receive private calls**
CPND **NEW**¿
CPND_LANG ¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT ¿
VMB ¿
KEY **32 SCN 2511**¿ **To control and monitor the 1st call on hold**
CPND **NEW**¿
CPND_LANG ¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT ¿
VMB¿
KEY **33 SCN 2512**¿ **To control and monitor the 2nd call on hold**
CPND **NEW**¿
CPND_LANG ¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT ¿
VMB¿
KEY **34 SCN 2513**¿ **To control and monitor the 3rd call on hold**
CPND **NEW**¿
CPND_LANG ¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT ¿
VMB ¿
KEY **35 SCN 2514**¿ **To control and monitor the 4th call on hold**
CPND **NEW**¿
CPND_LANG¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT¿
VMB¿
KEY **36 SCN 2515**¿ **To control and monitor the 5th call on hold**
CPND **NEW**¿
CPND_LANG¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT¿
VMB¿
KEY **37 SCN 2516**¿ **To control and monitor the 6th call on hold**
CPND NEW¿
CPND_LANG¿
NAME **11 Operator**¿ **(see remark below)**
XPLN **24**¿
DISPLAY_FMT¿
VMB¿
KEY **45 OVR**¿ **Call Override key used for the 'Call Intrusion' facility**
KEMOFST¿

Remarks:

- The following CLS (Class Of Service) are mandatory:

  AAD CNDA CDCA CFXA CPTA UDI AHA DDGD NAMA ICRA KEM3 MSNV

  The sample setting above does not mention all the mandatory CLS since some of them are applied by default.

- As the Smile 3 Console does not yet support encrypted speech streams, the CLS must contain MSNV (default setting).

- The Smile 3 console uses 6 SCN (Single Call Non-ringing) keys to manage the calls on hold. None DID numbers can be used. Those keys must be assigned to the first keys, from 32 to 37 of the first KEM (Key Expansion Module). They will be programmed exactly in the same way on both ACD positions used by the Smile 3 Console. The MARP of those lines will be assigned to the Second TN.

  The Smile 3 console will place the calls on hold on the Second TN only.

  This arrangement allows the application to still accept the incoming calls on the First TN since the held calls are answered by the Second TN.

- The Smile 3 console has a set of eight lines (ACD, SCR and 6 SCNs) to make and answer calls. It means that the caller or the called party can see eight different numbers on the display of his phone set. This could be confusing.

  To provide only one number and to force people to call the operator using the number of the operator queue (ACD DN) we will:

  - assign DDGD (DN Display on other set Denied) to the CLS of the First TN.
  - Prefix the names of those eight lines with the attendant DN (ATDN) number. E.g.: “11 Operator”

Secondary ACD Agent (Second TN - Aux)

The second TN is used to monitor the operator queue, to manage the calls OnHold and to provide the BLF (Busy Lamp Field) information.

```
>LD 11¿                    Load the overlay 11 – Digital Telephone Administration
SL1000
MEM AVAIL: (U/P): 98768579    USED U P: 5363541 137701    TOT: 104269821
DISK SPACE NEEDED: 170 KBYTES
...
DATA PORTS          AVAIL: 32760    USED:     0    TOT: 32760

REQ: NEW¿
TYPE: 2050PC¿          The Type must be soft phone 2050PC
TN   100 0 1 01¿       Terminal Number, the format must be: loop shelf card unit
DES  SMILE3¿           Station Designator, maximum 6 alphanumeric characters
CUST 0¿                Customer Number
NUID ¿
NHTN ¿
```

KEM **3**¿ **Number of attached IP Phone Key Expansion Modules**
Must be set to 3:
- KEM1 for the monitoring of the 6 Hold Keys.
- KEM2 and 3 for the BLF information.

ZONE **1**¿ **Zone Number which Smile 3 console belongs, it will determine the CODEC to use.**

ERL ¿

ECL ¿

FDN ¿

TGAR **0**¿ **Trunk Group Access Restriction. Must be set according to the trunk group access restriction defined in the CS1000.**

LDN ¿

NCOS ¿

RNPG ¿

SSU ¿

XLST ¿

SCPW ¿

SGRP ¿

SFLT ¿

CAC_MFC ¿

CLS **CNDA CFXA AHA DDGD ICRA KEM3** ¿
CNDA: Call Party Name Display Allowed
CFXA: Call Forward All Calls to External DN Allowed
AHA: Automatic Hold Allowed
DDGD: DN Display on other set Denied
ICRA: IP Phone Call Recording Allowed
KEM3: Key expansion modules equipped

HUNT ¿

SCI ¿

PLEV ¿

FCAR ¿

DANI ¿

AST ¿

IAPG ¿

MLWU_LANG ¿

MLNG ¿

DNDR ¿

KEY **0 ACD 1411 0 6001**¿ **ACD key for the incoming calls (ACD Queue + 0 + PositionID)**

KEY **1 NRD**¿ **Not Ready key**

KEY **2 MSB**¿ **Make Set Busy key**

KEY **3 DWC 1411**¿ **Display Waiting Call key used to monitor the operator queue**

KEY **32 SCN 2511**¿ **To control and monitor the 1st call OnHold**

MARP ON TN 100 0 01 00

MARP **YES**¿

CPND ¿

VMB¿

KEY **33 SCN 2512**¿ **To control and monitor the 2nd call OnHold**

MARP ON TN 100 0 01 00

MARP **YES**¿

CPND ¿

VMB¿

KEY **34 SCN 2513**¿ **To control and monitor the 3rd call OnHold**

MARP ON TN 100 0 01 00

MARP **YES**¿

CPND ¿

VMB¿

KEY **35 SCN 2514**¿ **To control and monitor the 4th call OnHold**

MARP ON TN 100 0 01 00

MARP **YES**¿

CPND ¿

VMB¿

KEY **36 SCN 2515**¿ **To control and monitor the 5th call OnHold**

MARP ON TN 100 0 01 00

MARP **YES**¿

CPND ¿

VMB¿

KEY **37 SCN 2516**¿ **To control and monitor the 6th call OnHold**

MARP ON TN 100 0 01 00

MARP **YES**¿

CPND ¿

VMB¿

KEY ¿

KEMOFST¿

Remarks:

- There is no Private line on the Second TN.
- The MARP of the OnHold keys must be assigned to the Second TN.
- The KEM2 (Key 50..67) and KEM3 (key 68..85) of the Second TN can be used to monitor the status of specific extensions: Busy Lamp Field. For now, a maximum of 36 extensions can be monitored.

E.g.: to monitor the extension 1581

KEY **50 SCN 1581**¿ **To monitor the extension 1581 in the BLF panel of the Smile 3 Console**

MARP ON TN 100 0 04 10

MARP **NO**¿ **It is important to NOT re-assign the MARP**

CPND ¿

VMB¿

Usage of the KEM keys:

	KEM 1	KEM 2	KEM 3
First TN	6 SCNs for Hold 1 OVR key	Not used	Not used
Second TN	6 SCNs for Hold	18 SCNs for BLF	18 SCNs for BLF

CDB configuration (Customer Data Block)

The CDB (Customer Data Block) will allow us to define:

- the NIT (Night Number)
- the LDNs (Listed Directory Number):
- the ATDN (Attendant Directory Number)

Night Number:

The NIT is the Directory Number where the PBX will send the incoming calls for the LDNs and ATDN when the system is in night mode. We will assign the number of the operator queue to the NIT number.

```
>LD 15¿                    Load the overlay 15 - Customer Data Block
CDB000
MEM AVAIL: (U/P): 14815837    USED U P: 6823811 332317    TOT: 21971965
DISK SPACE NEEDED: 416 KBYTES
2MB BACKUP DISKETTE(S) NEEDED: 1  (PROJECTED LD43 - BKO)
REQ: CHG¿                  Change existing data block
TYPE: NIT¿                 Night Service options

TYPE NIT_DATA
CUST 0¿                    Customer number
NIT1 1411¿                 Number of the Operator queue
TIM1¿
RPNS¿
ENS¿

MEM AVAIL: (U/P): 14815837    USED U P: 6823811 332317    TOT: 21971965
DISK SPACE NEEDED: 416 KBYTES
2MB BACKUP DISKETTE(S) NEEDED: 1  (PROJECTED LD43 - BKO)
REQ:
```

Attendant Directory Number:

The ATDN is the internal phone number that the employees will dial to get the operator.

```
>LD 15¿                    Load the overlay 15 - Customer Data Block
CDB000
MEM AVAIL: (U/P): 14815873    USED U P: 6823807 332285    TOT: 21971965
DISK SPACE NEEDED: 416 KBYTES
2MB BACKUP DISKETTE(S) NEEDED: 1  (PROJECTED LD43 - BKO)
REQ: CHG¿                  Change existing data block
TYPE: ATT¿                 Attendant Console options

TYPE ATT_DATA
CUST 0¿                    Customer number
OPT¿
ATDN 11¿                   Attendant Directory Number. Usually 11, 9 or 0.
NCOS¿
...
REQ:
```

Listed Directory Number:

The LDNs are the main numbers assigned to your company that will be used by your customers.

```
>LD 15¿                    Load the overlay 15 - Customer Data Block
CDB000
MEM AVAIL: (U/P): 14815837    USED U P: 6823811 332317    TOT: 21971965
DISK SPACE NEEDED: 416 KBYTES
2MB BACKUP DISKETTE(S) NEEDED: 1  (PROJECTED LD43 - BKO)
REQ: CHG¿                  Change existing data block
TYPE: LDN¿                 Listed Directory Numbers options

TYPE LDN_DATA
CUST 0¿                    Customer number
OPT ¿
DLDN ¿
LDN0 1400¿                 First Listed Directory Number
LDN1 1500¿                 Second Directory Number
LDN2¿
ICI¿

MEM AVAIL: (U/P): 14815837    USED U P: 6823811 332317    TOT: 21971965
DISK SPACE NEEDED: 416 KBYTES
2MB BACKUP DISKETTE(S) NEEDED: 1  (PROJECTED LD43 - BKO)
REQ:
```

SYSTEM CALL PARK CONFIGURATION

The System Call Park facility allows you to park calls, similar state to Hold, but it can be also retrieved by any other attendant console or telephone of the system. A parked call must have an access ID also known as a System Park DN.

>**LD 15**¿	**Load the overlay 15 - Customer Data Block**
REQ: CHG¿	**Change existing data block**
TYPE: FTR¿	**Features and options**
CUST 0¿	**Customer number**
OPT CPA¿	**Enable Call Park**
…	

>**LD 50**¿	**Load the overlay 50 – Call Park operation**
REQ: CHG¿	**Change**
TYPE CPK¿	**Call Park data block**
CUST 0¿	**Customer number**
CPTM 45¿	**Call Park Timer (seconds)-– Recall to the parking set**
SPDN 10 8000¿	**Number of contiguous System Park DNs and first System Park DN**
MURT **10**¿	**Music Route for Parked call**

CS1000 – OPTIONAL SETTINGS

As already stated, Smile 3 uses the features existing in the CS 1000 ACD system (packages A, B,...). See ACD Fundamentals NTP: NN43001-551 and Administration Input/output Guide NN43001-611. Most of the features are configured with overlay 23

Smile Recorded Overflow Announcement (ROA)

This feature provides, if needed, two recorded announcements with a first and a second RAN.

Procedure:

- Configure one or two RAN routes (LD 16) containing each one, one or more RAN trunks (LD 14)
- Assign in the console ACD queue (LD23) the first and the second RAN route (FRRT and SRRT) with their associated timers (FRT and SRT)
- If necessary, activate the first RAN On Arrival (FROA prompt at Yes) if the calls must be answered immediately when presented to the ACD queue.
- Configure a Music route (LD 16) if callers are to hear music after the first RAN and set prompt MURT = Music route in LD 23. Music will also be heard repeatedly after the second RAN

Smile Attendant Alternative Answering

A call is presented to the Smile 3 console and rings.

When the attendant does not answer the call, the 'Return to Queue After No Answer' feature (RTQNA) automatically places the console into the Make Set Busy (MSB) or the Not Ready (NRD) state.

The Return to Queue happens after no answer in the number of ring cycles determined by prompt RTQT (0 to 50 ring cycles).

- RTQO set to NRD (LD23):

  The Smile 3 Console is forced in the NRD state.

  The call remains in the ACD queue and is presented to the next available console.

- RTQO set to MSB (LD23):

  The Smile 3 Console is forced in the MSB state.

  If there was another console available in the operator queue, the call would be presented to the next available console. Otherwise the night treatment as defined in the queue (NCFW) would be applied to the call.

Attendant Overflow Position

Automatic Attendant Overflow enables incoming calls to be diverted from the operator queue in which they would normally be placed (source queue) to an alternative DN during busy periods.

Three threshold levels are involved: (LD23)

- BYTH = (0) Busy Threshold
- OVTH = (x) Overflow Threshold
- IFDN = (DN) Interflow Directory Number
- BUSY = (SRC SRC SRC SRC) Interflow Busy Treatment
- AENI = (Yes) Automatically Enable Interflow

To enable the feature, automatic overflow (OVDN) must be impossible and interflow conditions must exist. This is done by putting the prompt BYTH to 0 and placing the OVTH prompt to maximum allowed calls in the console queue. The next call entering the queue will interflow to a configured DN (internal or external).

Multiple console operation

Multiple console operation is possible as each console is seen as an ACD agent position.

Calls entering the ACD queue are distributed evenly among the logged in consoles.

Automatic Forced Camp-On

The Smile 3 console supports the 'Automatic Forced Camp-On'. It allows the operator to extend a call to a busy extension. (Refer to NTPs 'Features and Services Fundamentals – Camp-On Forced)

For Forced Camp-On to be attempted, all the other methods of call termination must have been tried, the last of which was Camp-On. Call Forward, Hunting and Call Waiting take precedence over Automatic Forced Camp-On.

Telephones or trunks involved in any of the following cannot be camped on to: non established call, conference call, attendant call (M2250/CIU), Make Set Busy, Do Not Disturb, ACD call, Operator Call Back, Hold, Data call, Release Link call and Parked call. Please refer to the NTPs for the complete list of feature interactions.

Automatic Forced Camp-On requires the following packages to function as described:

- Station Camp-On (SCMP) package 121
- Priority Override/Forced Camp-On (POVR) package 186

Feature implementation:

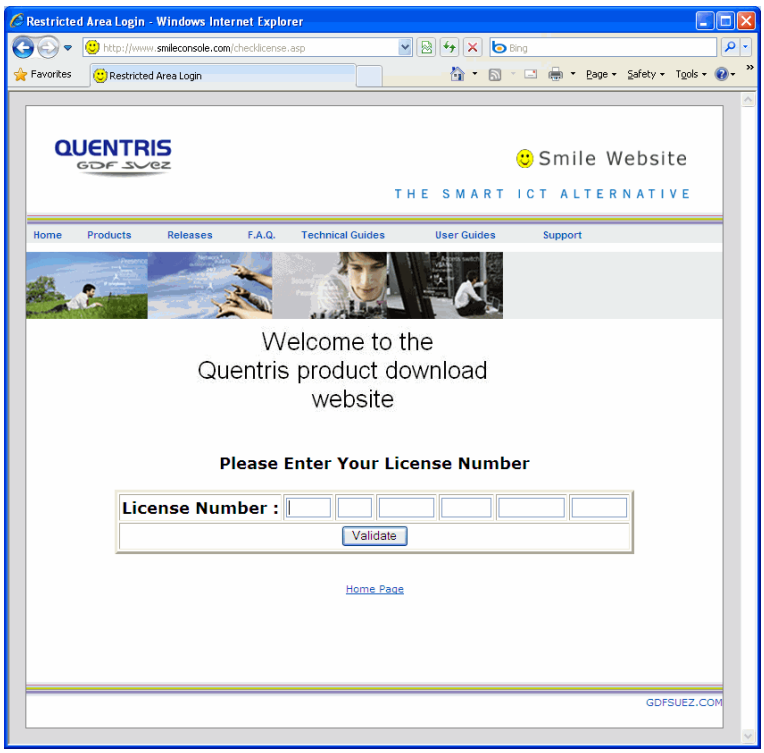
- Automatic Forced Camp-On and Station Camp-On tone:
  - § LD 15 MPO_DATA: AFCO = Yes (Automatic Forced Camp-On)
  - § LD15 FTR_DATA: STCB = Yes (Station Camp-On Busy Tone)
- Forced Camp-On to another station (for the Smile TNs)
  - § LD 11 CLS CPTA (Forced Camp-On to another station allowed)
- Forced Camp-On from another station (for all the employees' phoneset)
  - § LD 11 or LD 10 CLS CPFA (Forced Camp-On from another station allowed)
- Warning Tone (for all the employees' phoneset)
  - § LD 11 or LD 10 CLS WTA (Warning Tone Allowed)

2.2.5 How to download the Smile Software

OPEN THE SMILE SOFTWARE DOWNLOAD PAGE

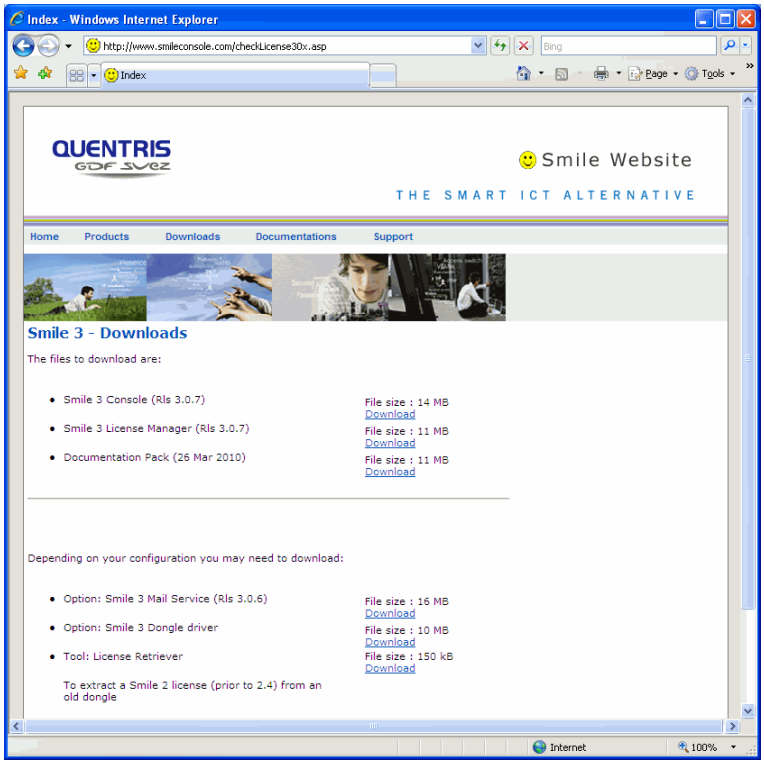
With your preferred web browser navigate to the following address:

http://www.SmileConsole.com/DownloadPage.asp



Enter the License Number provided on your 'License Certificate' and click on the <Validate> button.

DOWNLOAD THE SMILE SOFTWARE AND THE AVAILABLE DOCUMENTATION



The Smile 3 software download page appears.

Download the following files by clicking on the related Download link:

The minimum files to download are:

- Smile 3 Console:
  Application used by the operator to manage calls
- Smile 3 License Manager:
  Service used to manage the software licenses
- Documentation pack

Depending on the configuration you may need to download:

- Smile 3 Mail Service: (This is an option)
  Extra module used to update the 'Personal Notes' with the email sent by the employees of the company. For more information refer to chapter '6.2 The Personal Notes facility'.
- Smile 3 Dongle Driver: (This is an option).
  Download this driver only if you plan to Activate your software license using an USB or parallel dongle.
- Tool: License Retriever
  To extract a Smile 2 license (prior to 2.4) from an old dongle
- Tool: Plantronics Headset Enabler
  To support the Plantronics wireless headset CS60 USB (since Smile 3.0.8)

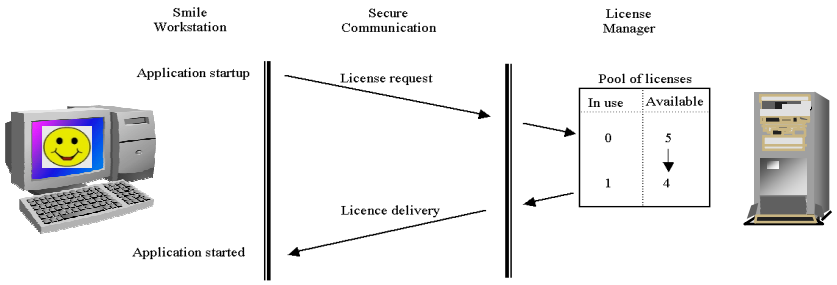
2.2.6 Smile 3 License Manager Installation

The Smile 3 License Manager (LM) is the module in charge of the licenses management.

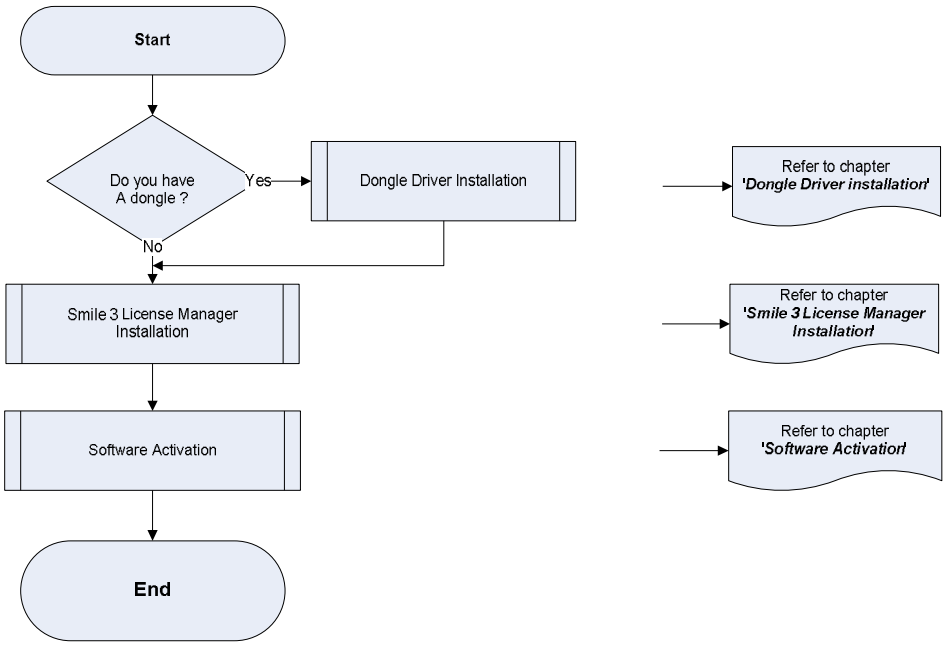
It uses the 'Pool-of-users' or 'Concurrent Seat' licensing model meaning that all the licenses are centralized and shared in the pool of Smile 3 operators.

The licenses are not linked to the operator desktop any more but are assigned on demand. This is very useful when operators are working in shift since a non-working operator consoles will free up its license and make it available for another operator.

This module has to be installed only once, typically on an application server or on one of the operator desktops. It can co reside with the Smile 3 Console module. It is not compliant with virtual machine.



INSTALLATION OVERVIEW



Do not hesitate to consult the FAQ available on the Smile console web site to get the latest installation TIPS.

(http://www.smileconsole.com/faq.asp)

DONGLE DRIVER INSTALLATION

The dongle driver installation is only required for the Smile 3 License Manager and if you have a dongle. For some flexibility reasons you may decide to activate your Smile 3 software license using an USB or parallel dongle.

If you do not use any dongle, you can bypass this installation stage.

Also, this dongle driver will be installed only once on the computer which will run the Smile 3 License Manager. No need to install it on each Smile 3 consoles.

Do not hesitate to review the chapter 2.1.3 Supported Architectures to determine where you will install the dongle driver and the Smile 3 License Manager.

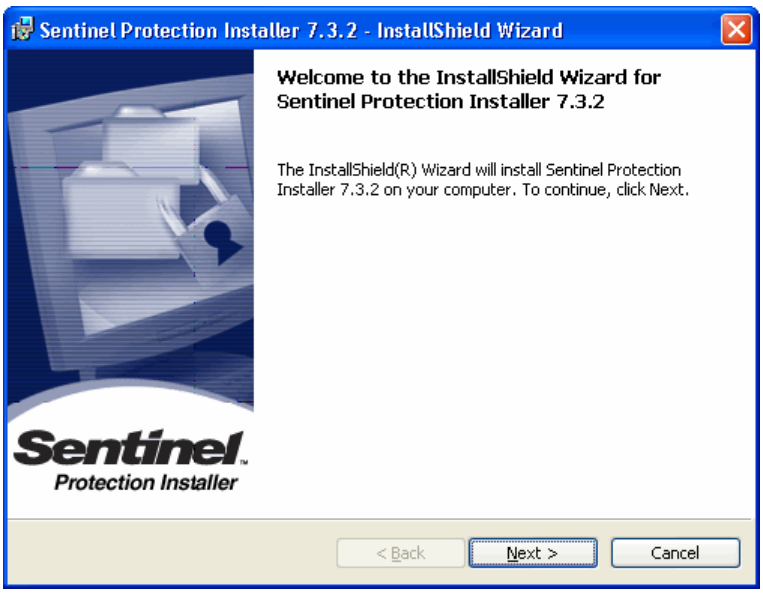
- Step 1: Starting the dongle driver installation

  It is recommended to exit all the other Windows programs before starting the installation. Make sure that the following steps are done with an administrative account.

  Make sure that the dongle (USB or parallel) is **NOT** connected to the operator desktop.

  On the computer used for the Smile 3 license Manager, start the 'Sentinel Protection Installer 7.3.2.exe' file previously downloaded.
  (see § 2.2.5)

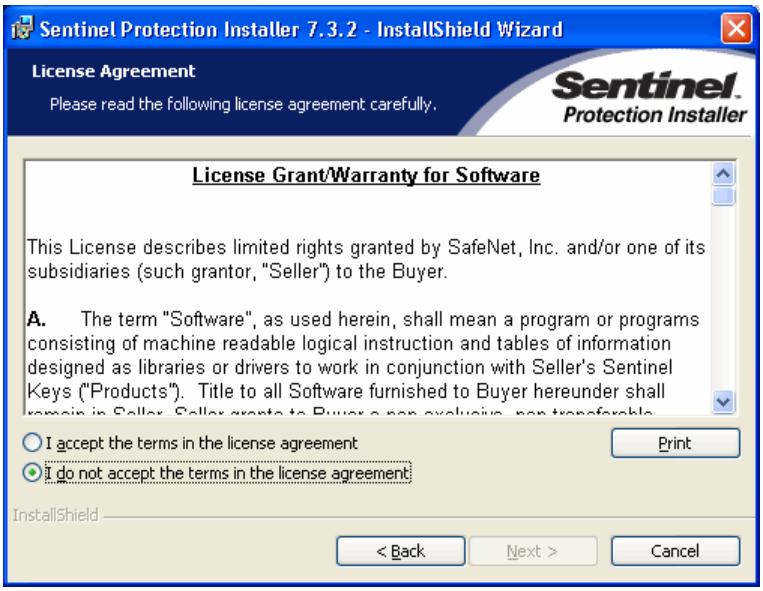
- Step 2: Welcome message.



The 'Welcome' message appears.

Click on the <Next> button to continue.

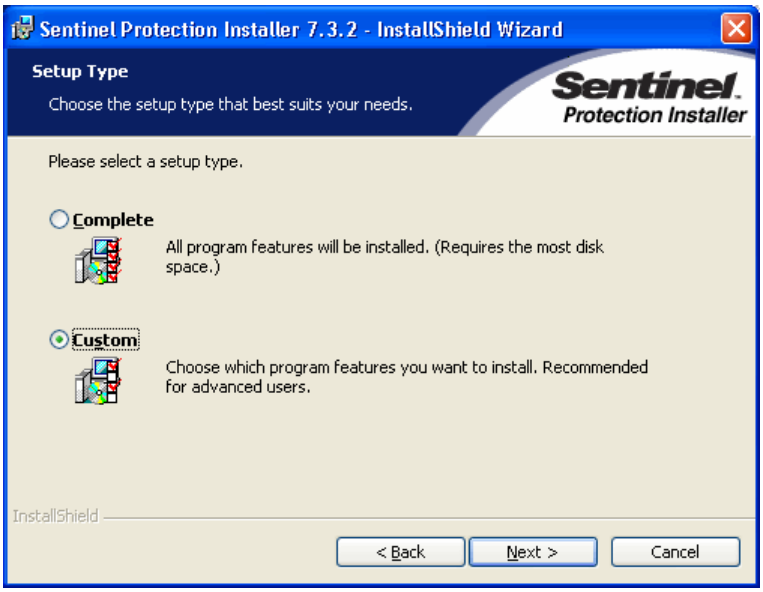
- Step 3: License Agreement.



Read and accept the License Agreement.

Click on the <Next> button to continue.

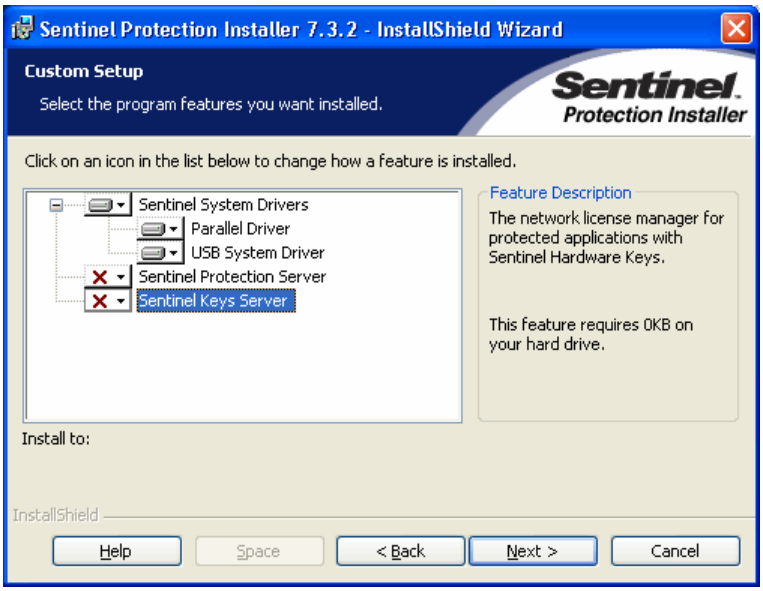
- Step 4: Setup Type



We will not install all the features available in the package.

Select the 'Custom' setup type then click on the <Next> button to continue.

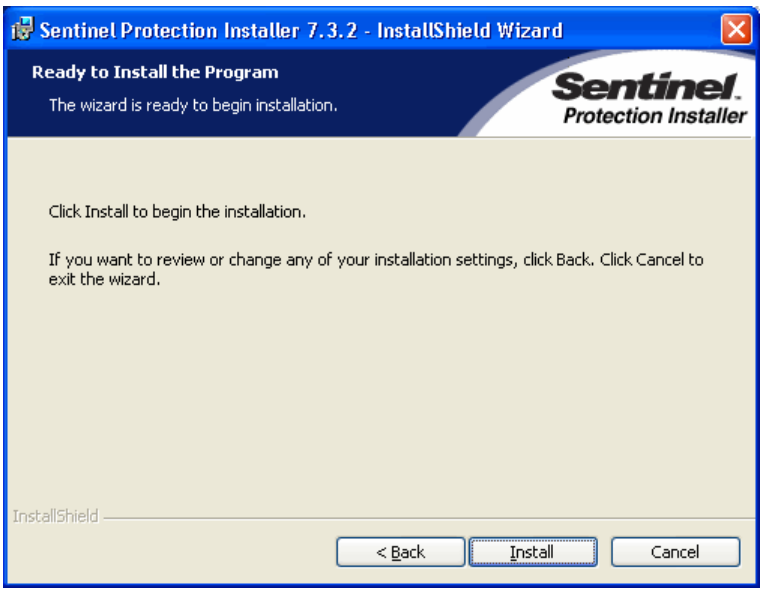
- Step 5: Dongle driver installation – Custom setup.



Unselect the **'Sentinel Protection Server'** and **'Sentinel Keys Server'** features.

Click on the <Next> button to continue.

- Step 6: Ready to Install.



Click on the <Install> button to install the dongle driver.

- Step 7: Installation Completed

The dongle driver has been successfully installed.

Click on the <Finish> button to continue with the Smile Installation

Please, connect the dongle to the operator desktop **now.**

SMILE 3 LICENSE MANAGER INSTALLATION

Do not hesitate to consult the FAQ available on the Smile console web site to get the latest installation TIPS.

(http://www.smileconsole.com/faq.asp)

Do not hesitate to review the chapter 2.1.3 Supported Architectures to determine where you will install the Smile 3 License Manager.

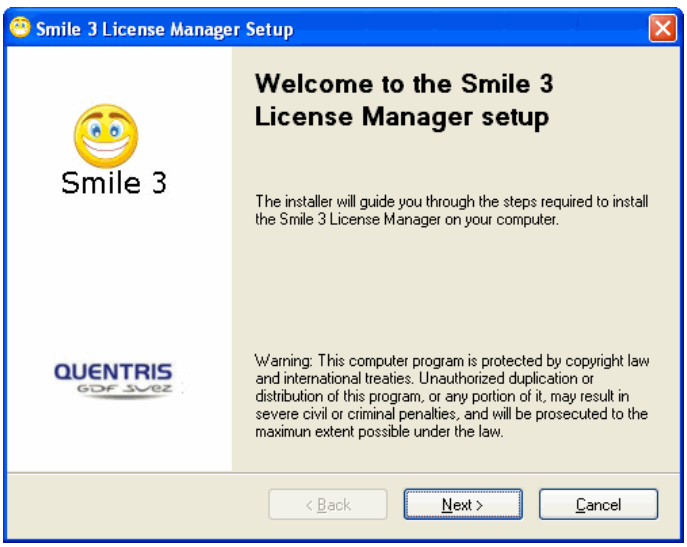
- Step 1: Start the Smile 3 License Manager installation.

  It is recommended to exit all the other programs before starting the installation.
  Make sure that the following steps will be done with an administrative account.

  Start the 'Setup_SmileLicenseManager3xy.exe' file previously downloaded. (see § 2.2.5 How to download the Smile Software)

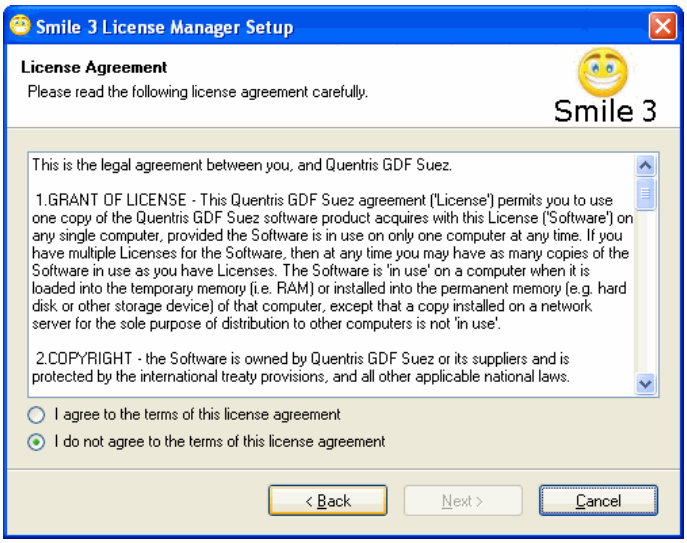
  The x and y in the filename refers to the 'Minor software release' and the 'Maintenance software release'.

  The 'Welcome' message appears.



  Click on the <Next> to continue.

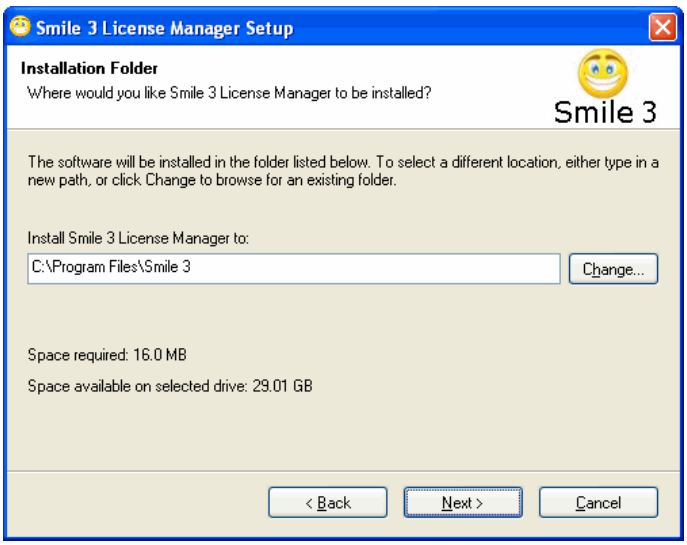
- Step 2: Accept the License Agreement



Read and accept the license agreement.

Click on the <Next> to continue.

- Step 3: Specify the installation Folder.

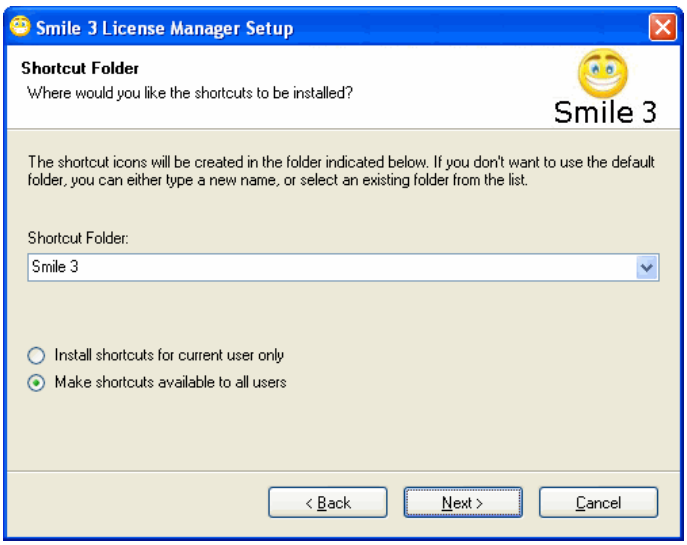


The default installation folder is: 'C:\Program Files\Smile 3'.
Click on the <Browse> button to select another folder.

Refer to the required setup data table in chapter '2.2.3 Minimum Setup Data'

Click on the <Next> to continue.

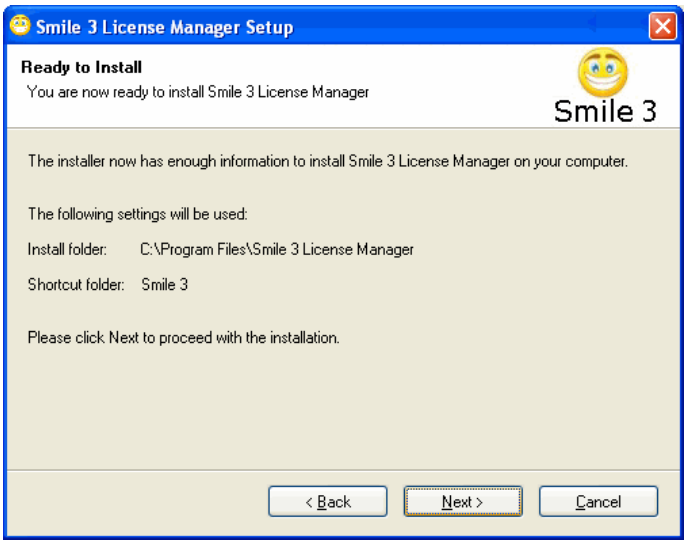
- Step 4: Specify the installation Folder



The default shortcut folder is 'Smile 3', feel free to edit it. This shortcut folder will contain the shortcut of the Smile 3 Activation wizard.

Click on the <Next> to continue.

- Step 5: Confirm the installation



The installation program has successfully collected the requested information; it can now proceed with the Smile 3 License Manager installation.

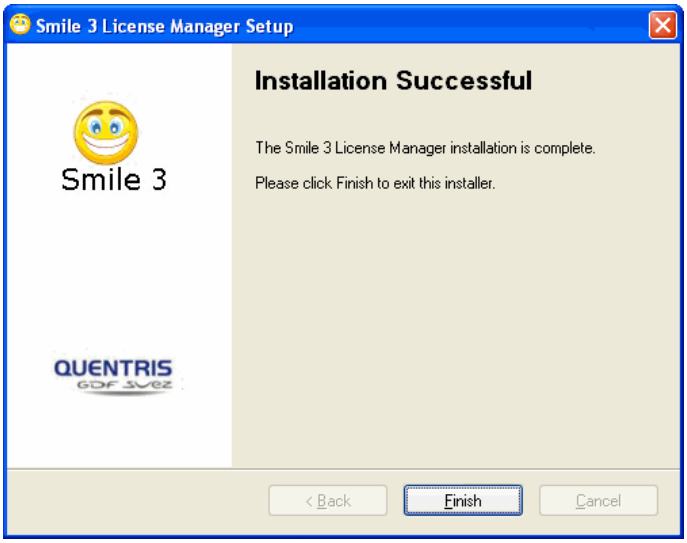
Click on the <Next> to continue.

- Step 6: Software Activation

  Since release 3.0.8 the Software Activation is part of the Smile 3 License Manager installation.

  Please refer to the next chapter Software Activation for detailed instructions on the software activation.

- Step 7: Installation Complete.



  The Smile 3 Console has been successfully installed on your computer.

  Click on the <Finish> to complete the installation.

