

T-METRICS LAUNCHPAD INSTALLATION

Published: 2/10/2023 | **Author:** Shah, Amesh
Updated: 2/10/2023 | **Last Updated By:** Shah, Amesh

Version: 01.00

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.

Table of Contents

[Client Installation](#)

[Configuring UIP to use NEC desk phone or MLC Softphone](#)

[Configuring T-Metrics Softphone](#)

[PCs without internet access](#)

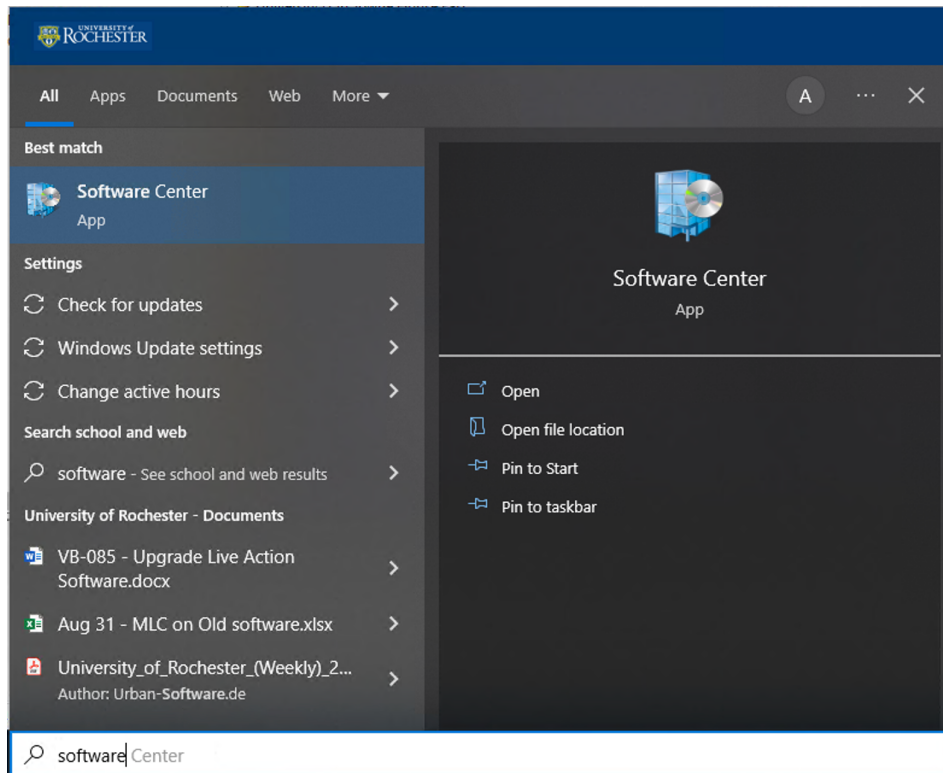
Technical Details:

Data Collection

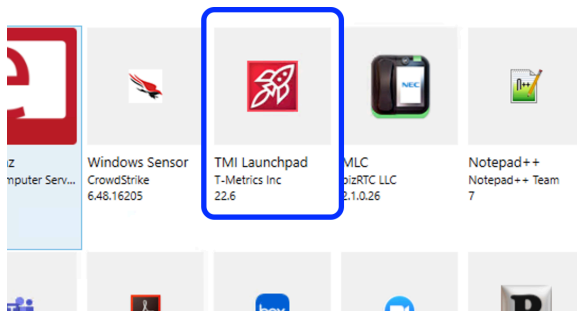
T-Metrics and University IT will initialize a meeting with agents and supervisors to gather call flows and agent access information on the CIQ questionnaire.

Client Installation

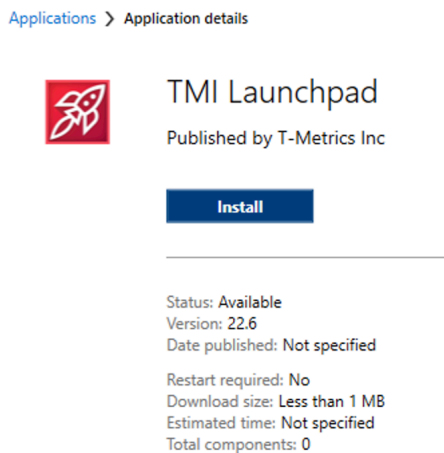
1. Open Software Center from the Windows menu



