

1. SV9500 configuration

- ASYD, SYS 1

- o Index 79 , Value = 20
- o Index 139, Value = 3
- o Index 140, Value = 3F
- o Index 207, Value = 01
- o Index 241, Value = 85
- o Index 451, Value = 03

- ASYDL, SYS 1

- o Index 864, Value = 11
- o Index 867, Value = 89
- o Index 868, Value = 10
- o Index 869, Value = 40

- AANP, ASPAL

- o Prefix 7, CL: N/H/B, NND = 4, SRV = TELN

- ALGNL (Assignment of Telephone Station for LDM) – Define OAI Monitored numbers

| Type | UGN | TELN | TN | STN |
|------|-----|------|----|------|
| 2 | 1 | 8990 | 1 | 8990 |
| 2 | 1 | 8991 | 1 | 8991 |
| 2 | 1 | 8992 | 1 | 8992 |
| 2 | 1 | 8993 | 1 | 8993 |

- AMNOL

| ADM/GST | UGN | L_MNO | L_MNI | TELN | MFC |
|---------|-----|-------|-------|------|-----|
| A | 1 | 8990 | 1 | 8990 | 0 |
| A | 1 | 8991 | 2 | 8991 | 0 |
| A | 1 | 8992 | 3 | 8992 | 0 |
| A | 1 | 8993 | 4 | 8993 | 0 |

- Extension 5000 with subline 5001 for Operator

| | | | | | |
|----|------|--|--|--|--|
| TN | STN | | | | |
| 1 | 5000 | | | | |

| | | | | |
|-----|-------|--------|-------------|-------------------------------------|
| PRI | PL TN | PL STN | S | MWD |
| 0 | 1 | 5000 | 0 : Allowed | 0 : MW data display on the top line |

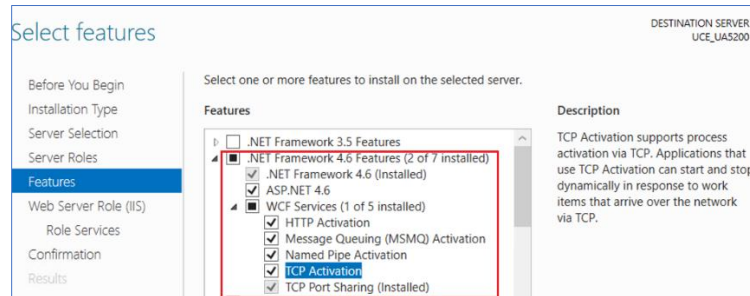
| | |
|--------|--------------|
| LN PRE | 0 : Standard |
|--------|--------------|

| | |
|----|------------------------------|
| TP | 0 : "16 or less"-button type |
|----|------------------------------|

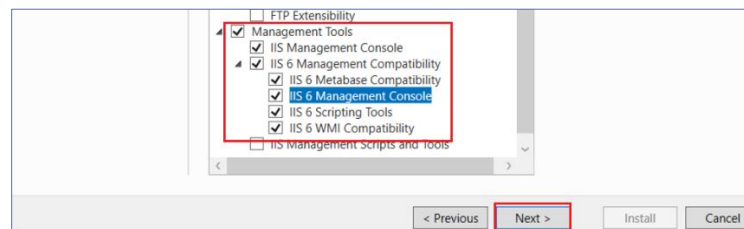
| [Key Data] 1 / 16 row(s) | | | | | | | | | | |
|--------------------------|----|-----|----|-------|--------|----|-----|------|------|--|
| KY | NI | FKY | ED | ML TN | ML STN | RG | ICM | G-ID | LENS | |
| 1 | 2 | | 0 | 1 | 5000 | 7 | 0 | | | |
| 2 | 2 | | 0 | 1 | 5002 | 7 | 0 | | | |

2. Configure Local Server – Windows Server 2019

- Disable IE Enhance Security Configuration: Server Manager → Local Server → IE Enhanced Security Configuration.
- Turn off firewall or allow access for UCE
- Add IIS feature: Server Manager → Add Roles and Features
 - o Enable “Web Server IIS”
 - o Expand “.NET Framework 4.6 Features” → WCF Services (1 of 5 installed) → enable all the sub features