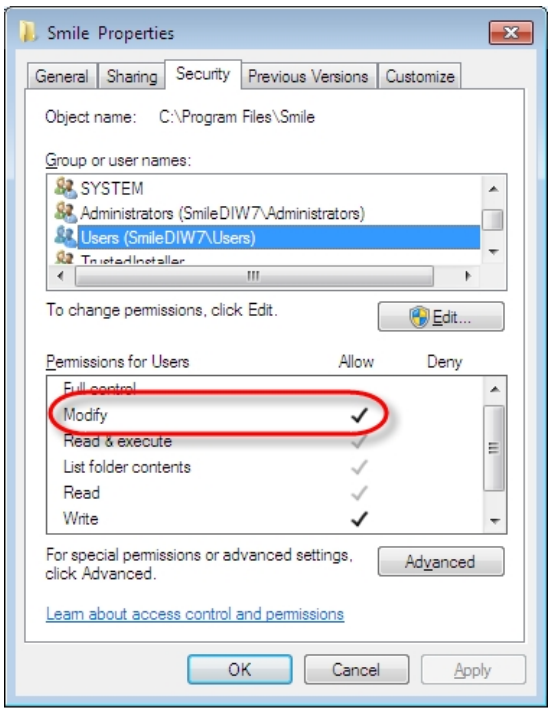
SOFTWARE ACTIVATION

The software activation is automatically launch at the end of the Smile 3 License Manager installation but can be also started afterwards for software re-activation or expansion upgrades.

- Step 1: Starting the software activation wizard.

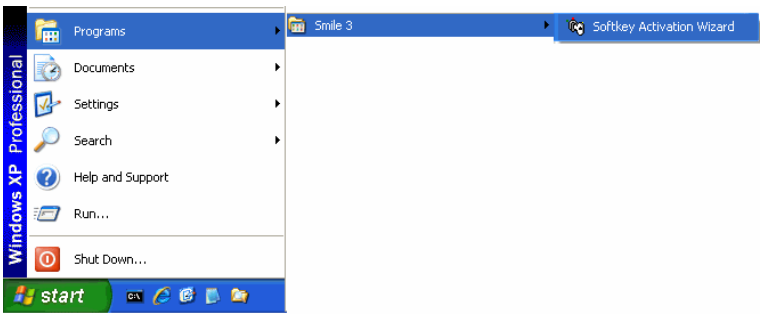
  It is recommended to exit all the other Windows programs before starting the installation. Make sure that the following steps are done with an administrative account.

  Please verify that all the operators who will use a Smile 3 Operator Console have the 'Modify' permission to the Smile 3 License Manager application folder (c:\Program Files\Smile 3 License Manager). It will avoid the Windows Vista and 7 security mechanism to save unauthorized changes to virtual store folder and make them unavailable for the other users.

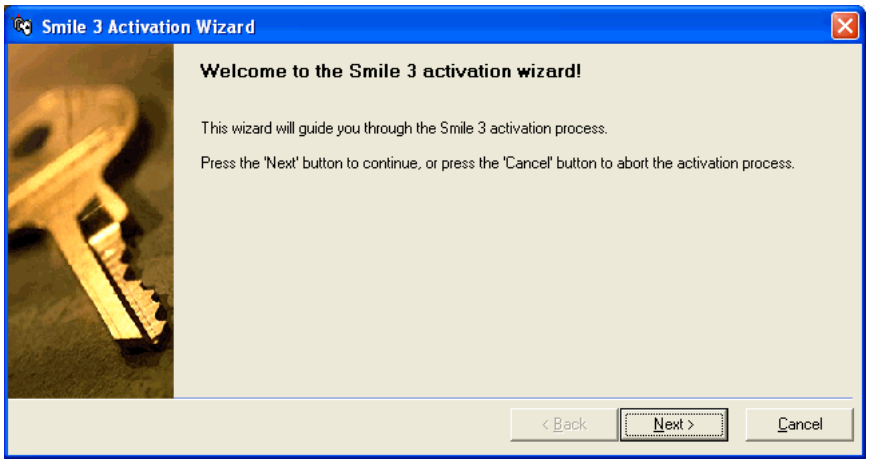


  It is also recommended to unplug all unnecessary USB memory stick which may interfere with the software activation process.

  Start the software activation wizard by clicking on the 'SoftkeyActivation' shortcut available in the 'Smile3' program group.



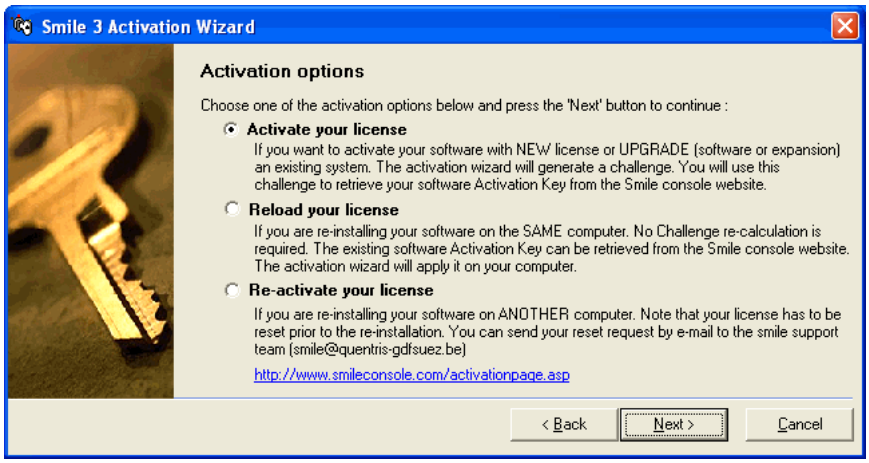
- Step 2: Welcome message.



The welcome appears and the activation wizard looks for any valid Smile 3 license on your system.

When available, click on the <Next> button to continue.

- Step 3: The Activation options



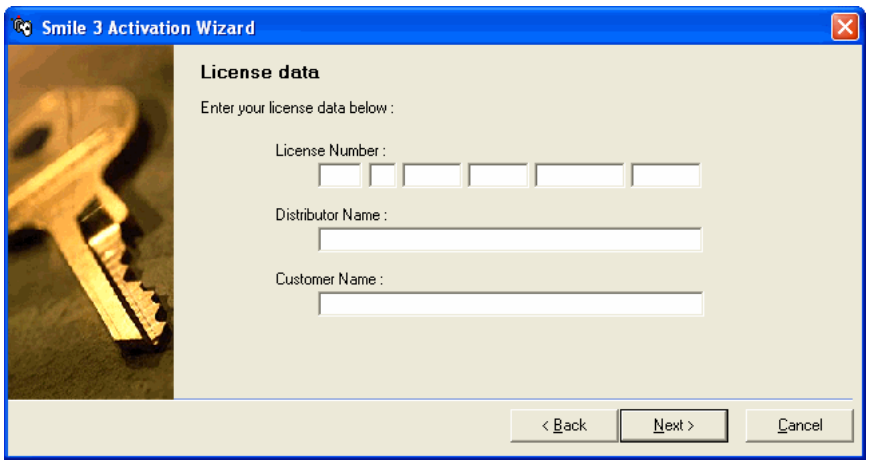
Select one of the two activations options:

- **Activate your license**
  Select this option if you want to activate your software with a NEW license (4001-04-xxx) or with an Upgrade license (4001-80..., 4001-90, 4001-70.., 4001-71). The activation wizard will generate a *Challenge* that you will use to retrieve your software *Activation Key* from the Smile console website.

- **Reload your license** (formally known as Re-activate in Smile 3.0.6 and prior)
  Select this option if you are re-installing your software on the **SAME** computer. No *Challenge* re-calculation is required. The existing software *Activation Key* can be retrieved from the Smile console website. The activation wizard will apply it on your computer.
- **Re-activate your license**
  Select this option if you are re-installing your software on **ANOTHER** computer. Note that your license has to be reset prior to the re-installation. You can send your reset request by e-mail to the
  Smile support Team (smile@quentris-gdfsuez.be)

Click on the <Next> button to continue.

- Step 4: The License data



Enter your License data:

- **License Number** (E.g.: 4001-04-030000-00001-AAADZV18-B95E12)

  You will find your License Number on the 'Product License Certificate'

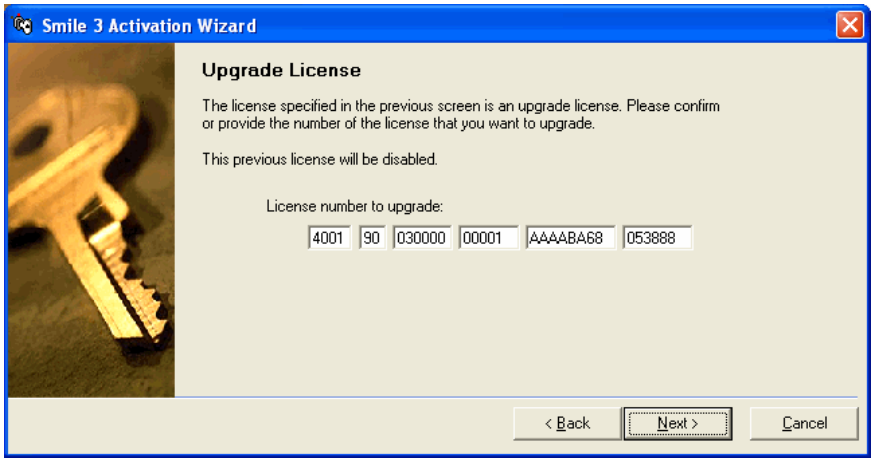
- **Distributor and Customer Names**

  Those names are only for information. They will be displayed in the help about window of the Smile.

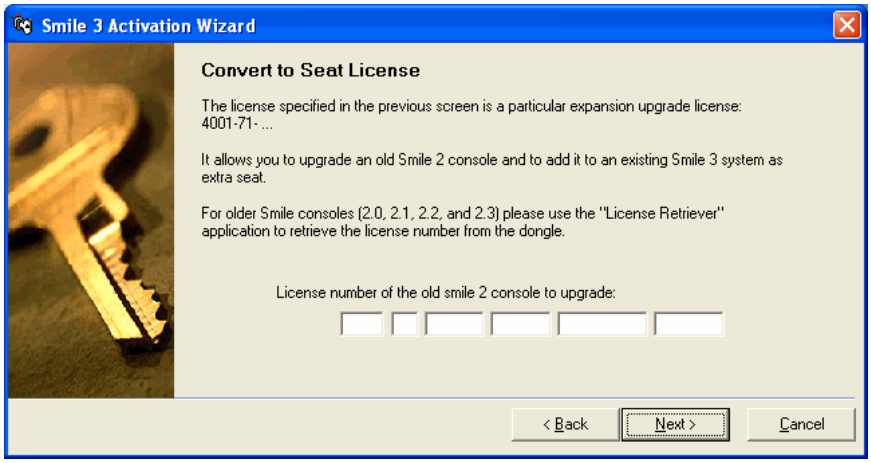
  If a previous software license is detected on the computer the Distributor and Customer names are automatically filled in. You can accept or update them. It is useful when multiple software activations are required (Expansion upgrade 4001-70 and 4001-71).

Click on the <Next> button to continue.

- If your License Number is an upgrade license like 4001-80.., 4001-90..., 4001-70 then you will have to provide or to confirm the license number that you want to upgrade. This previous license number (to upgrade) will be disabled.



- If your License Number is an upgrade license like 4001-71 then you will have to provide the license number of your old Smile 2 console.

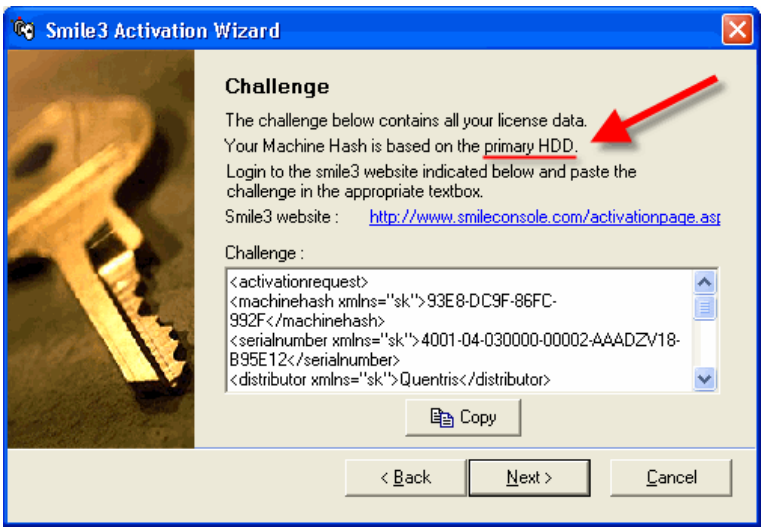


For the very old Smile 2 consoles (Rls 2.0, Rls 2.1 and Rls 2.2 and Rls 2.3) you will run the 'License Retriever' application on the old operator desktop to retrieve the license number from the dongle.

This 'License Retriever' is available for download on the Smile console website in the download area.

Click on the <Next> button to continue.

- Step 5: The Challenge



The Activation Wizard calculates a Challenge based on the licence data and the 'Machine Hash'.

The 'Machine Hash' is the hardware signature of the desktop.

The Smile 3 Activation wizard selects automatically one of the following hardware components of the desktop to build the 'Machine Hash'.

The selection order is:
1. The signature of the Smile dongle
2. The serial number of the primary hard drive
3. The MAC address of the primary network interface.

If you do not agree with the choice performed by the system, cancel this software activation, adapt the desktop hardware and restart this Activation Wizard.

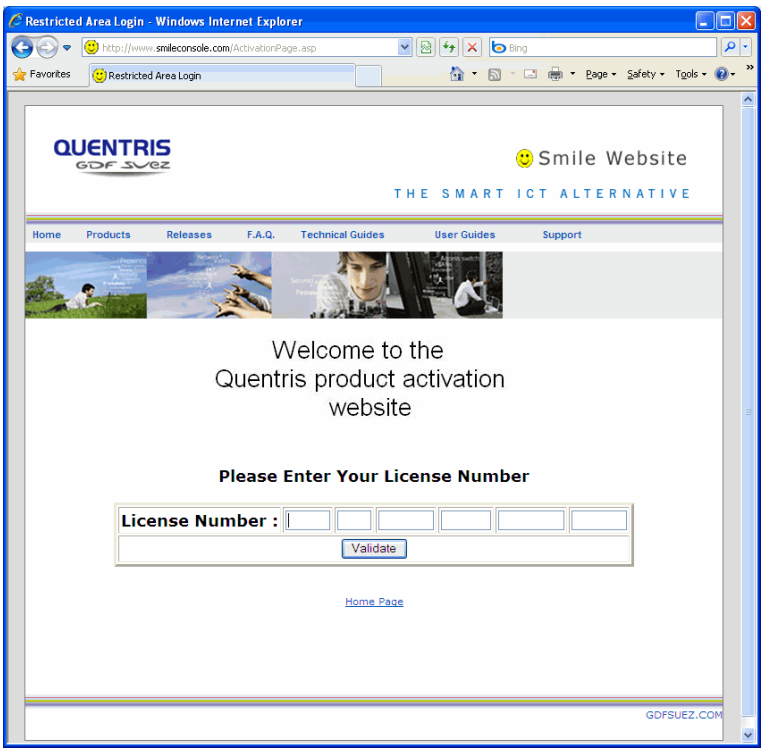
Thanks to your License Number and to this Challenge you will be able to retrieve the corresponding Activation key from our web site and thus activate your software.

Click on the <Copy> button to copy the challenge to the Windows clipboard.

- Step 6: Navigate to the Smile software Activation page

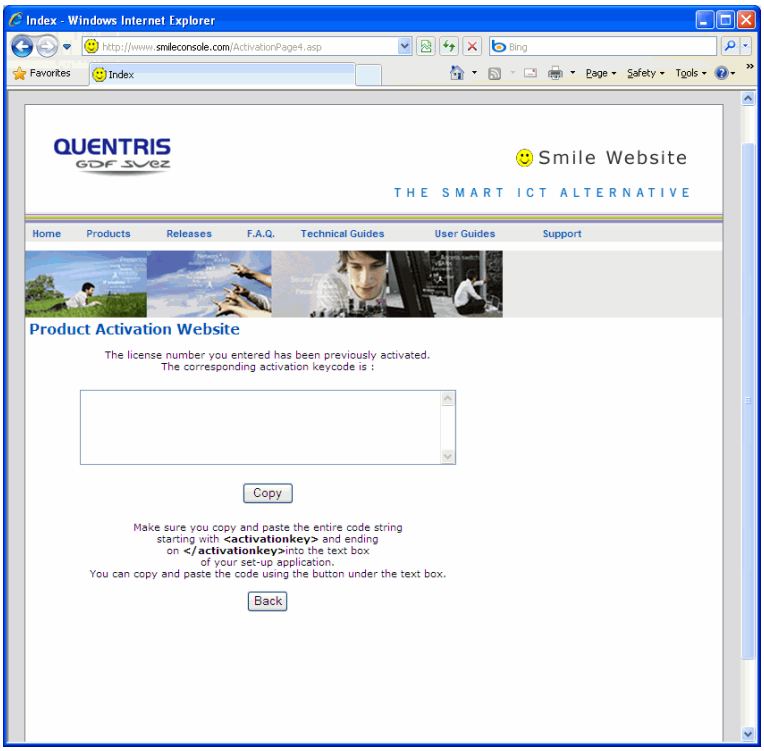
With your preferred web browser navigate to the following address:

http://www.SmileConsole.com/ActivationPage.asp



Enter the License Number provided on your License Certificate and click on the <Validate> button.

- Step 7: Activate the Smile software

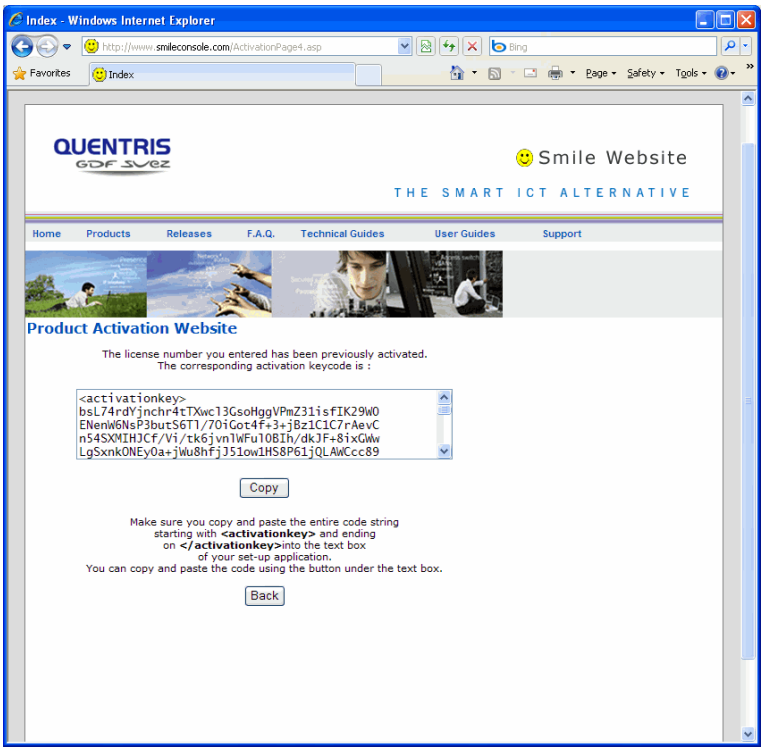


The Smile software Activation page appears.

Click on the <Paste> button to copy the Challenge from the Windows clipboard to the textbox available on the Activation page.

Then click on the <Next> button to get the Activation Key.

- Step 8: The Activation has been generated



Click on the <Copy> button to copy the Activation key into the windows clipboard.

You will need it in the next step.

- Step 9: Back to the Activation key

Paste the Activation key in the textbox by using the <Paste> button.

This supposes that the Activate Key has been previously copied into the Windows clipboard.

The Activation Key appears in the textbox.

Click on the <Next> button to continue

- Step 10: The Activation completed

The Smile software has been successfully activated.

Click on the <Finish> button to go ahead with the Smile 3 License Manager installation process.

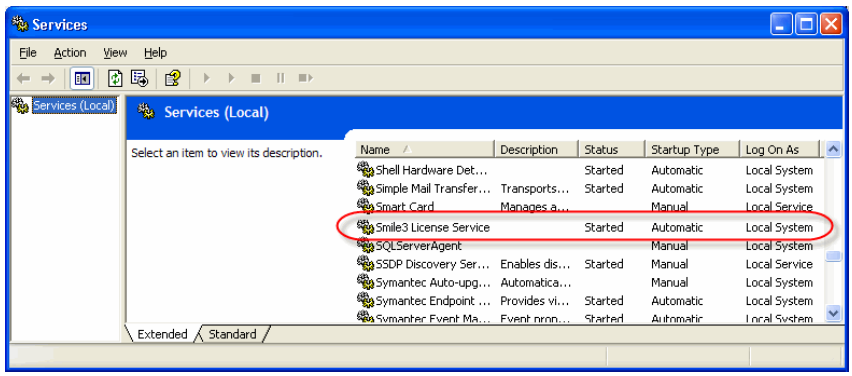
If the Activation Key does not correspond to the operator desktop hardware (Machine Hash) you will get the following message:

It means that your Smile software is not correctly activated. The software will run in survival mode: all the features allowed for a limited period of 15 days. During this survival period the installer will have to contact his Smile Distributor in order get a new activation Key corresponding to his License Number and to the new machine hash. Without new activation and after the end of the survival period, the Smile will run in demo version.

SMILE 3 LICENSE MANAGER SERVICE STARTUP

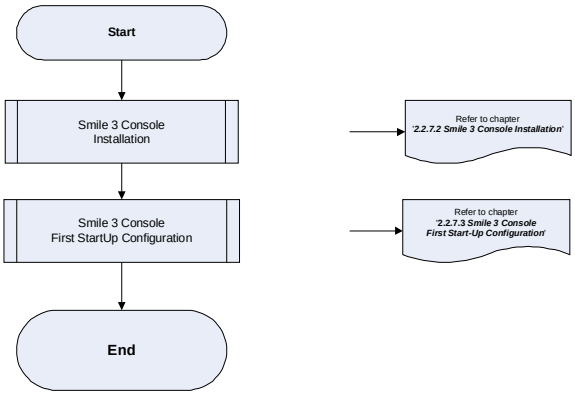
The Smile 3 License Manager service is automatically added to the list of the available windows services and started at the end of the installation process.

The Microsoft Management Console allows you to start and stop the Smile 3 License Manager service.



2.2.7 Smile 3 Console Installation

INSTALLATION OVERVIEW



Do not hesitate to consult the FAQ available on the Smile console web site to get the latest installation TIPS.

(http://www.smileconsole.com/faq.asp)

Since Microsoft Remote Desktop does not support Audio devices do not attempt to perform the Profiles configuration or to run the Smile 3 Console remotely using Remote Desktop.

The Smile 3 console will be installed on the operator desktop.

INSTALLATION DETAILS

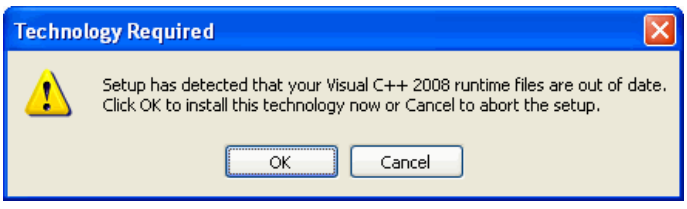
- Step 1: Start the Smile 3 Console installation

  It is recommended to exit all the other programs before starting the installation.
  Make sure that the following steps will be done with an administrative account.

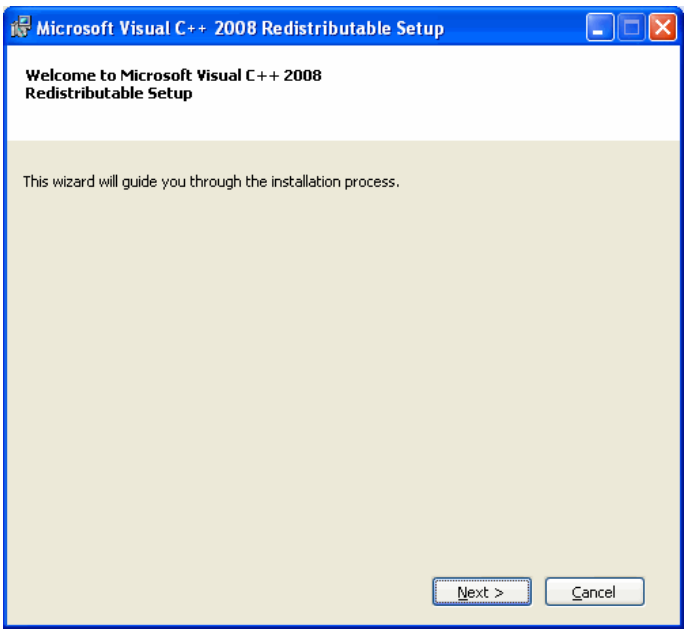
  Start the 'Setup_SmileConsole3xy.exe' file previously downloaded. (see § 2.2.5 How to download the Smile Software)

  The x and y of the filename stands for the 'Minor software release' and the 'Maintenance software release'.

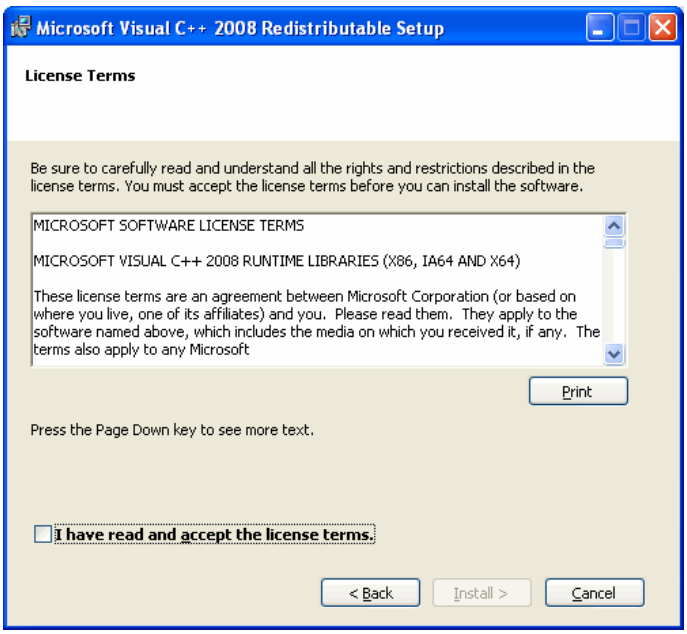
  Depending on the operator desktop the setup may need to update some Microsoft components like the Visual C++ 2008 runtime files.



  Click on the <OK> button to accept the update.

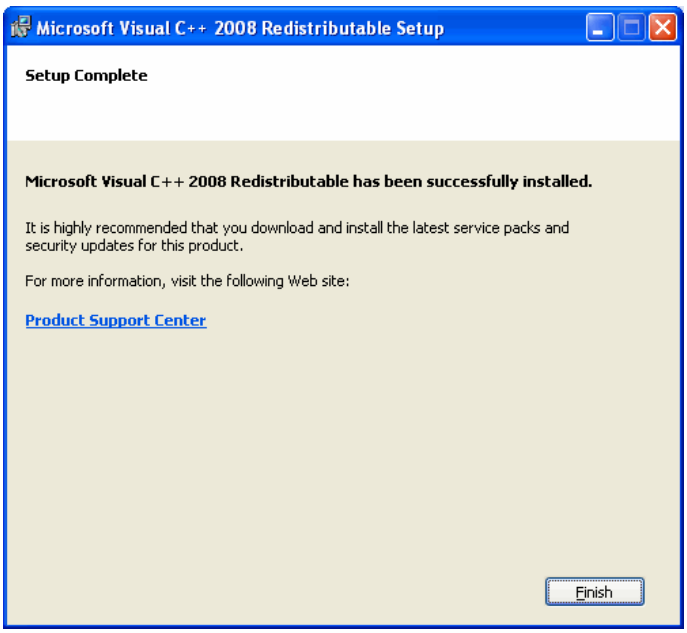


The welcome message appears, click on the <Next> button to continue.



Read and accept the license agreement.

Click on the <Next> to continue.

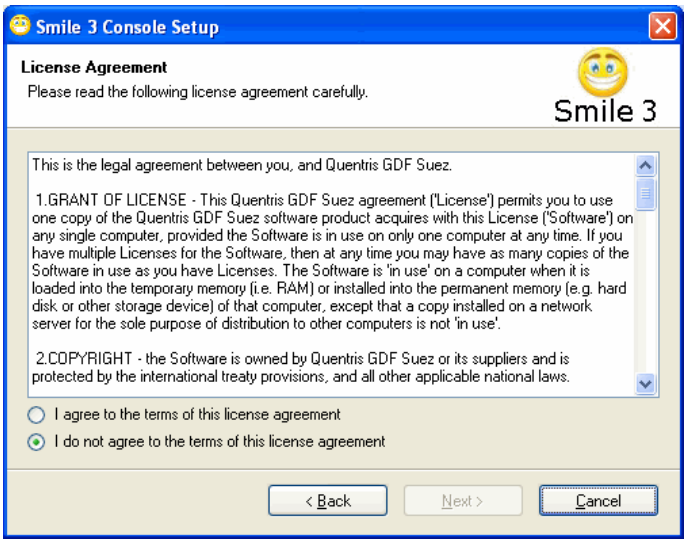


Click on the <Finish> button to complete this Microsoft update and preceed with the Smile 3 Console installation.

The 'Welcome' message appears.

Click on the <Next> to continue.

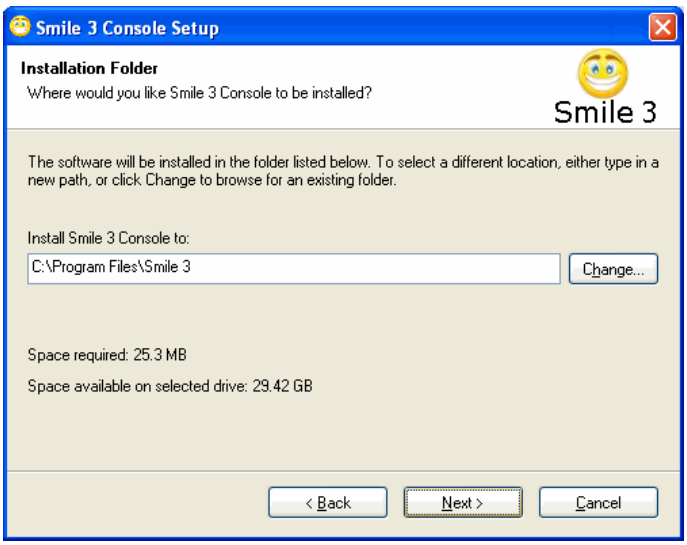
- Step 2: Accept the License Agreement



Read and accept the license agreement.

Click on the <Next> to continue.

- Step 3: Specify the installation folder

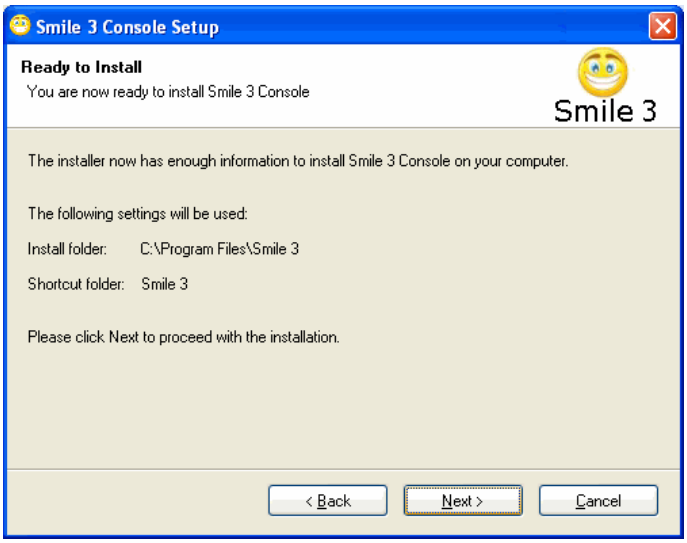


The default installation folder is 'C:\Program Files\Smile 3', click on the <Browse> button to select another folder.

Refer to the required setup data table in chapter '2.2.3 Minimum Setup Data'

Click on the <Next> to continue.

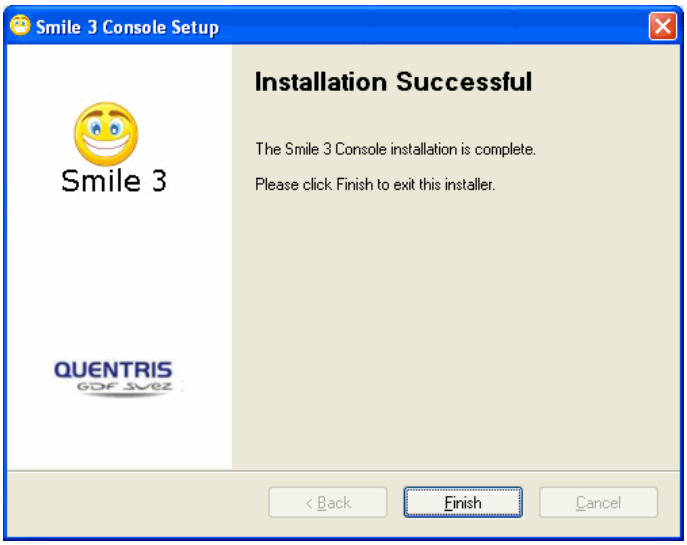
- Step 5: Confirm the installation



The installation program has successfully collected the requested information, it can proceed with the Smile 3 Console installation.

Click on the <Next> to continue.

- Step 6: Installation Complete

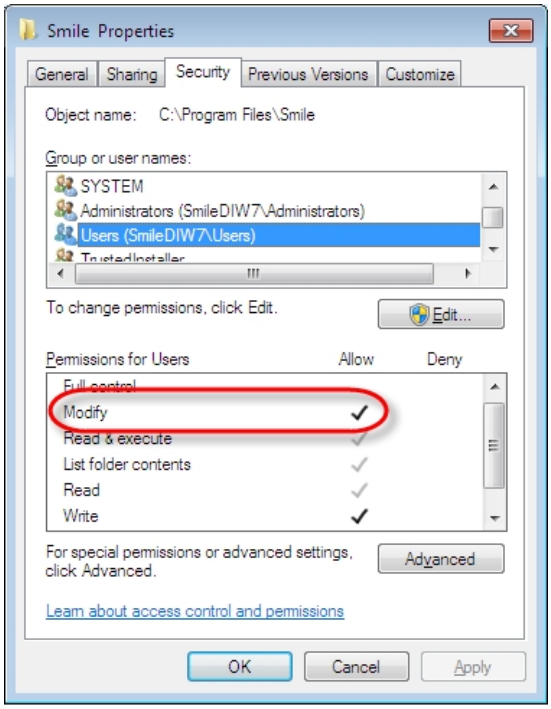


The Smile 3 Console has been successfully installed on your computer.

Click on the <Close> to complete the installation.

SMILE 3 CONSOLE FIRST STARTUP CONFIGURATION

After the installation of the Smile 3 console and **before** the first startup configuration you have to assign the 'Modify' permission to the Smile 3 console application folder (c:\Program Files\Smile 3) for all the operator who will run the Smile 3 operator console.

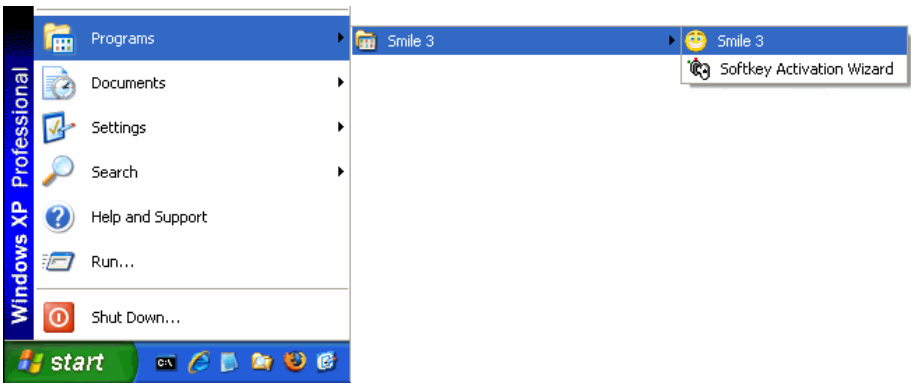


This is to avoid the Windows Vista and 7 security mechanism to save unauthorized changes to the virtual store folder of the user who made the change. If such was the case the updates would not be available for the other users.

- Step 1: Start the Smile 3 Console for the first time

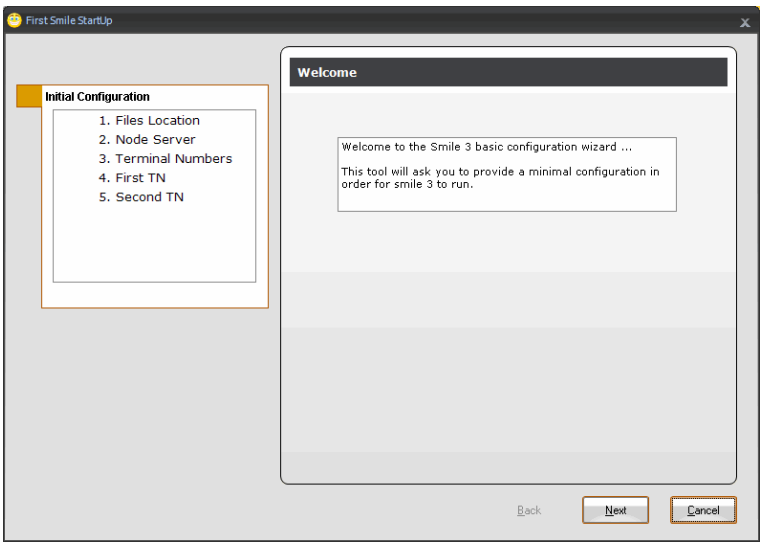
Since the Smile 3 Console requires a minimum set of configuration data to start, the system will guide you through a wizard that will allow you to provide the initial configuration parameters.

Start the Smile 3 Console using the shortcut 'Smile 3' available in the program group of the application.



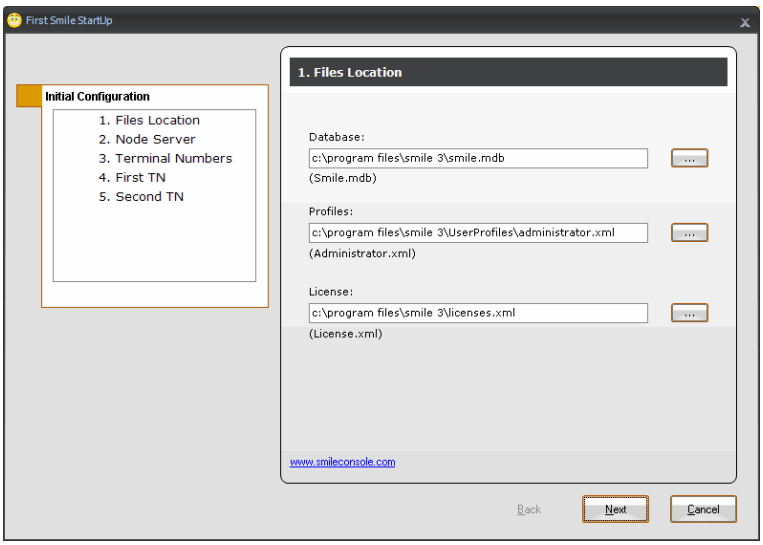
The 'Welcome' message appears.

- Step 2: Read the welcome message



Click on the <Next> to continue.

- Step 3: Confirm the file locations



This first configuration screen allows you to specify the location of:

- the database (smile.mdb)
- the profiles (administrator.xml)
- the license (licenses.xml)

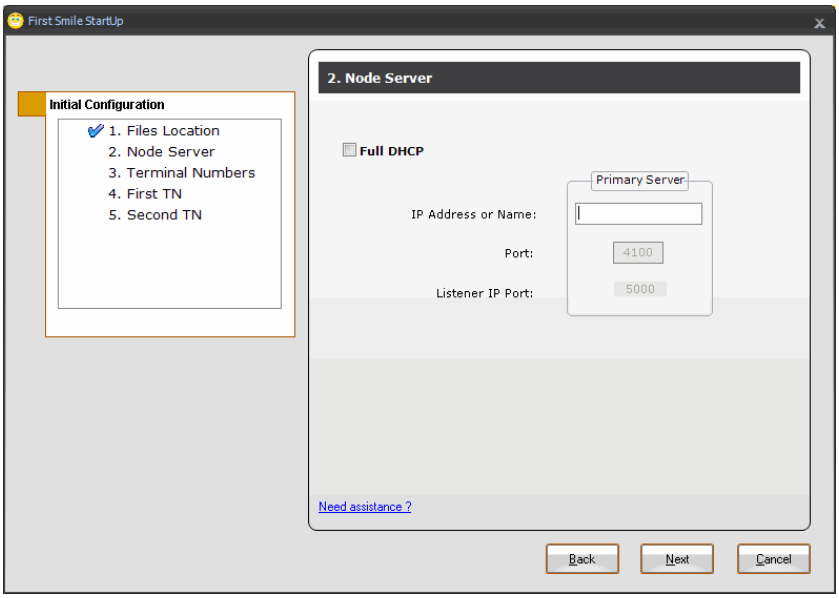
The default locations are suitable for a standalone configuration.

If required, use the <...> buttons to specify other folders.

Please note that all the operators who will run the Smile 3 console must have at least the 'Modify' permission to all the specified folders.

Click on the <Next> to continue.