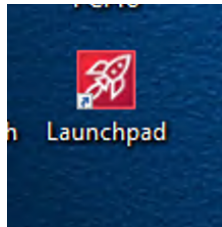
2. Click on TMI Launchpad



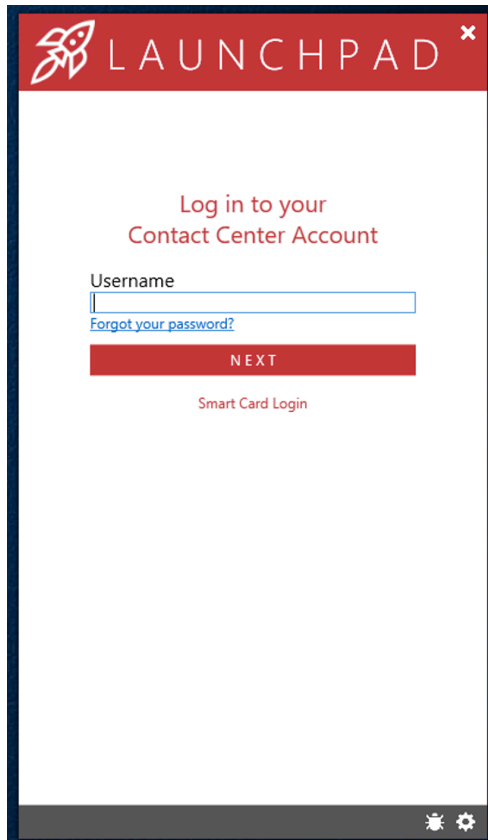
3. Click on Install



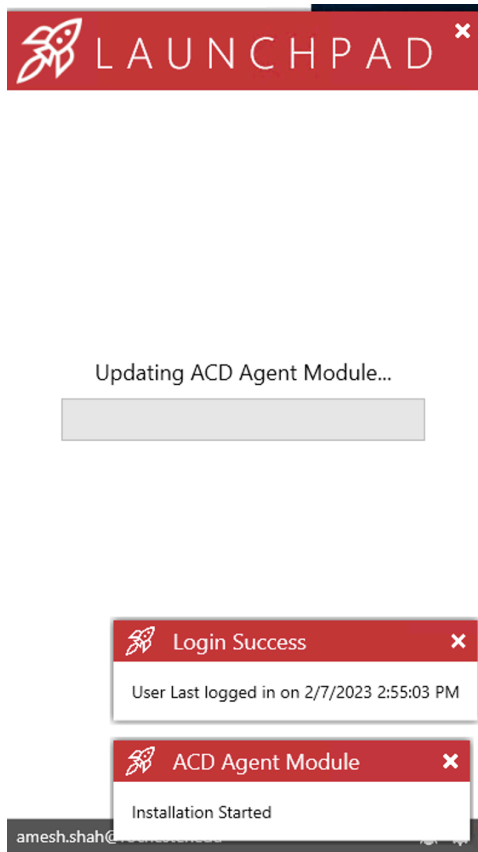
4. Close software center once the installation is complete.
5. From the desktop, open Launchpad



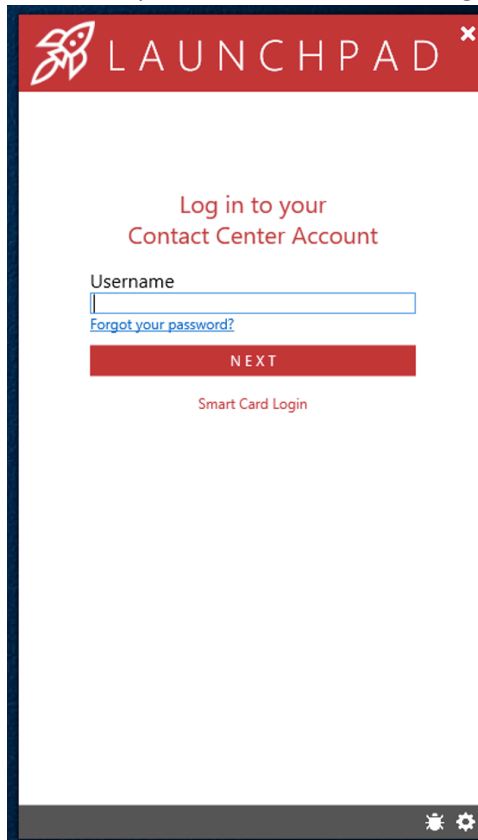
6. Log in with your AD (Active Directory) credentials
 - a. [{username}@ur.rochester.edu](#)
 - b. [{username}@urmc-sh.rochester.edu](#)



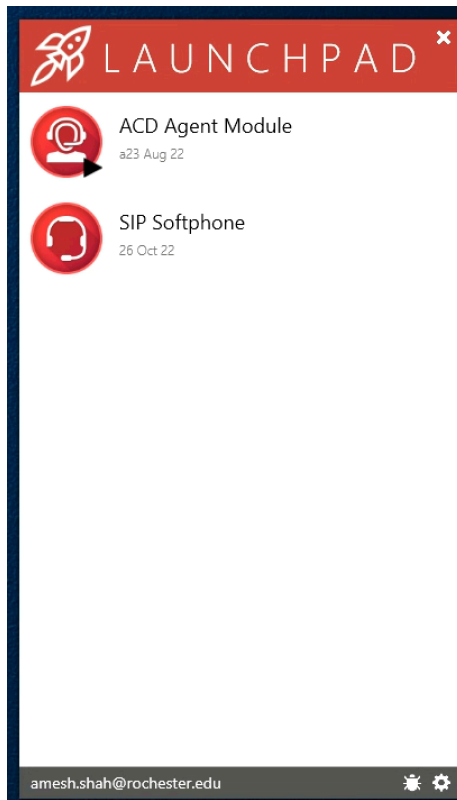
7. The U of R SSO webpage will open, sign-in again. Select the domain to sign on to.
8. Minimize the browser



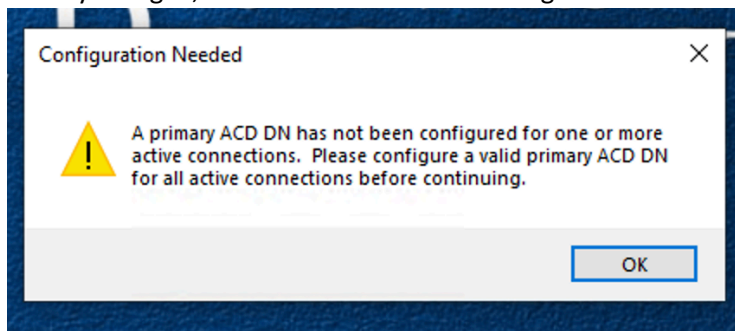
9. The software will update and restart. Please sign in again.



