Support Process Document - New Controller Installation Steps

Purpose: This document is designed to layout the steps required for a new installation of an iVoice Controller or for the purpose of replacing an aged controller currently in production. It is recommended these steps be discussed and reviewed prior to the actual maintenance window for "going live" with the new equipment.

Document Revision Control			
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Prerequisites: The new iVoice controller is shipped directly to the customer after it has been fully tested by the iMessaging Systems QA team. The iVoice software has been installed and tested as well as any optional software as agreed upon via the signed agreement. The testing is done in the iMessaging lab using analog/digital test equipment. Included in the shipment you will find a DVD for both the iVoice controller as well as the iVoice Host software to be installed on your iSeries.

The following steps are to be considered upon receipt of the iVoice controller.

1) Unbox the new controller and install hard drives in corresponding numbered slots. Instructions included with package.

2) Install Rail Kit for the 2U or 4U controller.

3) Install new controller in rack.

4) Connect power. (UPS required)

5) Connect phone lines from the PBX to the controller if lines are available. If you will be using the lines connected to an existing production controller this step will be completed later. (iMessaging will provide the requirements for the different Dialogic telephony cards).

6) Boot new controller and log in. Default password is "iVoice".

7) Verify lines start by checking iVoice Status. There is an icon on the desktop. Note: The dialogic cards may take a moment to start and when started successfully you should see the lines displayed in the iVoice Status with a "no smoking symbol" across them. You may have to close and reopen the window a few times.

8) Install wav files. (Not required if TTS is installed). Wave files are located in the following location: C:\Program Files\iMessaging Systems Inc\iVoice System\Prompts. (English and Spanish wave files are provided with iVoice). You can add custom wave files to these folders or remark out the provided folders and replace them with your own.

9) Assign IP but do not connect to the network if using the same IP on a current production box. If this is a new install (not replacing an aging controller), feel free to connect it to your network. Ping the new machine from the iSeries to verify connectivity.

The upgrade/install should take less than 45 minutes. The following are the steps to cutover or install.

1) Shut down the lines on the iSeries if there is a machine currently in production. If there is no iVoice machine currently in production, go to Step #2

2) Install or upgrade the iVoice Host software - version 3.03.0

3) Shutdown current production controller and remove from the network.

4) Connect new controller to the network. Verify connectivity (ping to or from the iSeries). Also at this time, if using the same phone lines for the new controller, disconnect them from the decommissioned unit and connect them to the new controller.

5) Log into the iSeries and add IVS and IVSD to your library list. On a command line type "iVoice". From the iVoice main menu, select option #2 - Work with Units. Create a "Unit" (if needed) on the iSeries and add/change the controller IP on the iSeries.

6) From the iVoice Main menu, select option #4 - Control iVoice Subsystem. Start the Subsystem. Go to option #2 again, select the unit and enter an S to start the lines on iSeries. Verify lines started in iVoice Status on the iVoice controller. It will take a minute or so for all lines to start. The time will depend on the number of lines ordered.

7) Test calls including transfers if you process such calls. Test hang up timing.

Additional notes:

1) The controller has a basic antivirus program installed.   It is the option of the company to install their own company standard software.

2) If LumenVox (TTS) is ordered, the controller IP that was assigned will need to be entered to the LumenVox configuration. We can assist you with this task right over the phone.

3) A backup has been created on a USB drive. The location of this USB drive is labeled on the top of the iVoice controller and the software required is also provided; Paragon System Restore CD. Contact iMessaging Systems Support team for assistance.

4) TeamViewer is installed on the new controller in case remote access is needed. Access may be granted by use of a temporary random password or a unique password. iMessaging does not create or assign a password to this product on customer's machines.