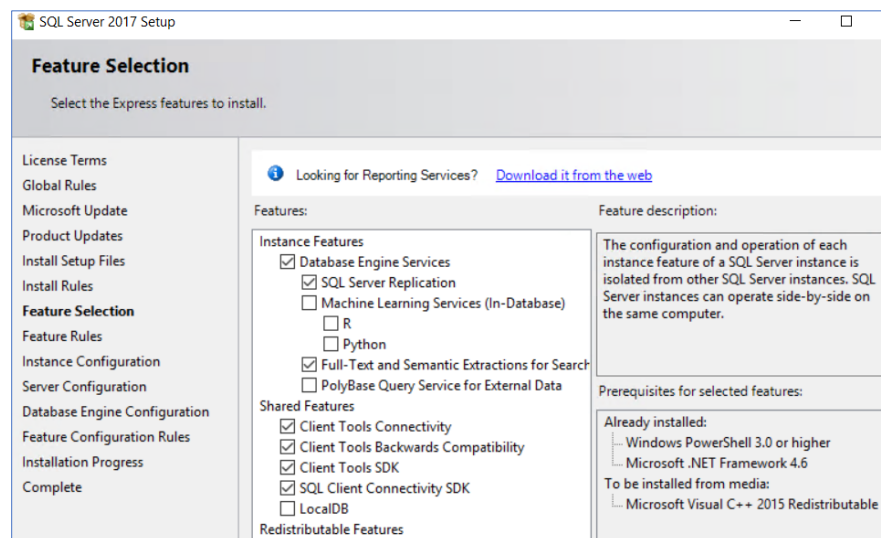
- o Expand “IIS Management Compatibility” and enable all



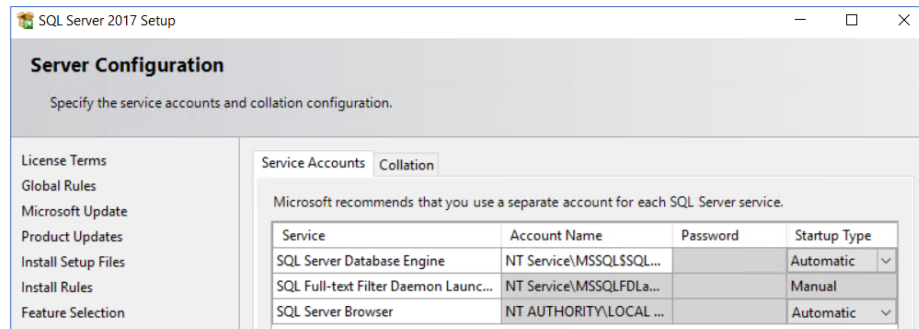
3. Install SQLServer Express

3.1 Install SQL

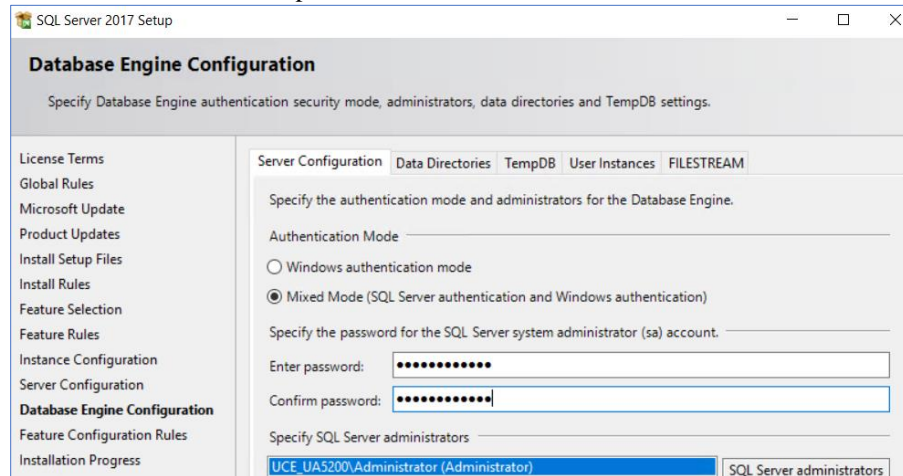
- Choose “New SQL Server Stand-alone installation or add features to an existing installation”
- Uncheck below features:
 - o Machine Learning Services
 - o PolyBase Query Service
 - o Local DB