10. From the launchpad, click on the ACD Agent Module

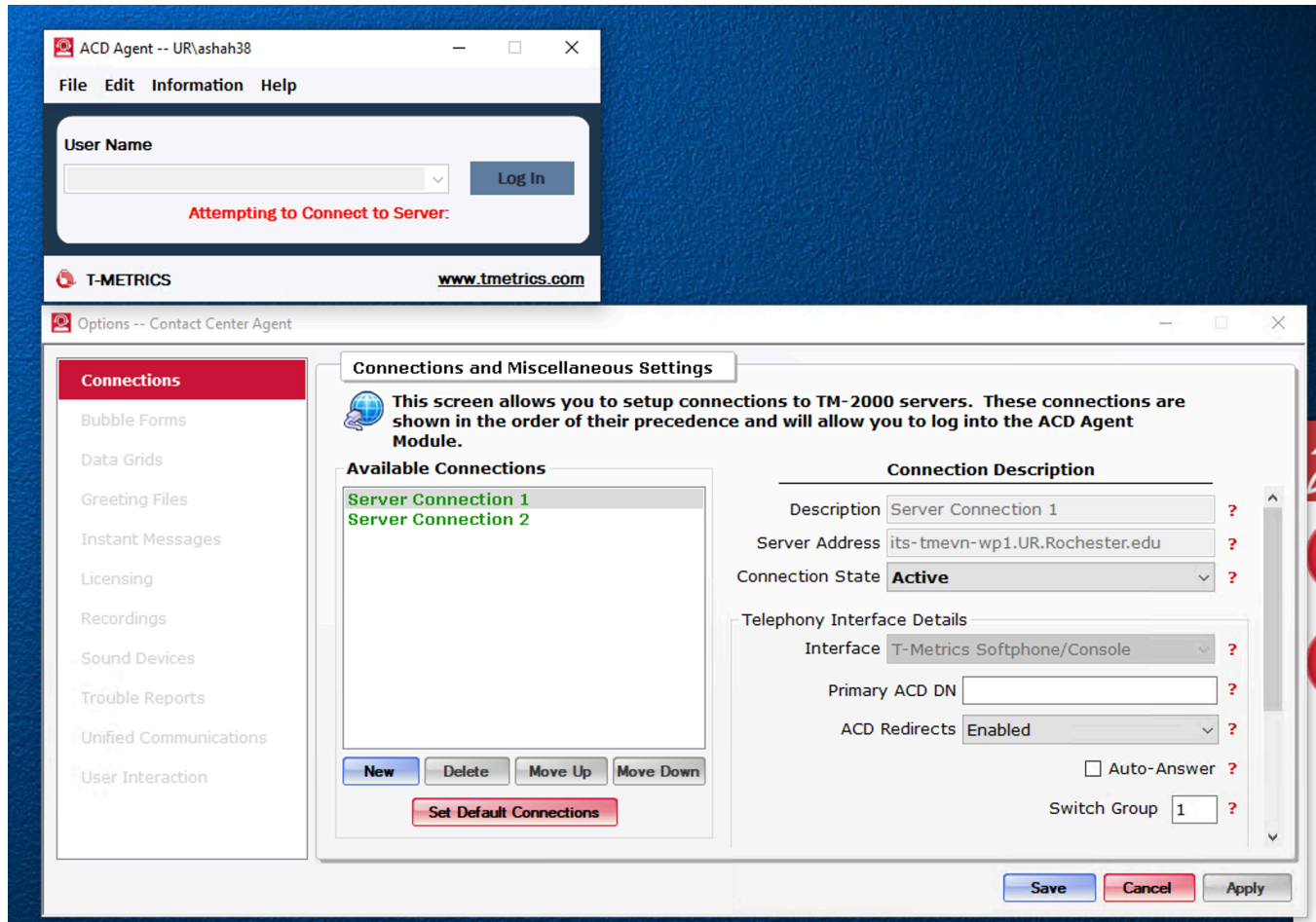


11. The first time you log in, there will be an error message about no extension assigned. Just click OK



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

Connections and Miscellaneous Settings

This screen allows you to setup connections to TM-2000 servers. These connections are shown in the order of their precedence and will allow you to log into the ACD Agent Module.

Available Connections

- Server Connection 1
- Server Connection 2
- UIP1
- UIP2

Connection Description

Description:

Server Address:

Connection State:

Telephony Interface Details

Interface:

Primary ACD DN:

ACD Redirects:

Auto-Answer

Switch Group:

Connections and Miscellaneous Settings

This screen allows you to setup connections to TM-2000 servers. These connections are shown in the order of their precedence and will allow you to log into the ACD Agent Module.