- Step 4: Provide the 'Node server' information



The parameters to provide are:

- Full DHCP:

  Use this check box if the IP Address of the Node Server has to be retrieved automatically from the DHCP Server. For more information about how to set up DHCP servers, see the documention of Nortel '*Converging the Data Network with VoIP Fundamentals (NN43001-260)'*

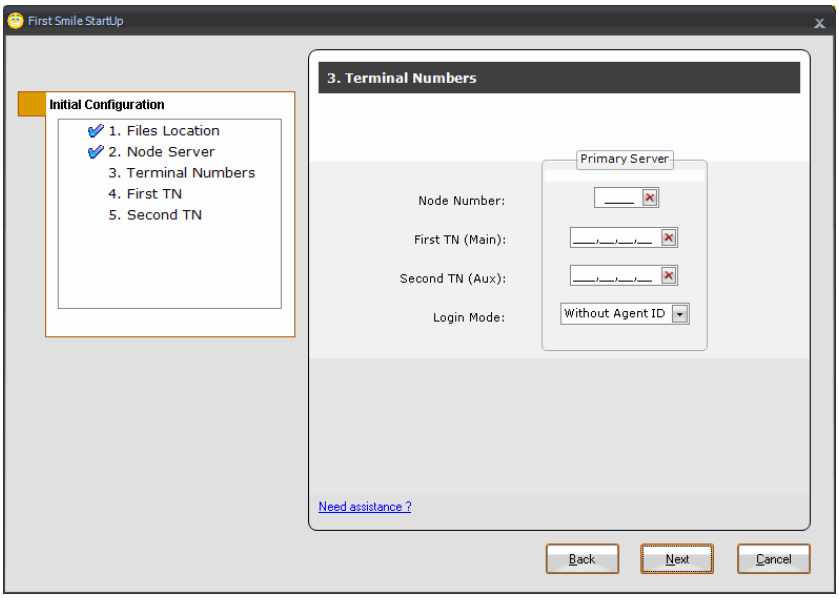
- IP Address or Name:

  IP address or Name of the Node Server.

The UDP ports used by the Smile 3 console are provided for information.

Click on the <Next> to continue.

- Step 5: Specify the 'Terminal Numbers' information



The parameters to provide are:

- Node Number:

  Also called Node ID, it must be provided in a four digits format.

- First TN(Main):

  Terminal Number of the first ACD position used by the Smile 3 Console for the call handling. The format is lll.ss.cc.uu

- Second TN(Aux):

  Terminal Number of the second ACD position. Same format as for the First TN. This Second TN is used for the monitoring of the operator queue, the management of the calls on hold and BLF panel updates.

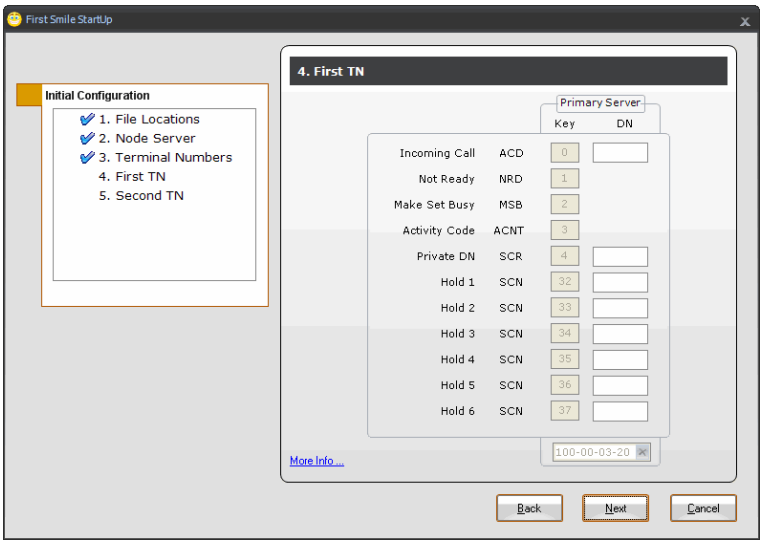
- Login Mode :

  It specifies how the Smile 3 Console will have to log its ACD positions:

  - Without Agent ID – if AID = No in the SCB block (LD 23)
  - With Agent ID – prompt AID = Yes in the SCB block (LD 23)
  - Call Center – if CC6 is used

Click on the <Next> to continue.

- Step 6: Specify the 'First TN' information



The parameters to provide are the directory numbers (DNs) defined on the First TN:

- Incoming Call - ACD DN: (Key 0)

  Used to answer the incoming calls, this is the number of the operator ACD queue.

- Private DN: (Key 4)

  Used to make and answer private calls

- Hold DNs: (Key 32 up to 37)

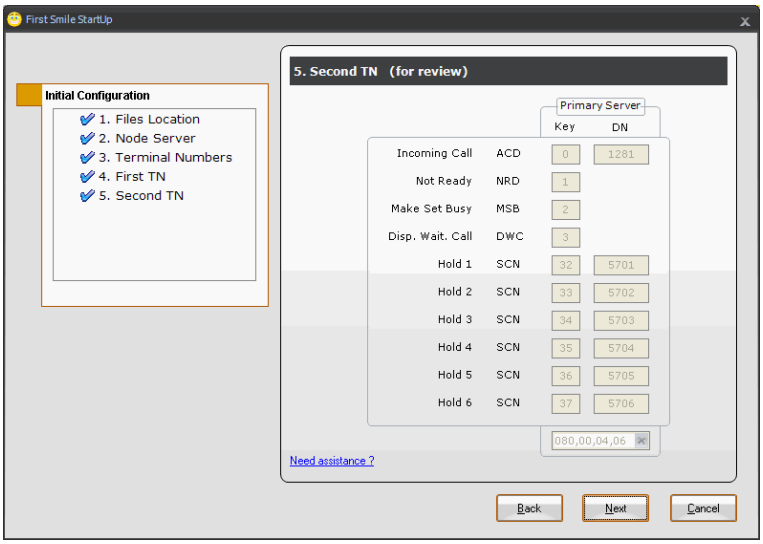
  Used to put calls on hold

The keys positions are available for review under the column 'Key'.
Since those keys are fixed you will have to adapt, if necessary, the PBX configuration to match the Smile settings.

It is also important that the key numbers and the DNs of the Hold keys are the same on the First TN and on the second TN.

Click on the <Next> to continue.

- Step 7: Review the 'Second TN' parameters

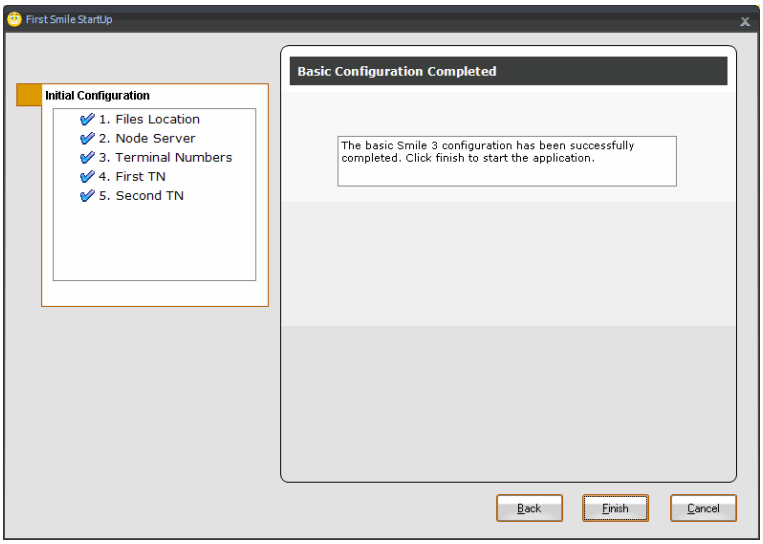


Since both DNs and key numbers of the ACD and Hold keys must be the same on the First TN and on the Second TN, the Second TN configuration window is provided only for review.

Note that you will also need a NRD, MSB and a DWC keys on this Second TN.

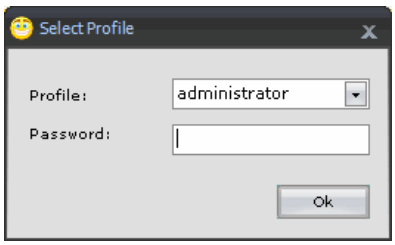
Click on the <Next> to continue.

- Step 8: Minimal configuration completed



Once you have provided the minimal configuration click on the <Finish> button to proceed with the Smile 3 console startup.

The profile selection window will appear. Since the application is not fully configured we will start the Smile 3 console using the 'administrator' profile.



The default password of the 'administrator' profile is '***adminpwd***' in lowercase.

HEADSET PLANTRONICS CS60 USB

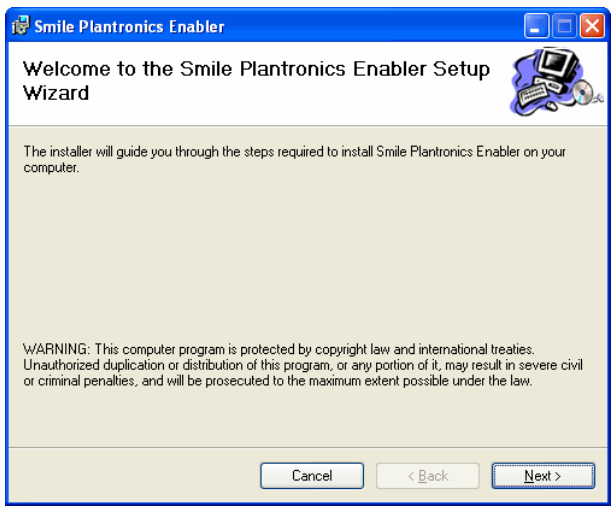
Beside the hands free and the long range workspace mobility convenience provided by this wireless headset the operator will be able to answer calls using the 'Talk' button of the headset.

The Smile 3 console supports the headset Plantronics CS60 USB since rls 3.0.8.

To enable this facility you will have to install on the Smile 3 console the 'Plantronics Enabler'. It is available for download from the Smile console website (http://www.smileconsole.com) in the download zone.

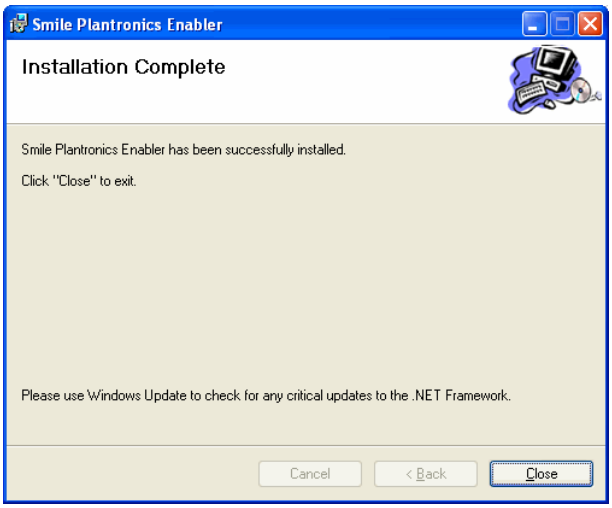
Proceed as followed to install the 'Plantronics Enabler':

- Step 1: Start 'Plantronics Headset Enabler' (Setup_SmilePlantronicsEnabler.msi)



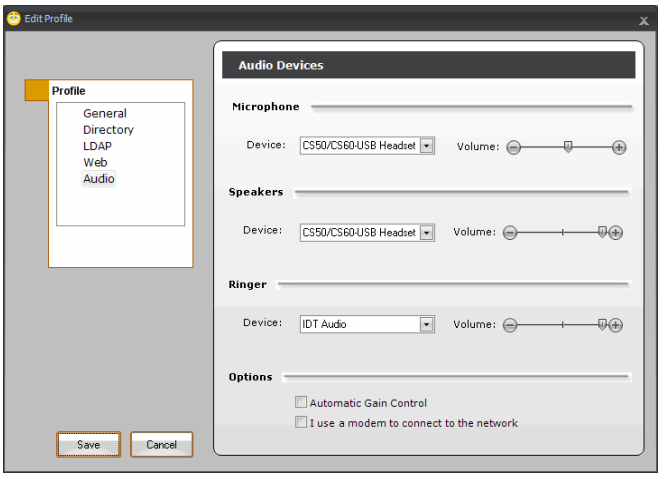
The welcome message appears, click on the <Next> button to continue.

- Step 2: Installation Complete



The 'Plantronics Enabler' has been successfully installed, click on the <Close> button to finish.

You can now connect the USB headset to the desktop and select it in the audio profile parameters of the operator.



Since you are changing the audio device you will have to restart the Smile 3 console application.

2.3 CONFIGURATION

2.3.1 Profiles

Since Microsoft Remote Desktop does not support Audio devices do not attempt to perform the Profiles configuration or to run the Smile 3 Console remotely using Remote Desktop.

During the startup of the Smile 3 Console the user has to select his/her profile and to provide the corresponding password. This will allow the system to apply the user's personal settings to the Smile 3 console.

The parameters assigned to the profile are:

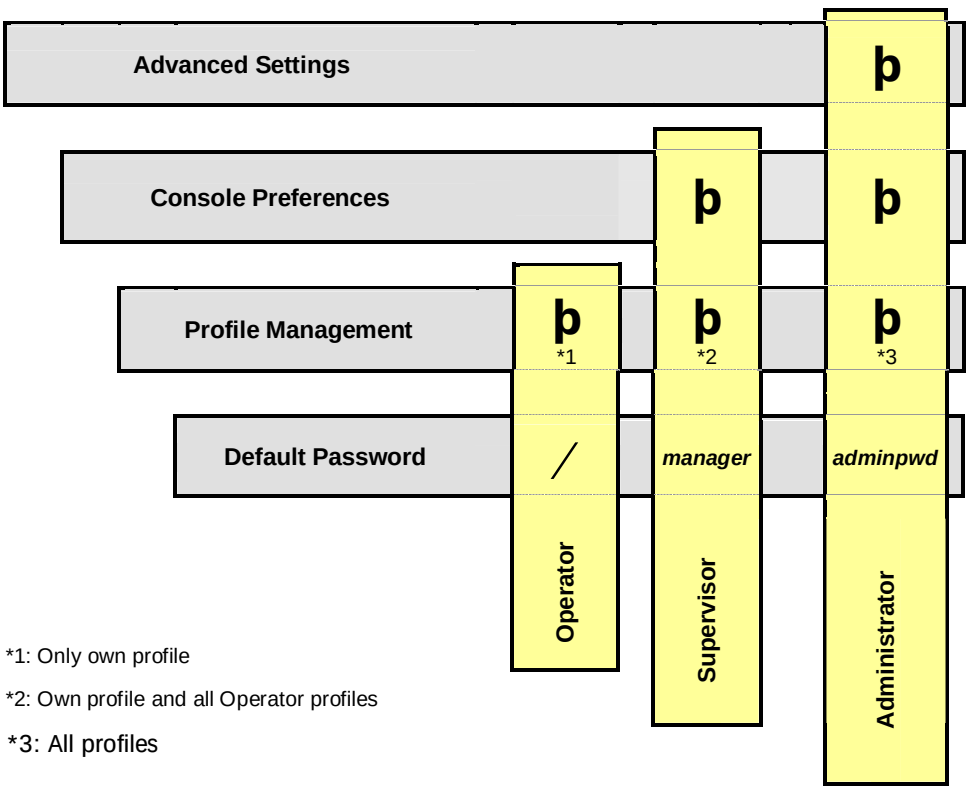
- Name and password
- AgentID
- Picture (339x273 pixels)
- Language and skin of the user interface
- Audio devices (Speakers, Microphone, Ringer)
- Etc...

There are three types of profile:

- Operator (Users)
- Supervisor (Chief Operator)
- Administrator (Technical staff)

There are only one Supervisor profile and one Administrator profile but you can add as many as required Operator profiles.

Depending on the type of your profile you will get access to more or less system configuration parameters.



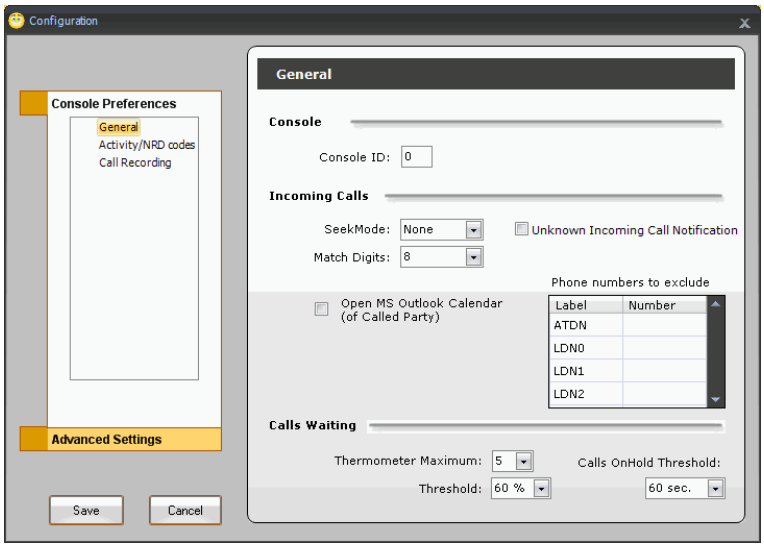
2.3.2 Console Preferences

The Console Preferences are accessible using the menu 'Configuration'.

There are three categories of console preferences:

- General
- Activity/NRD codes
- Call Recording

GENERAL



- **Console ID: (0)**

  ID of the Smile 3 Console. If you are installing more than one console in a networked environment, each Smile 3 Console must have its own unique ID.
  In a Standalone configuration the Console ID will be set to 0.
  In a Network configuration the Master Smile 3 Console will have the Console ID 0 and the other one (slaves) a Console ID greater than 0.

- **SeekMode: (None)**

  Activate or de-activate the incoming calls search mechanism and specify the call information that will be used for the search (CLID or DNIS).

- **Match Digits: (Exact)**

  Number of digits used for the incoming search mechanism (SeekMode)

- **Unknown Incoming Call Notification: (Unchecked)**

  Specify if you want to be notified when the smile does not find any entry of the phonebook matching the incoming call data (CLID/DNIS).

- **Open MS-Outlook Calendar of called party: (Unchecked)**

  According to the PBX configuration, DID (Direct Inward Dialling) calls can be routed to the operator. It is usually the case when the called extension is busy or does not answer. This 'Open MS-Outlook Calendar' configuration parameter will specify to the Smile 3 console to open

automatically the calendar of the called party; no need for the operator to use the <Calendar> button  (Ctrl-8) anymore.
To open the MS-Outlook Calendar the Smile 3 console will proceed as follow:

- decode the DNIS (dialed number) for each new incoming call
- check if the DNIS is not in the list of the phone numbers to exclude (see next configuration parameter below)
- select the contact from the Directory Tab with the Phone number equals to the DNIS
- verify that the selected contact has a valid entry in its Exchange Profile field
- Send the 'Open Calendar' request with the Exchange profile to the MS-Outlook client.

Please note that the Smile 3 operator must have at least the Read permission on the calendar of the called party.
Refer to the 'Open Calendar Facility' for the requirements.

- **Phone numbers to exclude:**

  Allows you to provide the list of the called number (DNIS) for which you do not want the Smile 3 console to open any MS-Outlook calendar. We will typically provide all phone numbers used to call the operator like:

  - ATDN: Attendant Directory Number (see ATT_DATA in LD 15)
  - LDN0..5: Listed Directory Number (see LDN_DATA in LD 15)
  - ACD: Operator queue number (see Key 0 of the Primary ACD Agent - First TN)
  - Priv: Operator private number (see Key 4 of the Primary ACD Agent – First TN)
  - Other: you can define other directory numbers as well

- **Thermometer Maximum: (5)**

  Determines how the thermometer of the current call area will look like: it's the maximum value of this thermometer.

- **Thermometer Threshold: (60%)**

  Used to determine when the colour of the thermometer has to be changed (blue/red).

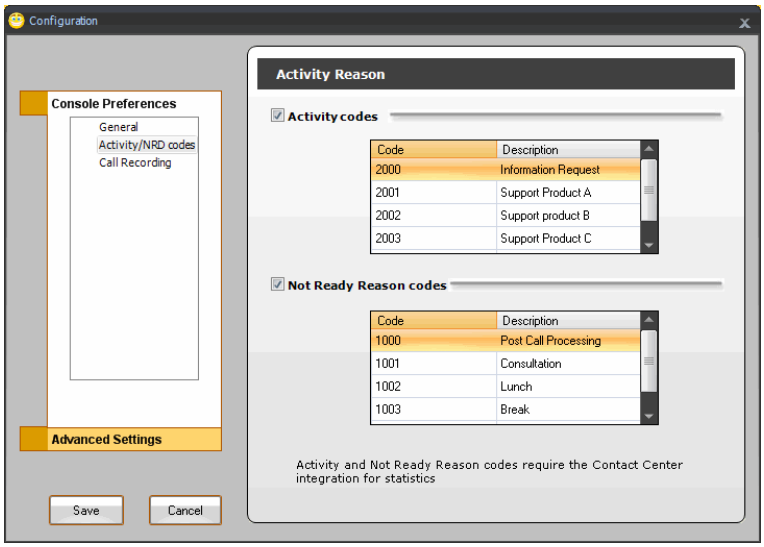
- **Thermometer Alerter: (unchecked)**

  The Smile 3 console can generate a special tone when a new call is waiting in the operator queue that is to say when the call waiting thermometer is showing a rise. The tone comes from the wave file 'ThermometerAlerter.wav' located in the application directory.

- **Calls OnHold Threshold: (60 sec.)**

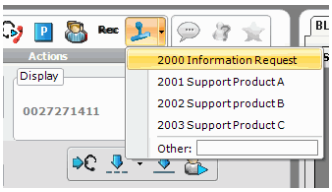
  If this threshold is exceeded, the wait time of the call on hold is turned in orange.

ACTIVITY/NRD CODES



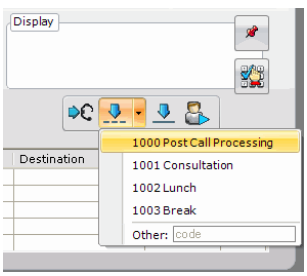
- **Activity codes: (Unchecked)**

  Allows the operator to use Activity code for the incoming ACD calls 'tagging'.
  The Administrator and/or the Supervisor will define the codes and associated description of the default Activity codes. The codes are made of 4 digits.
  Refer to the CC6 reporting tool to get the Activity code usage. Please note that the Activity codes definition must be the same in the Smile 3 console configuration and in the CC6 configuration.

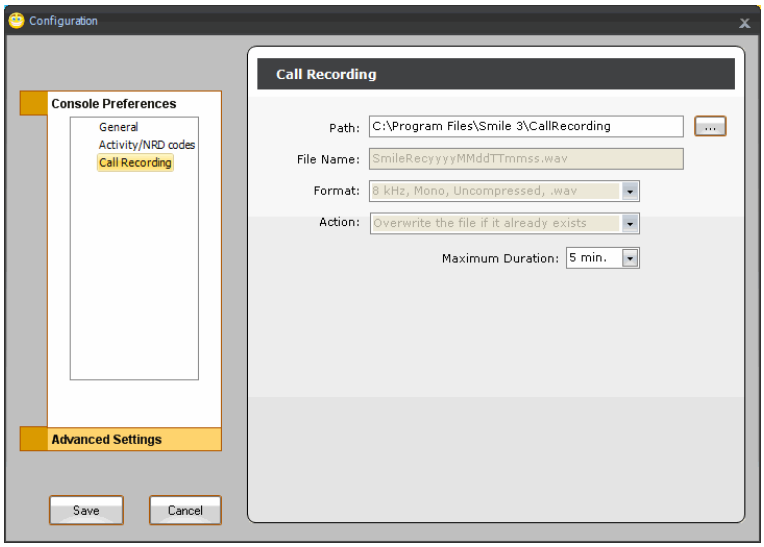


- **Not Ready Reason codes: (Unchecked)**

  Allows the operator to use Not Ready reason code when switching to the Not Ready status. The Administrator and/or the Supervisor will define the codes and associated description of the default Not Ready reason codes. The codes are made of 4 digits.
  Refer to the CC6 reporting tool to get the Not Ready reason code usage. Please note that the Not Ready reason codes definition must be the same in the Smile 3 console configuration and in the CC6 configuration.



CALL RECORDING



In case of threat or abuse call the Smile 3 operator can record calls by clicking on the <Record> button.

To stop the call recording the operator will click again on the <Record> button which will be turned off. To avoid disk space saturation the call recording is automatically stopped after a predefined periode as specified by the parameter 'Maximum Duration'.

- **Path:** ()

  Folder where the Smile 3 Console has to save the recorded .wav file.

- **File Name:** (SmileRecyyyyMMddTTmmss.wav)

  The structure of the file name is provided for information.

yyyy: year	TT: time
MM: month	mm: minute
dd: date	ss: second

- **Format:** (8 kHz, Mono, Uncompressed, .wav)

  Format of the .wav file. It could be '8 kHz, Mono, Uncompressed'

- **Action:** (Overwrite the file if it already exists)

  Specify if a new file has to be created for each recording request.

- **Maximum Duration:** (5 min.)

  Maximal duration of the recording.

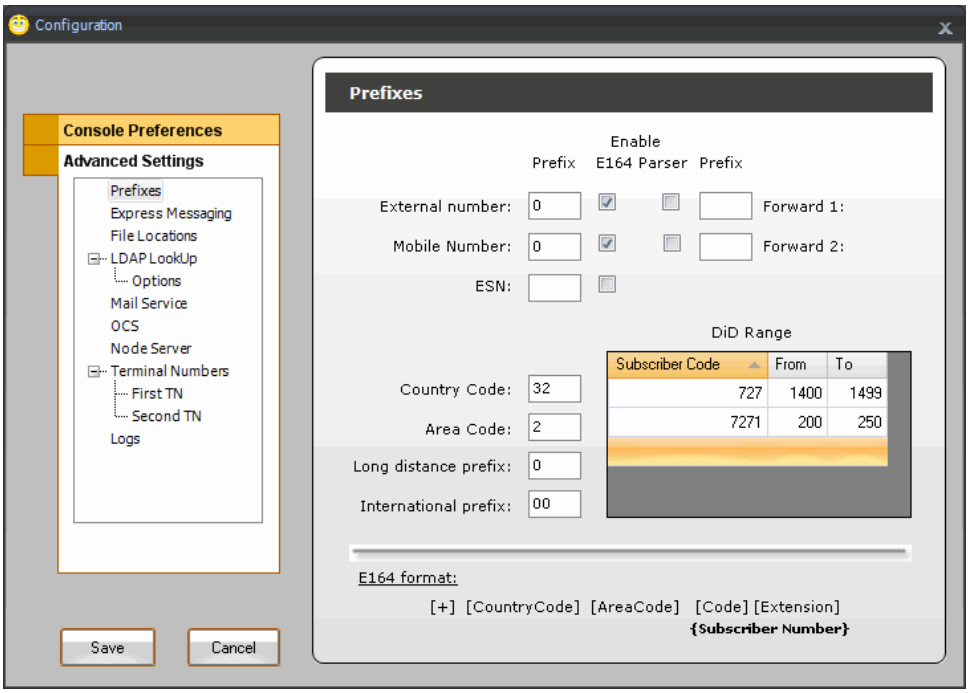
2.3.3 Advanced Settings

The Advanced Settings are accessible through the menu 'Configuration'.

There are height categories of advanced settings are:

- Prefixes
- Express Messaging
- File Locations
- LDAP LookUp
- Mail Service
- Node Server
- Terminal Numbers
- Logs

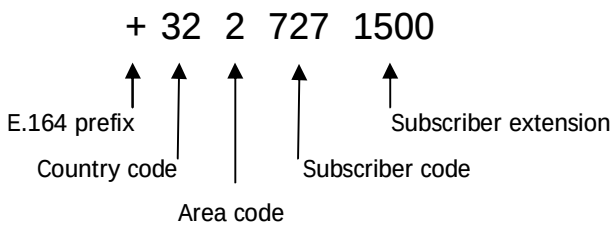
PREFIXES



The 'Prefixes' panel contains all the localization parameters used by the Smile 3 console to analyze phone numbers coming from the phonebook and to determine which digits to dial.

Since release 3.0.7, the Smile 3 console supports the E.164 format for phone numbers.

E.164 is an ITU-T recommendation which defines the international public telecommunication numbering plan used in the PSTN and some other data networks. It also defines the format of telephone numbers. E.164 numbers can have a maximum of fifteen digits and are usually written with a + prefix.



The localization parameters are:

- **Prefix:** ()

  Define the prefix to use with each type of phone number stored in the phonebook. Each type of phone number (External Number or Phone, Mobile, ESN, Forward1 and Forward2) may have its own prefix.

- **Enable E164 Parser:** (false)

  Enable or disable the E.164 parser by type of phone number.

  When enabled:

  Prefix = 9
  E164 Parser = Enable
  Country code = 32
  Area code = 2
  Long Distance Prefix = 0
  International prefix = 00
  DID Range = From 727 1500 up to 727 1599

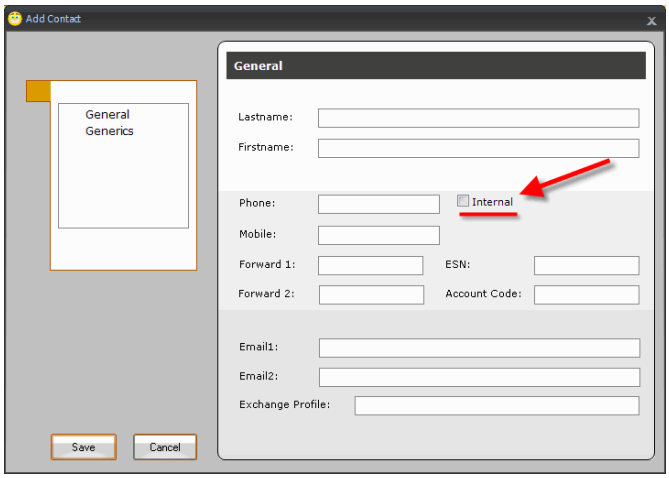
Phone number	Digits to dial	Comment
+ 32 2 727 1501	1501	Subscriber extension (internal)
+ 32 2 727 1601 + 32 3 727 1501	9 0 2 727 1601 9 0 2 727 1601	Local and Long distance call
+ 33 2 727 1501	9 00 33 2 727 1501	International call

  When disabled: same behaviour as Smile 3 console prior to release 3.0.7

  Prefix = 9
  E164 Parser = Disable
  Country code = 32
  Area code = 2
  Long Distance Prefix = 0
  International prefix = 00
  DID Range = From 727 1500 up to 727 1599

Phone number	Internal (*)	Digits to dial	Comment
1501 02 727 1501	Yes Yes	1501 02 727 1501	Internal phone numbers
1501 02 727 1501	No No	9 1501 9 02 727 1501	External phone numbers
+ 33 2 727 1501	No	9 00 33 2 727 1501	External phone numbers, the '+' sign is replaced by the international prefix.

* The operator will use the 'Internal' check box to specify if the phone number stored in the 'Phone' field is internal or not. By default the 'Internal' field is checked.



- **Country Code:** ()

  Eg: 32 is the country code for Belgium

- **Area Code:** ()

  Eg: 2 is the area code for Brussels

- **Long distance prefix:** (0)

  Prefix required to reach another area

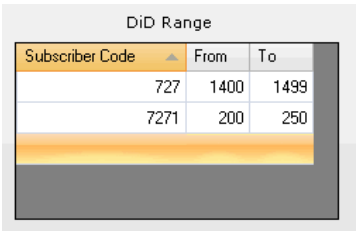
- **International prefix:** (00)

  Prefix required to call an reach another area

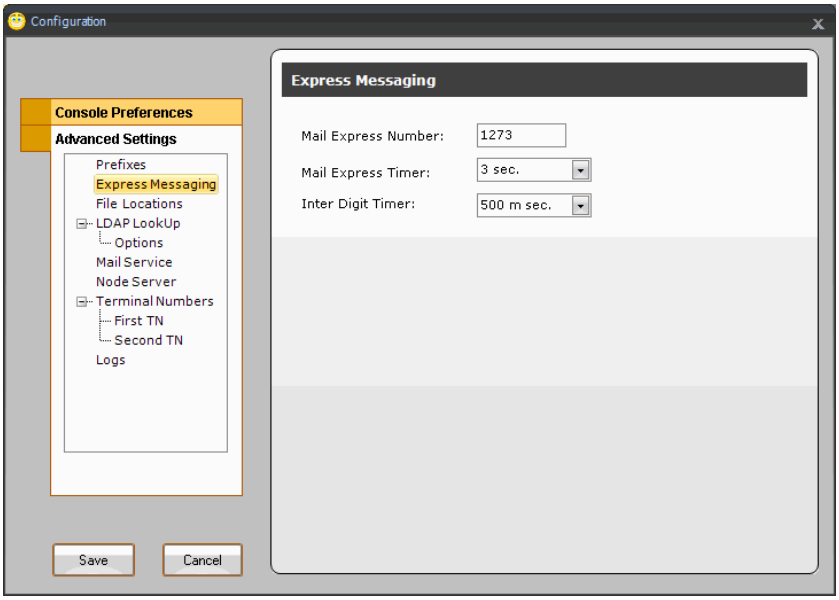
- **DID range:** ()

  Range of the 'Direct Inward Dialling' subscriber numbers composed of the subscriber code, the first and the last subscriber extension of the range. You can define as many DID range as required.

  Eg: The DID range below defines all the extensions from 7271400 up to 7271499 (100 extensions) and from 7271200 up to 7271250 (51 extensions)



EXPRESS MESSAGING



The Express Messaging facility allows the operator to easily extend a caller to the called party voice mailbox. This facility is compliant with the Meridian Mail and the Call Pilot.

- **Mail Express Number: ()**

  Directory Number of the Express Messaging service as defined in your voice mail system.

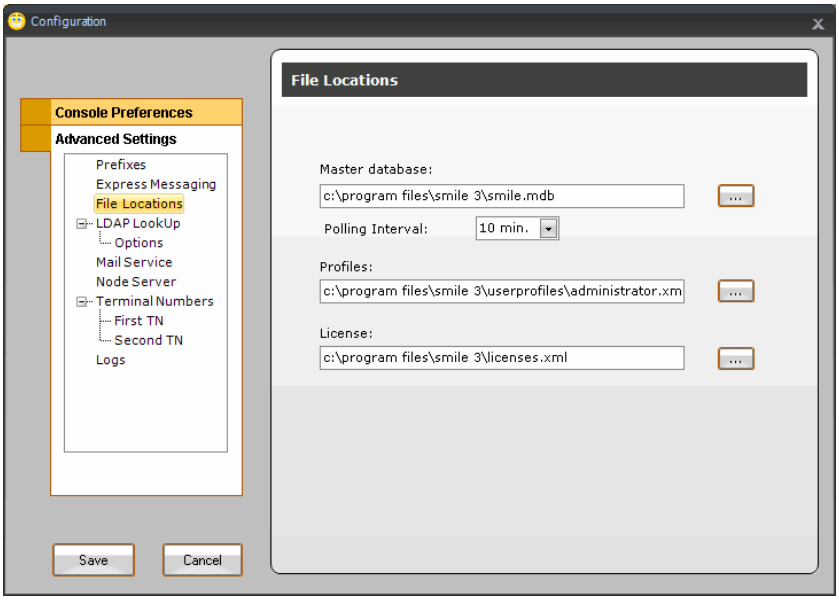
- **Mail Express Timer: (3 sec.)**

  It is the time that the Smile 3 application will wait before sending out the mailbox number. In this time interval the Express Messaging system will have the time to hook off.

- **Inter Digit Timer: (300 msec.)**

  Duration of the pause made between the digits of mailbox number.

FILE LOCATIONS



This panel allows you to specify the location of the relevant files according to your system architecture (cf chapter '2.1.3 Supported Architectures')

- **Master database: ()**

  Location of the Master Smile database.

Standalone	Smile 3 application directory (c:\Program Files\Smile 3\smile.mdb)
Network	Shared folder on the Master Smile 3 Console desktop
Network with File Server	Shared folder on the File Server
Network with File Server and Application Folder	Shared folder on the File Server

- **Polling interval: (10 min.)**

  The time interval (number of minutes) for activating the synchronization algorithm (synchronization of the Local database with respect to the Master database). A range from 1 to 60 minutes is allowed. By default, it is set to 10 minutes. We advise
  to give the smallest time interval, equal 1 minute, to the Master Smile Console.

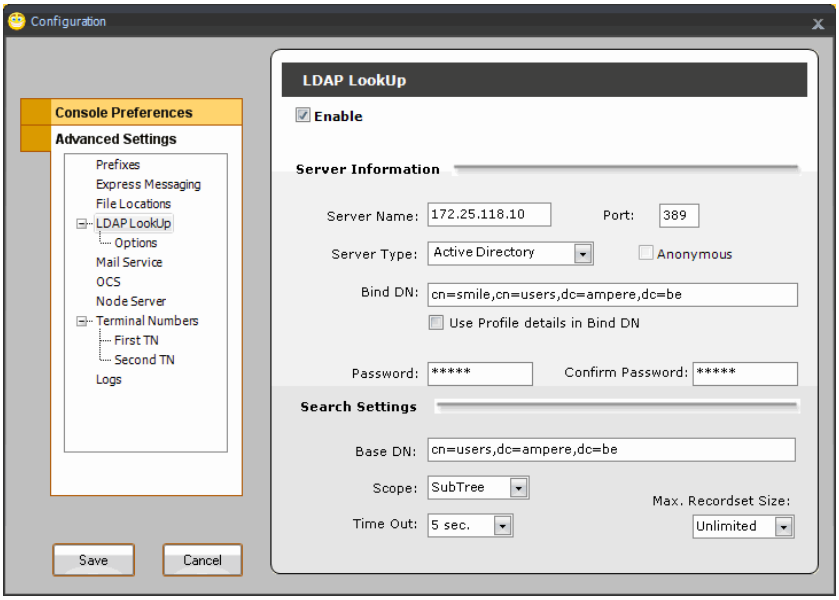
- **Profiles: ()**

  Location of the Profiles (Administrator;xml, Supervisor.xml, default.xml, etc...)
  Like the database, the profiles can be also centralized.

- **Licenses: ()**

  Location of the license file (Licenses.xml). The file is available on the computer desktop used to run the Smile 3 License Manager module.

LDAP LOOKUP



LDAP, **L**ightweight **D**irectory **A**ccess **P**rotocol, is an Internet protocol that programs can use to look up contact information from a server. It has a special internal structure that allows retrieving information on persons very quickly based on a number of parameters that can be defined.

The Smile 3 Console is a LDAP Client and supports the following LDAP servers: Active Directory, MS Exchange, Lotus Domino, Novel eDirectory and TM3. Thanks to this the operators can either look for a person in his local repository and/or in a LDAP directory:

this is the **LDAP lookup** feature.

The parameters are:

- **Enable: (Unchecked)**

  Activate the LDAP LookUp facility.

- **Server Name: ()**

  Name of your LDAP server or its IP address.

- **Port: (389)**

  TCP port used to access the LDAP server, the default LDAP port is 389.

- **Server Type: (Active Directory)**

  Type of the LDAP Server.
  It could be: Active Directory / MS Exchange / Lotus Domino / Novell eDirectory / TM3

- **Anonymous: (False)**

  This option is disable because reserved for future use meaning that the Smile 3 console does not support anonymous connection.

- **Bind DN: ()**

  Account used to establish the connection with the LDAP server. It has to be provided using the LDAP notation.
  Eg: cn=smile,cn=users,dc=ampere,dc=com

- **Use Profile Details in Bind DN: (False)**

  In some secure environment the password policy forces users to change their password on a regular base. To avoid going through this LDAP LookUp configuration each time user password expire we can tell to the Smile 3 console to use the profile details (Name and Password) to build the Bind DN.

  The Bind DN will result of the concatenation of:
  "cn=" + [Name of the current Profile] + "," + Bind DN

  There is one constrain: the operator will have to define the same password for her profile in the Smile 3 console as his/her password on the network.

- **Password: ()**

  Password of the account specified for the Bind DN. Note that the user should have read access to the LDAP server. The password will be encrypted and stored in the configuration file.

- **Base DN: ()**

  Distinguished name of the base object where the search will begin. The search is performed only on this object and objects that exist below it in the directory tree according to the scope setting.

- **Scope: (SubTree)**

  It could be
  OneLevel: entries immediately below the base DN
  SubTree: the entire subtree starting at the base DN

- **TimeOut: (5 sec.)**

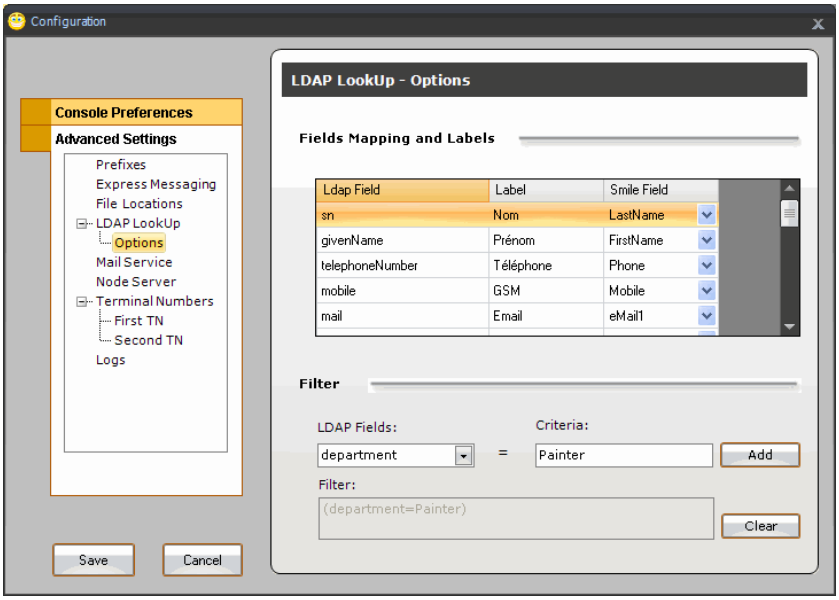
  Indicates the maximum duration that the Smile 3 Console will wait for a LDAP response before concluding to an unavailability of the LDAP server.
  It could be 5, 10, 20 or 60 seconds.