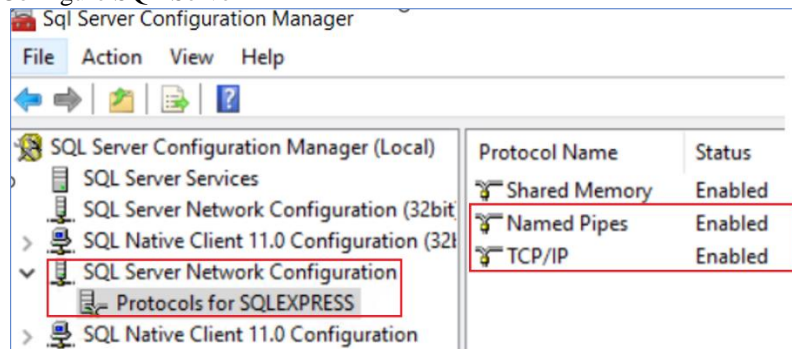
- Startup type of SQL Server Browser to “Automatic”



- Choose Mixed Mode and enter password



3.2. Configure SQL Server

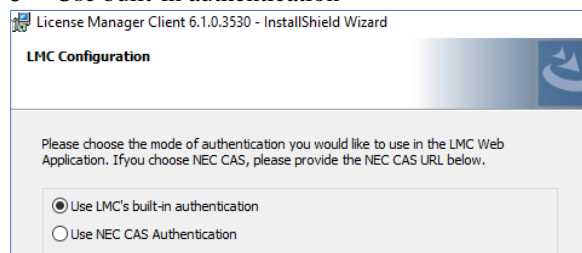


- Click SQL Serve Service → Restart SQL Server

4. Install CAS, LMC, and register license

4.1 Install CAS, LMC

- Install NEC CAS (Centralized Authentication Service)
- Install License Manager
 - o Use built-in authentication



4.2 Assign SV9500 to LMS

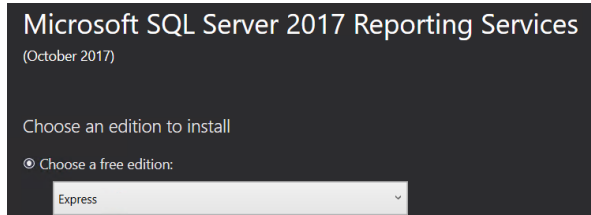
- Click to "License Management Client" to access using Chrome or link:
- Click to **"Select Hardware Key"** and add information of SV9500
 - o System Type: SV9500/SV8500
 - o IP address: LAN 2 IP address

- Port: 60000
- Username: Username for PC PRO (default: maintenance)
- Password: Password for PCPRO (default: ty8*#02F)

- Register the license file to LMC
 - License → License Registration → Manual method → load license file and update

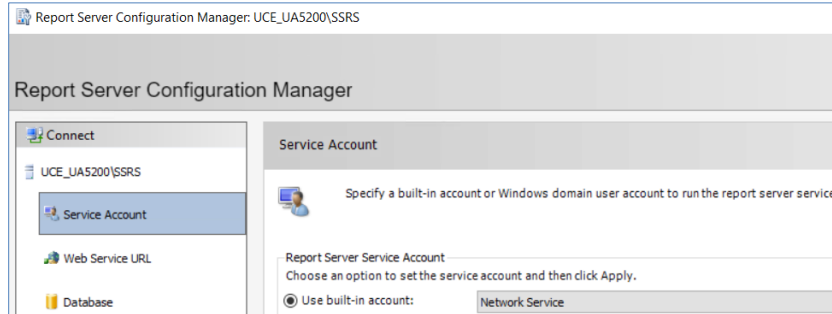
5. Install UC Application Platform (OW5000)
 - UCE Application Platform → OW5000 Platform
 - Enter OS Administrator's password and Next
 - Enter sa password