Available Connections

- Server Connection 1
- Server Connection 2
- UIP1
- UIP2

Connection Description

Primary ACD DN:

ACD Redirects:

Phone Type:

This connection has 0 secondary ACD DNS.

TCP/IP Details

Initialization Port (TCP):

NAT Discovery Port (UDP):

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

Connections and Miscellaneous Settings



This screen allows you to setup connections to TM-2000 servers. These connections are shown in the order of their precedence and will allow you to log into the ACD Agent Module.

Available Connections

Server Connection 1
Server Connection 2
UIP1
UIP2

Connection Description

Description: Server Connection 1 ?
Server Address: its-tmevn-wp1.UR.Rochester.edu ?
Connection State: Inactive ?
Telephony Interface Details

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

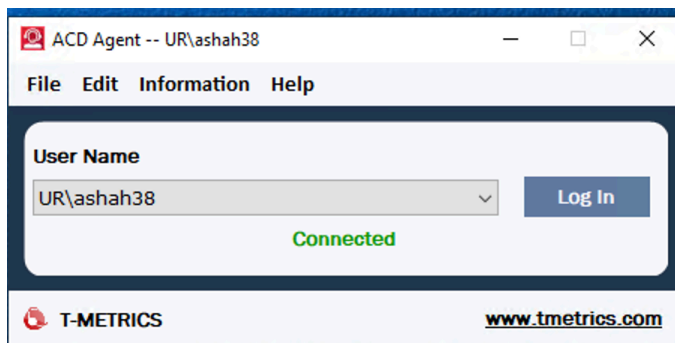
Available Connections

Server Connection 1
Server Connection 2
UIP1
UIP2

Connection Description

Description: Server Connection 2 ?
Server Address: its-tmevn-wp2.UR.Rochester.edu ?
Connection State: Inactive ?
Telephony Interface Details

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.

ACD Agent -- UR\ashah38 @ 52049

File Edit Agent Skill Information Help

Status : Performing Admin Duties

Performing Admin Duties Change

Enter details about your status here... X

SKILLS In Queue : 0 Messages : 0

Skill	Avail	Rqd	Ready	In Q	Msgs	Filter
DC_OPS	0**	--	0	0	0	<input type="checkbox"/>
DUO_NEW_PROJECT_OPT_5	0**	--	0	0	0	<input type="checkbox"/>
HELPDESK_IVR	0**	--	0	0	0	<input type="checkbox"/>
IT_STUDENT_CENTER_OPT_1	0**	--	0	0	0	<input type="checkbox"/>
IT_SUPPORT_OPT_2	0**	--	0	0	0	<input type="checkbox"/>
NOC	0**	--	0	0	0	<input type="checkbox"/>
TELECOMMUNICATION_OPT_3	0**	--	0	0	0	<input type="checkbox"/>
TRIAGE	1**	--	1	0	0	<input type="checkbox"/>
TOTALS	--	--	--	0	0	<input type="checkbox"/>

AGENTS Available : 1 Logged In : 3

Agent	Task	State	Status
AMESH SHAH			Performing Admin Duties
DAVID DOANE			Available
DOUG BENTLEY			Performing Admin Duties

