



# NBX DESKTOP CALL ASSISTANT

The NBX® Desktop Call Assistant™ (DCA) application works with the NBX Networked Telephony System and the NBX TAPI Service Provider (NBXTSP) to monitor and control one specified NBX telephone extension. Some of its many features include dialing any internal or external phone number, and answering and transferring calls.

To install DCA, you need this information:

- Your telephone extension number
- Your voice mailbox password
- The IP address of the NBX system

When you install NBX Desktop Call Assistant on your computer, the installation software checks for and, if necessary, installs a copy of the Microsoft .NET Framework and the NBXTSP software. If your NBXTSP software is outdated, the program prompts you to uninstall the older NBXTSP software and run the NBX Desktop Call Assistant installation program again.



*Before you launch NBX Desktop Call Assistant, verify that there are no active calls on your telephone.*

*If you use the pcXset™ Soft Telephone application as the telephone, verify that the pcXset application is running before you launch NBX Desktop Call Assistant.*

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## Installing and Configuring Software

This section tells you how to install NBX Desktop Call Assistant and how to configure it for use.

**Installation** To install NBX Desktop Call Assistant:

**1** Copy the DCAInst.exe file to your computer from the *WIN* folder on the *NBX Resource Pack CD*.

**2** Double-click DCAInst.exe to run the setup wizard.

If you receive an error message that the version of NBXTSP software on your system is not the newest version, you must remove the NBXTSP software on your system:

**a** From the Windows task bar, select:

■ **Windows 2000** — **Start > Settings > Control Panel > Phone and Modem Options > Advanced**.

■ **Windows NT** — **Start > Settings > Control Panel > Telephony > Telephony Drivers**.

**b** Select *NBX TAPI Service Provider* and click *Remove*.

**c** From the Windows task bar, select **Start > Settings > Control Panel > Add/Remove Programs**.

**d** Select *3Com NBX TSP* from the list of programs and click *Add/Remove*. The system displays a progress screen during the removal.

**e** Click *OK*.

**f** Return to step 2, and run the NBX Desktop Call Assistant setup wizard again.

**3** If your system did not have NBXTSP software installed or if you had to remove the NBXTSP software, the installation wizard installs the newest version of NBXTSP software when the installation of NBX Desktop Call Assistant is complete.

**4** On the last screen of the setup wizard, you can select *View Readme file* for the latest information on NBX Desktop Call Assistant issues and updates.

**5** Reboot the system.

### Configuring the IP Address

Before you use NBX Desktop Call Assistant for the first time, you must configure the IP address for the NBX system so that NBX Desktop Call Assistant can download the directory of users on your NBX system.

To configure the IP address of the NBX system:

- 1 Click the NBX Desktop Call Assistant icon in the icon tray. The combined User Directory and program menu appears.
- 2 Select **Settings > General**.
- 3 In the *NBX IP Address* field, enter the IP address of your NBX system.
- 4 Click *OK*.

### Configuring Station Appearances

The maximum number of incoming calls that you can receive with NBX Desktop Call Assistant depends on the number of station appearances that you have set up on your telephone. This list shows the maximum number of station appearances on each type of telephone:

- The 3Com 1102, 2102, 2102-IR Business Telephones, and the 3Com 3103 Manager's Telephone is 12.
- The 3Com 3102 Business Telephone is 18
- The 3Com 2101, 3101, and 3101SP Basic Telephones, and 3106 and 3107 Cordless Telephones is 2.
- An analog telephone is 1.

If you need more station appearances on your telephone, ask your administrator to add them.



*You cannot use Desktop Call Assistant to answer a call to a primary telephone in a bridged extension configuration. You must answer the call using the primary telephone.*

After your telephone is set up with the correct number of system appearances, you must also configure NBX Desktop Call Assistant for the same number of system appearances.

To set the number of system appearances in NBX Desktop Call Assistant:

- 1 From the NBX Desktop Call Assistant program menu, select **Settings > General**.
- 2 In the *Phone supported line appearances* spin box, enter the number of system appearances on your telephone, and then click *OK*.

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## Using NBX Desktop Call Assistant

To use NBX Desktop Call Assistant:

- 1 Click the NBX Desktop Call Assistant icon (small yellow telephone) in the icon tray. The combined User Directory and program menu appears.
- 2 To download the most recent NBX directory information from your NBX system, select *Update Directory* from the program menu.
- 3 Select a name from the directory and click *Dial*.

For more information on NBX Desktop Call Assistant basic and extended features, see the NBX Desktop Call Assistant Help.

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## Troubleshooting

If you start NBX Desktop Call Assistant for the first time and see the error message "Failed to initialize with the TSP Provider" or "Please check your TSP setup," one of these problems exists:

- Your NBXTSP configuration is incorrect. See the next section.
- You did not reboot your system after you installed NBX Desktop Call Assistant or upgraded NBXTSP.

### Correcting NBXTSP Configuration

To correct the NBXTSP configuration:

- 1 Open the Windows telephone configuration dialog. For example, on a Windows XP system, click **Start > Control Panel > Phone and Modem Options**.
- 2 Select *NBX TAPI Service Provider* in the list of telephony drivers and click *Configure*.
- 3 Verify with your administrator that the IP address in the *NetSet Address* field identifies the IP address of your NBX system.
- 4 Verify that the *Telephones* field displays the correct extension number and that the NBX telephone with that extension works properly.
- 5 Select the telephone extension and click *Modify*. The *Add/Modify Extension* dialog box appears.
- 6 Verify or modify the extension number in the *User Extension* field and re-type your password in the *User Password* field to verify that the password is correct.
- 7 Click *OK* on the three open dialog boxes to complete this change.

- 8 Reboot your system so that the changes that you made take effect.

**Rebooting Your System**

You must reboot your system after you install NBX Desktop Call Assistant and before you use it for the first time. You must also reboot each time that you upgrade your system with a more recent version of NBXTSP.

**Bridged Extensions**

You cannot use Desktop Call Assistant to answer a call to a primary telephone in a bridged extension configuration. You must answer the call using the primary telephone.