6. Install UA5200 Server: UCE Attendant (Universe UA5200) → Install UA5200 Server
7. Install Attendant Statistics: UCE Attendant (Universe UA5200) → Attendant Statistics
8. SQL Reporting Service Installation
 - Start → SQL Server Installation Center → Installation → Install SQL Server Reporting Services
 - Choose Express



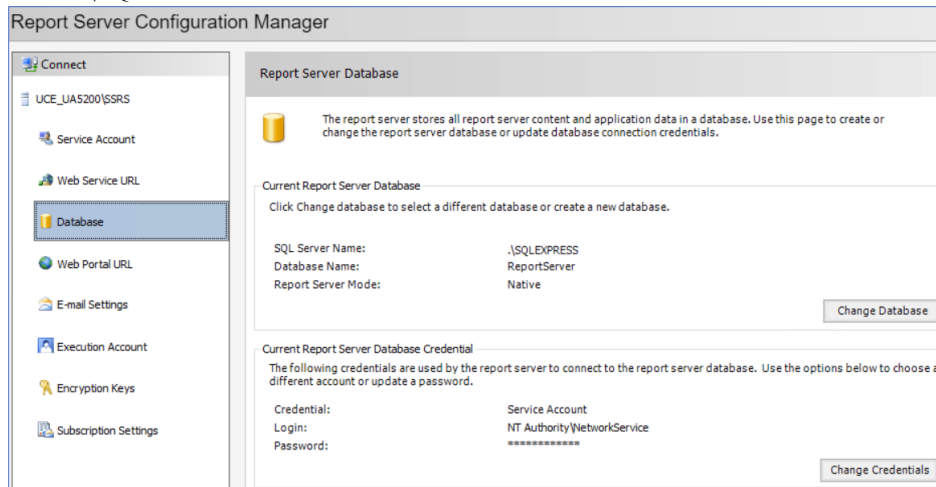
9. Configure Report

- Open Report Server Configuration Manager → connect
- Service Account → Use Built-in account: Network Service → Apply

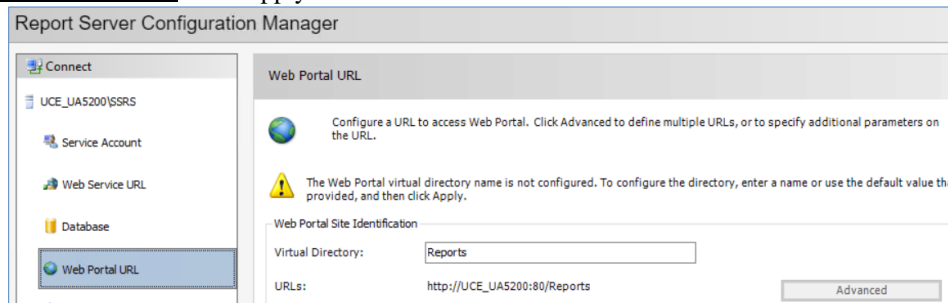


Web Service URL → Keep everything default (<http://Servername:80/ReportServer>) → Apply

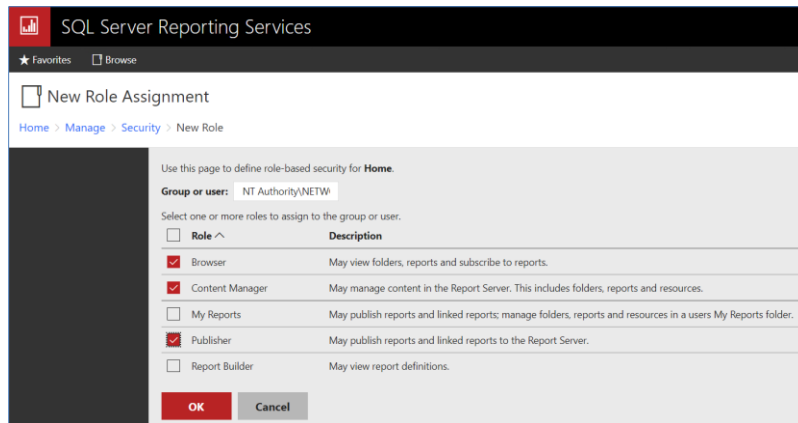
- Change Database → create new database → Next
 - o Enter “.\SQLEXPRESS” as Server name