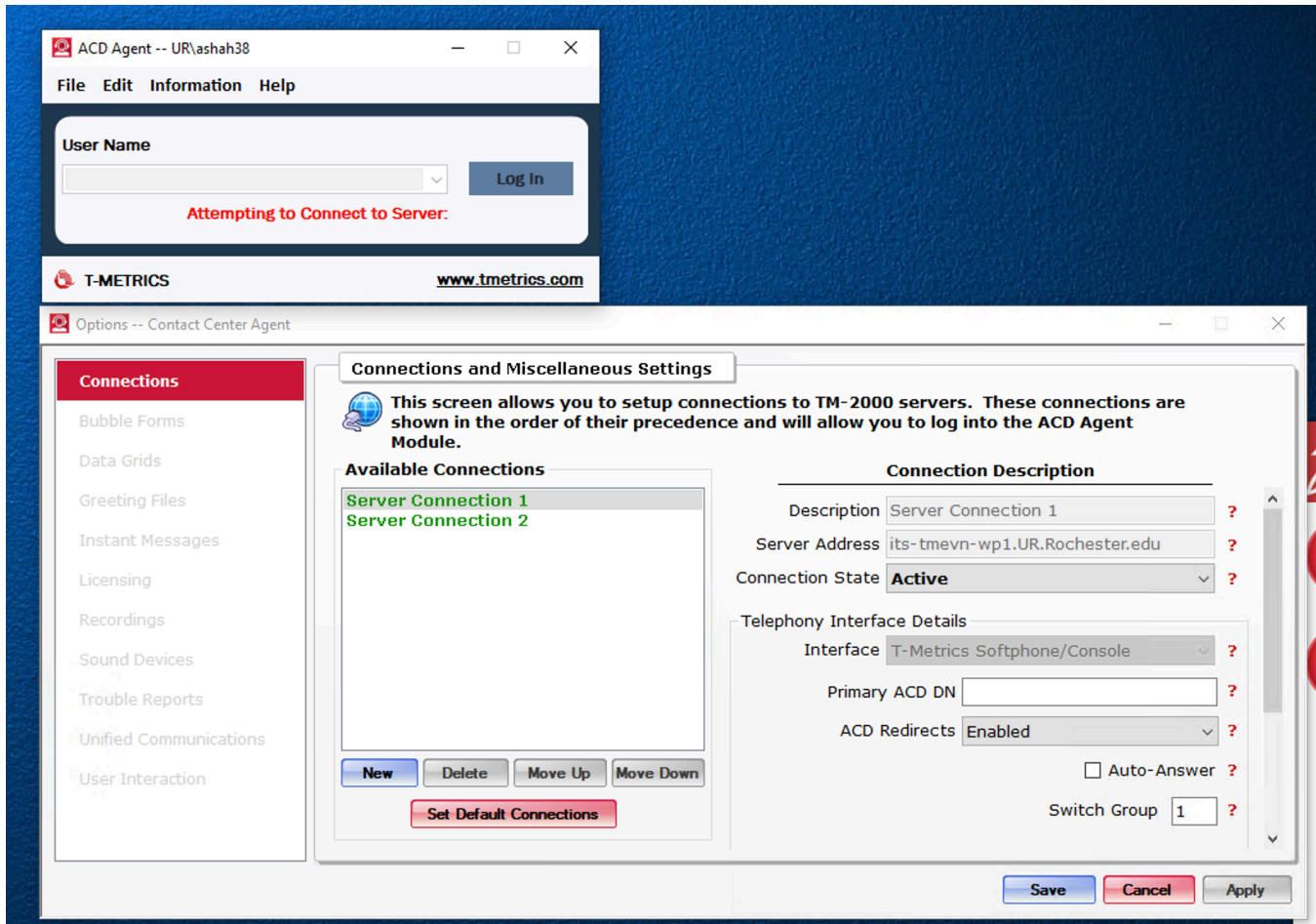
Connected

Messaging <+> Emergency

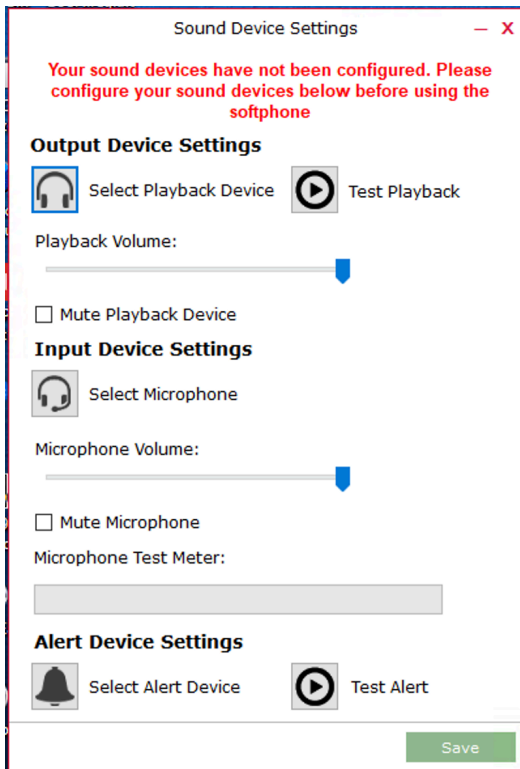
T-METRICS www.tmetrics.com

Configuring T-Metrics Softphone

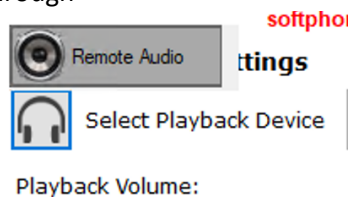
1. The ACD log in screen and the system options menu will pop up



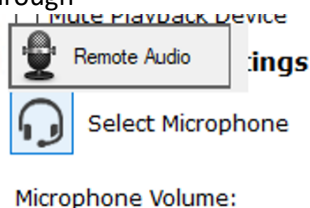
2. In the field for Primary ACD DN, enter the new softphone extension provided by University IT Designers or Voice Engineers. Click Apply.
3. Select Server Connection 2. In the same field for Primary ACD DN, enter the same new softphone extension provided by University IT Designers or Voice Engineers. Click Apply.
4. In the background, the T-Metrics softphone will start up with the audio selections



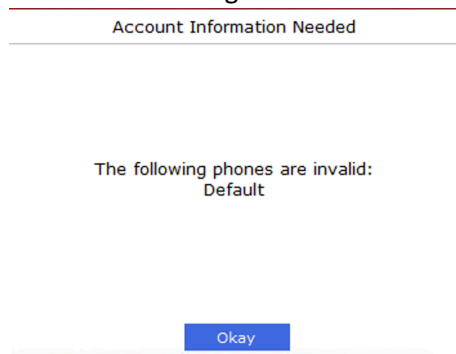
5. Click on the icon next to “Select Playback Device” and then select the headset or speaker for audio to play through



