General Description: This document explains how to install the T-Metrics Launchpad client and configure the ACD (Automatic Call Distribution) Agent to work with the T-Metrics softphone and/or the NEC Desk phone or NEC MLC softphone.

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Technical Details:

Data Collection

T-Metrics and University IT will initialize a meeting with agents and supervisors to gather call flows and agent access information on the CIQ questionnaire.
Client Installation

1. Open Software Center from the Windows menu

2. Click on TMI Launchpad

3. Click on Install

4. Close software center once the installation is complete.

5. From the desktop, open Launchpad
6. Log in with your AD (Active Directory) credentials
   a. {username}@ur.rochester.edu
   b. {username}@urmc-sh.rochester.edu

7. The U of R SSO webpage will open, sign-in again. Select the domain to sign on to.

8. Minimize the browser
9. The software will update and restart. Please sign in again.

10. From the launchpad, click on the ACD Agent Module
11. The first time you log in, there will be an error message about no extension assigned. Just click OK
Configuring UIP to use NEC desk phone or MLC Softphone

1. The ACD log in screen and the system options menu will pop up

2. Select New connections (Blue button)

3. On the right side enter the following information
   a. Description: UIP 1
   b. Server Address: its-tmevn-wp1.ur.rochester.edu
   c. Connection State Active
   d. Interface: NEC UIP
   e. Primary ACD DN: (Extension of the NEC Desk phone or MLC Softphone)
   f. ACD Redirects: Enabled
   g. Phone Type: Physical Phone
   h. Under TCP/IP Details
      i. Click Override Port for both options
      ii. Initialization Port (TCP): 21212
      iii. NAT Discovery Port: 21212
   i. Click Apply
4. Select New connections again

5. On the right side enter the following information
   a. Description: UIP 2
   b. Server Address: its-tmevn-wp2.ur.rochester.edu
   c. Connection State Active
   d. Interface: NEC UIP
   e. Primary ACD DN: (Extension of the NEC Desk phone or MLC Softphone)
   f. ACD Redirects: Enabled
   g. Phone Type: Physical Phone
   h. Under TCP/IP Details
      i. Click Override Port for both options
      ii. Initialization Port (TCP): 21212
      iii. NAT Discovery Port: 21212
      i. Click Apply

6. Click on Server Connection 1
   a. Set the Connection State to inactive
7. Click on Server Connection 2
   a. Set the Connection State to inactive

8. You will get a pop up asking to Validate NEW UIP Phone number; enter your extension again and click Submit

9. Now on the ACD Agent window you will see your username:

10. Click Log In
11. You will see the Available skillsets available.
Configuring T-Metrics Softphone

1. The ACD log in screen and the system options menu will pop up

2. In the field for Primary ACD DN, enter the new softphone extension provided by University IT Designers or Voice Engineers. Click Apply.

3. Select Server Connection 2. In the same field for Primary ACD DN, enter the same new softphone extension provided by University IT Designers or Voice Engineers. Click Apply.

4. In the background, the T-Metrics softphone will start up with the audio selections
5. Click on the icon next to “Select Playback Device” and then select the headset or speaker for audio to play through.

6. Click on the icon next to “Select Microphone” and then select the headset of microphone device to speak through.

7. Click on the icon next to “Select Alert Device” and then select the headset or speaker for the ringing to play through (it can be different that the audio device).

8. Click Save

9. The Softphone software will finish opening the application

10. There will be a warning that the line is invalid

11. Click on Okay
12. The Softphone and the account settings will pop open

13. Switch to the Softphone Settings Window.
14. Set the Server address and Domain to the address provided by University IT
   a. FPC 5 – 10.3.2.205
   b. FPC 8 – 10.3.2.208
   c. FPC 11 – 10.3.2.211
   d. FPC 21 – 10.3.2.221
   e. FPC 30 – 10.3.2.230
   f. FPC 81 – 10.3.2.81
15. Set the Provider Type to “NEC SV-9500”
16. And scroll down to Account Details

17. Enter the extension number provided by University IT for the User ID and Password.
18. Click Save
19. On the ACD Agent client, click Log In

20. Both applications should be logged in as Preforming Admin Duties
T-Metrics Launchpad installation
PCs without internet access

1. For client PCs that do not have internet access there is a configuration file that needs to be loaded.
2. Try to launch the application. If the login screen below does not appear, continue with step 3

3. Download the file from here:
   a. LaunchpadSettingsOverride.xml
      https://rochester.box.com/s/6gk7v1587wxlnkjsfft6cp0nxl67n63i
   b. Click the download button in the top right

4. From the Downloads folder copy the file LaunchpadSettingsOverride.xml

5. Browse to the folder C:\Program Files (x86)\T-Metrics, Inc\Launchpad
6. Paste the file LaunchpadSettingsOverride.xml