- **Max Recordset Size: (100 rec.)**

  Used to limit the number of records that have to be downloaded in one time from the LDAP server to the Smile 3 Console. This is to avoid network congestion.
  The Max Recordset Size could be 100, 200, 500, 1000 or unlimited.

The 'Base DN', 'Scope' and 'Max Recordset Size' but also the technical environment like the network speed will strongly influence the performance of the connection.

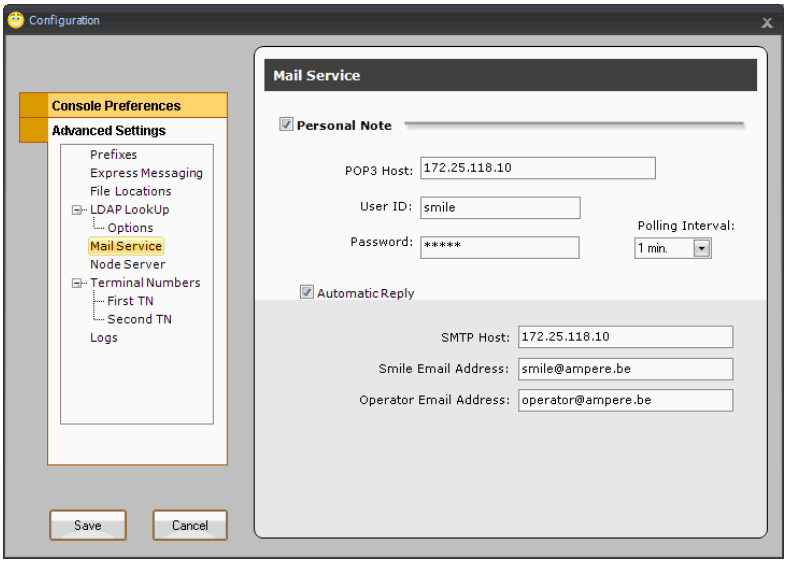
LDAP LOOKUP - OPTIONS



This panel allows you to:

- provide a more explicit label to the LDAP fields that will be displayed in the tab 'LDAP' of the user interface. Indeed, the label 'Last Name' is more explicit than 'sn' (which is the name of the LDAP field used to store names in a LDAP database).
- map the LDAP Fields with the fields of the Smile database. The Smile 3 Console have to know which LDAP fields are used to store phone numbers
- specify additional Filters to extract only the relevant information from the LDAP database. To add a new filter, you have to select a LDAP field from the drop-down box (at the left of the equal sign) and to assign a criteria (at the right of the equal sign). To validate your filter, click on the <Add> button.
- The logical operator used between the filters is a AND.
- If you click on the <Clear> button it will delete the complete Filter.

MAIL SERVICE

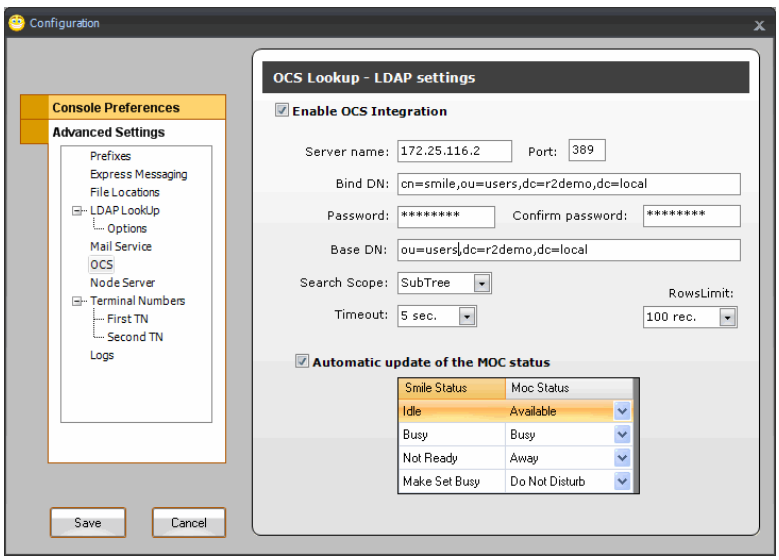


The employees of a company can send a mail to a predefined Smile e-mail account (e.g.: Smile@company.com), with a short message. This message will appear on the Smile interface in the 'Personal Notes' field. The notes are specific to each person stored in the repository and show up when this particular person is filtered out.

(Requires a POP3 compliant e-mail server and a dedicated Smile mailbox)

The configuration of the Mail Service is explained in the dedicated chapter '6.2 The Personal Notes facility'.

OCS

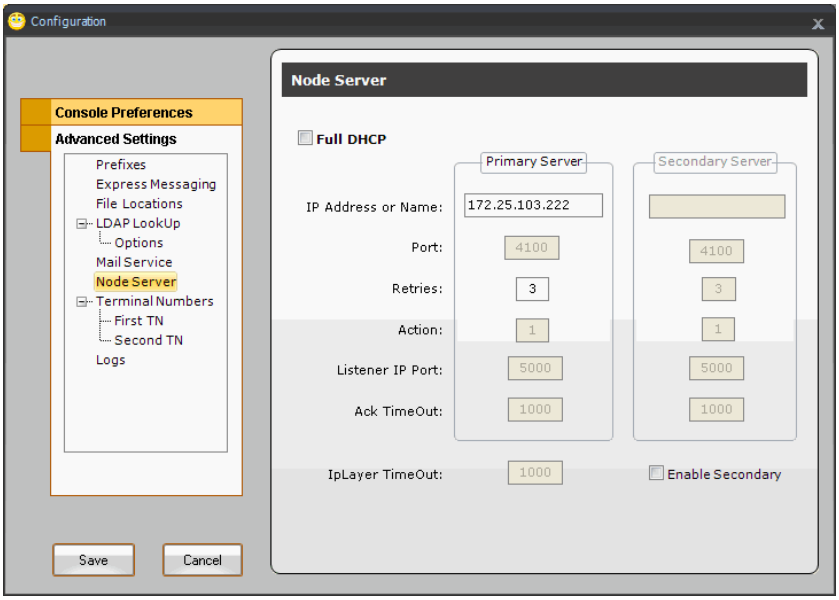


The OCS configuration panel allow you to enable the OCS integration. It provides the three facilities (presence information, contact tagging for presence status and Instant Message) to the Smile 3 operator.

(Requires the installation of the Microsoft Office Communicator 2007 R2 – MOC- on the operator desktop)

The configuration parameters are explained in the dedicated chapter '7 OCS Integration'.

NODE SERVER



- **Full DHCP: (Unchecked)**

  Use this check box if the IP Address of the Node Server has to be retrieved automatically from the DHCP Server. For more information about how to set up DHCP servers, see the documention of Nortel '*Converging the Data Network with VoIP Fundamentals (NN43001-260)'*

- **IP Address or Name:**

  IP address or Name of the Node Server.

- **Port: (4100 - ReadOnly)**

  The UDP ports used by the Smile 3 console to communicate with the Node Server, this is a fixed value.

- **Retries: (3)**

  The number of times the Smile 3 Console attempts to connect to the server.

- **Action: (1 - ReadOnly)**

  Fixed value.

- **Listener IP Port: (5000 - ReadOnly)**

  The UDP ports used by the Smile 3 console to communicate with the Node Server, this is a fixed value.

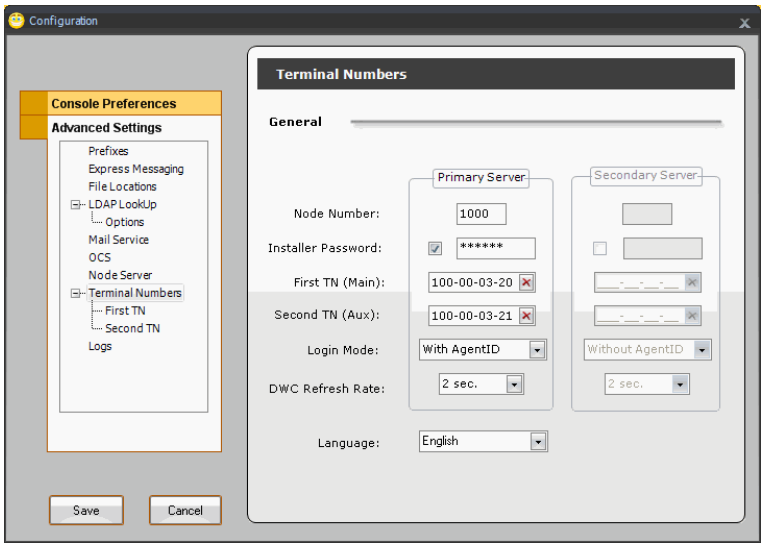
- **Ack TimeOut and IpLayer TimeOut: (1000 msec. - ReadOnly)**

  Internal watchdogs (Unistim – IpLayer)

- **Enable seconday: (Unchecked)**

  Reserved for future use.

TERMINAL NUMBERS



- **Node Number: (4 digits)**

  Also called Node ID, it must be provided in a four digits format.

- **Installer Password: (Unchecked - Password)**

  The 'IP Phone Installer Password' is the security mechanism that is used to control the registration with a virtual line TN on the Call Server. If used by the CS1k tick the checkbox and provide the Installer Password.

- **First TN(Main): (lll.ss.cc.uu)**

  Terminal Number of the first ACD position used by the Smile 3 Console for the call handling. The format is lll.ss.cc.uu .

- **Second TN(Aux): (lll.ss.cc.uu)**

  Terminal Number of the second ACD position. Same format as for the First TN.
  This Second TN is used for the monitoring of the operator queue, the management of the calls on hold and BLF panel updates.

- **Login Mode:**

  It specifies how the Smile 3 Console will have to log its ACD positions:
  - Without Agent ID – if AID = No in the SCB block (LD 23)
  - With Agent ID – prompt AID = Yes in the SCB block (LD 23)
  - Call Center – if CC6 is used

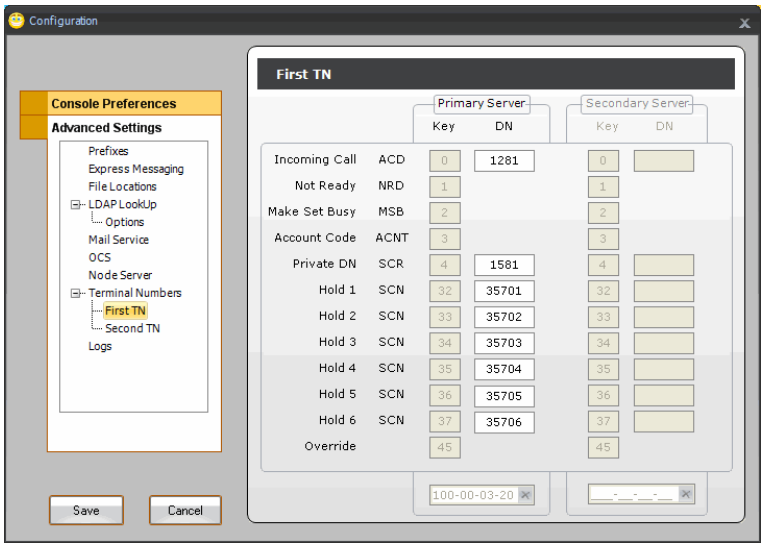
- **DWC Refresh Rate: (2 sec.)**

  Refresh rate of the Operator queue statistics: Number of Calls Waiting, Longest Waiting Time and Manned Operators

- **Language: (English)**

  Language of the FirstTN. If this setting does not correspond to the language of the FirstTN (cf labels of the softkey) the Smile console will not be able to transfer/conference calls and put calls on Hold.

TERMINAL NUMBERS – FIRST TN



This panel allows you to provide the Directoy Numbers (DNs) as defined on the First TN in the PBX

- **Incoming Call ACD DN: ()**

  Operator queue number defined on Key0.

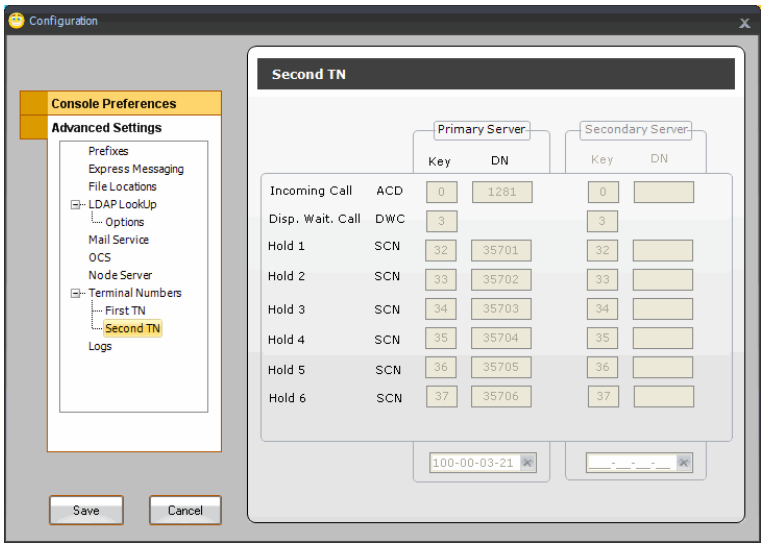
- **Private DN: ()**

  Private number of the operator defined on Key4

- **Hold 1..6: ()**

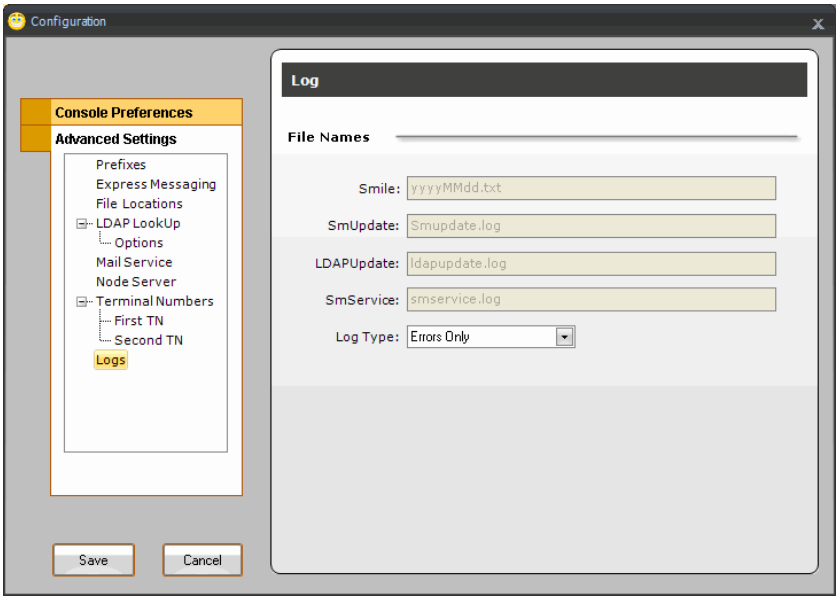
  Directory numbers of the six hold keys. (from key32 to key37 on KEM1)

TERMINAL NUMBERS – SECOND TN



This panel is provided for review only since the configuration parameters of the Second TN **MUST** match with the First TN.

LOGS



- **Smile: (yyyyMMdd.txt)**

  Name of the log file used by the Smile 3 Console. There is one log file a day.

- **SmUpdate: (Smupdate.log)**

  Name of the log file used by the tool SmUpdate to provide the result of the import.

- **LDAPUpdate: (ldapupdate.log)**

  Name of the log file used by the tool LDAPUpdate to provide the result of the import.

- **SmService: (smservice.log)**

  Name of the log file used by the tool Mail Service.

- **Log Type: (Errors Only)**

  Determine the type of messages that have to be logged for the Smile 3 console.
  It could be:
  - Nothing
  - Errors Only
  - Errors and Warnings
  - Warnings + IPEvents
  - All

2.3.4 List of the system parameters

Profile	*Console Preferences*	*Advanced Settings*
General: - Name - Password - AgentID - AuxAgentID - Number of skillsets - Picture - Greeting - Comment - Language - Skin - Automatic On Top - Automatic Maximize - Label On Hold - Enable Recording - Enable Greetings **Directory:** (TAB on UI) - Selected Fields - Labels - Order - FontSize - Bold - GridRow Height - Edit Notes - Edit Database **LDAP:** (TAB on UI) - Fields - Order **Web:** (TAB on UI) - URL - Label **Audio:** - Microphone - Speakers - Ringer - Automatic Gain Control - I use a modem	**General:** - Console ID - SeekMode - Unknown Icoming Call Notif. - Match Digits - Open MS-Outlook Calendar - Phone Numbers to exclude - Thermometer Maximum - Thermometer Threshold - Calls OnHold Threshold **Activity / NRD codes:** - Codes - Description **Call Recording:** - Path - File name - Format - Action - Maximum Duration	**Prefixes:** - External Number - Mobile Number - Forward 1 - Forward 2 - ESN - E164 Parser parameters **Express Messaging:** - Mail Express Number - Mail Express Timer - Inter Digit Timer **Files Location:** - Master database - Polling interval - Profiles - License **LDAP LookUp:** - Server Name - Port - Server Type - Bind DN - Password - Base DN - Scope - TimeOut - Max. Recordset Size - Options **Mail Service:** - POP3 Host - UserID - Password - Polling Interval - SMTP Host - Smile Email Address - Operator Email Address **Node Server:** - IP Address or Name - Retries **Terminal Numbers:** - Node Number - First TN - Second TN - Login Mode - DWC Refresh Rate - Language **First TN & Second TN:** - ACD DN - Private DN - Hold1..6 DN **Logs:** - Log Type

2.4 NETWORK IMPLEMENTATIONS

Due to a high operator load, multiple locations or for some backup reason, a customer may want to have more than one Smile workstation.

A network drive icon in the status bar of the Smile will display the availability of the network facility.

2.4.1 Basic Network

In a basic network implementation we will select a Smile 3 Console to become the 'Master', the other one becoming 'Slaves'.

The Smile 3 'Master' Console will:

- run a Smile 3 Console with a console ID equal to 0

  see menu item Configuration\Console Preferences\General\ConsoleID
- run the Smile 3 License Manager and host the license file

  Licenses.xml
- host and share the system database (phone book)

  smile.mdb
- host and share the Profiles (user's preferences: Language, Greetings, UI flavor, etc..)

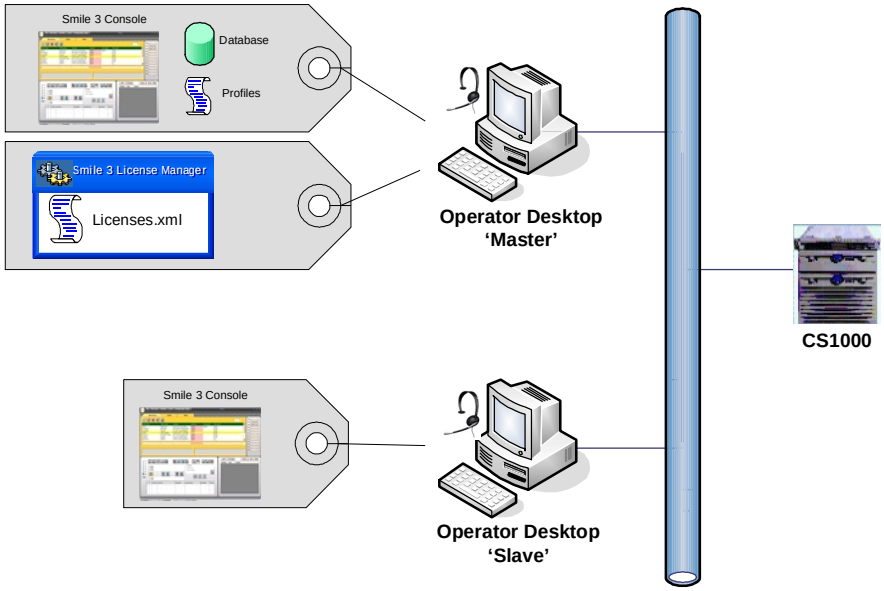
  Administrator.xml, Supervisor.xml, Default.xml, etc...

All the other operator desktop will be considered as Slave and will:

- run a Smile 3 Console with a console ID different than 0
- access the license file and get an available license from the Smile 3 License Manager
- access the system database and profiles located on the Smile 3 Master Console

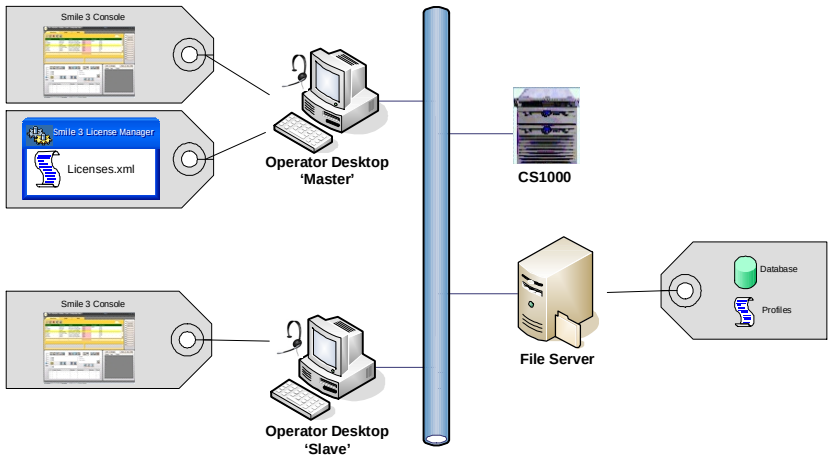
Pay attention, the operator desktop selected as Smile 3 'Master' Console should not be switched off.

In order to remain up and running during a network issue or an unavailability of the Smile 3 Master console, each Smile 3 Consoles will keep, on closing, a local copy of the system database and profiles.



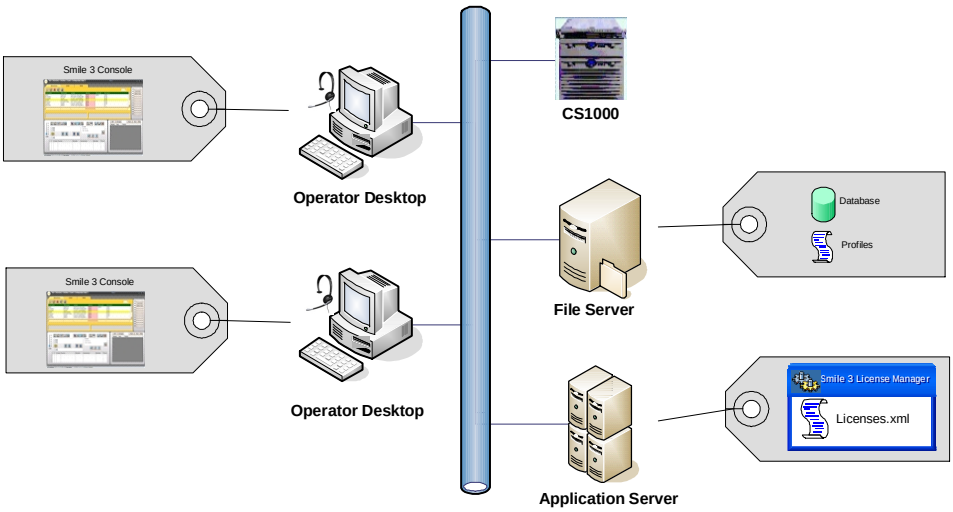
	Description	Comment
1	Download the Software Smile 3 License Manager Smile 3 Console Smile 3 Dongle driver Documentation pack	See chapter 2.2.5 'How to download the Smile Software'
2	Collect the Minimum Setup Data	See chapter 2.2.3 'Minimum Setup Data'
3	Configure the PBX: SCB, ACD, 2050PC, CDB, etc.	See chapter 2.2.4 'CS1000 Configuration'
4	Smile 3 'Master' Console: a) Install the Smile 3 License Manager (c:\Program files\Smile) b) Install the Smile 3 Console (c:\Program files\Smile 3) c) Share the 'Smile 3' folder and assign the minimum permissions to all the operators who will use a Smile 3 Console.	a) see chapter 2.2.6 'Smile 3 License Manager Installation' b) see chapter 2.2.7 'Smile 3 Console Installation' c) The minimum permission to assign to all Smile users are: Read, Modify and Write.
5	Smile 3 'Slave' Console(s): a) Map a network drive to the Smile 3 Master Console: - folder shared in step 4.c b) Install the Smile 3 Console (c:\Program files\Smile 3) During the first startup configuration, see chapter 0, adjust the File Locations as follow: Database in the Smile 3 Master Console folder (see 5.a) Profiles in the Smile 3 Master Console folder (see 5.a) License file in the Smile 3 License Manager folder (see 5.a)	b) see chapter 2.2.7 'Smile 3 Console Installation' see chapter 0 'File Locations'

2.4.2 Network with File Server



	Description	Comment
1	Download the Software Smile 3 License Manager Smile 3 Console Smile 3 Dongle driver Documentation pack	See chapter 2.2.5 'How to download the Smile Software'
2	Collect the Minimum Setup Data	See chapter 2.2.3 'Minimum Setup Data'
3	Configure the PBX: SCB, ACD, 2050PC, CDB, etc.	See chapter 2.2.4 'CS1000 Configuration'
4	File Server: Share the folder that will be used to store the Smile 3 database and profiles.	The minimum permissions to assign to all Smile users are: Read, Modify and Write.
5	Smile 3 'Master' Console: a) Map a network drive to the File Server folder shared in step 4. b) Install the Smile 3 License Manager. (c:\Program files\Smile 3) c) Share the Smile 3 License Manager folder. d) Install the Smile 3 Console. (c:\Program files\Smile 3) During the first startup configuration, see chapter 0, accept the default File Locations. e) Copy the database (smile.mdb) and the Profiles (/userprofiles/*.xml) from the Smile 3 Master Console to the File Server in the shared folder. f) Adjust the File Locations in the configuration of the Smile 3 Master Console.	b) see chapter 2.2.6 'Smile 3 License Manager Installation'. c) The minimum permission to assign to all Smile users are: Read and Modify. d) see chapter 2.2.7 'Smile 3 Console Installation'. f) see chapter 0 'File Locations'.
6	Smile 3 'Slave' Console(s)': a) Map a network drive to the File Server folder shared in step 4. b) Map another network drive to the Smile 3 Master Console folder shared in step 5.c. c) Install the Smile 3 Console. (c:\Program files\Smile 3) During the first startup configuration (see chapter 0) adjust the File Locations as follow: Database on the File Server (see 6.a) Profiles on the File Server (see 6.a) License file on the Smile 3 Master Console (see 6.b)	c) see chapter 2.2.7 'Smile 3 Console Installation'. see chapter 0 'File Locations'.

2.4.3 Network with File Server and Application Server



	Description	Comment
1	Download the Software Smile 3 License Manager Smile 3 Console Smile 3 Dongle driver Documentation pack	See chapter 2.2.5 'How to download the Smile Software'
2	Collect the Minimum Setup Data	See chapter 2.2.3 'Minimum Setup Data'
3	Configure the PBX: SCB, ACD, 2050PC, CDB, etc....	See chapter 2.2.4 'CS1000 Configuration'
4	Application Server: a) Install the Smile 3 License Manager (c:\Program files\Smile 3) b) Share the Smile 3 License Manager folder	b) The minimum permission to assign to all Smile users are: Read and Modify.
5	File Server: Share the folder that will be used to store the Smile 3 database and profiles.	The minimum permission to assign to all Smile users are: Read, Modify and Write.

	Description	Comment
6	Smile 3 'Master' Console: a) Map a network drive to the Application Server folder shared in step 4.b b) Map a network drive to the File Server folder shared in step 5 c) Install the Smile 3 Console (c:\Program files\Smile 3) During the first startup configuration, see chapter 0, accept the default File Locations. e) Copy the database (smile.mdb) and the profiles (/userprofiles/*.xml) from the Smile 3 Master Console to the File Server folder mapped in step 6.b. f) Adjust the File Locations in the configuration of the Smile 3 Master Console as follow: Database on the File Server (see 6.b) Profiles on the File Server (see 6.b) License file on the Smile 3 Master Console (see 6.a)	c) see chapter 2.2.7 'Smile 3 Console Installation' f) see chapter 0 'File Locations'
7	Smile 3 'Slave' Console(s)': a) Map a network drive to the Application Server folder shared in step 4.b b) Map a network drive to the File Server folder shared in step 5 c) Install the Smile 3 Console (c:\Program files\Smile 3) During the first startup configuration, see chapter 0, adjust the File Locations as follow: Database on the File Server (see 7.b) Profiles on the File Server (see 7.b) License file on the Smile 3 Master Console (see 4.a)	c) see chapter 2.2.7 'Smile 3 Console Installation' see chapter 0 'File Locations'

2.5 SMILE INTEGRATION IN A NORTEL CONTACT CENTRE

In order to integrate the Smile 3 in your Nortel Contact Centre environment you will have to perform the following configurations:

2.5.1 PBX configuration:

1. Define a new CDN for the operator pool.
2. Define a new dummy queue which has to be in NCFW to the CDN defined in 1.
3. Assign the dummy queue to the NIT1 in the CDB.

2.5.2 Nortel Contact Centre configuration:

4. Define and acquire the CDN of the operator pool.
5. Define and acquire the 2 TNs used by the Smile console (FirstTN and SecondTN).
6. Define a new skillset for the operator pool.
7. Adapt the 'Master Script' in order to route incoming call from the CDN to the skillset of the operator.
8. By Smile console define 2 Agents **with the same list of skill**. This is to be able to log the FirstTN and the SecondTN) -> 2 agent id.
9. Provide a priority to the skillset for each Smile agents.
10. Verify that the PhonesetDisplay has not been customized.

If you customize the PhonesetDisplay in the CC the Smile 3 will display the call information in the 'Display' area and not in the 'ACD', 'Priv' and 'Dest' lines

2.5.3 Smile 3 configuration:

11. Set the Login Mode to 'Contact Center'.

    (Configuration\Advanced settings\Terminal Numbers)
12. Set the Agentid of your operator profile with the agent id defined for the first agent (cf 8)
13. Set the AuxAgentid of your operator profile with the agent id defined for the second agent (cf 9)

3 UPGRADE PROCEDURES:

3.1 UPGRADE A SINGLE SMILE 2.X (X<4) OPERATOR CONSOLE TO RLS 3

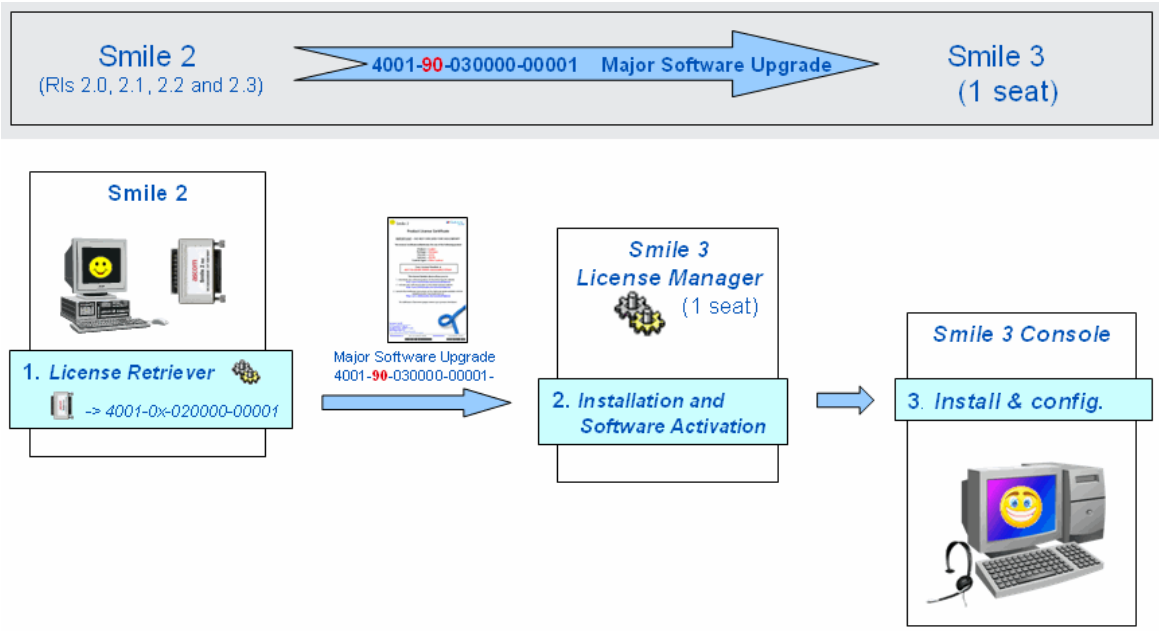
To upgrade an existing Smile 2 operator console (Rls 2.0, 2.1, 2.2 or 2.3) to Rls 3.0 you will need a 'Major Software Upgrade' license like 4001-90-030000-00001.

All the 4 packages of the Smile 2 (Exp, Std, Adv and Pre) can be upgraded using a Major Software upgrade license.

Using your 'Major Software Upgrade' license you will donwload from the Smile console website http://www.smileconsole.com/download the following items:

- License Retriever
- Smile 3 License manager
- Smile 3 Console
- Smile 3 Dongle Driver (if you have a dongle)

Overview:



Procedure:

1. Retrieve the license number from the dongle of your existing Smile 2.0, 2.1, 2.2 or 2.3 using the 'License Retrievere' tool

   Because old Smile 2 consoles (prior to Rls 2.4) do not have any license number but only a dongle, we will use the tool called 'License Retriever' to retrieve the license number from the dongle.

   - Paste the 'License Reader' tool on the Smile 2 workstation to upgrade.
   - Verify that the dongle is connected then run the 'License Retriever'

   Press the <Run> button.

   Press the <Next> button, the application will read the dongle information and display your old Smile 2 license number.

Write down the license number retrieved from the dongle ('Your old Smile 2 License Number'). It will look like 4001-0x-020000-99999-yyyyyyyy-zzzzzz

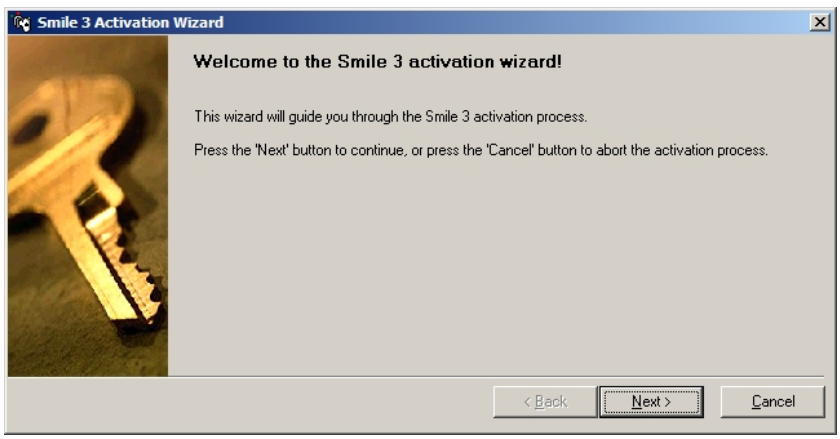
x = package of your dongle (01:Express / 02:Standard / 03:Advanced / 04:Premium)
020000= Software version number (pre-softkey: 2.0 or 2.1, 2.2 or 2.3)
yyyyyyyy= serial number of your dongle
zzzzzz= CRC

2. Install the 'Smile 3 License Manager'

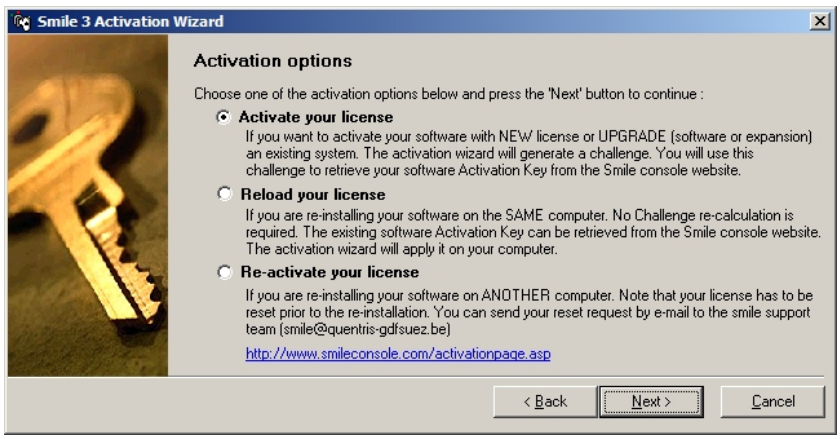
If you plan to use a dongle with your Smile 3 system install the Smile 3 dongle driver first (see Dongle_Driver_Installation) then install the Smile 3 License Manager (see Smile_3_License_Manager_Installation).

During the Smile 3 License Manager installation the software activation wizard will appear, you will have to provide:

- License number: the Major software upgrade license number (4001-90-0300000-00001-...-...)
- Names: the installer and customer name
- Previous license number to upgrade: the license number of the old Smile 2 which has been retrieved using the 'License Retriever' in step1 (4001-0x-020000-99999-yyyyyyyy-zzzzzz)



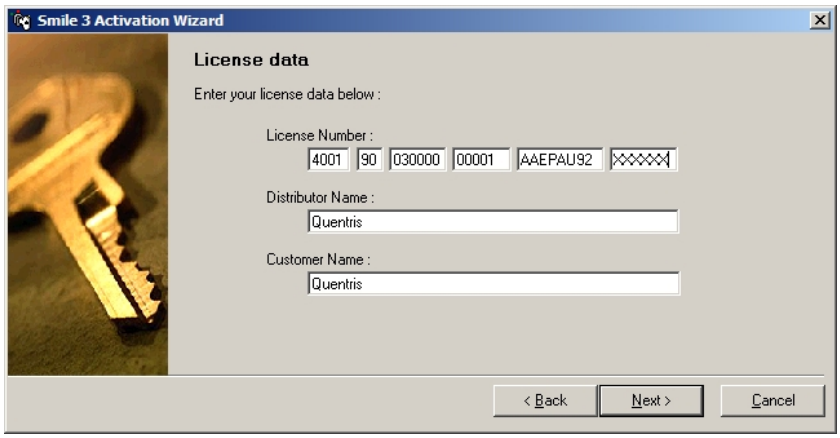
Press the <Next> button.



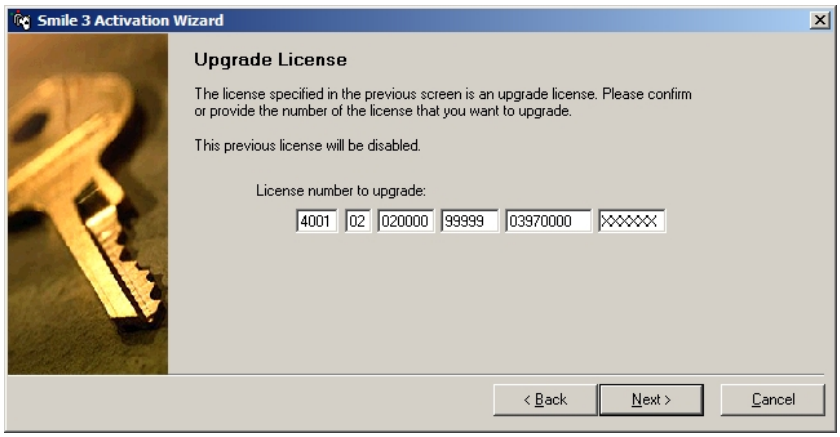
Select the option 'Activate your license' then press the <Next> button.

Remark:

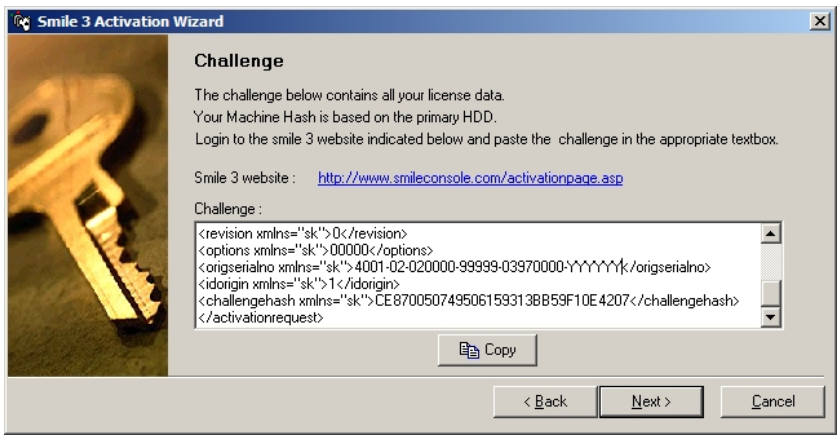
From Smile release 3.0.7 the activation options have been improved. Besides every option some explanations have been added to explain when to use the different options.



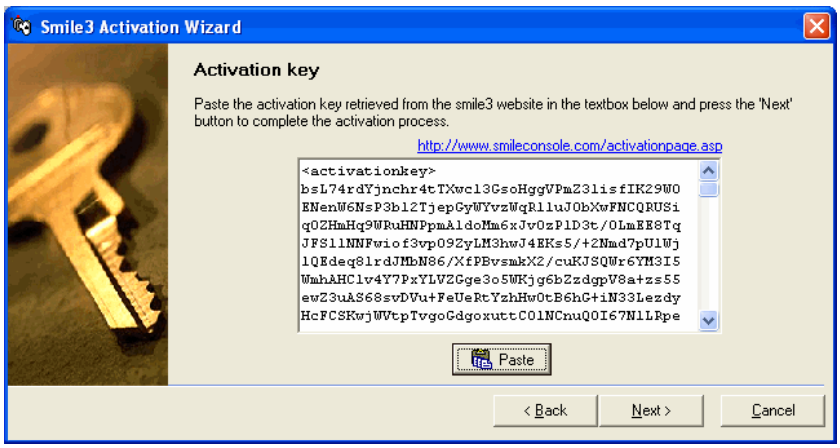
Fill the Major software upgrade license number, names then press the <Next> button.