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

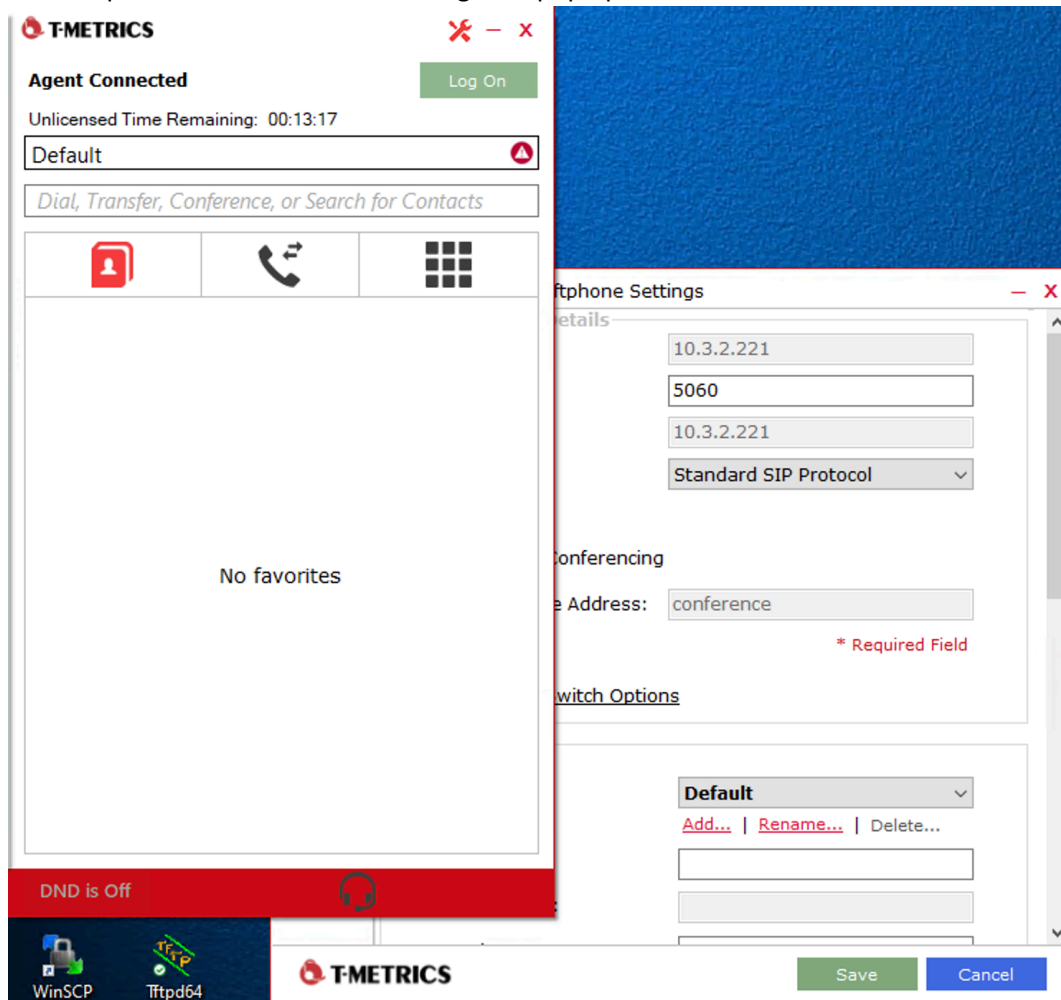


7. Click on the icon next to “Select Alert Device” and then select the headset or speaker for the ringing to play through (it can be different that the audio device).
8. Click Save
9. The Softphone software will finish opening the application
10. There will be a warning that the line is invalid