- Web Portal URL → Click Apply



- Click link http://UCE_UA5200:80/Reports to access the SQL Server Reporting Service → Manage Folder → Add Group or User
 - o Enter name “NT AUTHORITY\NETWORK SERVICE” with Roles: Browser, Content Manager, Publisher” → OK



8. Upload reports from OW5000 to Reporting Service

- OW5000 Administrator → Platform → Settings → click to upload report

Note: no message to indicate the process but it's uploading

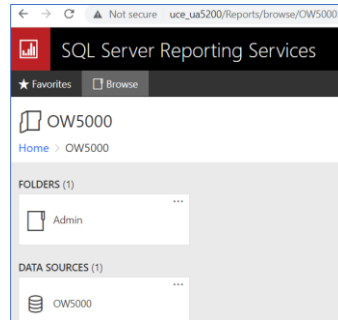
REPORT SETTINGS

Reporting Services URL:

Reports must be uploaded to the report server before they can be executed:

Message shown that reports uploaded successfully (5mins)

- Confirm OW5000 created and Admin is sub-folder of OW5000



9. The UA5200 is configured through the OW5000 Administrator.

- License manager Connection: OW5000 Administrator → Platform → Setting
 - o License Manager Connection Information: Assign IP address of LMC (the UCE server IP address/127.0.0.1

The screenshot shows the 'LICENSE MANAGER CONNECTION INFORMATION' section of the OW5000 Administrator. It includes a 'PASSWORD SETTINGS' section with a checked 'Password Never Expires' option and a 'Default Password Validity Period' of 0 days. The 'LICENSE MANAGER CONNECTION INFORMATION' section has a red border and contains the 'IP Address/Name' field set to '127.0.0.1' and the 'Port' field set to '49300'.

- PBX setting: OW5000 Administrator → Systems → PBXs → Add PBX
 - o PBX Name: Name of your PBX
 - o PBX Type: UNIVERGE SV9500
 - o Office Code (PBX Id): 1
 - o Primary OAI Address: **ACT LAN 2 IP address**
 - o Primary OAI Port: 60030 (default)
- Reserved Numbers: OW5000 Administration → Systems → PBXs
 - o Choose PBX → Edit

The screenshot shows the 'RESERVED NUMBERS' section of the OW5000 Administrator. It features a green message box stating 'Reserved number updated.' Below this is a table with the following columns: Monitor Number, Reserved Type, Tenant, and Owner. The table contains six rows of data, all with 'Monitored Number' as the Reserved Type and '1' as the Tenant. The Owner column for all rows is 'Not Assigned'. The table is paginated with 1-6 of 6 records and 20 results per page.

| Monitor Number | Reserved Type | Tenant | Owner |
|----------------|------------------|--------|--------------|
| 8990 | Monitored Number | 1 | Not Assigned |
| 8991 | Monitored Number | 1 | Not Assigned |
| 8992 | Monitored Number | 1 | Not Assigned |
| 8993 | Monitored Number | 1 | Not Assigned |
| 8994 | Monitored Number | 1 | Not Assigned |
| 8995 | Monitored Number | 1 | Not Assigned |

10. OW5000 – Operator Client adding

- Operator Number: OW5000 Administrator → Directory → add New extension

The screenshot shows the 'Extension Management' form in the OW5000 Administrator. It includes fields for *Extension (5000), *PBX, *PhoneType (DTerm), *Tenant (1), Country, DID Number, telURI (Auto Input), SIPURI (Auto Input), SIP Access Server (Not Assigned), Collaboration (2388), Is Monitored (checked), Sublines (Add Subline), P Registration Service Server (Not Assigned), Softphone Login ID, and Softphone Password. The form has buttons for 'Apply & Add New', 'Apply', 'Done', and 'Cancel'.