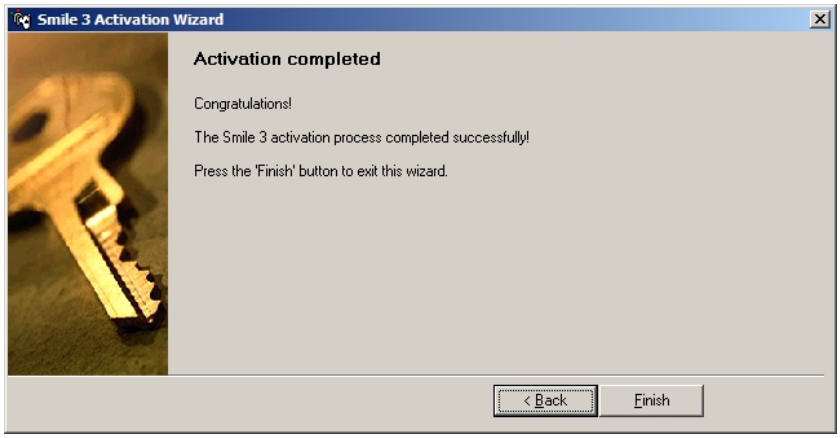
Fill the license number obtained by the License Retriever in step1 then press the <Next> button.



The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



The software activation is completed; press the <Finish> button.

Click on the <Finish> button available on the Smile 3 License Manager installation to complete the installation.

3. Install and configure the 'Smile 3 Console' (see 'Smile 3 Console Installation')

Remark:

To import the old database you can use the menu Tools\Smile Database Import

If the old system is a Smile 2.4 or 2.5 you can skip the step 1 'License Retriever' because those more recent systems have already a license number. You can get it using the 'Help – About Smile' menu.

3.2 UPGRADE MULTIPLE SMILE 2.X (X<4) OPERATOR CONSOLES TO RLS 3

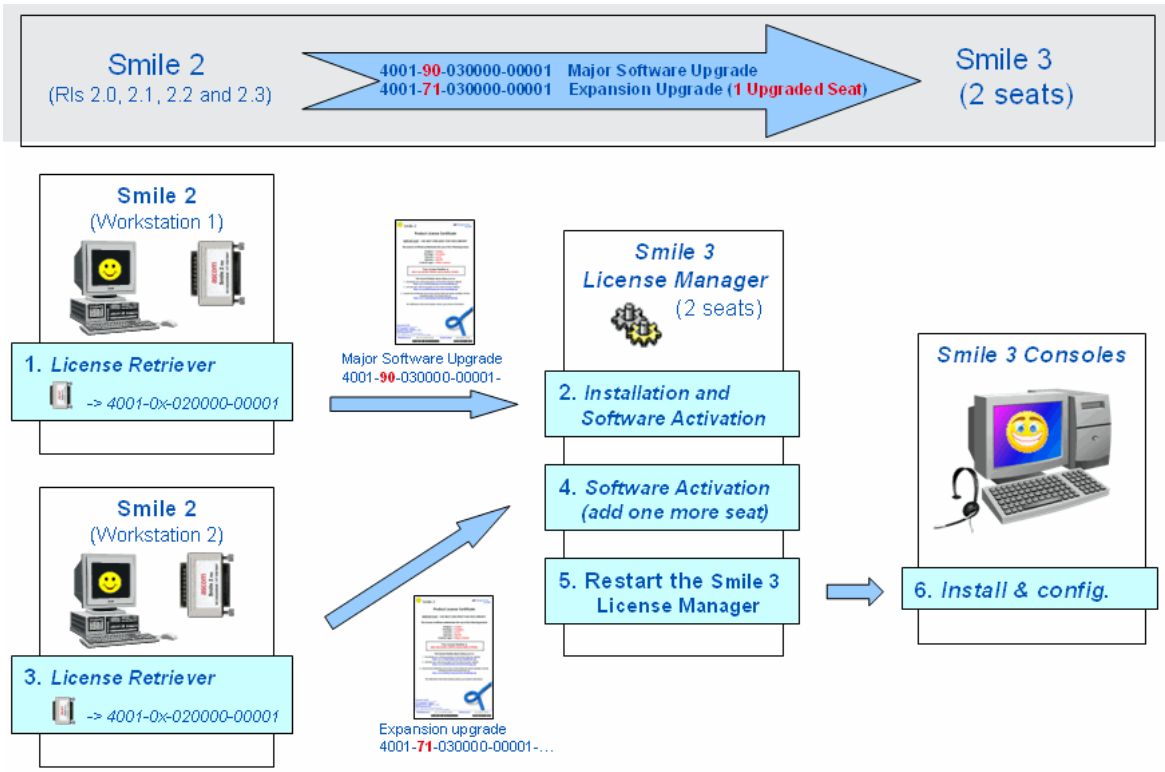
To upgrade multiple Smile 2 operator consoles (Rls 2.0, 2.1, 2.2 or 2.3) to Rls 3.0 you will need:

- a 'Major Software Upgrade' license for the first console: 4001-90-030000-00001
- an 'Expansion upgrade' (1 upgraded seat) by additional console: 4001-71-000000-00001

Using your 'Major Software Upgrade' license you will download from the Smile console website http://www.smileconsole.com/download the following items:

- License retriever
- Smile 3 License manager
- Smile 3 Console
- Smile 3 Dongle Driver (if you have a dongle)

Overview:



Procedure:

1. Retrieve the license number from the dongle of your first Smile 2 console using the 'License Retriever' tool:

   - Paste the 'license Retriever' tool on the first Smile 2 workstation to upgrade
   - Verify that the Smile 2 dongle is still connected and run the 'License Retriever'.

Press the <Run> button

Press the <Next> button, the application will read the dongle information and display the old Smile 2 license number.

Write down the license number retrieved from the dongle ('Your old Smile 2 License Number'). It will look like 4001-0x-020000-99999-yyyyyyyy-zzzzzz

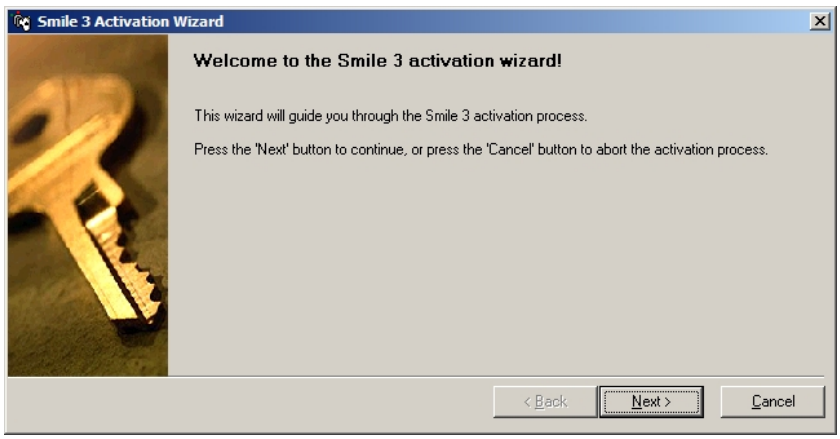
x = package of your dongle (01:Express / 02:Standard / 03:Advanced / 04:Premium)
020000= Software version number (pre-softkey: 2.0 or 2.1, 2.2 or 2.3)
yyyyyyyy= serial number of your dongle
zzzzzz= CRC

2. Install the 'Smile 3 License Manager'

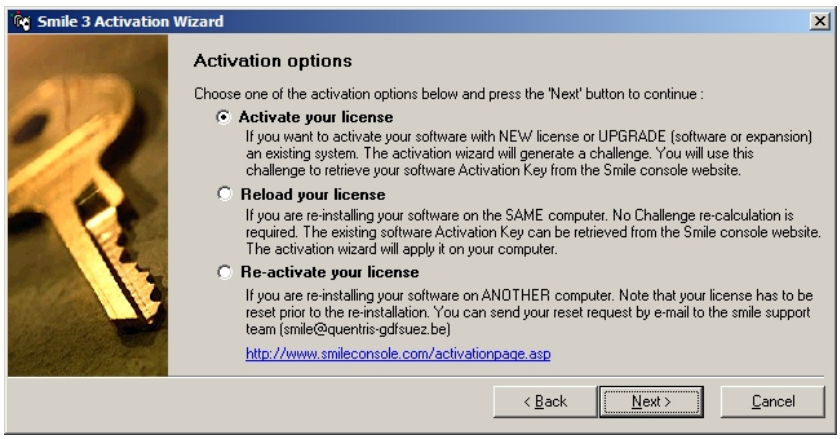
If you plan to use a dongle with your Smile 3 system install the Smile 3 dongle driver first (see Dongle_Driver_Installation) then install the Smile 3 License Manager (see Smile_3_License_Manager_Installation).

During the Smile 3 License Manager installation the software activation wizard will appear, you will have to provide:

- License Number: the Major software upgrade license number (4001-90-0300000-00001-...-...)
- Names: the installer and customer names
- Previous License Number to upgrade: the license number of the Smile 2 console which has been retrieved using the 'License Retriever' in step1 (4001-0x-020000-99999-yyyyyyyy-zzzzzz)



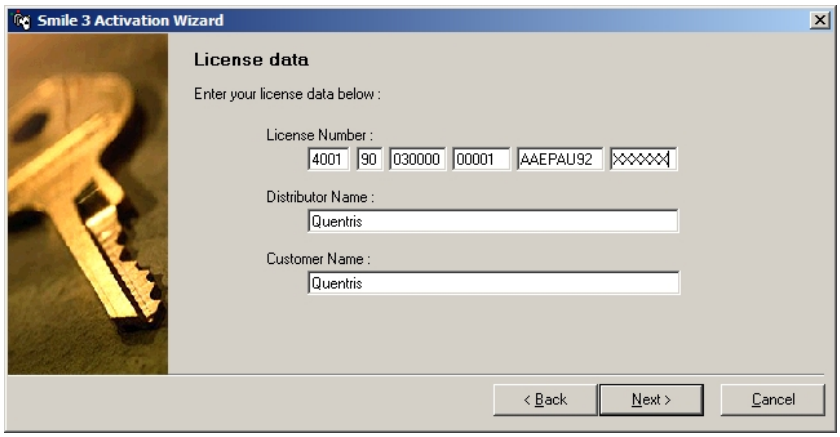
Press the <Next> button



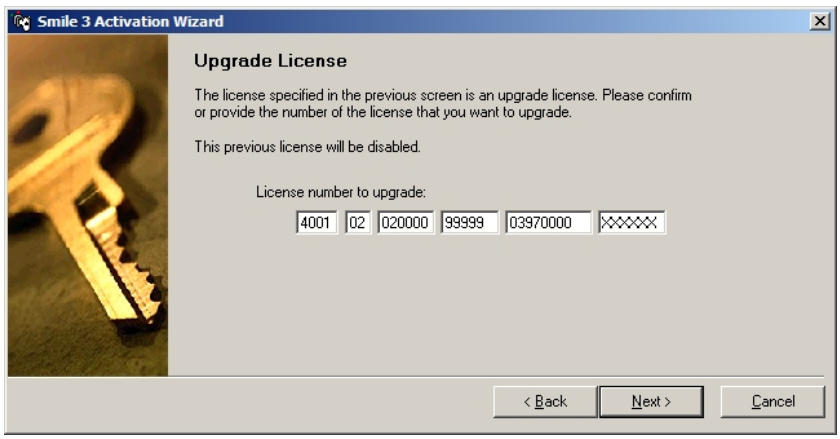
Select option 'Activate your license' then press the <Next> button

Remark:

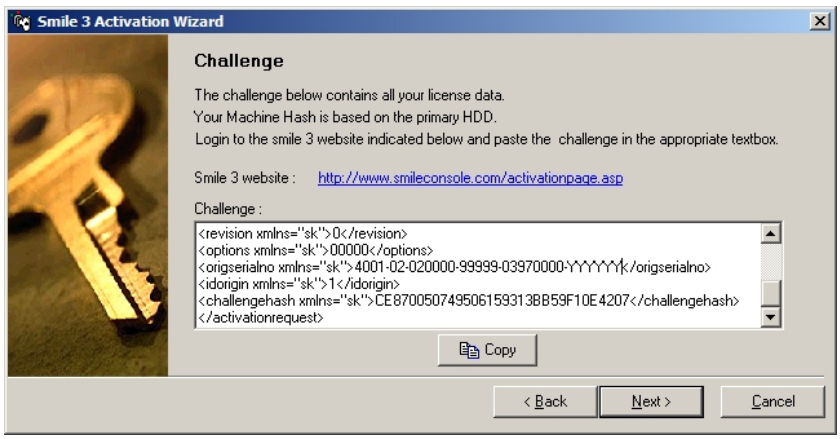
From Smile release 3.0.7 the activation options have been improved. Besides every option some explanations have been added to explain when to use that specific option.



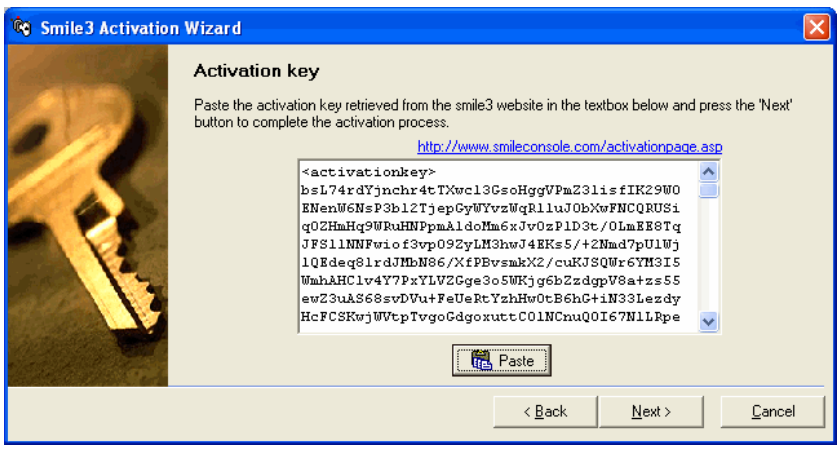
Fill the Major software upgrade license number, names and press the <Next> button



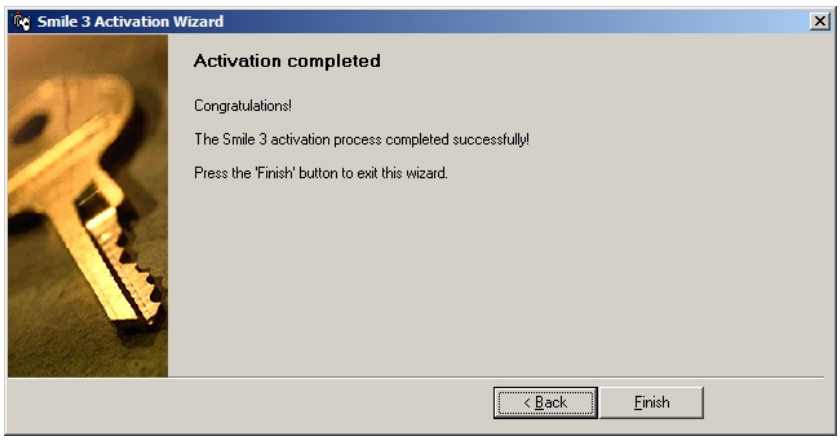
Fill the license number obtained by the License Retriever in step 1 then press the <Next> button.



The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



The software activation is completed; press the <Finish> button.

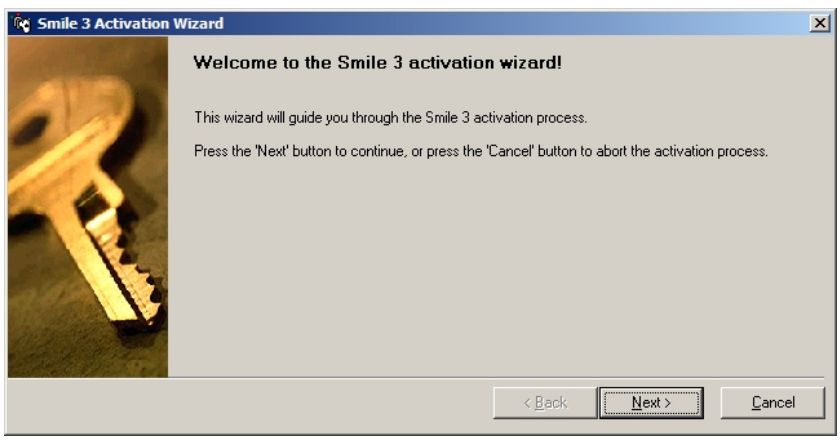
Click on the <Finish> button available on the Smile 3 License Manager installation to complete the installation.

3. Retrieve the license number from the dongle of the next Smile 2 console (rls 2.0, 2.1, 2.2 or 2.3) to upgrade using the 'License Retriever' tool. (similar to step 1)

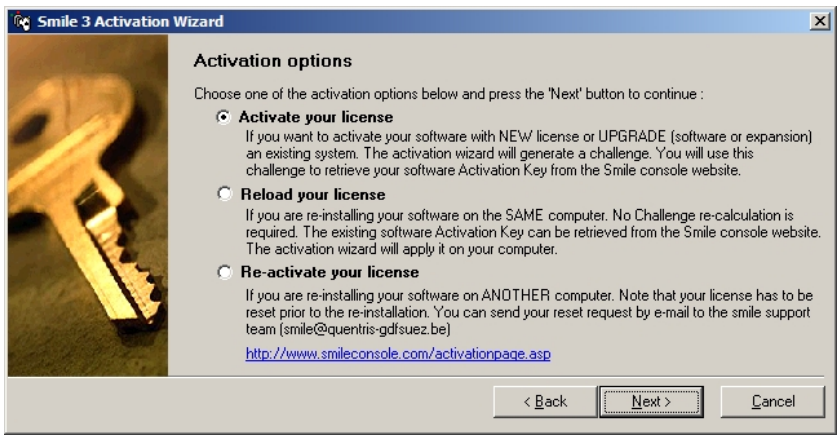
4. Start the software activation wizard by clicking on Start\All Programs\smile 3\SoftkeyActivation.

You will have to provide:

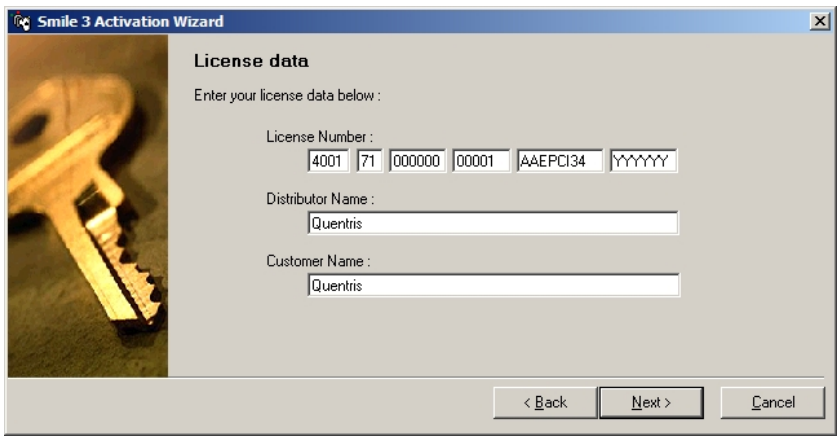
- License Number: the Expansion upgrade (1 Upgraded seat) license number (4001-71-0000000-00001-...-...)
- Names: the installer and customer name
- Previous License Number to upgrade: the license number of the old Smile which has been retrieved using the 'License Retriever' in step 3 (4001-0x-020000-99999-yyyyyyyy-zzzzzz)



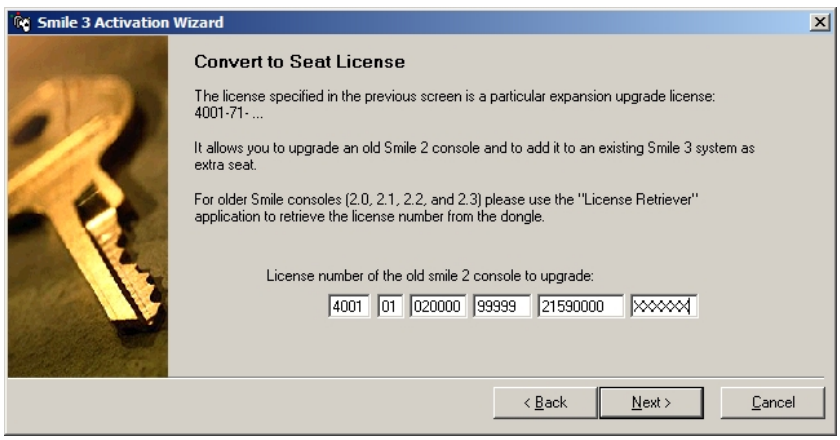
Press then <Next> button



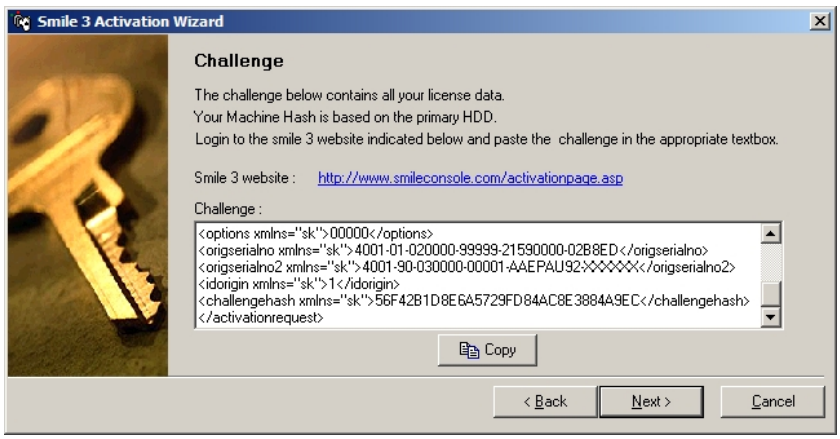
Select the option 'Activate your license' then press the <Next> button.



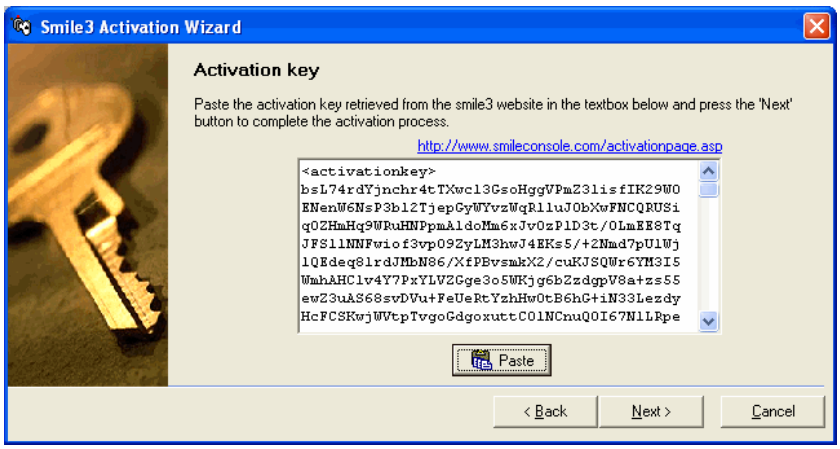
Fill the expansion upgrade license number 4001-71, confirm the names then press the <Next> button.



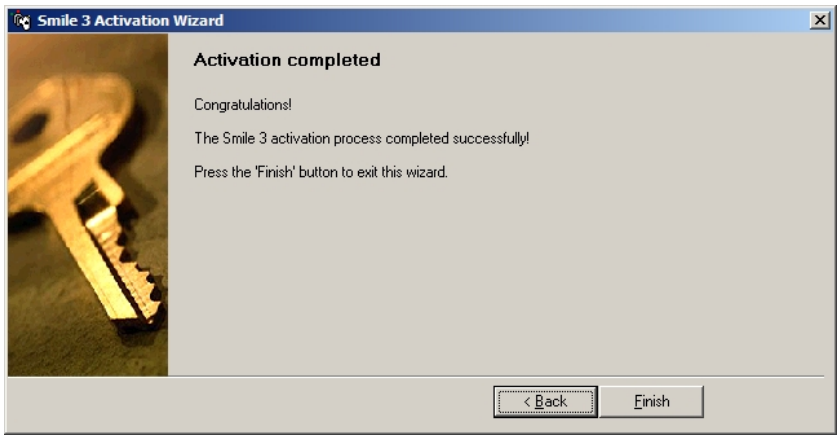
Fill the license number obtained by the License Retriever in step 3 then press the <Next> button.



The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



The software activation is completed; press the <Finish> button.

Repeat the steps 3 and 4 for each additional console.

Steps 5 and 6 below should be performed after the activation of all 4001-71 licenses !

5. Restart (Stop then Start) the Smile 3 License Manager service using the Microsoft Management Console (Start\Control Panel\Administrative tools\Services)

6. Install and configure all the 'Smile 3 Consoles' (see 'Smile 3 Console Installation')

Remark:

To import the old database you can use the menu Tools\Smile Database Import

If the old system is a Smile 2.4 or 2.5 you can skip the step 1 'License Reader' because those more recent system has already a license number. You can get it using the 'Help – About Smile' menu.

3.3 UPGRADE A SINGLE SMILE 2.4 OR 2.5 OPERATOR CONSOLE TO RLS 3

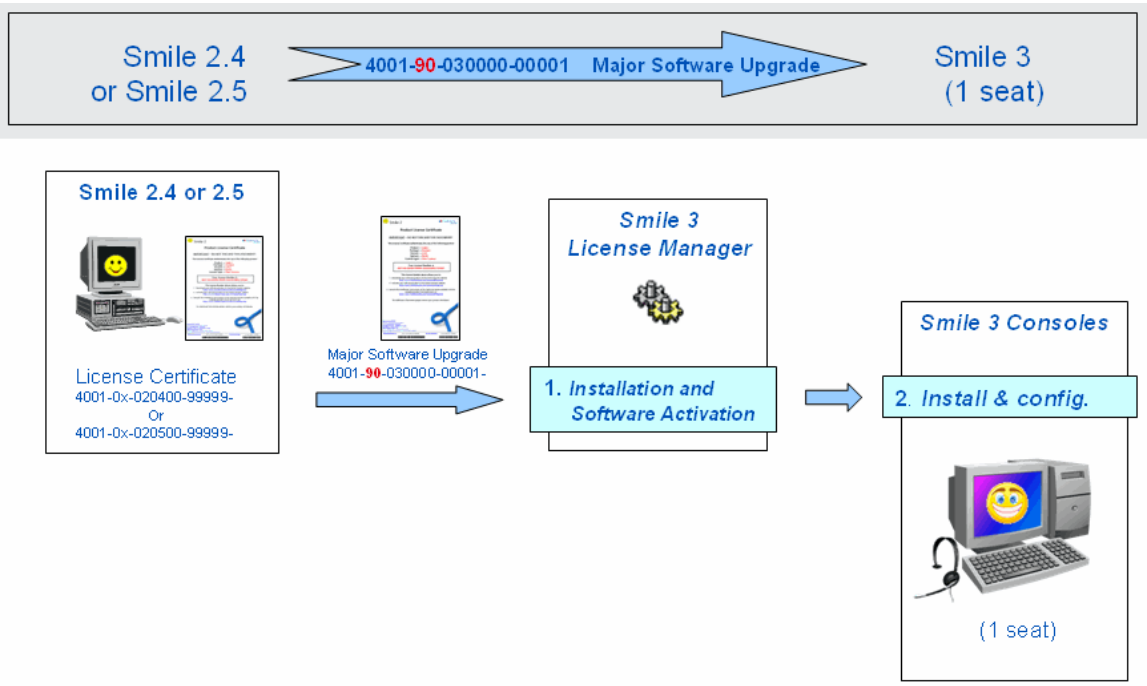
To upgrade an existing Smile 2 operator console (Rls 2.4.X or 2.5.X) to Rls 3.0 you will need a 'Major Software Upgrade' license like 4001-90-030000-00001

All the 3 packages of the Smile 2 (Exp, Adv and Pre) can be upgraded using a major Software Upgrade license.

Using your 'Major Softwrae Upgrade' license you will download from the Smile console website http://www.smileconsole.com/download the following items:

- Smile 3 License manager
- Smile 3 Console
- Smile 3 dongle Driver (if you have a dongle)

Overview:



Procedure:

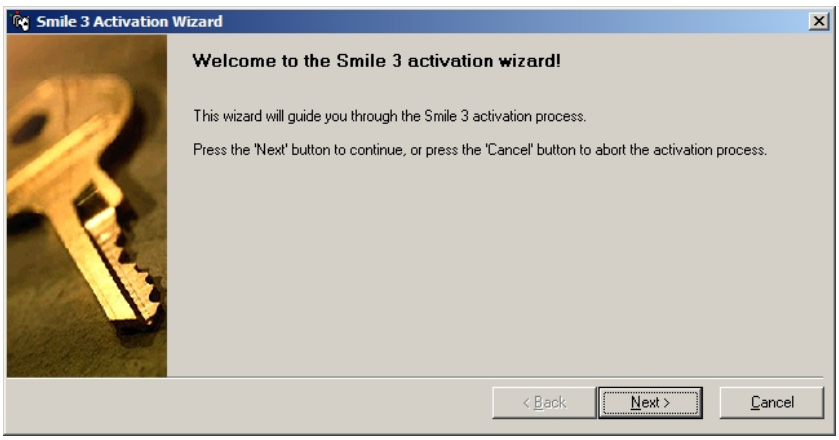
Smile License Certificates (and License Number) have been introduced with Smile release 2.4.0. The License Retriever tool will not be used.

1. Install the 'Smile 3 License Manager'

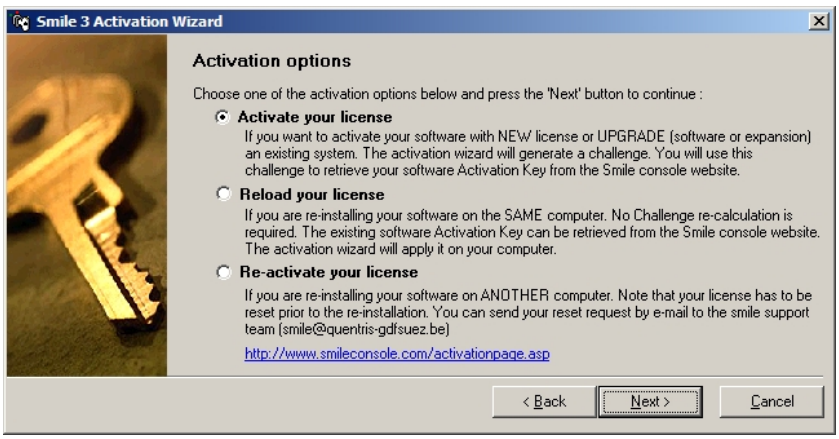
   If you plan to use a dongle with your Smile 3 system install the Smile 3 dongle driver first (see Dongle_Driver_Installation) then install the Smile 3 License Manager (see Smile_3_License_Manager_Installation).

   During the Smile 3 License Manager installation the software activation wizard will appear, you will have to provide:

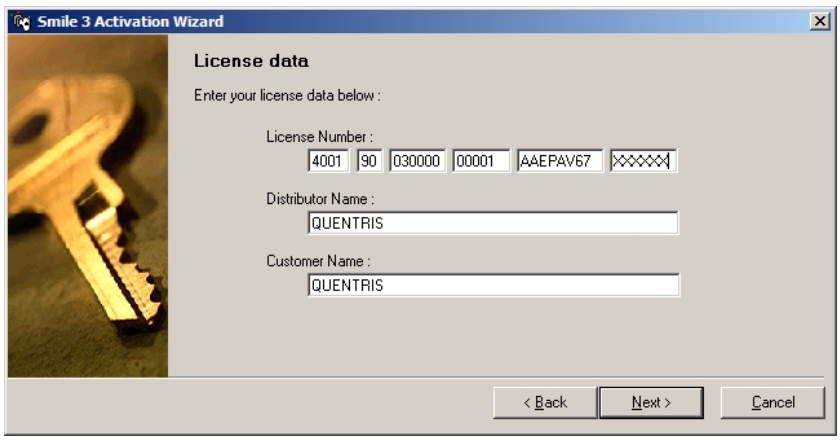
   - License Number: the Major software upgrade license number (4001-90-0300000-00001-...-...)
   - Names: the installer and customer name
   - Previous License Number to upgrade: the license number of the old Smile (release 2.4 or 2.5)



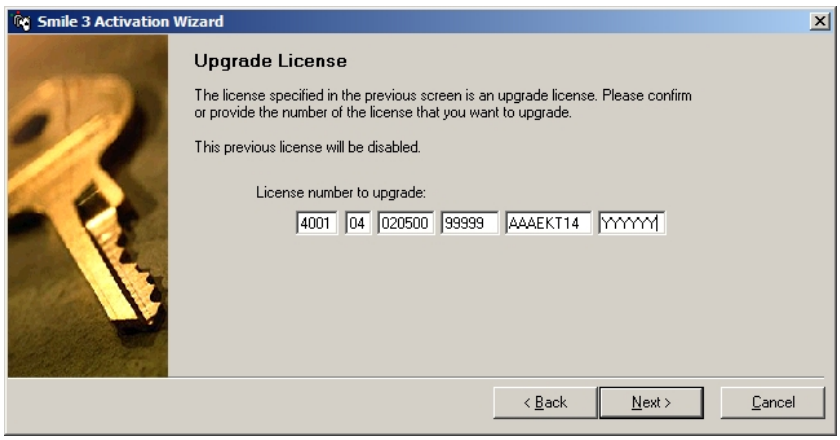
Press the <Next> button.



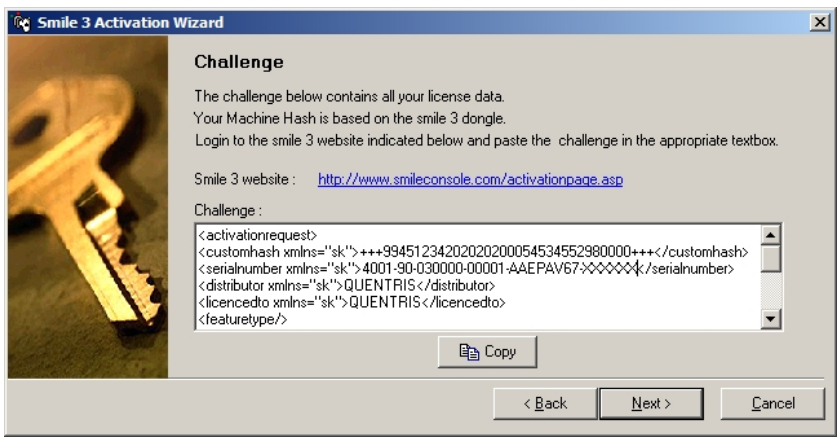
Select the option 'Activate your license' then press the <Next> button.



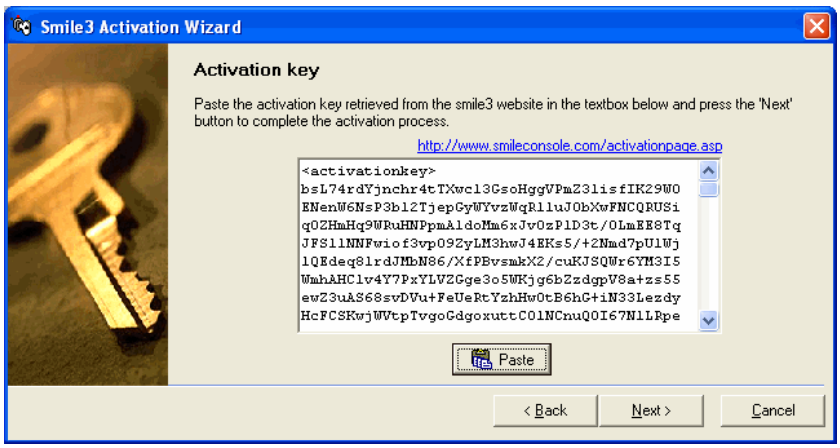
Fill the Major Software Upgrade license number, names then press the <Next> button.



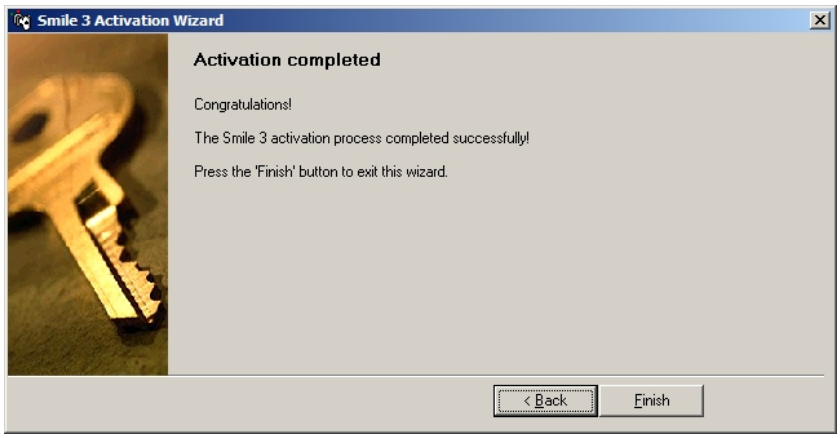
Provide the License Number of the Smile 2 to upgrade then press the <Next> button.



The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



The software activation is completed; press the <Finish> button.

Click on the <Finish> button available on the Smile 3 License Manager installation to complete the installation.

2. Install and configure the 'Smile 3 Console' (section 'Smile 3 Console Installation')

Remark:

To import the old database you can use the menu Tools\Smile Database Import

3.4 UPGRADE MULTIPLE SMILE 2.4 OR 2.5 OPERATOR CONSOLES TO RLS 3

To upgrade multiple Smile 2 operator consoles (Rls 2.4.X, 2.5.X) to Rls 3.0 you will need:

- a 'Major Software Upgrade' license for the first console: 4001-90-030000-00001
- an 'Expansion upgrade (1 upgraded seat) by additional console: 4001-71-000000-00001

All the 3 packages of the Smile 2 (Exp, Adv and Pre) can be upgraded using a major Software Upgrade license

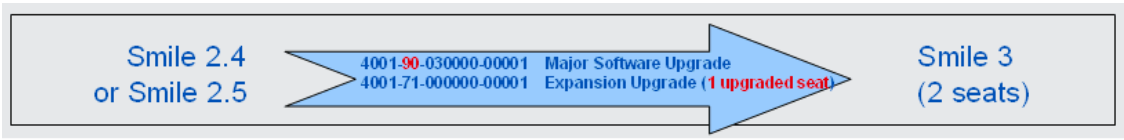
Using your 'Major Software Upgrade' license you will download from the Smile console website http://www.smileconsole.com/download the following items:

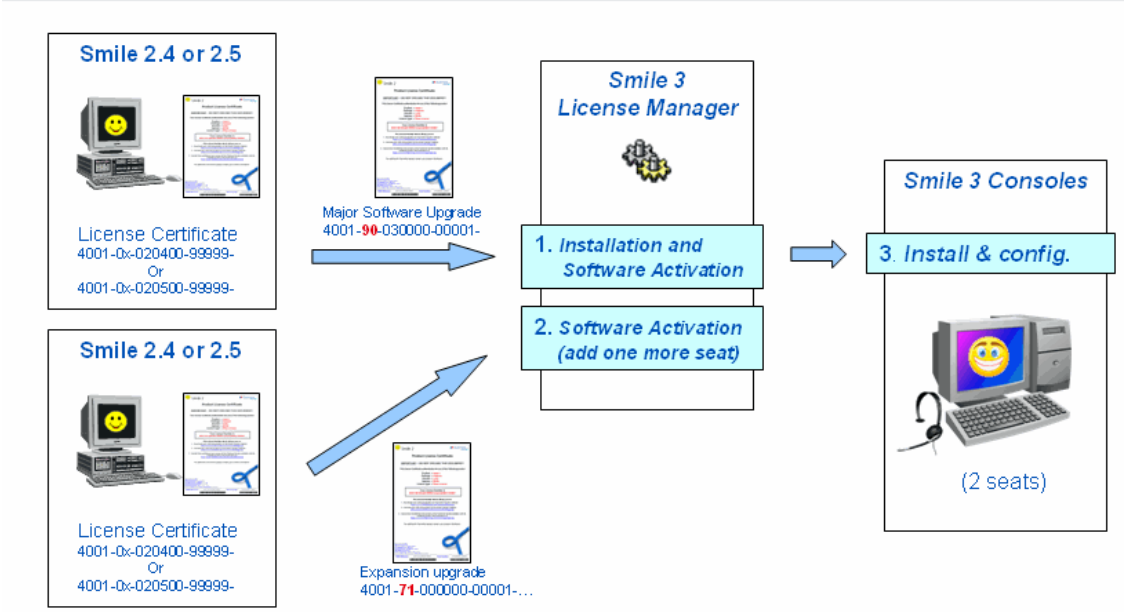
- Smile 3 Console
- Smile 3 License manager
- Smile 3 Dongle Driver (if you have a dongle)

License numbers were introduced with Smile release 2.4.0. Those license numbers will be used when applying one or more 4001-71 licenses to expand the 'new' Smile 3.X.X console to the original quantity of Smile 2.4.X / 2.5.X consoles. In this case, two or more.

The License Retriever tool will not be required to transform the dongle id's into license number.