11. Click on Okay

12. The Softphone and the account settings will pop open

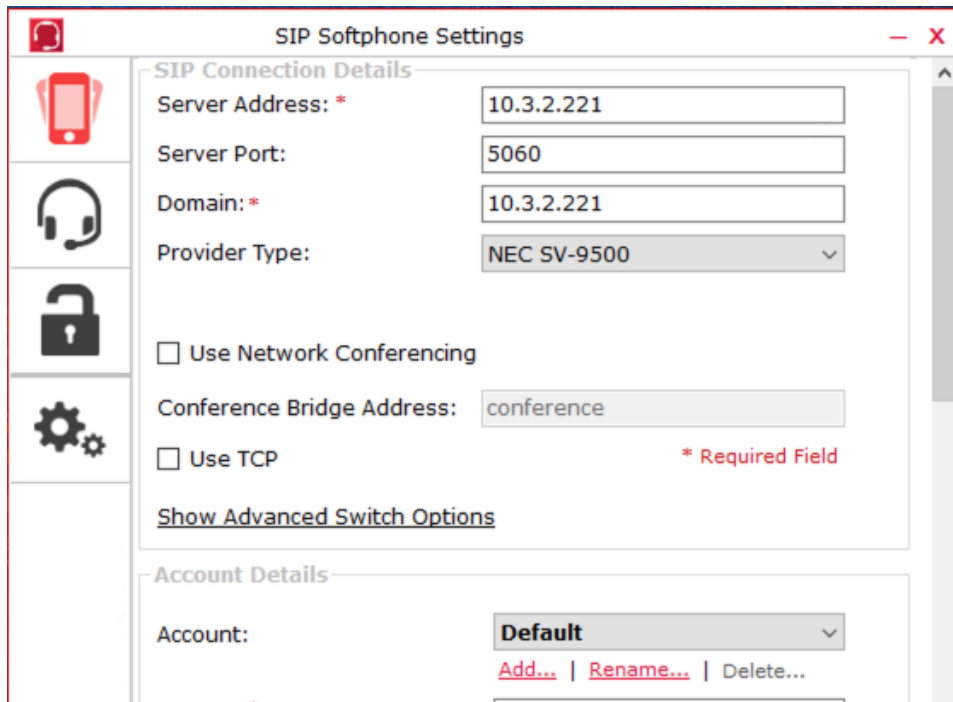


13. Switch to the Softphone Settings Window.

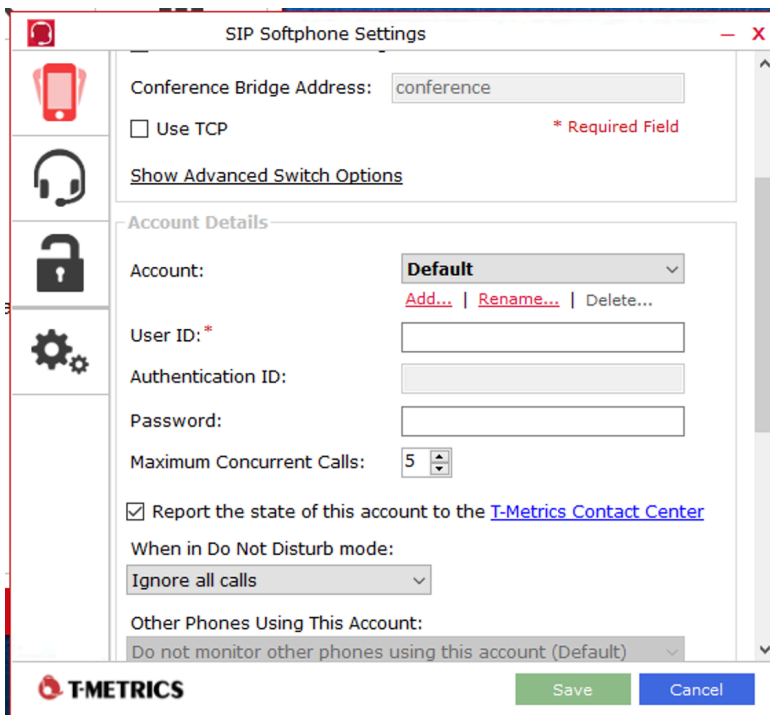
14. Set the Server address and Domain to the address provided by University IT

- 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"

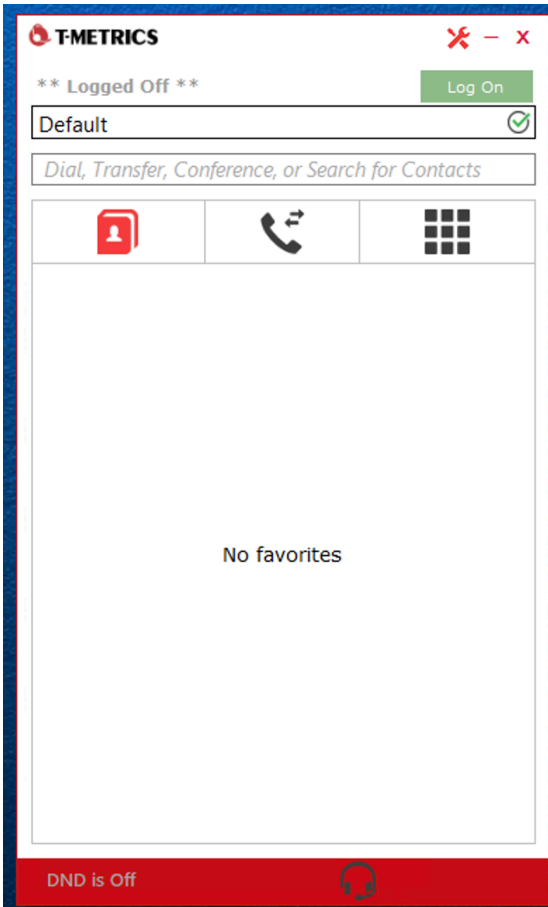


16. And scroll down to Account Details

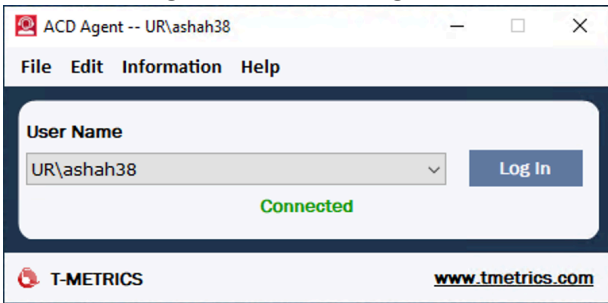


17. Enter the extension number provided by University IT for the User ID and Password.

18. Click Save



19. On the ACD Agent client, click Log In



20. Both applications should be logged in as Performing Admin Duties

ACD Agent -- UR\ashah38 @ 41390
File Edit Agent Skill Information Help

T-METRICS ✕ - ✕

Performing Admin Duties ▾

Default ✓

Dial, Transfer, Conference, or Search for Contacts

No favorites

Status : **Performing Admin Duties**

Performing Admin Duties Change

Enter details about your status here... ✕

SKILLS In Queue : 0 Messages : 0

Skill	Avail	Rqd	Ready	In Q	Msgs	Filter
DC_OPS	0**	--	0	0	0	<input type="checkbox"/>
DUO_NEW_PROJECT_OPT_5	0**	--	0	0	0	<input type="checkbox"/>
HELPDESK_IVR	0**	--	0	0	0	<input type="checkbox"/>
IT_STUDENT_CENTER_OPT_1	0**	--	0	0	0	<input type="checkbox"/>
IT_SUPPORT_OPT_2	0**	--	0	0	0	<input type="checkbox"/>
NOC	0**	--	0	0	0	<input type="checkbox"/>
TELECOMMUNICATION_OPT_3	0**	--	0	0	0	<input type="checkbox"/>
TRIAGE	1**	--	1	0	0	<input type="checkbox"/>
TOTALS	--	--	--	0	0	<input type="checkbox"/>