11. New Person: OW5000 Administration → Directory → People → new Person

ROLES

User

* Login ID:

* New Password:

* Confirm New Password:

NTLM Login ID:

☐ Login is disabled

☒ Password never expires

Authorizations: Select the security authorizations for the user.

☐ DBTool - Import/Export OW5000 Data

☐ OW5000 Administrator

☒ UA5200 Attendant Statistics

☒ UA5200 Server

☐ IM Administrator

Confidentiality Status:

12. Contact Method: OW5000 → Directory

CONTACT METHODS

* Contact Method:

* Priority:

* PBX Name:

* Extension:

Starts With

1 - 2 of 2 records | 5 Results per page Page: 1 of 1

| Extension | Tenant | DID Number |
|-----------|--------|------------|
| 2388 | 1 | |
| 5000 | 1 | |

1 - 2 of 2 records | 5 Results per page Page: 1 of 1

Voice Mail Pilot Number:

Dterm Password:

Is Monitored: ☒

Confidentiality Status:

13. Enable OAI: OW5000 → Applications → UA5200 Manager → OAI Settings → Click edit → Setting → Enabled: Checked

OAI SETTINGS

1 of 1 records | 10 Results per page Page: 1 of 1

| PBX Name | PBX Type | Office Code | Enabled |
|----------|-----------------|-------------|-------------------------------------|
| SV9500 | UNIVERGE SV9500 | 1 | <input checked="" type="checkbox"/> |

1 of 1 records | 10 Results per page Page: 1 of 1

SETTINGS

PBX: SV9500

PBX Type: UNIVERGE SV9500

Office Code(PBX Id): 1

Enabled: ☒

14. Home PBX: OW5000 Administrator → Applications → UA5200Manager → Home PBX → click to Apply PBX

HOME PBX

Home PBX settings saved. Please restart the UA5200 Server and all running UA5200 Clients to apply the changes.

Select the PBX for UA5200 Server in which the monitored numbers will exist and the UA5200 Client extensions reside.

Home PBX:

Night Mode PIN: (Authorization pin for attendants to put the Home PBX in night mode)

15. Assign Monitor No. for Attendant Group: OW5000 Administrator → Applications → UA5200 Manager → Home PBX → edit Attendant Group

HOME PBX

Home PBX settings saved. Please restart the UA5200 Server and all running UA5200 Clients to apply the changes.

Select the PBX for UA5200 Server in which the monitored numbers will exist and the UA5200 Client extensions reside.

Home PBX:

Night Mode PIN: (Authorization pin for attendants to put the Home PBX in night mode)

1 - 1 of 1 records Results per page Page: 1 of 1

| Attendant Group Name | Description | Members Count | Enabled |
|----------------------|--|---------------|-------------------------------------|
| All Attendants | If a call is in the All Attendants group it will be presented to all attendants. | 2 | <input checked="" type="checkbox"/> |

1 - 1 of 1 records Results per page Page: 1 of 1

- Assign number → Done

Home PBX:SV9500

Group Name:

Group Description:

Monitored Numbers:

Incoming Monitored Number:

Hold Monitored Number:

Priority Monitored Number:

Vacant Monitored Number:

First Orbit Number:

Orbit Numbers:

Number of Orbit Numbers: (1 of 2)

Overflow Settings:

16. Add Workstation: OW5000 → Applications → UA5200 → Workstations → Add Operator Workstation

WORKSTATIONS

1 - 1 of 1 records Results per page Page: 1 of 1

| Machine Name | Prime Line | Sub Line | Tenant |
|-----------------|------------|----------|--------|
| DESKTOP-9SJT7LA | 5000 | 5002 | 1 |

1 - 1 of 1 records Results per page Page: 1 of 1

17. MISC to active ATT Statistic: OW5000 → Applications → UA5200 → MISC → Statistic → active

MISC

Client/Server

Server listen port:

Active Network Interface Card

Link Source Address: (xxx.xxx.xxx.xxx)

Statistics:

☒ Activate

Opened Message Retention

Days Saved:

Clean-up Time:

Manage Message Subjects