Overview:





Procedure:

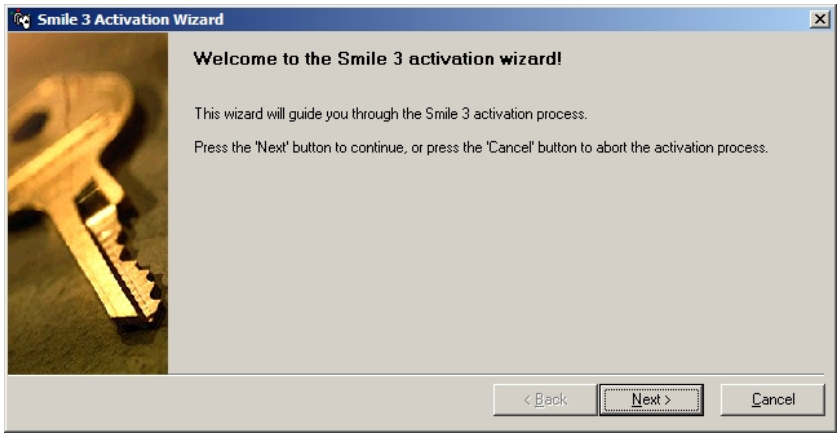
Document all Smile 2.4.X / 2.5.X license numbers of the Smile 2 consoles (help – about Smile).

1. Install the 'Smile 3 License Manager'

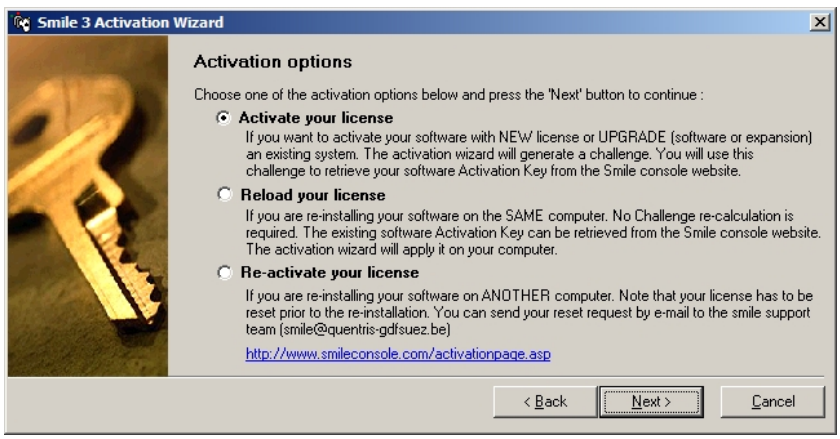
   If you plan to use a dongle with your Smile 3 system install the Smile 3 dongle driver first (see Dongle_Driver_Installation) then install the Smile 3 License Manager (see Smile_3_License_Manager_Installation).

   During the Smile 3 License Manager installation the software activation wizard will appear, you will have to provide:

   - License Number: the Major software upgrade license number (4001-90-0300000-00001-...-...)
   - Names: the installer and customer names
   - Previous License Number to upgrade: the license number of the first Smile 2 console. (4001-0x-020y00-99999-...-...)



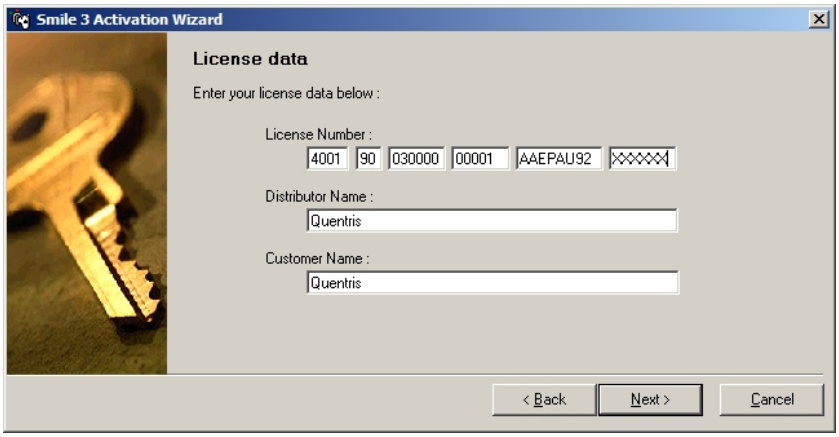
Press the <Next> button



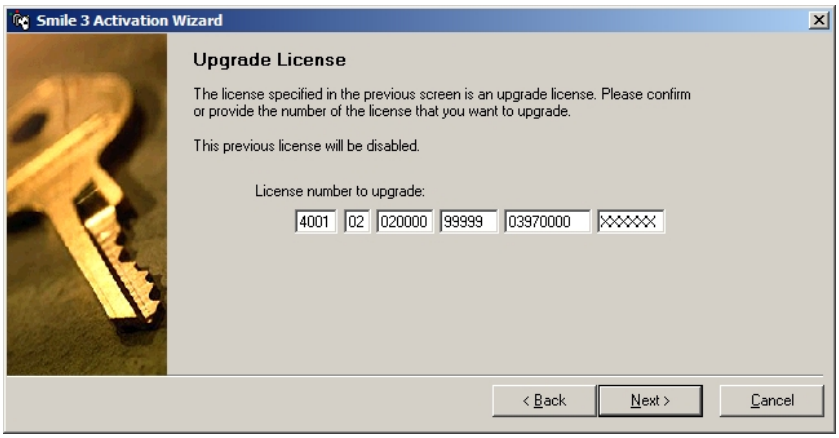
Select option 'Activate your license' then press the <Next> button

Remark:

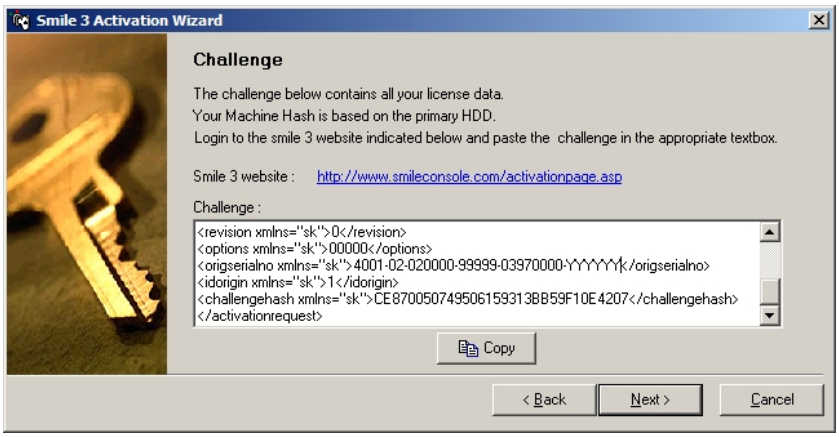
From Smile release 3.0.7 the activation options have been improved. Besides every option some explanations have been added to explain when to use that specific option.



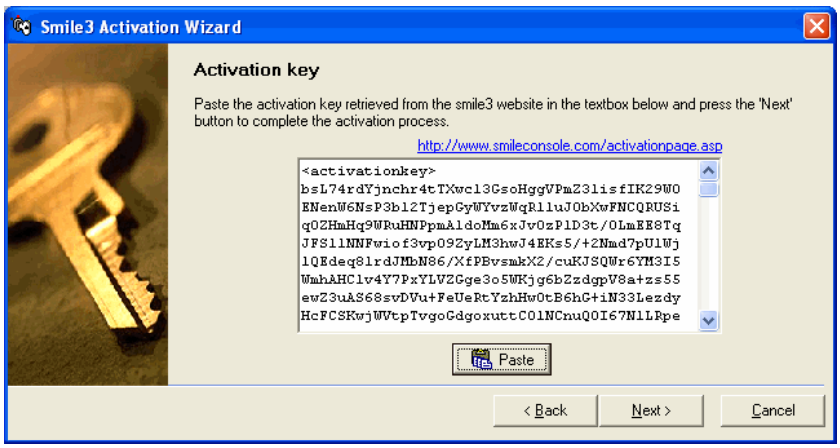
Fill the Major software upgrade license number, names then press the <Next> button.



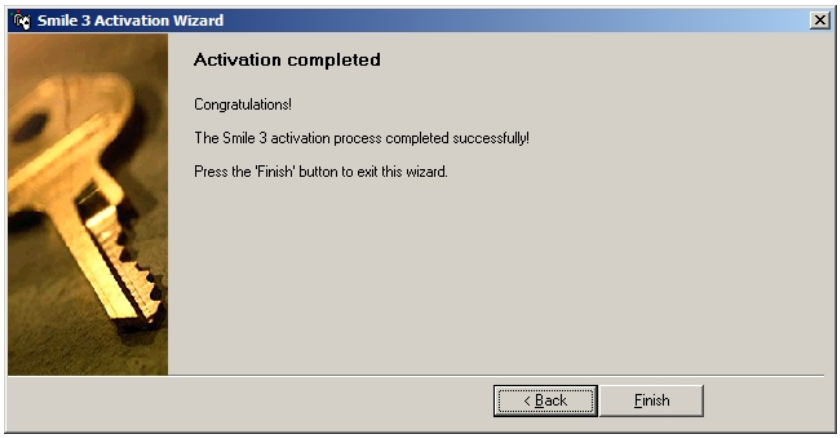
Fill the license number of the first Smile 2 console to upgrade then press the <Next> button.



The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



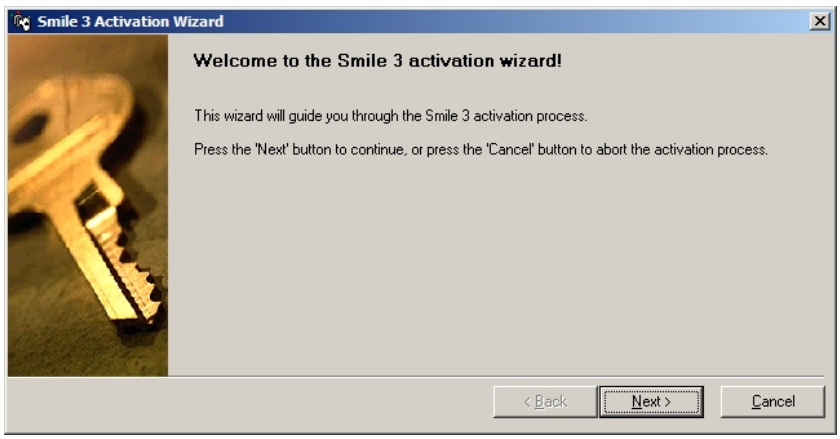
The software activation is completed; press the <Finish> button.

Click on the <Finish> button available on the Smile 3 License Manager installation to complete the installation.

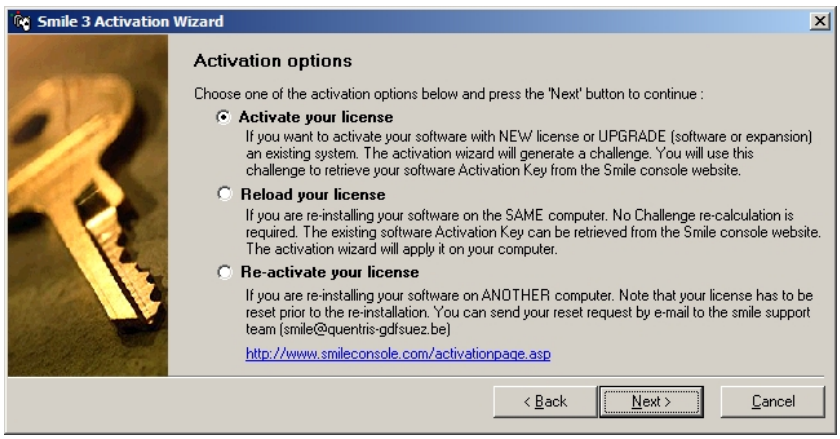
2. Start the software activation wizard by clicking on Start\All Programs\smile 3\SoftkeyActivation.

   You will have to provide:

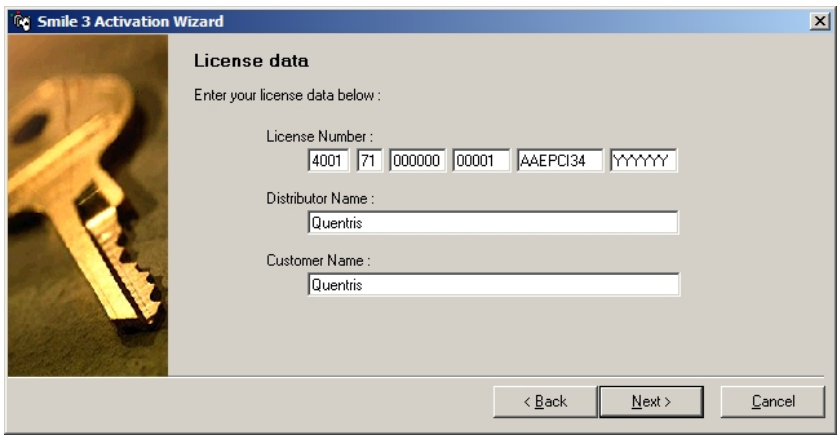
- License Number: the Expansion upgrade (1 Upgraded seat) license number (4001-71-0000000-00001-...-...)
- Names: the installer and customer name
- Previous License Number to upgrade: the license number of the second Smile 2 console. (4001-0x-020y00-99999-...-...)



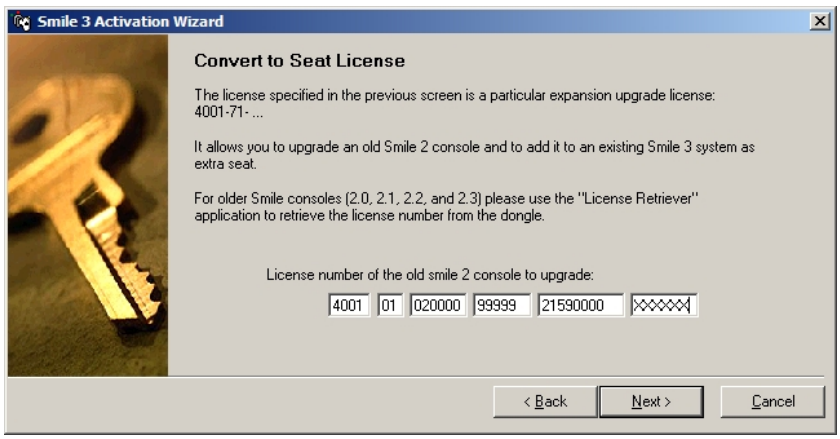
Press then <Next> button.



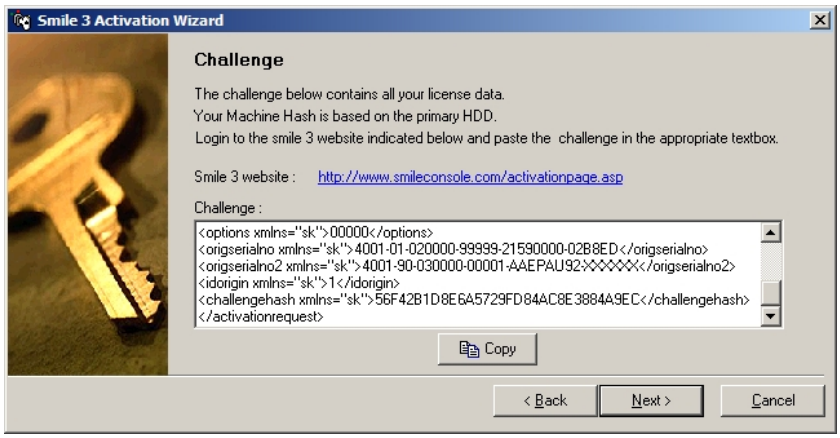
Select the option ‘Activate your license’ then press the <Next> button.



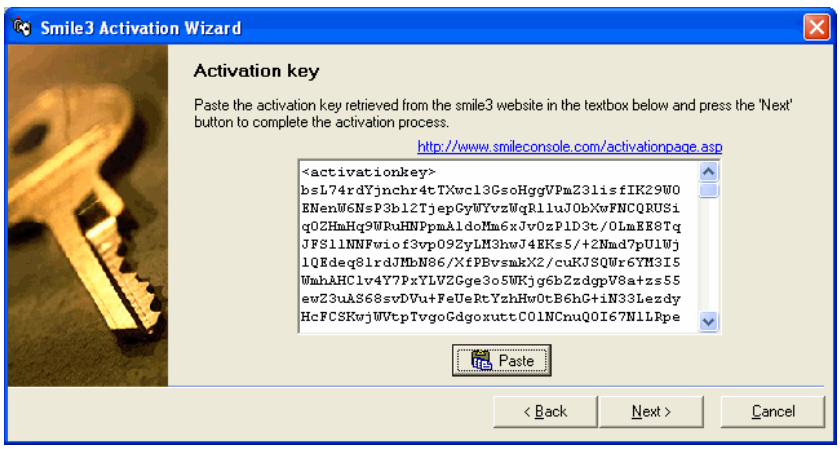
Fill the expansion upgrade license number 4001-71, confirm the names then press the <Next> button.



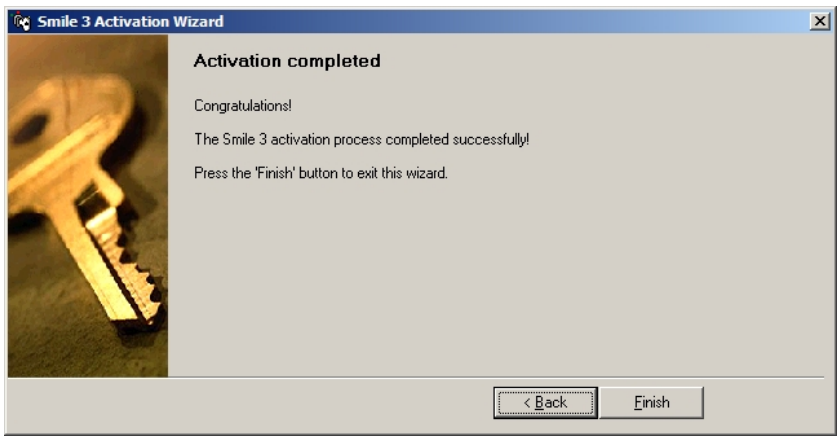
Fill the license number of the first Smile 2 console to upgrade then press the <Next> button.



The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



The software activation is completed; press the <Finish> button.

Repeat the step 2 for each additional console.

Steps 3 and 4 below should be performed after the activation of all 4001-71 licenses !

3. Restart (Stop then Start) the Smile 3 License Manager service using the Microsoft Management Console (Start\Control Panel\Administrative tools\Services)

4. Install and configure all the 'Smile 3 Consoles' (see 'Smile 3 Console Installation')

Remark:

To import the old database you can use the menu Tools\Smile Database Import

3.5 EXPAND A SMILE 3 OPERATOR CONSOLE WITH ADDITIONAL SEATS

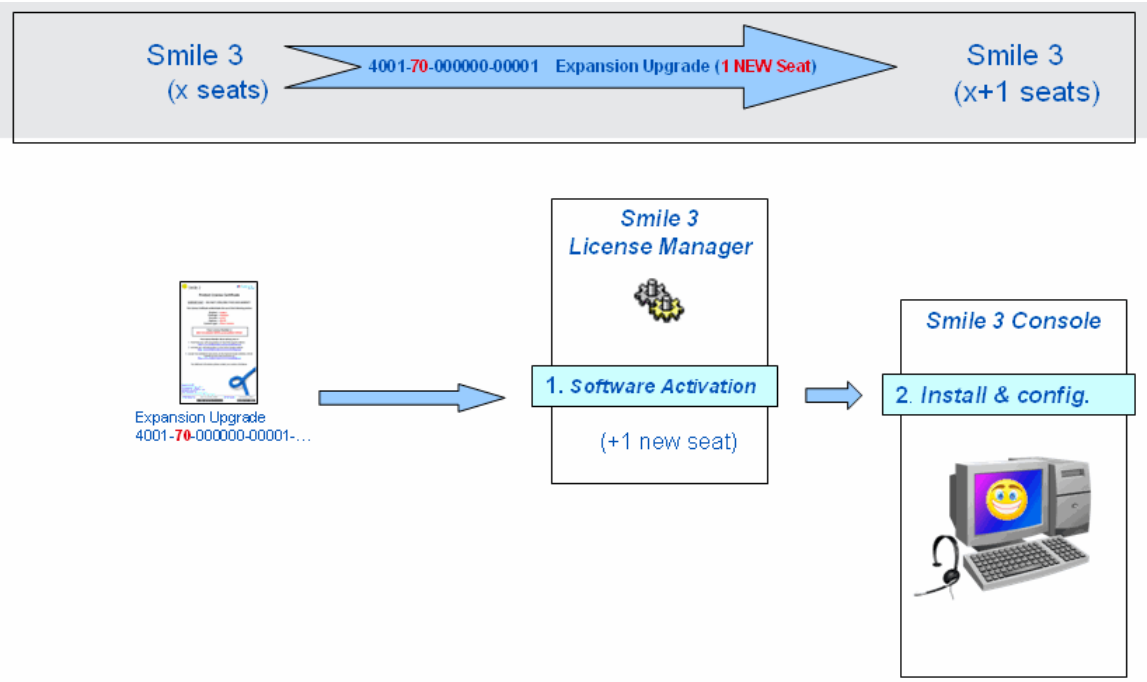
To upgrade a Smile 3 operator consoles with one or multiple seats you will need:

- an 'Expansion upgrade' (1 or multiple X seats) license: 4001-70-000000-0000X

Using your 'Expansion Upgrade' license you will download from the Smile console website http://www.smileconsole.com/download the following item:

- Smile 3 Console

Overview: (example for 1 additional seat)

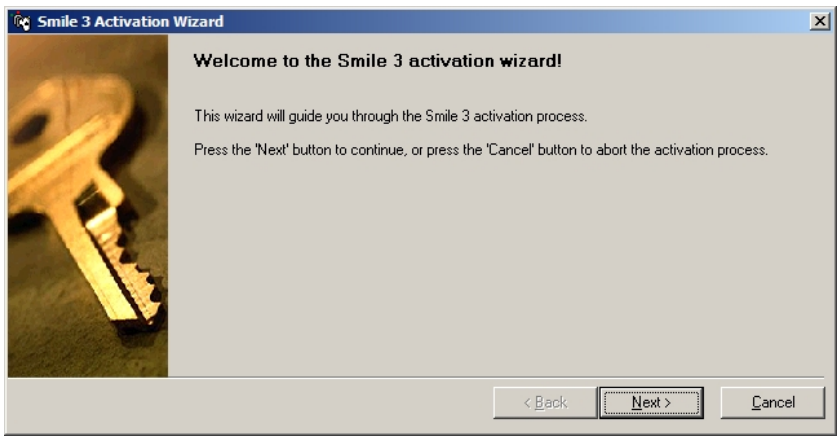


Procedure:

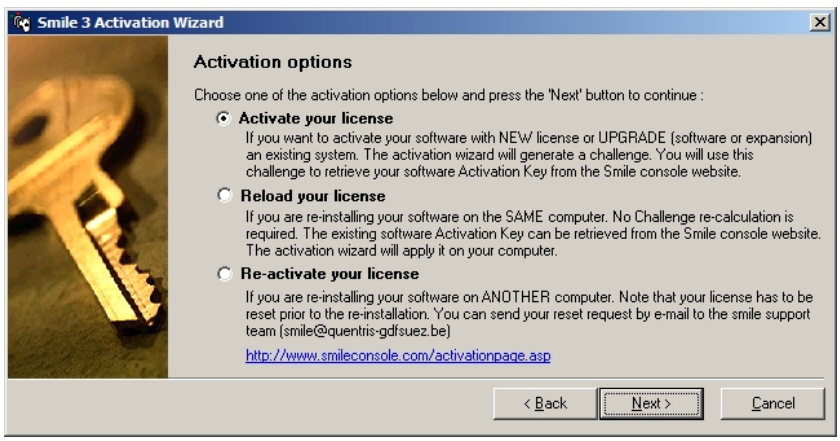
1. Perform the software activation for the additional seat

   You will have to provide:

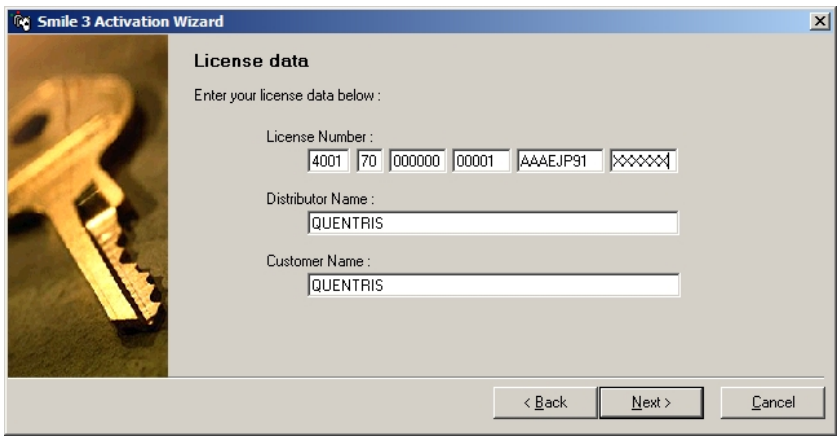
   - License Number: the Expansion upgrade (1 Upgraded seat) license number (4001-70-0000000-00001-...-...)
   - Names: the installer and customer name



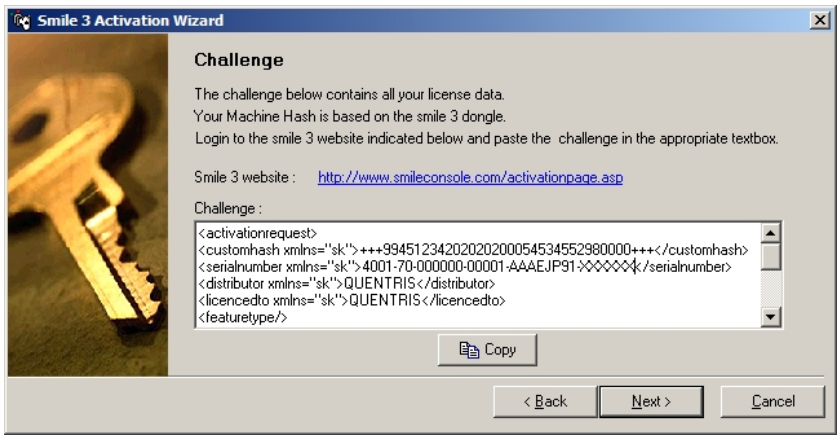
Press the <Next> button.



Select the option 'Activate your license' then press the <Next> button.

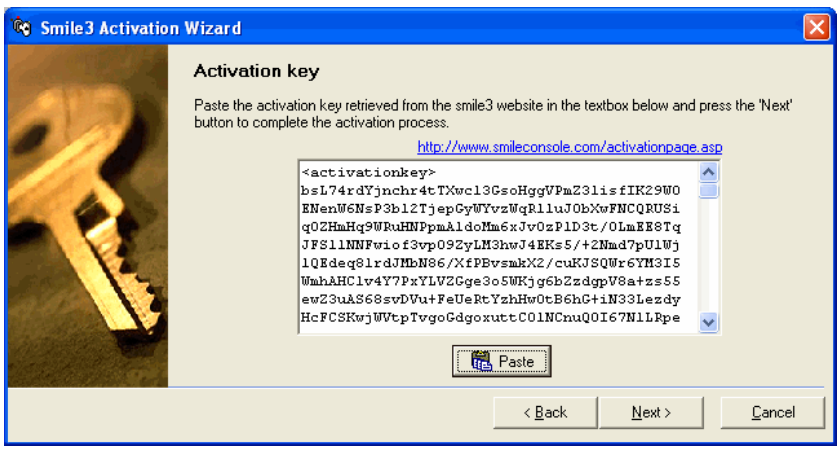


Fill the expansion upgrade license number, names then press the <Next> button.

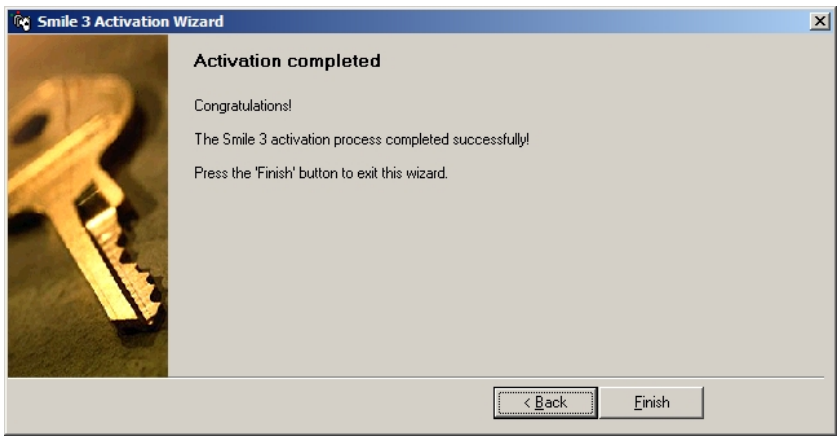


The system will generate a 'Challenge' that you will use on the Smile Console web site to get the corresponding 'Activation Key'.

On the web site you will need to provide the expansion upgrade license number (4001-70).



Paste the 'Activation Key' coming from the Smile console website and click on the <Next> button.



Press the <Finish> button.

2. Install and configure all the ‘Smile 3 Consoles’ (section ‘Smile 3 Console Installation’)

3.6 MAINTENANCE UPGRADE (FROM SMILE 3.0.X TO SMILE 3.0.Y WITH Y>X)

This upgrade procedure is applicable to a 'Stand Alone' system.
Feel free to review the file locations to correspond to your architecture.

For multiple console systems you will need to repeat the Procedure Smile 3 Console for every installed console.

3.6.1 Smile 3 License Manager

If the software version of the existing Smile 3 system is Rls 3.0.6 or Rls 3.0.7 then jump to the step 3 and proceed immediately with the uninstallation.

1. Stop the Smile 3 License service using the Microsoft Management console (Control Panel\Administration tools\Services) or using the batch file 'Smile3LM_Stop.bat' located in the application folder.
2. Unregister the Smile 3 License service using the batch file 'Smile3LM_UnRegister.bat' located in the application folder.
3. Uninstall the existing Smile 3 License Manager (3.0.x)
4. Install the new Smile 3 License Manager (3.0.y)

   When the software Activation Wizard appears click on the <Cancel> button and finish the installation.

   No need to activate your license, it remains valid from your previous Smile 3 installation

3.6.2 Smile 3 Console

1. Backup your data to a temporary folder

   Database (Smile.mdb):
   c:\Program files\Smile 3\ -> c:\temp
   Configurations (Smile.exe.config and SmileServer.exe.config):
   c:\Program files\Smile 3\ -> c:\temp
   Profiles (*.xml):
   c:\Program files\Smile 3\UserProfiles\ -> c:\temp

2. Uninstall the Smile 3 Console 3.0.x

   Start\Control Panel\Add&Remove Programs\Smile 3 Console\Remove

3. Install the Smile 3 Console 3.0.y and restore your data saved in step 1

4 SMUPDATE

4.1 INTRODUCTION

To extend the connection of Smile with other software applications a utility called SmUpdate is provided. It allows the import of data from a text file into the Smile phone book.

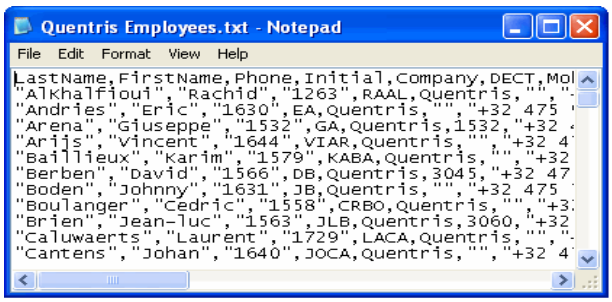
The text file also called “Source file” will meet the following requirements:

- The file format can be:
  - a delimited text file :

    Each field is enclosed by double quote marks (“ “) and there is a comma (,) between each field
  - a list separator text file :

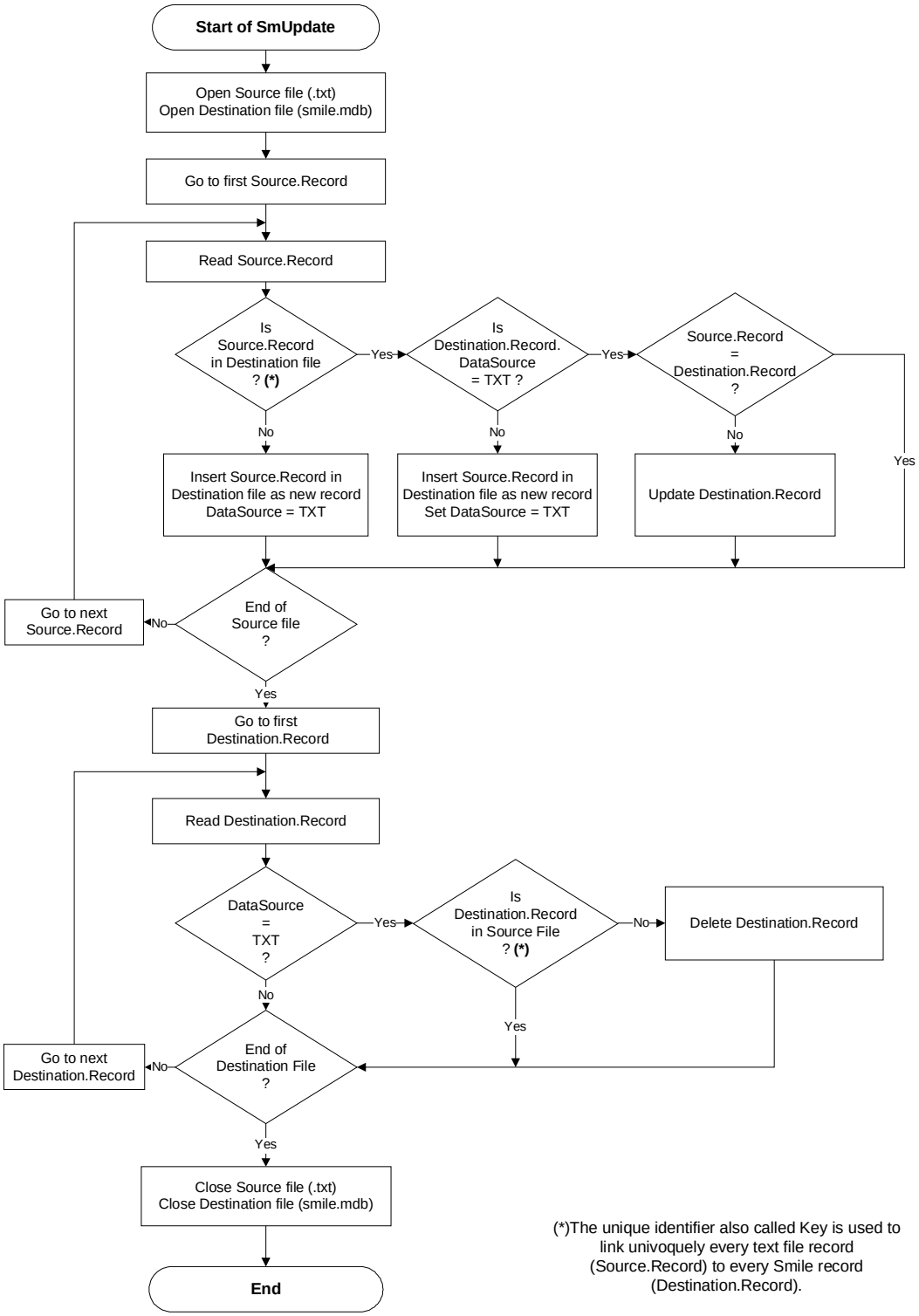
    Each field is separated by a comma (,), a semicolon (;), a number sign (#), a slash (/) or a vertical bar (|).
- The first line must always contain the column headings
- “Last Name”, “First Name” and “Phone” fields are mandatory (must be mapped)
- The field values can be placed between double quote marks

Below is a sample of a source file:



SmUpdate updates only the fields specified in your source file. The information stored in the other fields of the Smile database are maintained. If a record imported previously with SmUpdate (field “DataSource” set to TXT) is no more in the source file, it will be automatically deleted by SmUpdate. This record will not be displayed on the operator interface anymore.

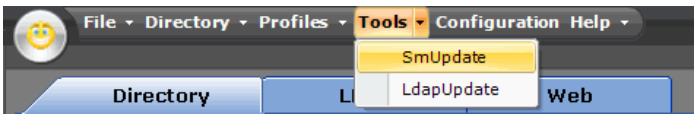
4.2 SMUPDATE FLOW CHART



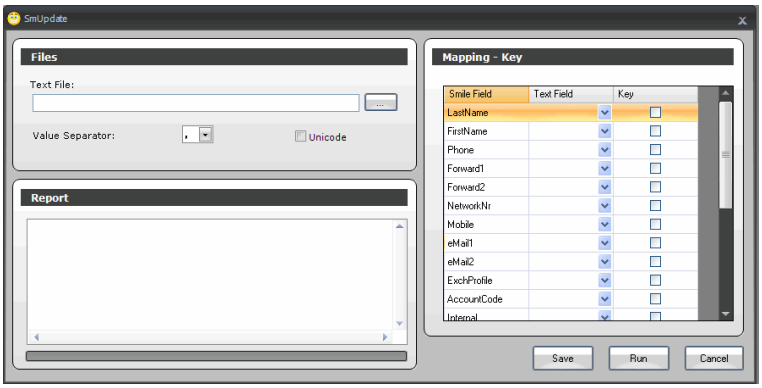
(*)The unique identifier also called Key is used to link univoquely every text file record (Source.Record) to every Smile record (Destination.Record).

4.3 STARTING SMUPDATE

SmUpdate is started from the Smile 3 Main Window under the menu item “Tools”.



Click on “SmUpdate”, following configuration window will appear:



In the “Text file” field, type the path to the “Source file” you want to import, or browse with the  button to the same file.

In the “Value Separator” drop down box, select the separator character that is used in the Source file to separate the data fields.

If Unicode characters are used in this file, check the box otherwise leave it blank.

On the right part of the SmUpdate configuration window, there is a table called:

“Mapping – Key”.

The left column of this table, called “Smile Fields”, shows all standard field names of the Smile 3 database.

In order to place the imported data from the Source file at the right place in the Smile 3 database, it is necessary to map the Smile 3 fields with the “Source file” fields.

Once the path of the “Source file” has been entered in the “Text File” field, the dropdown boxes under the column “Text field” will contain a list of all available fields of the Source file. Each Smile 3 field can now be associated with a field contained in these dropdown boxes.

It is mandatory that the LastName, FirstName and Phone fields from the Smile 3 database are mapped to the corresponding Source file fields.

When the fields are mapped, you need to indicate which fields will be used as the unique identifier for the Source file. The unique identifier also called “Key” will be used to link univocally every Smile record to every text file record. Thanks to this identifier the SmUpdate will know which record to update. The Key will NEVER change.

Normally, the destination database will be the Smile.mdb file, whilst the source file could be for instance the Corporate Directory file generated by the Telephony Manager. In this particular case we recommend you to use the fields 'TN' and 'Site\System' to build the KEY. These fields association gives effectively a unique value.

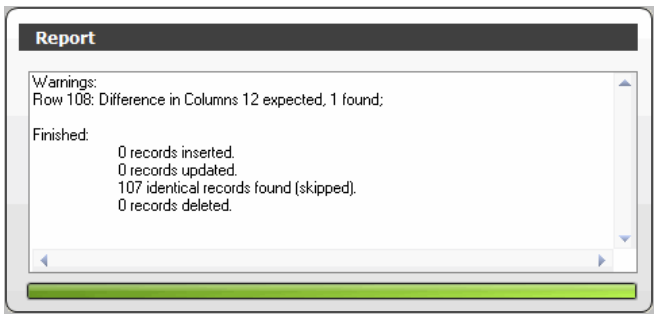
If the source file comes from another system we may use the e-mail address field or a combination of "LastName", "FirstName" and "Phone" to build the key.

Before start of the import routine, you can save all configuration parameters by pressing the <Save> button.

4.4 PROCEED WITH THE UPDATE

When the necessary fields are mapped and the unique identifier(s) are indicated (check box) you can press the <**Run**> button to perform the import.

The result of the import is shown in the "Report" part of the configuration window .



SmUpdate saves also a summary of the import result in a log file called SmUpdate.log

The SmUpdate log file can be found in the Smile 3 application directory.

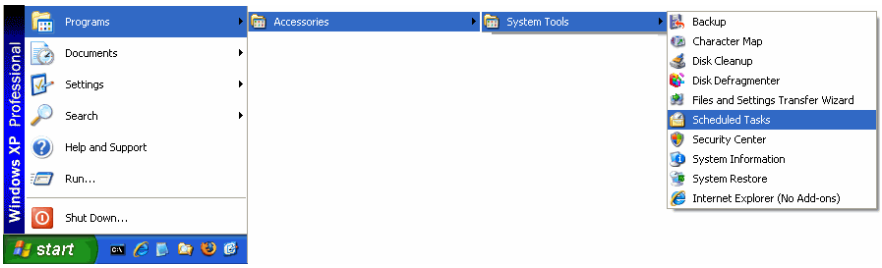
It contains:

- warnings
- the detailed skipped record (for future analysis)
- the import result (x records Inserted, y records Updated, z Deleted)

4.5 HOW TO SCHEDULE SMUPDATE

We can automate this process by using the Windows Tasks Scheduler.