AGENTS Available : 1 Logged In : 3

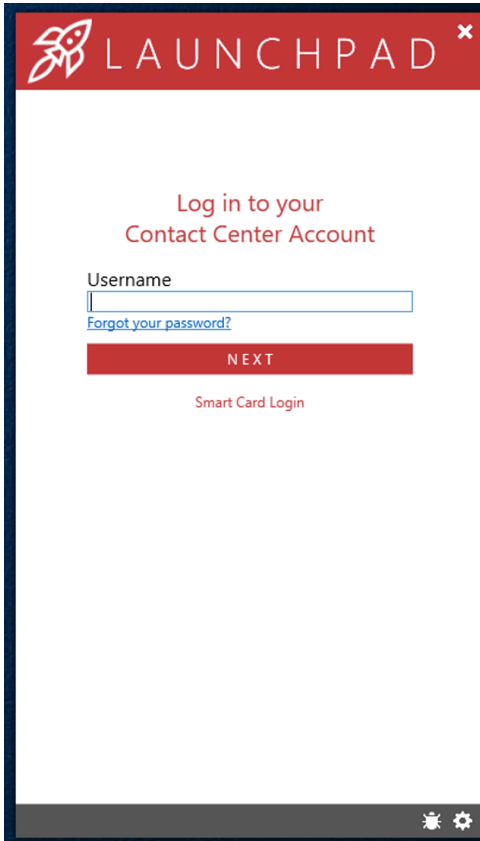
Agent	Task	State	Status
AMESH SHAH			Performing Admin Duties
DOUG BENTLEY			Performing Admin Duties
TODD JONES			Available

Messaging
Connected <+>
Emergency

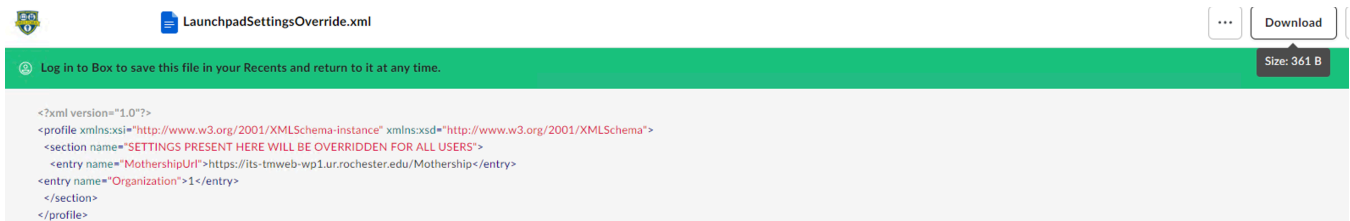
T-METRICS
www.tmetrics.com

PCs without internet access

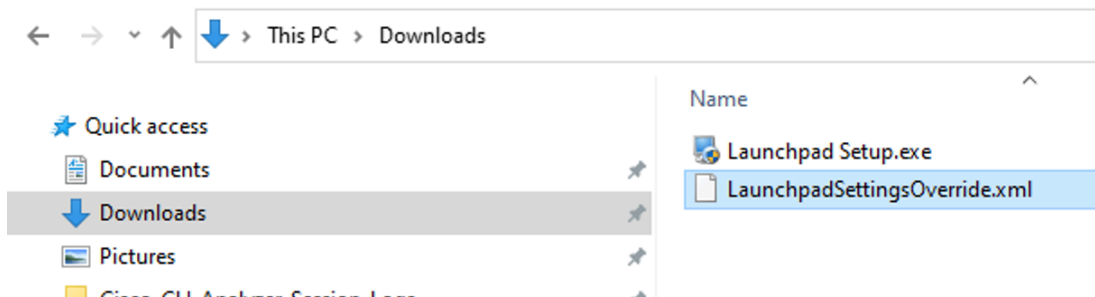
1. For client PCs that do not have internet access there is a configuration file that needs to be loaded.
2. Try to launch the application. If the login screen below does not appear, continue with step 3



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

← → ↕ ↑ > This PC > Windows (C:) > Program Files (x86) > T-Metrics, Inc > Launchpad >

- ★ Quick access
- 📁 Documents
- ↓ Downloads

Name	Date modified	Type	Size
LaunchpadSettingsOverride.xml	2/10/2023 3:32 PM	XML Document	1 KB
LinkPointTransaction.dll	8/5/2022 11:27 AM	Application exten...	10 KB
Microsoft.Bcl.AsyncInterfaces.dll	8/5/2022 11:27 AM	Application exten...	21 KB