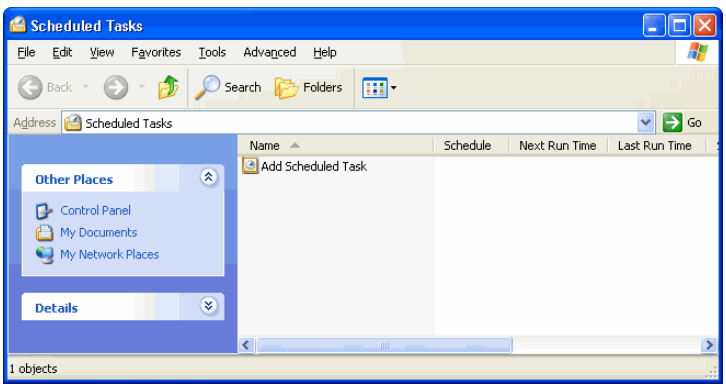
- Step 1: Start the Windows Task Scheduler



Double-click on the 'Scheduled Tasks' item available in the System Tools

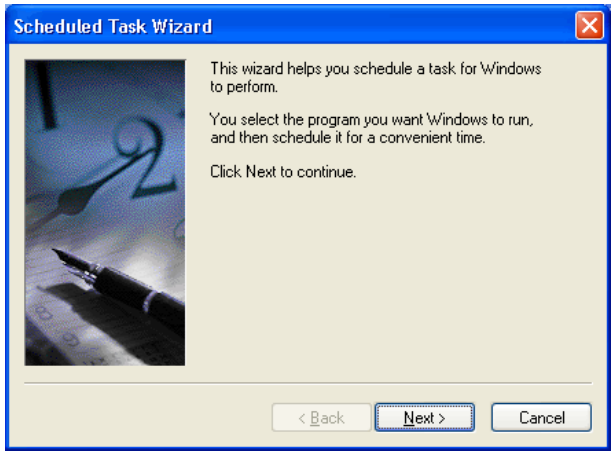
The Scheduled Tasks windows appears.

- Step 2: Create a new scheduled task



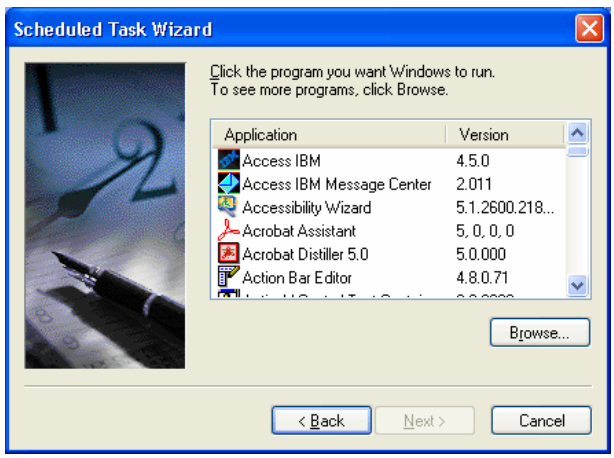
Double-click on the Icon 'Add Scheduled Task'

- Step 3: Create a new scheduled task



Click <Next> to continue

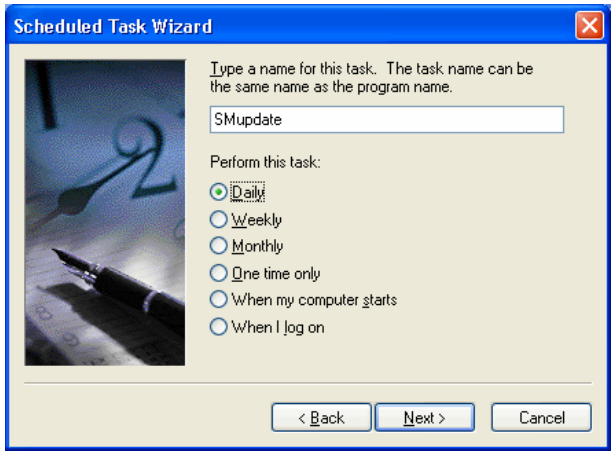
- Step 4: Select the application to schedule



Use the <Browse> button to locate the SmUpdate application, by default the SmUpdate.exe is available in the Smile 3 Console folder (c:\Program Files\Smile 3).

Click <Next> to continue.

- Step 5: Define the task name and the frequency



Click <Next> to continue

- Step 6: Select the time and day you want this task to start

Click <Next> to continue

- Step 7: Specify the User name and password used to run the task

Depending of the system security policy, this screen may appear.

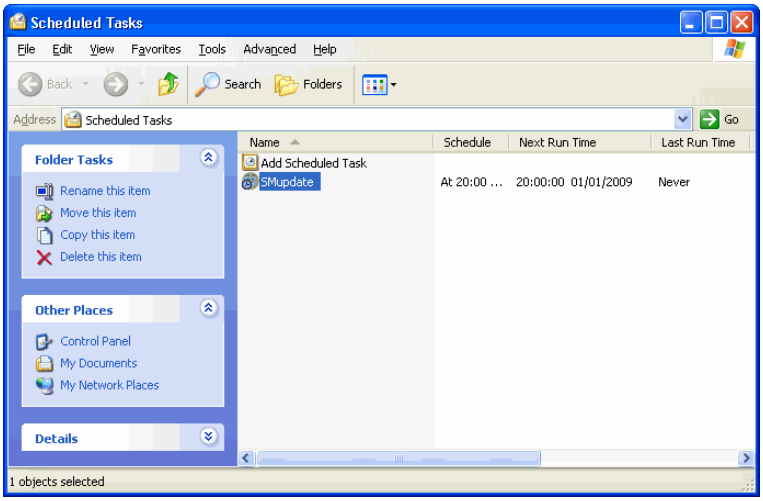
If this is the case, specify the user name and the associated password that must be used to run the task.

Click <Next> to continue

- Step 8: Task scheduled successfully

Click <Finish> to continue.

- Step 9: Finish



The SmUpdate task has been successfully scheduled.

Please note that the computer in charge of this update process must remain powered on and connected to the network.

5 LDAP UPDATE

5.1 INTRODUCTION

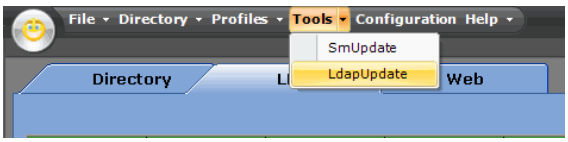
The LDAP Update functionality gives you the possibility to update the content of your local Smile database with the information retrieved from a LDAP directory database. Running it on a manual or a scheduled base, it will strongly simplify the maintenance of information. This function is available on the Master Smile Console (Console Id=00). Only users with administrative or supervisor rights can configure and start the LDAP Update process.

There are two different ways to launch the update process:

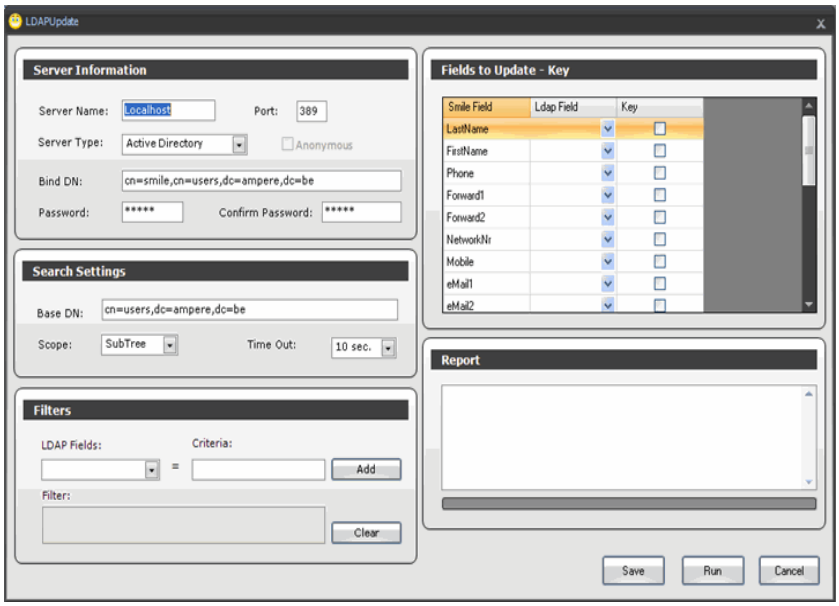
- **Manual update from the Smile user interface:**

  You can launch the LDAP update process manually at any time. This operation is done by selecting the LDAP Update item from the "Tools" main menu. This requires to be identified as Administrator or Supervisor on the Master Smile console.

  Once the LDAP Update functionality is configured and saved (see 5.2 'Configuration'), the LDAP query process is launched by clicking on the "Run" button of the LDAPUpdate window.



  Clicking on the "LdapUpdate" item will open following configuration window:

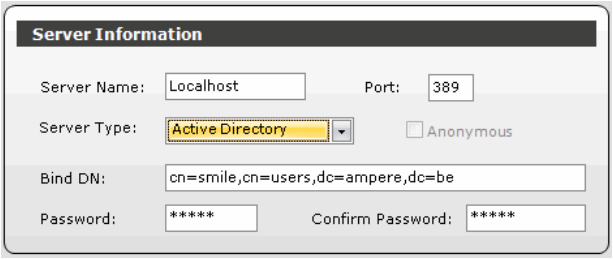


- **Scheduled update:**

  The LDAPUpdate process will be started by the Windows Task Scheduler. Please refer to chapter 5.4 'How to schedule the LDAP Update'.

5.2 CONFIGURATION

Step 1: Configure LDAP Server Information



- **Server Name:**

  In this field you have to enter the name of your LDAP server or its IP address.

- **Server type:**

  Used to specify the type of the LDAP server (Active Directory, MS Exchange, Lotus Domino, Novell eDirectory or TM3)

- **Port:**

  Here you have to enter the TCP port that is used to access your LDAP server. The default LDAP port is 389.

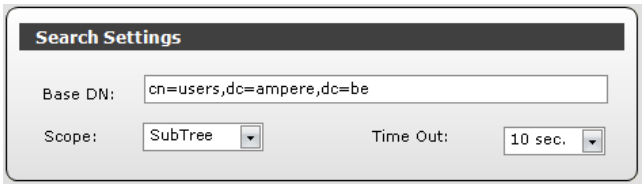
- **Bind DN:**

  Account used to establish the connection with the LDAP server. It has to be provided using the LDAP notation.
  E.g.: cn=smile,cn=users,dc=ampere,dc=com

- **Password:**

  Password of the account specified for the Bind DN
  Note that the user should have read access to the LDAP server. The password will be encrypted and stored in the configuration file.

Step 2: Configure the Search Settings



- **Base DN**:

  Distinguished name of the base object where the search will begin. The search is performed only on this object and objects that exist below it in the directory tree according to the scope setting.

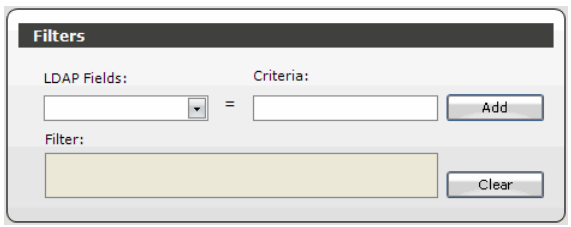
- **Scope:** (SubTree)

  It could be
  OneLevel: entries immediately below the base DN
  SubTree: the entire subtree starting at the base DN

- **TimeOut:** (5 sec.)

  Indicates the maximum duration that the Smile 3 Console will wait for a LDAP response before concluding to an unavailability of the LDAP server.
  It could be 5, 10, 20 or 60 seconds.

Step 3: Configure Filters



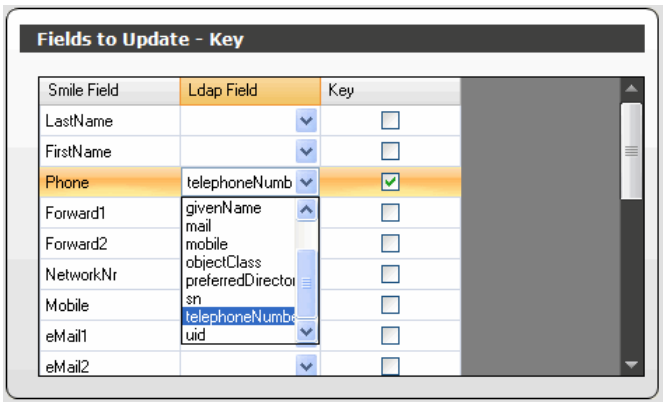
Filters will help you to extract the relevant records available in the specified **Scope** from the LDAP database as defined in step 2.

To add a new criterion to your filter, you have to select a **LDAP field** from the drop-down box (at the left of the equal sign) and to assign a certain value to this field (at the right of the equal sign). To validate your criterion, click on the <Add> button and it will appear in the **Filter** area.

If you click on the <Clear> button it will delete the complete Update Filter.

Note: these parameters can strongly influence the performance of the connection.

Step 4: Map Fields to Update and Key definitions



The left column of the above configuration window, labelled “Smile Fields”, shows all the available fields of the Smile database. Each of these fields can be mapped with a Ldap Field contained in the dropdown box.

To be able to do the update between the LDAP directory and the Smile database, you have also to define a unique key. This unique key (set of key fields) will identify the matching records.

The key that will be used for the update mechanism can consist of one single mapping or a combination of several mappings.

The LDAP Update configuration is now finished.

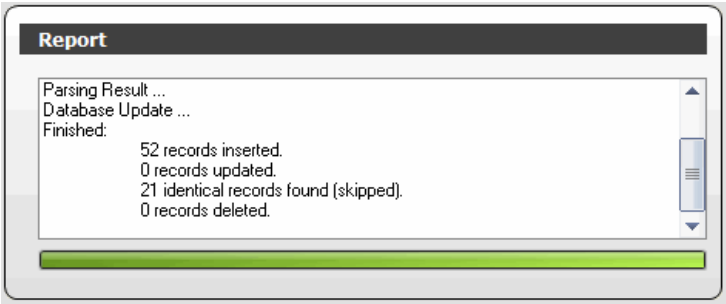
Click on the <Save> button to keep the configuration data.

5.3 STARTING THE LDAP UPDATE

When the configuration data is entered, the update process can be launched. Clicking on the “Run” button will start it.

The “Report” window will provide you the result of the update:

- # records inserted
- # records updated
- # identical records found (skipped)
- # records deleted



The LDAP Update routine will generate a detailed logging and a statistical summary.

The statistical overview contains the following information:

- the time of start of execution and the time of end of execution
- the run mode and applied filter
- the number of records modified in the local repository
- the number of records added to the local repository
- the number of problems (ambiguities)
- the number of records in the local database without match in the LDAP database.

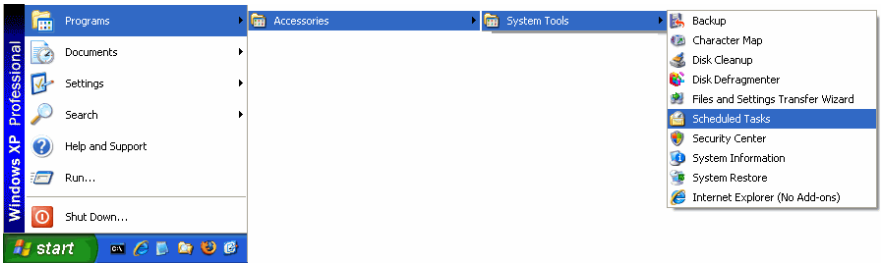
This statistical overview is added to the Smile log file in case the update is started. It is also added at the end of the detailed LDAP Update log file.

A separate LDAP Update log (LDAP_update.log placed in the same directory as the executable) is generated in overwrite mode and will contain details (key field information) on encountered problems. The statistical log is added at the end of this file.

5.4 HOW TO SCHEDULE THE LDAP UPDATE

We can automate this process by using the Windows Tasks Scheduler.

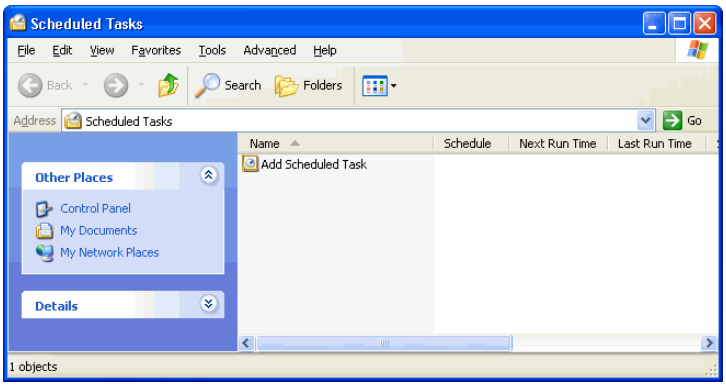
Step 1: Start the Windows Task Scheduler



Double-click on the 'Scheduled Tasks' item available in the System Tools

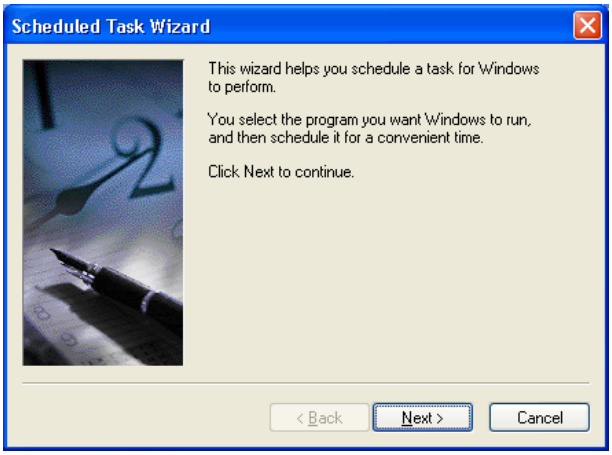
The Scheduled Tasks windows appears.

Step 2: Create a new scheduled task



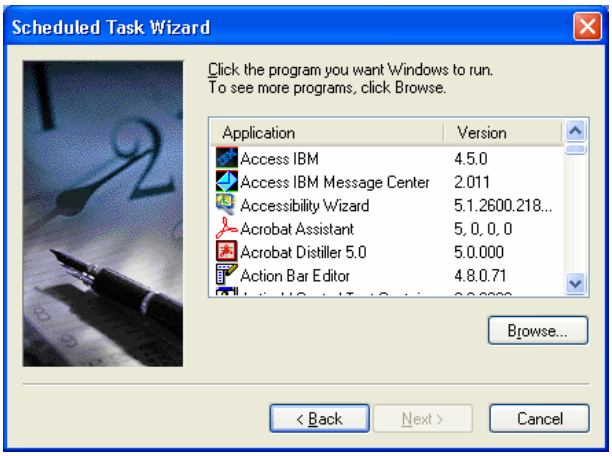
Double-click on the Icon 'Add Scheduled Task'

Step 3: Create a new scheduled task



Click <Next> to continue

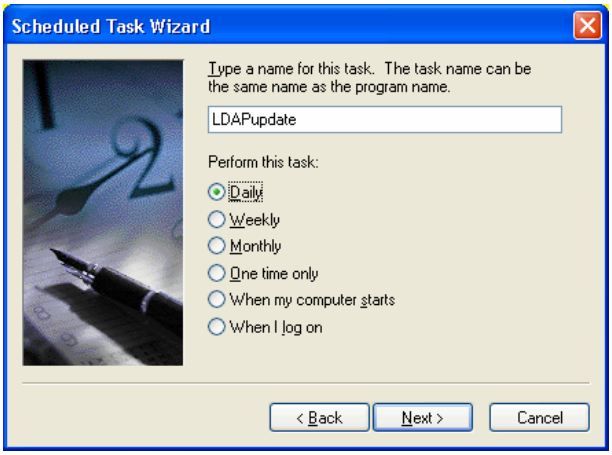
Step 4: Select the application to schedule



Use the <Browse> button to locate the LDAPUpdate application, by default the LDAPUpdate.exe is available in the Smile 3 Console folder (c:\Program Files\Smile 3).

Click <Next> to continue.

Step 5: Define the task name and the frequency



Click <Next> to continue

Step 6: Select the time and day you want this task to start

Click <Next> to continue

Step 7: Specify the User name and password used to run the task

Depending of the system security policy, this screen may appear.

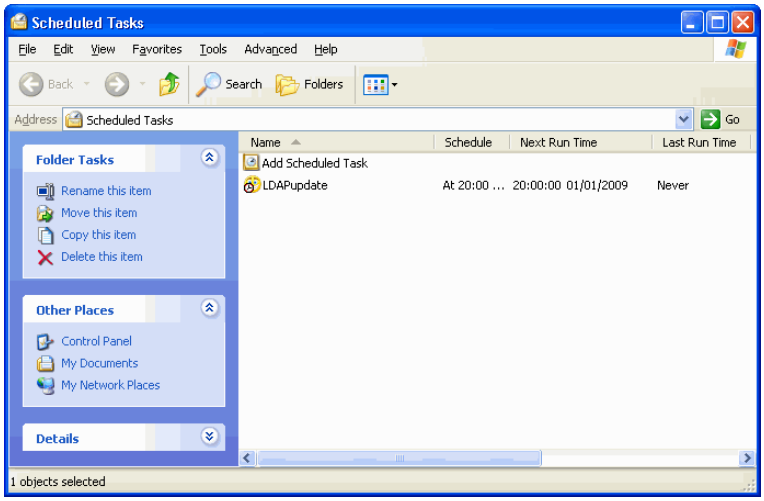
If this is the case, specify the user name and the associated password that must be used to run the task.

Click <Next> to continue

Step 8: Task scheduled successfully

Click <Finish> to continue.

Step 9: Finish



The LDAPUpdate task has been successfully scheduled.

Please note that the computer in charge of this import process must remain powered on and connected to the network.

6 E-MAILS

6.1 INTRODUCTION

This chapter describes the following features of the Smile 3 system:

- **The Personal Notes functionality**

  The employees of a company can send a mail to a predefined Smile e-mail account (e.g.: Smile@company.com), with a short message. This message will appear on the Smile 3 Console interface in the 'Personal Notes' field. The notes are specific to each person stored in the repository and show up when this particular person is filtered out.

  (Requires a POP3-SMTP compliant e-mail server and a dedicated Smile mailbox)

- **The Send Mail functionality**

  The operator can send a mail to the person in focus assuming that his e-mail address has been filled in.

  (Requires an E-mail client)

- **The Open Calendar functionality:**

  The operator can open the agenda of a looked-up person in the local repository, when clicking the <Calendar> button. This way the operator can verify the person's agenda.

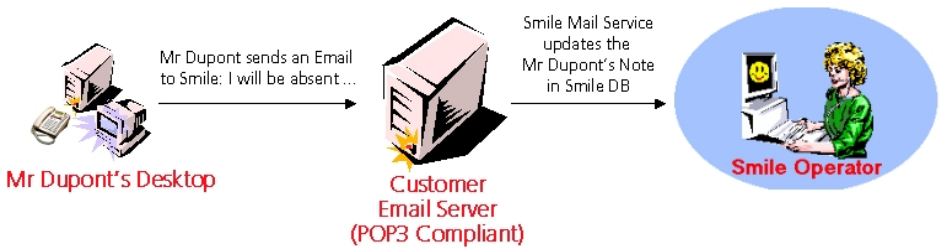
  (Requires MS Outlook)

6.2 THE PERSONAL NOTES FACILITY

6.2.1 Description

The employees of a company can send a mail to a predefined e-mail account, with a short message. This message will appear in the Smile 3 Console interface, and more specifically in the 'Personal Note'- field.

This note is specific to each person stored in the repository, and show up when this particular person is filtered out.



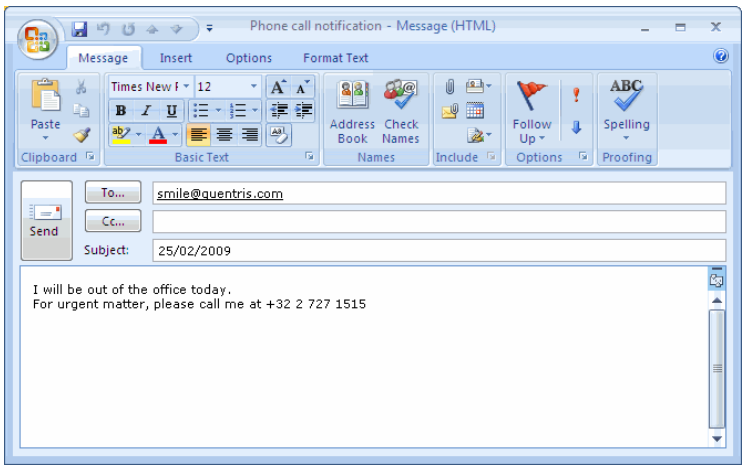
6.2.2 The sending of a personal note

Anyone within the company can send an e-mail to a predefined and configurable Smile e-mail account (e.g.: smile@company.com).

- In the From-field, the e-mail address of the person.
- In the To-field, the special Smile e-mail account has to be filled in.
- In the Subject-field, the optional expiration date of the personal note is mentioned.

  The Regional settings (Short Date format) of the Master Smile Console will determine the expiration date format (e.g.: dd/mm/yy or mm/dd/yy)
- The body of the message contains a personal note of the person. From this note only the first 255 characters will be captured by the Smile application and stored in the repository. The remaining characters (if any) are not read.

The personal notes must be sent in a plain text mail message, without attachments (to shield from viruses).



6.2.3 The reception of a personal note by the Smile 3 Mail Server

MAIL RECEPTION FUNCTIONALITY

The mail reception functionality is perfomed by the Smile 3 Mail Server and works with a POP3 compliant e-mail server (MS Exchange Server, Lotus Notes, Netscape Messenger, etc...)

At regular intervals, the Smile 3 Mail Server will check, via POP3, the mail server for incoming mail. The Smile e-mail account data is used to establish this connection.

This regular check for incoming mail is implemented as a service, running in the background. A service is a program, routine or process that performs a specific systems function to support other programs, in most cases at a level close to the hardware level.

PROCESSING OF NEW MAIL

If a mail arrives, the following actions occur:

- in the repository (smile.mdb), a matching e-mail address is looked up
- if a matching e-mail address is found (the E-mail1 and E-mail2 addresses are searched) Smile will start to copy the data into the local repository
- the first 255 characters of the body of the e-mail message are copied into the 'personalnote'-field of the repository
- the current date and time are filled in the 'rcvdatenote'-field of the repository
- the subject field of the e-mail is parsed for a valid date, which will be filled in the 'expdatenote'-field of the repository
- the processed mail is removed from the mail server

For each person held in the repository, only the most recent personal note persists. Older notes are deleted without archiving.

The expiration date contained in the subject-field is interpreted following the regional settings of the desktop/server running the Smile 3 Mail Manager. The subject-field may contain no other information. The deletion of the expired personal note occurs during each mail check.

If the same person sends several notes in a short period of time, it is possible that the notes arrive in another order than the one they were sent to. This is due to the network design. Smile cannot account for this particularity.

If several consoles operate in a network, the received mail will be saved in the network database.

If the mail contains an empty subject-field and no message in the body, this will be interpreted as a recall of the current personal note, without providing a new personal note. In the repository the expiration date-field and the personal note-field are cleared.

6.2.4 Errorhandling

If a personal note is sent by a person whose e-mail address is not present in the repository then a reply is sent to the e-mail originator with 'Unknown email address' filled in the subject-field.

If a personal note is sent by a person without expiration date (= an empty subject-field) or with an invalid expiration date, then the message is stored in the repository without expiration date, indicating that the message will only be overwritten by a more recent personal note, sent by the same person.

In the configuration menu, an appropriate checkbox is included with a "reply on incoming mails" label. If checked, every person sending a personal note will receive one of the two following messages:

- "Successfully updated the Personal Notes Field with the following message:

  <E-mail body>

  This message will expire on ... "
- "Successfully updated the Personal Notes Field with the following message:

  <E-mail body>

  No expire date was given."

All events and errors can be logged in a specific log file called 'SmService.log' located in the Smile 3 Mail Manager application directory. To activate the log file you will have to edit manually the file 'Smile3EmailManager.exe.config' and set the value 1 to the key 'Loglevel'.

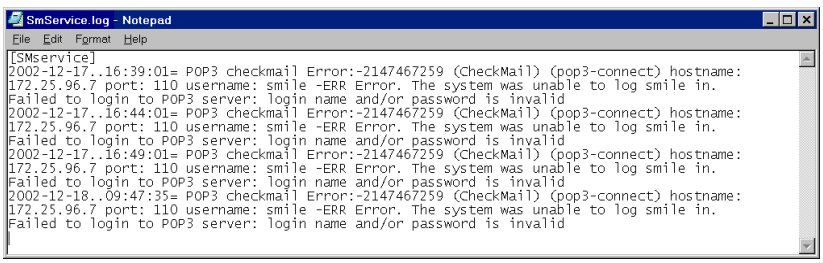
<add key="loglevel" value="0" />

Valid values are:

0: No events, no errors are logged.

1: Events and errors are logged in the 'SmService.log' file

'SmService.log' sample file :



6.2.5 Display of the personal notes in the Smile 3 Console interface

PERSONAL NOTES RESIDE IN THE SMILE 3 DIRECTORY

Personal notes are related to the persons stored in the Smile 3 Directory. When working with other repositories (LDAP, Internet, etc...) the personal notes are not shown, even if the selected person is present in the local repository.

OPERATOR NOTES VERSUS PERSONAL NOTES

The current 'notes'-field is now split into 2 parts:

- the left part remains the operator note
- the right part contains the latest received personal note (if any) of the person in focus

Even if the required dongle and dongle code is not detected, the notes-field will be split into 2 parts as described above. The personal notes-field will remain blank.

FORM OF THE PERSONAL NOTES-FIELD

The personal notes-field can hold 3 lines of each approximately 40 characters.

The field is laid out as follows:

RCV : [receiving date] – EXP : [expiration date]
Line 1
Line 2

If there is no personal note for the indicated person, the personal notes-field will be left completely blank.

6.2.6 Personal notes management

MANAGEMENT BY THE CONCERNED PERSON

The person can overwrite the current personal note by sending a new one, or by sending an e-mail with a blank subject-field and a blank body, to simply remove the current personal note.

MANAGEMENT BY THE OPERATOR

The operator can delete the current personal note for a person by clicking on the appropriate button in the toolbar  or by pressing <ALT-F7>.

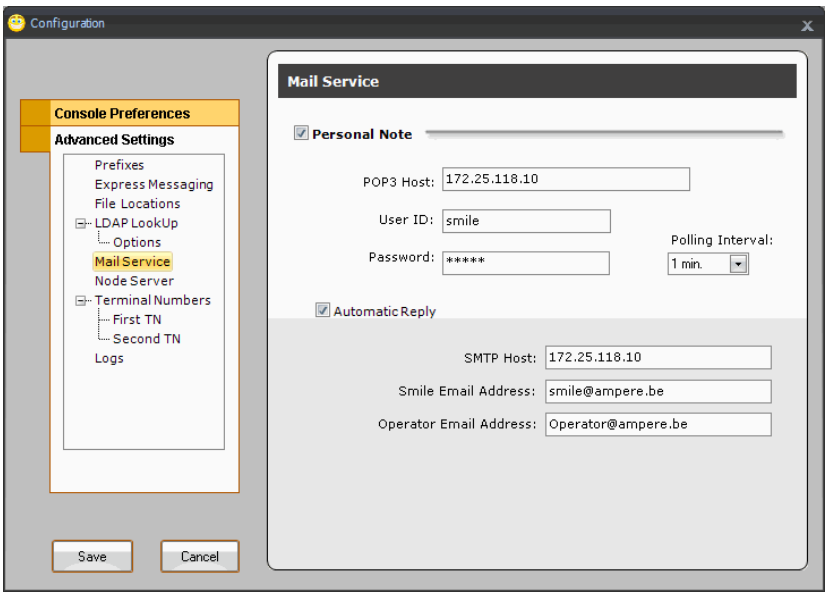
If the personal note can't be deleted (e.g.: operator hasn't edit authorization on the console), the command is disabled but still visible.

6.2.7 Installation and configuration

Before installing the Smile 3 Mail Manager we will have to configure the 'Mail Service' on the Smile 3 console.

- Step 1: Smile 3 Mail Service configuration

The Smile 3 Mail Service Configuration is accessible through the 'Mail Service' menu item available in the configuration of the Smile 3 Console.



The parameters are:

- **Personal Note: (unchecked)**

  To activate/Deactivate the Smile Mail Service facility

- **POP3 Host: ()**

  Name or IP address of the POP3 server (incoming e-mail server)

- **User ID: ()**

  Username of the Smile mailbox

- **Password: ()**

  Password to open the Smile mailbox

- **Check Mail every: (1min.)**

  Delay for the periodic check of the Smile mailbox for new incoming e-mail.

- **Automatic Reply: (unchecked)**

  Specify if an automatic mail reply must be sent for each incoming mail

- **SMTP Host: ()**

  IP address of your SMTP server used for the automatic reply (outgoing e-mail server)

- **Smile Email address: ()**

  Address to use in the FROM: of the automatic mail reply

- **Operator Email address: ()**

  Address to use in case of problem

The SMTP protocol is used by the reply on Automatic Reply option. It means that you must allow the SMTP protocol on you mail server. For MS Exchange you will need the 'Internet Mail Protocol' and the 'SMTP service'. The SMTP service is a part of the 'Internet Information Service' components.

- Step 2: Starting the Smile 3 Mail Manager Installation

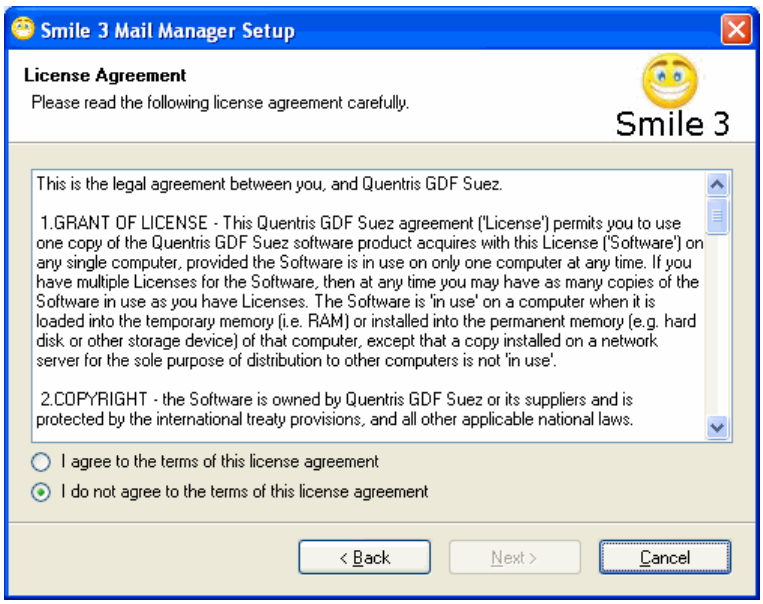
It is recommended to exit all the other programs before starting the installation. Make sure that the following steps will be done with an administrative account.

Start the 'Setup_SmileMailManager3xy.exe' file previously downloaded. (see § 2.2.5 How to download the Smile Software)
The x and y of the filename stands for the 'Minor software release' and the 'Maintenance software release'.

The Welcome screen appears.

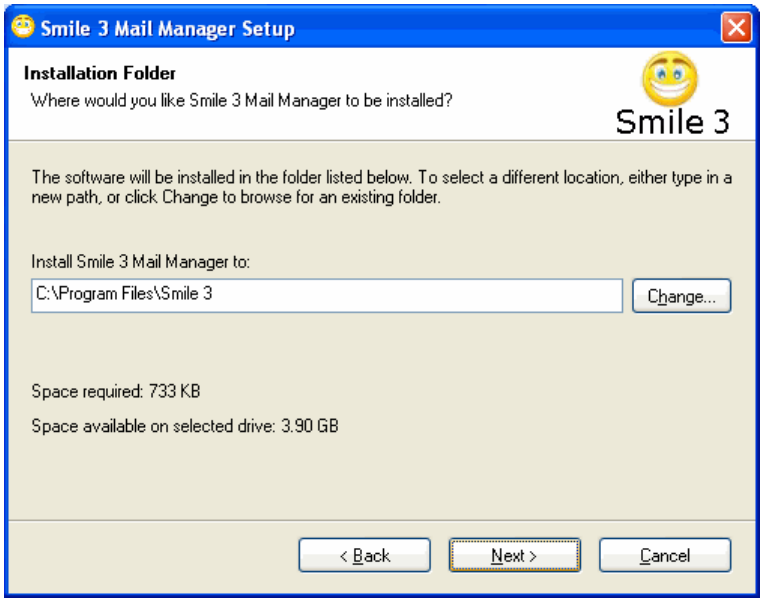
Click on the <Next> button to continue.

- Step 3: License Agreement



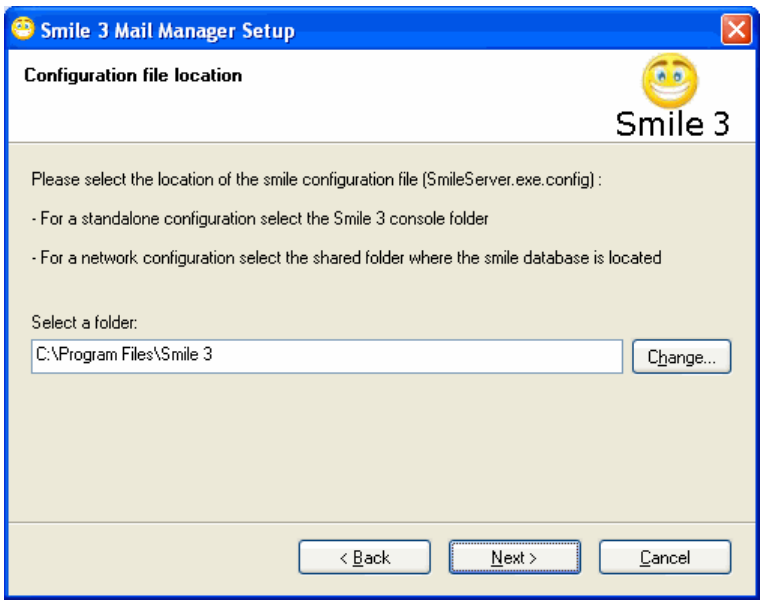
Read the license agreement carefully, select the option 'I agree ...' then click on the <Next> button.

- Step 4: Installation Folder



Select the folder where you would like to install the Smile 3 Mail Manager then <Next> to continue.

- Step 5: Configuration file location

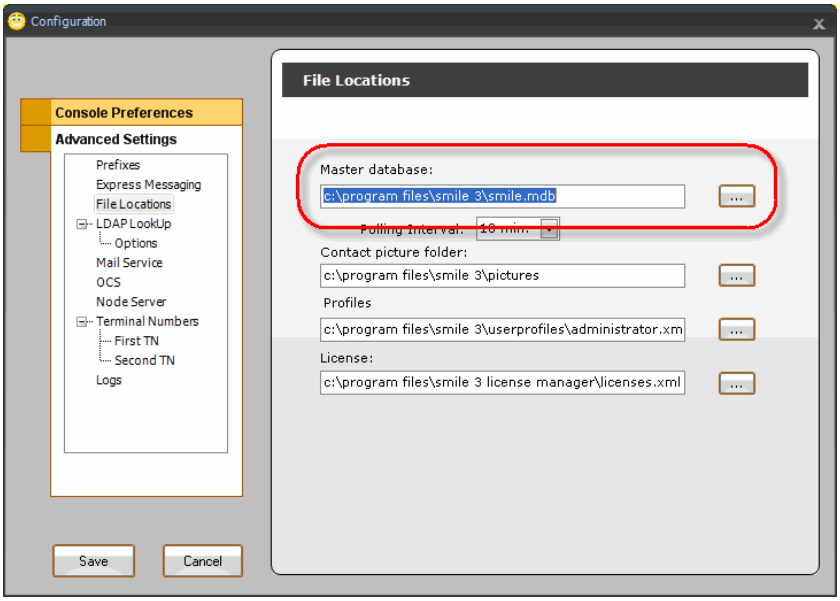


Select the folder where the configuration file 'SmileServer.exe.config' is. It contains all the 'Mail Service' configuration parameters like the IP address of the POP3 and SMTP server.

In a standalone configuration it is located in the Smile 3 console folder (default c:\program files\Smile 3).

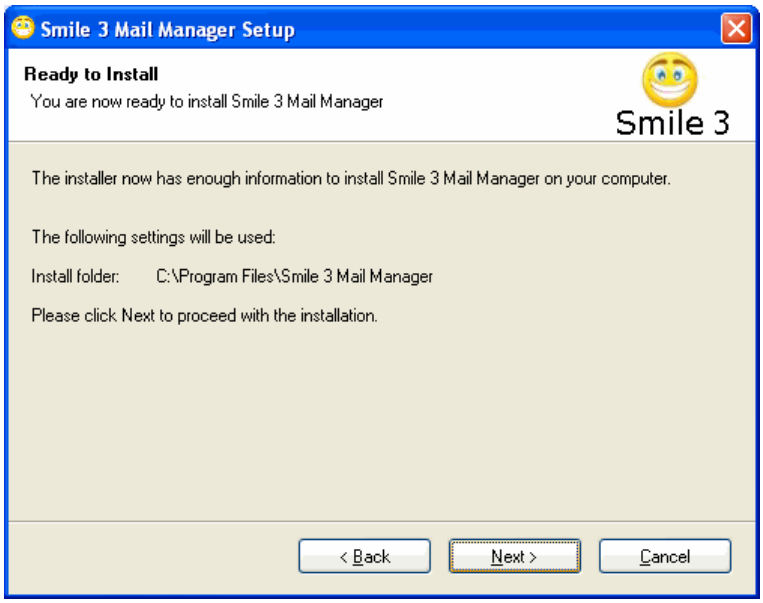
In a network configuration it is located in the shared folder where the Smile database is.

You can find this folder by opening the Configuration\Advanced Settings\File Locations menu item on a Smile 3 Console, it corresponds to the parameters 'Master database'.



Once provided click on the <Next> button to continue with the Smile 3 Mail Manager installation.

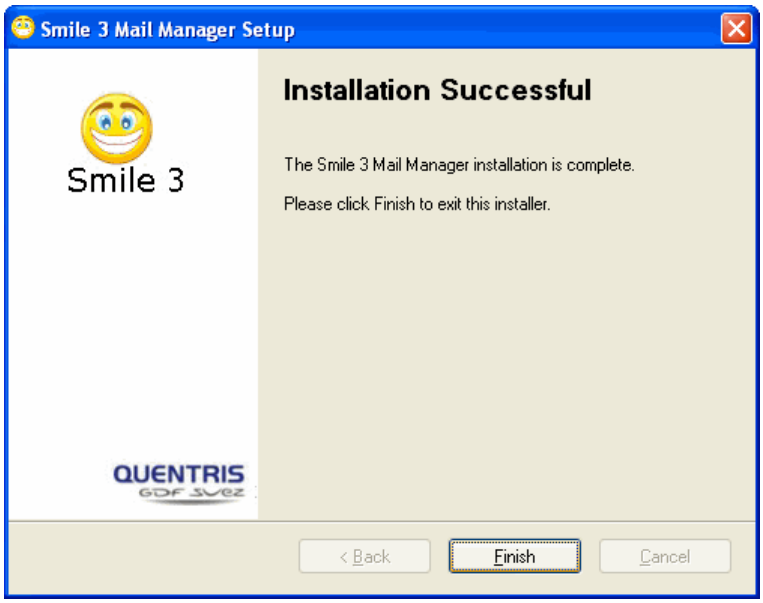
- Step 6: Ready to Install



The setup wizard has collected all the information and is ready to install the application.

Click on the <Next> button to continue.

- Step 7: Ready to Install



Click on the <Finish> button to complete the installation.

Remark:

- § Since Rls 3.0.9 the registration and installation of the service corresponding to the Smile 3 Mail Manager are automated in the setup.
- § The service 'Smile 3 Mail Manager' should appear in the Services list. (Start\Control Panel\Administrative Tools\Services)

6.2.8 UnInstall summary

In order to uninstall the Smile 3 Mail Manager you have to:

- Deactivate the 'Mail Service' facility on a Smile 3 Console (in Configuration\Advanced Settings\Mail Service\ unselect the 'Personal Notes')
- Uninstall the Smile 3 Mail Manager with the Add/Remove Programs of the Control Panel

6.3 THE OPEN CALENDAR FACILITY

6.3.1 Description of the functionality

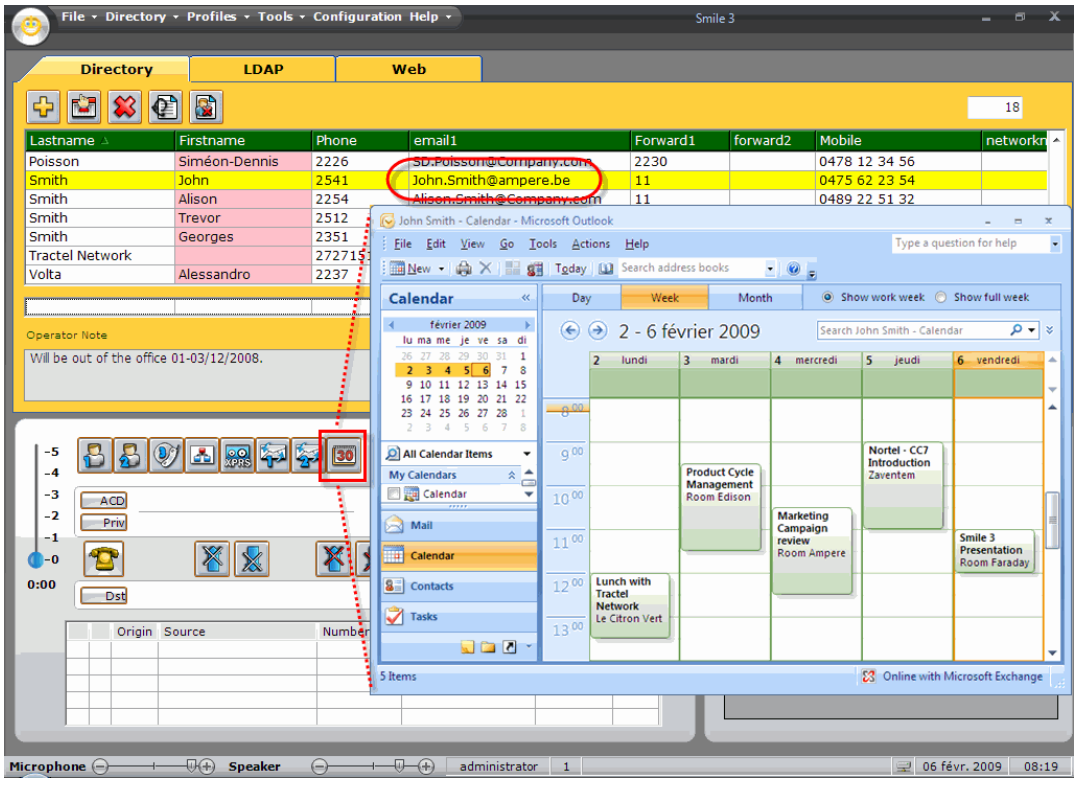
The operator can open the agenda of a looked-up person in the local repository by clicking the <Calendar> button  . This way the operator can verify the person's agenda as it opens on the current day.

Smile 3 Console uses the personal account information of the operator to address the Outlook Object Model, passing the person's Exchange Profile as a parameter to open his/her MS Outlook Calendar on the present day.

The format of the Outlook Calendar is displayed as defined in MS Outlook.

6.3.2 Display

A <Calendar> button  is added to the Current Call Zone toolbar, enabling the operator to open the agenda of the person selected in the directory. If the agenda is opened, the MS Outlook application appears in its proper window. The operator is responsible to close all windows and MS Outlook.



6.3.3 Errorhandling

If access to a person's calendar is denied, then this is the result of improper configuration of MS Outlook and/or the operator's account.

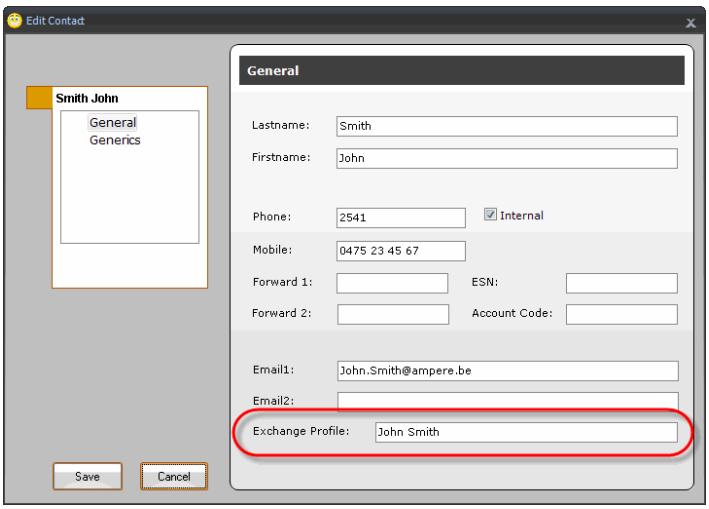
The Smile 3 console cannot account for errors generated by MS Outlook.

6.3.4 Installation and configuration

This feature uses the MS Outlook resources.

Each operator needs an account that is able to send/receive mail and that has the privileges to access the agenda's of the employees of the company.

The Exchange Profile used to open the calendar of the looked-up person is coming from the phone book of the Smile 3.



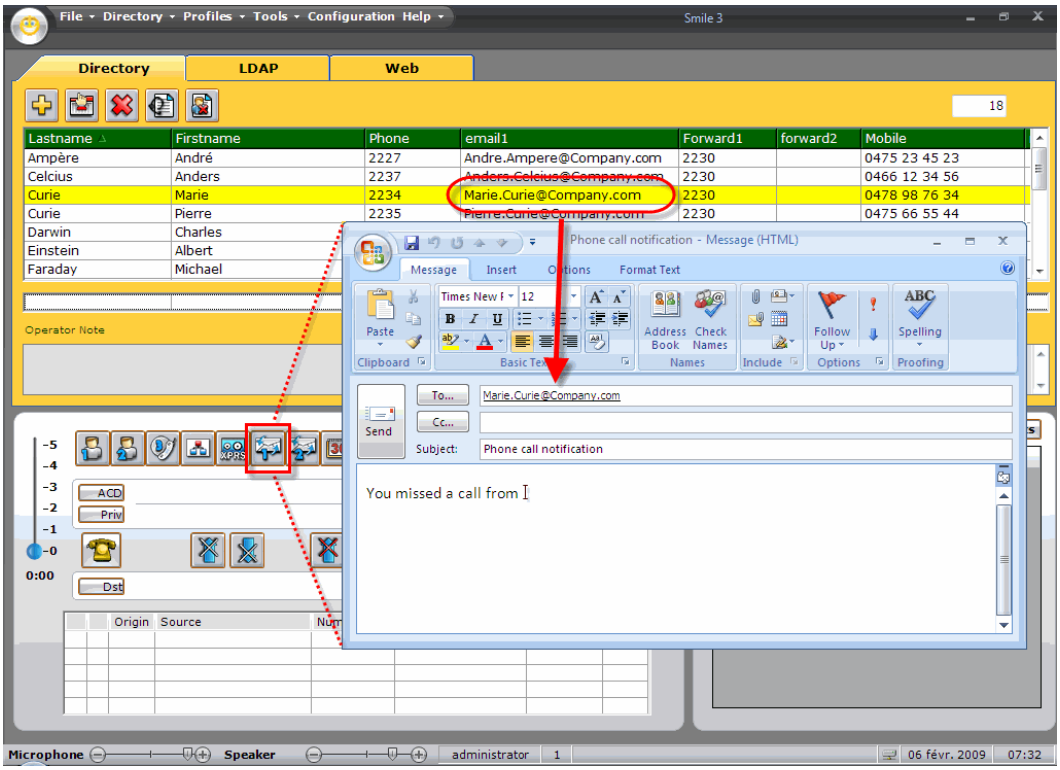
6.4 THE SEND MAIL FACILITY

6.4.1 Description of the functionality

The operator can send an e-mail to the person in focus (provided a valid e-mail address is filled in), via his/her e-mail interface that opens when clicking the appropriate button.

6.4.2 Display

A <send mail> button  is added to the toolbar. When the button is clicked, your e-mail interface (e.g.: MS Outlook, Lotus Notes, etc...) opens via the personal account information of the operator, with a 'new message' window. The To-field is filled in with the e-mail address of the person in focus and the Subject-field with the predefined text ‘Phone Call Notification’.



6.4.3 Errorhandling

The operator is responsible to actually send the message and close the e-mail client.

The Smile 3 Console will not account for invalid e-mail addresses that are filled in incorrectly in the local repository.

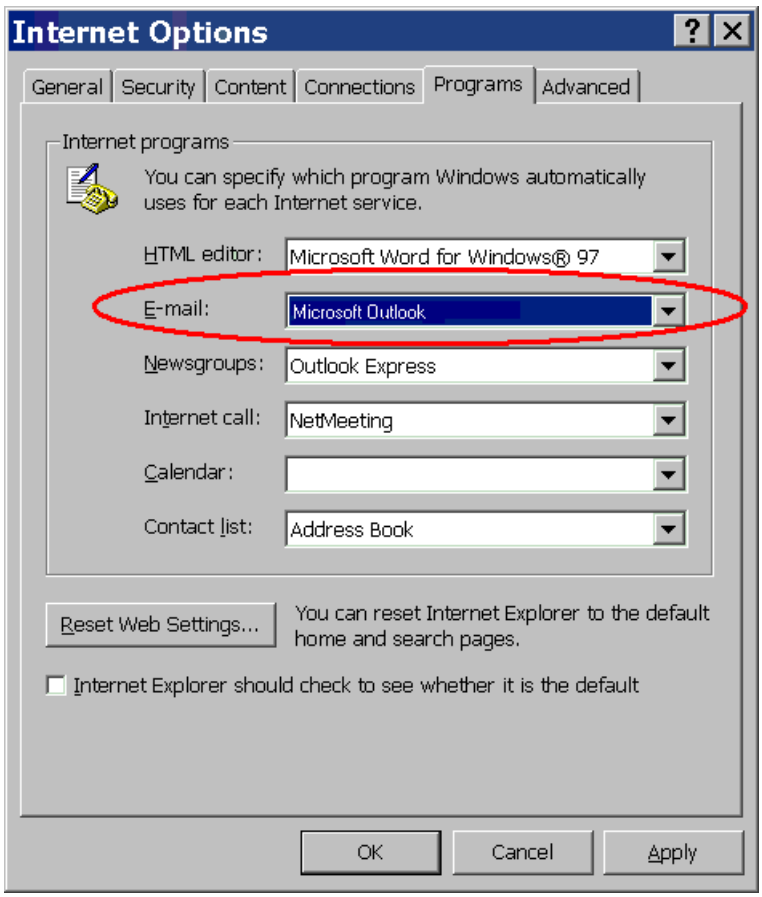
Any errors that may occur during this operation will be generated by the e-mail client. The operator has to refer to e-mail client documentation to resolve any errors.

6.4.4 Installation and configuration

The Smile uses the MS Windows command 'MailTo' to send e-mail. It means that the Smile 3 Console will use your e-mail client interface installed on the operator's dektop to send e-mail.

Before using this feature verify that you are able to send e-mail with your e-mail client.

You have also to verify your Internet Explorer configuration to know which application will be used by default to send an e-mail. To do it, start your Internet Explorer, go to the tools menu item and select the Internet Options:



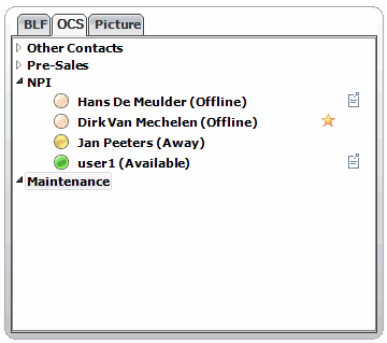
7 OCS INTEGRATION

7.1 INTRODUCTION

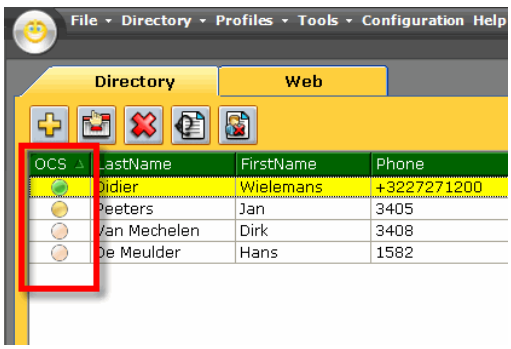
The integration of the OC (Microsoft Office Communicator) presence controls in the Smile 3 console (since Rls 3.0.7) provides three new facilities to the operator:

- OCS contact's presence information

  Presence information is available in the new Smile OCS panel and in the directory tab according to the operator's profile settings.



OCS panel



Directory tab

- OCS contact tagging for presence status changes

  The operator can 'tag' an OCS contact to be notified when the person's status changes to Available or Offline. The operator will then receive toast alerts when the 'tagged' contact signs in and out and changes presence status between Online/Offline and Available/Away.

- Instant Message to OCS contact

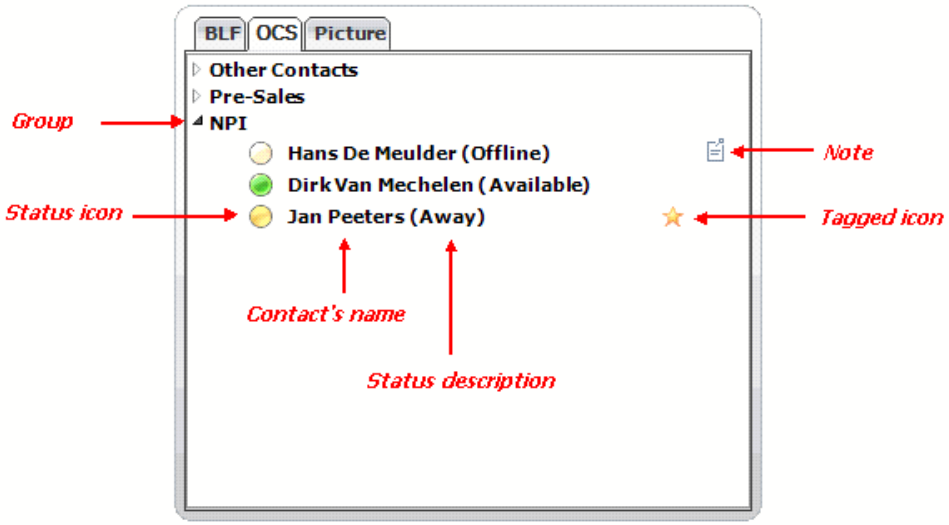
  The operator is also able to send an instant message to an OCS contact by just clicking on the **<Instant Message>** button  of the Smile 3 console. The corresponding MOC window will be automatically opened and used to send the instant message.

 Please note that to get those facilities the Microsoft Office Communicator 2007 R2 (MOC) must be up and running on the operator desktop.

7.2 OCS PANEL

The available contact's presence information are:

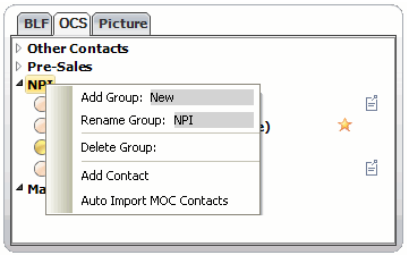
- Name
- Status (icon and description)
- Note
- Tagged icon



The operator can easily add new OCS contact to the Smile OCS panel and make groups to organize them. This setting is profile based meaning that each operator can have his/her own configuration.

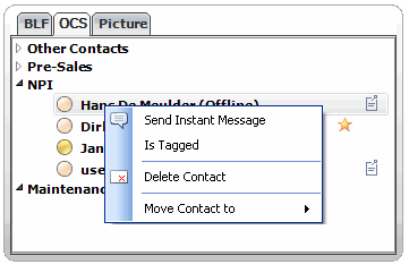
A right-click on a group allows you to:

- Add, rename and delete a group
- Add contact
- Import all the contact from the MOC contact list.



A right-click on a contact allows you to:

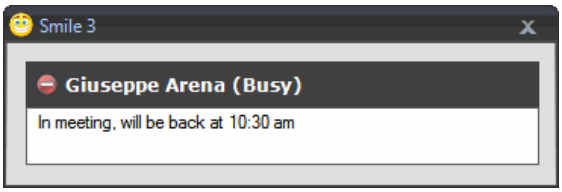
- Send an Instant Message (cf next paragraph)
- Tagged the current contact
- Delete contact
- Move Contact to a another group



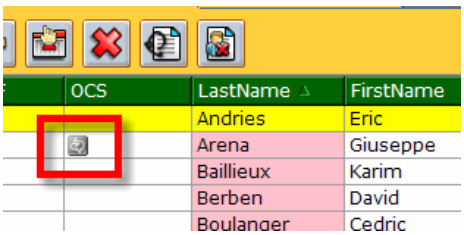
The Smile OCS panel provides in real-time the presence information of the OCS contacts who are available in the contact list of the MOC and selected in the OCS panel. By default the contact list of the MOC is limited to 200 contacts but can be extended by the system administrator to 1000 contacts under some conditions.

To get the presence information of an OCS contact who is not in the contact list of the MOC, the operator will select the corresponding entry from the directory tab and use the 'Get MOC Status' button ( ) or the shortcut <Ctrl-0>.

If the selected contact has a valid SIP address the operator will get a popup window with the presence information.

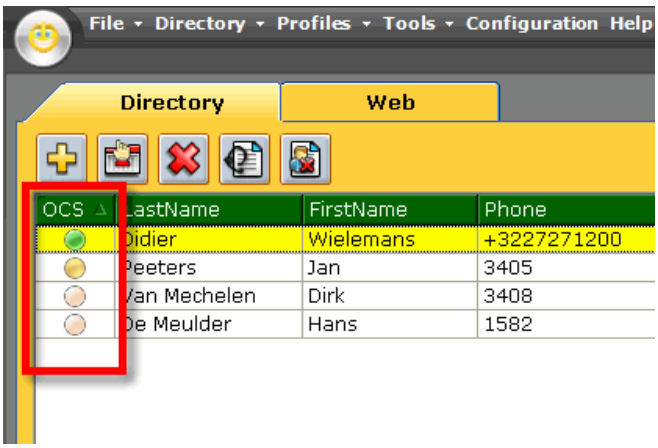


The icon ( ) is provided in the OCS status column to indicate that a SIP address has been assigned to the contact.



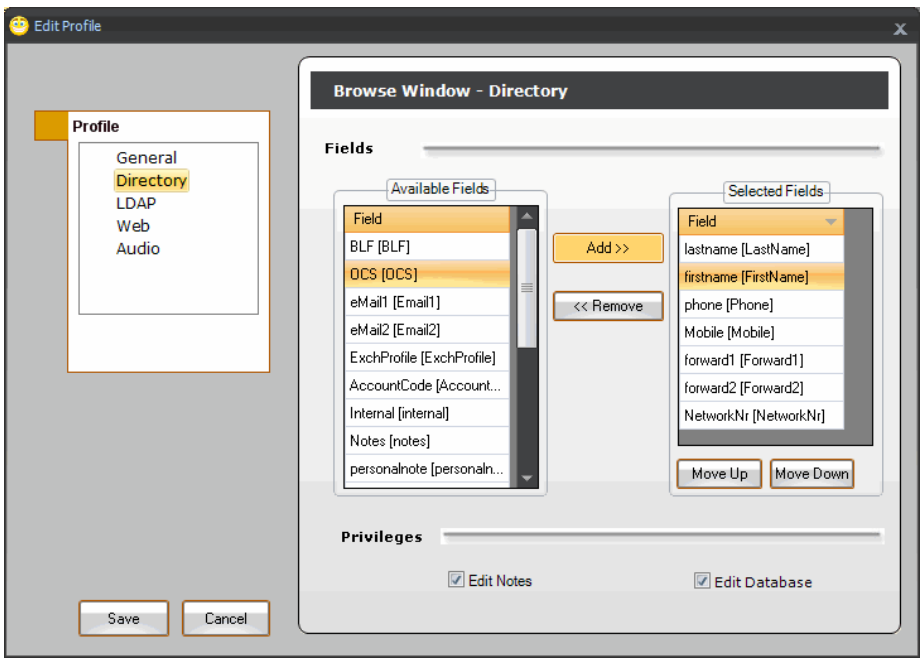
7.3 DIRECTORY TAB

The operator can also get the OCS contact's status icon in the directory tab.

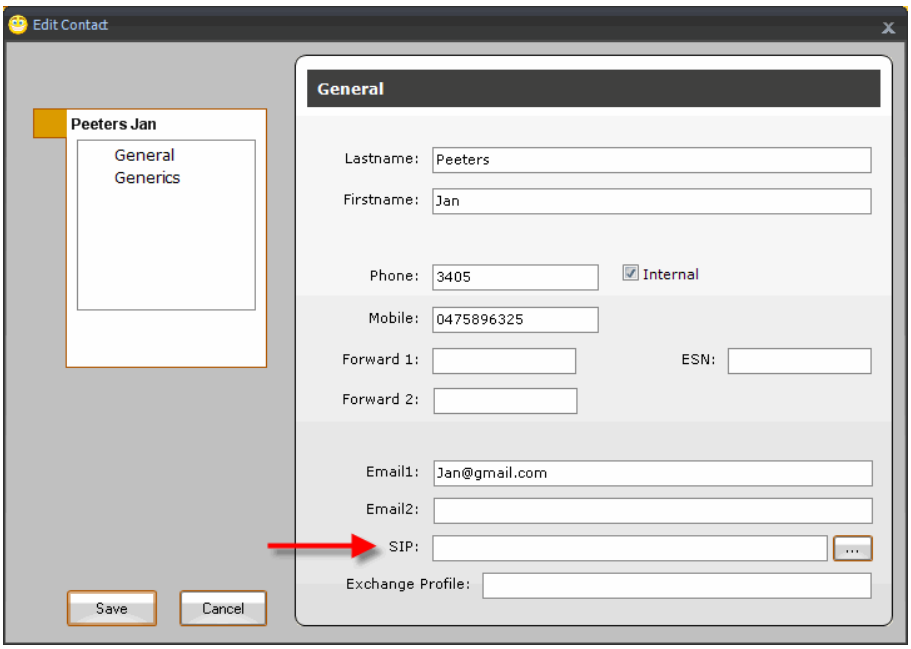


To get the OCS contact's status icon in the directory tab you will have to:

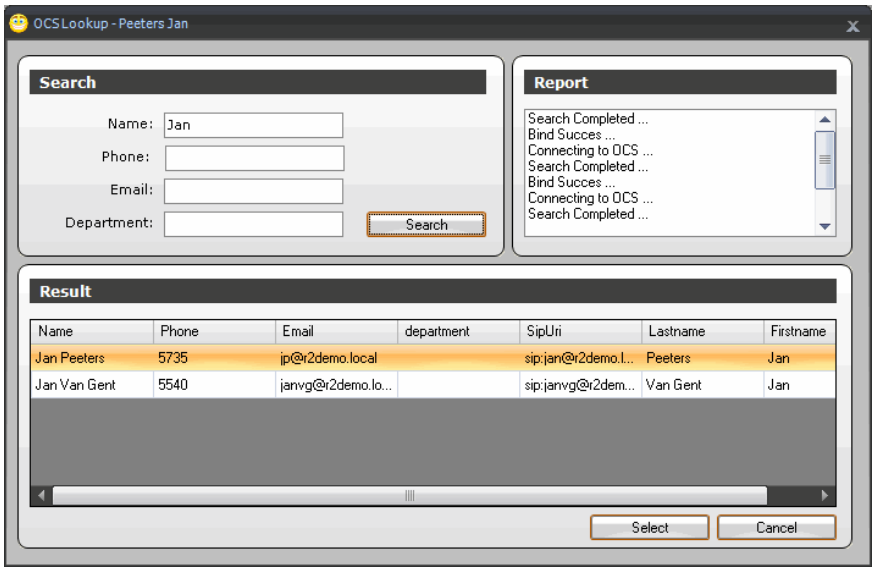
- Modify the operator's profile as follow:
  - Open the operator's profile by clicking on the menu item 'Profile\Edit' and by selecting the operator's profile in the 'Profile' dropdown box
  - Display the 'Directory' configuration panel
  - Select the 'OCS [OCS]' entry in the 'Available Fields' list and click on the <Add> button
  - Save your change with the <Save> button



- In the Smile directory provide the SIP address for each contact that you want to monitor.



If the OCS integration is enabled, see 'Advanced settings' in the configuration menu, the browse button <...> will assist you to provide the correct SIP address.



In the 'Search' area fill in your search criteria, click on the <Search> button and the Smile will sent a LDAP query to the OCS server to get the list of the corresponding contacts.

Then select the contact that you are looking for from the 'Result' area and click on the <Select> button. The system will paste for you the Sip address in the correct field in the Smile phonebook.

7.4 CONFIGURATION

To provide the OCS Presence and IM facilities to the operator the Smile 3 console will interact with:

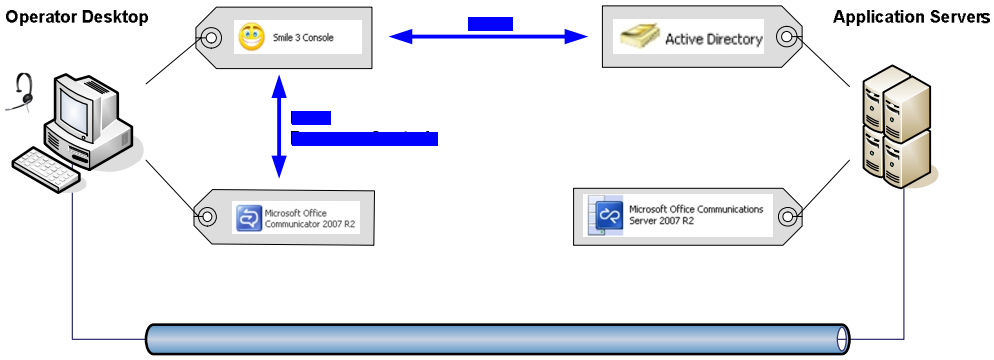
- the Microsoft Office Communicator through the 'Presence' controls

  The installation of the MOC 2007 R2 on the operator desktop is a pre-requirement.

  (Refer to the Microsoft documentation for the installation procedure).

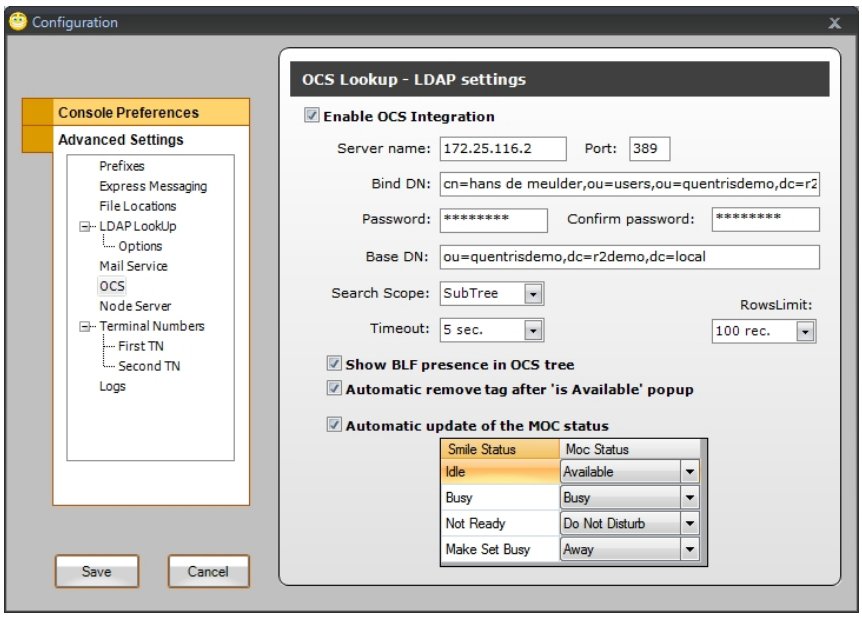
- the Active Directory/Office Communicator **Server** 2007 using the LDAP protocol

  The Smile 3 console will use the LDAP queries to get the list of the OCS contacts from the Active Directory.



7.4.1 Enable the OCS Integration

We recommend you to perform these configuration steps with an IT technician who should be able to provide you the required setup information.



- **Enable OCS Integration:**

  Check this box if you want to provide the three facilities (presence information, contact tagging for presence status and Instant Message) to the Smile 3 operator.

- **Server Name:**

  In this field you have to enter the name of your AD (Active Directory) server or its IP address.

- **Port:**

  Here you have to enter the TCP port used to access your AD server. The default LDAP port is 389.

- **Bind DN:**

  Account used to establish the connection with the AD server. It has to be provided using the LDAP notation.
  E.g.: cn=smile,cn=users,dc=ampere,dc=com

- **Password:**

  Password of the account specified for the Bind DN
  Note that the user should have read access to the AD server. The password will be encrypted and stored in the configuration file.

- **Base DN**:

  Distinguished name of the base object where the search will begin. The search is performed only on this object and objects that exist below it in the directory tree according to the scope setting.

- **Scope:** (SubTree)

  It could be
  OneLevel: entries immediately below the base DN
  SubTree: the entire subtree starting at the base DN

- **TimeOut:** (5 sec.)

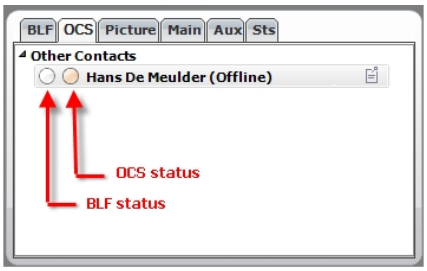
  Indicates the maximum duration that the Smile 3 Console will wait for a LDAP response before concluding to an unavailability of the LDAP server.
  It could be 5, 10, 20 or 60 seconds.

- **RowsLimit: (100 rec.)**

  Used to limit the number of records that have to be downloaded in one time from the AD server to the Smile 3 Console. This is to avoid network congestion.
  The maximum could be 100, 200, 500, 1000 or unlimited.

- **Show BLF presence in OCS tree: (True)**

  To get the BLF status in the OCS panel.



- **Automatic remove tag after 'Is Available' popup: (True)**

  To automatically 'untag' a contact once the toast alert has been provided.

- **Enable Automatic update of the MOC Status :**

  Check this box if you want to link the operator's MOC status with the status of the Smile 3 console. So that the other MOC users will see on their own MOC application the status of the Smile 3 console.

  A typical status mapping is:

Smile Status	Moc Status
Idle	Available
Busy	Busy
Not Ready	Do Not Disturb
Make Set Busy	Away

8 MAINTENANCE

8.1 PREVENTIVE MAINTENANCE

In order to prevent any disagreement we recommend you to perform on a regular base the following tasks:

4. Backup the database, configuration and log files:

   The location of the files may differ depending on the selected architecture:

   For a standalone configuration it will be:

   - C:\Program files\Smile 3

     Databases: Smile.mdb, Language.mdb

     Configuration: smile.exe.config, smileserver.exe.config

     Log: yyyymmdd.txt, SmUpdate.log, LDAPUpdate.log

   - C:\Program files\Smile 3\UserProfiles:

     Profiles: Administrator.xml, Supervisor.xml, Default.xml, *.xml

5. Check the log files:

   Do not hesitate to check if there are any reported problems in the log files.

8.2 FREQUENTLY ASKED QUESTIONS

Do not hesitate to consult the FAQ available on the Smile web site:

http://www.SmileConsole.com

Note: Your distributor account is required to access the F.A.Q.

8.3 CUSTOMER SUPPORT REQUEST:

In order to introduce your support request we will ask you to fill in the following form and to send it to our Smile Support Team: smile@quentris-gdfsuez.be

This form is also available on our Smile web site: http://www.SmileConsole.com

* Mandatory information

1°) General Information:

* Date: ..... / ..... / ..... (dd/mm/yyyy)

* Your
  Name:.....
  E-mail:.....
  Tel: .....

Distributor:
  * Name: .....
  Address: .....
  Country:.....

Customer Name: ..... Site: .....

2°) Configuration:

* Smile Software version: ..... - ..... - ..... (eg.: 2.3.4)

* Smile Software Package: .....
  (Exp=Express / Std=Standard / Adv=Advanced / Prem=Premium / VIP)

* Dongle serial number (Licence number): .....

* Dongle Type: ..... (Parallel / USB)

* Meridian1 – CS1000 Console Type : ..... (M2250 / CIU / IP)

* Features:
  Network facility:..... (Yes/No) Nb of workstations ?: ....
  LDAP LookUp: ..... (Yes/No)
  LDAP Update: ..... (Yes/No)
  LDAP server type : .....
  (MS Exchange/Active Directory/Novell eDirectory/etc...)
  SmUpdate: ..... (Yes/No)
  SmService: ..... (Yes/No)
  Email server type : .....
  (MS Echange / Lotus Notes / etc...)

* Operating System: .....
  (Win98SE / Win NT4 SP6a / Win 2000 Prof. / Win XP Prof.)

* Computer characteristics:
  CPU: ..... (eg.: Pentium III)
  Clock: ..... (eg.: 800 MHz)
  RAM: ..... (eg.: 128 MB)
  HD: ..... (eg.: 1 GB Hard disk)
  Video: ..... (eg.: 800x600)

Comments:

3°) Problem Description:

* Date and Time of the problem: (useful for the log file)

  Date: ..... / ..... / ..... (dd/mm/yyyy)
  Time: ..... : ..... : ..... (hh:mm:ss)

* Problem Severity: .....
  (Minor / Major / Business Critical)

* Problem Description:

* Detailed manipulations:

  1. Action: .....
     Observed behaviour: .....
     Expected behaviour: .....

  2. Action: .....
     Observed behaviour: .....
     Expected behaviour: .....

  3 etc ...

Can this problem be reproduced ? ..... (Yes/No)
If not, what is the problem frequency ? ..... (x times a day)

4°) Files to provide:

* Log files:

  Depending on the Smile configuration we will ask you to provide the following available log files located in the applications directories.
  (Default: c:\program files\smile)

Smile:	Install_Smile.log logfile.txt loadmaster.bat
SmUpdate:	Install_SmUpdate.log SmUpdate.log
LDAP Update:	Install_LDAPUpdate.log LDAPUpdate.log
SmService:	Install_SmService.log SmService.log

* Configuration files:

Smile:	config.ini – SoftkeyActivation.ini (Since Rls 2.4.0)
SmUpdate:	SmUpdate.ini
SmService:	LDAPUpdate.ini

Database files: (if not possible a part of database file)

Smile:	Smile.mdb

5°) History:

Do not hesitate to explain what you've already tried to solve the problem or if you've found a temporary workaround.

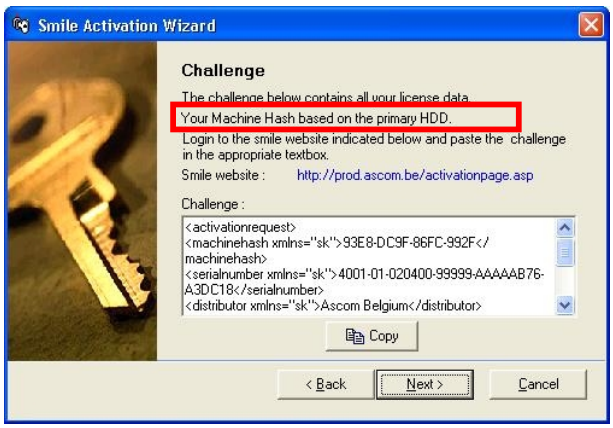
9 APPENDIX

9.1 WHEN DO YOU NEED AN ACTIVATION KEY ?

You need an Activation Key when:

- You install the Smile software for the first time.
- You change the hardware component that was used to build the machine hash (Dongle, Hard Disk or Network Interface Card). The machine hash is the unique hardware identifier of the operator desktop.

During the software installation (step 6.4), the Smile Activation Wizard tells you which hardware component is used to determine the machine hash.



When the installation process is completed, the same information can be found in the file "SoftkeyActivation.ini" in the subfolder 'Softkey' located in the Smile application directory.

```
[Settings]
ProdName="Smile"
...
MachineHash=1
```

The prompt 'MachineHash' represents the hardware component used to build the Challenge:

1 = The Machine Hash is based on the primary hard drive

2 = The Machine Hash is based on the primary network interface card

3 = The Machine Hash is based on the Smile dongle

- You want to reinstall already activated Smile software on another desktop (other machine hash) and you do not have a Smile dongle. This could be the case when the operator desktop crashes and you want to use a backup system.
- You want to upgrade an existing system

  An upgrade consists in a new License Certificate en thus in a new Activation Key.

There are 3 types of upgrades:

- Minor Software Upgrade (e.g.: from Rls 2.4.0 to Rls 2.5.0)
- Major Software Upgrade (e.g.: from Rls 2.4.0 to Rls 3.0.0)
- Expansion Upgrade (e.g.: from Express to Advanced)

Note:

Only one activation key will be delivered by License Number.

At any time you can retrieve the Activation Key associated to your License Number on the Quentris website at http://www.SmileConsole.com/ActrivationPage.asp

If you use a License Number and its associated Activation Key on another computer, the Smile will run in survival mode during a limited period.

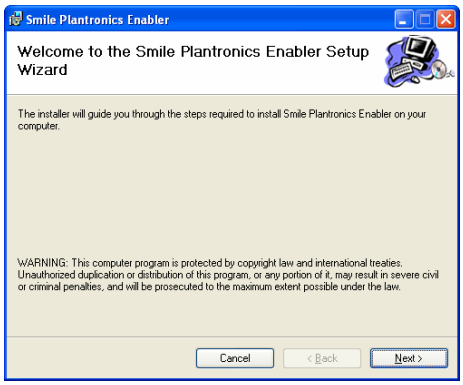
9.2 PLANTRONICS CS60 USB

Since Rls 3.0.8 the Smile 3 console supports the wireless headset Plantronics CS60 USB.

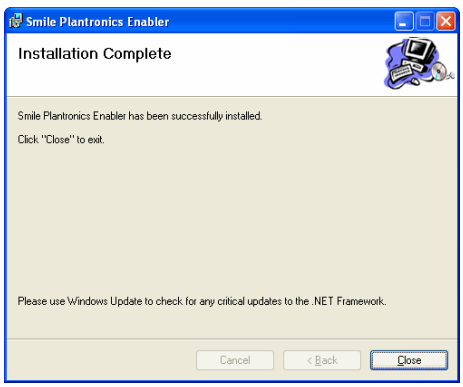
It provides a hands free, long range workspace mobility convenience and allows the operator to answer and release calls using the buttons of the headset.

To install the Plantronics CS60 USB on a Smile 3 Console please proceed as follow:

1. Download the setup file of the 'Smile Plantronics Enabler' from the Smile console website
2. Run the setup on the Smile 3 Console



Click on the <Next> button.



Click on the <Close> button to finish the installation.

3. Connect the Plantronics CS60 USB headset to an available USB port
4. Start the Smile 3 Console
5. Select the 'CS50/CS60 Headset' as audio device in the operator profile
6. Restart the Smile 3 Console.

Did you know that Smile software for Meridian 1 and CS1000 attendant console solutions has been a bestseller in the market for several years?

Thousands of Smile systems are already installed across Europe, Middle East and Africa.

For more information about Smile please contact

The Smile Team

E-mail: smile@quentris-gdfsuez.be

Or consult our website at http://www.SmileConsole.com