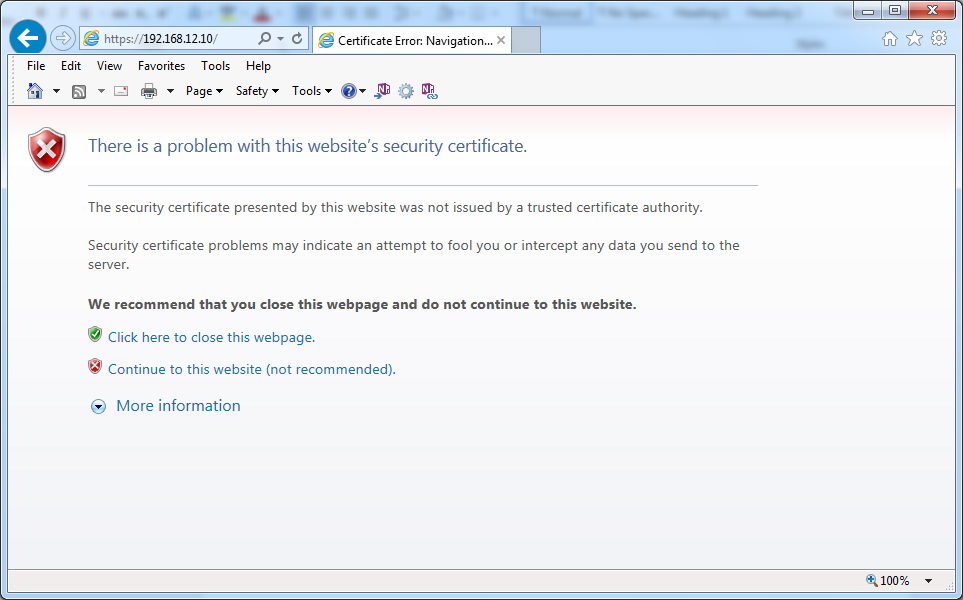
**How to install the Personal Call Manager software from a BCM phone system**

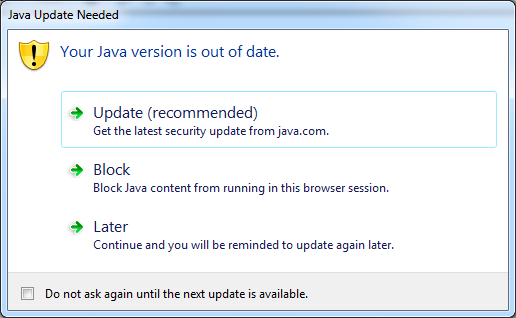
First of all, obtain the software which can be from browsing to the BCM using it’s IP address

Here is how to get it using the example screen shots below.

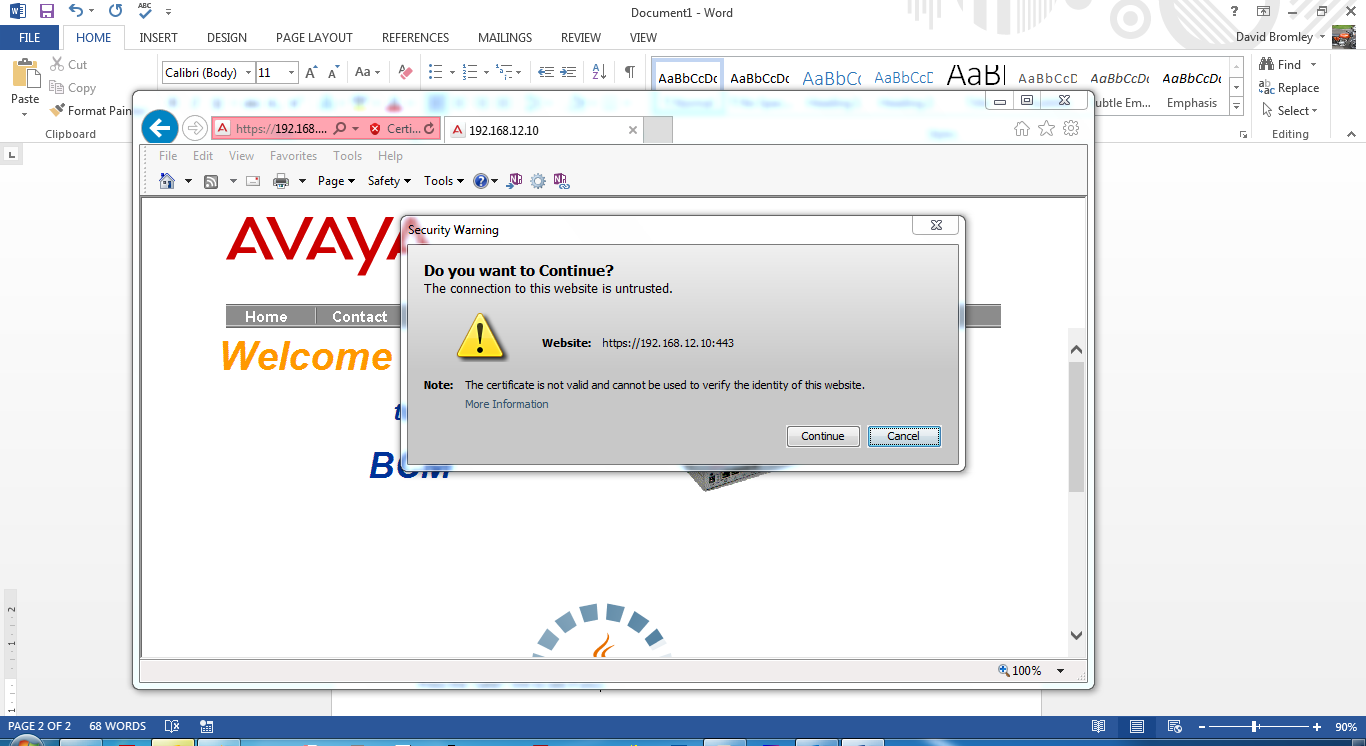


Press the “continue to this website (not recommended)” link.

You might get a Java problem as shown below



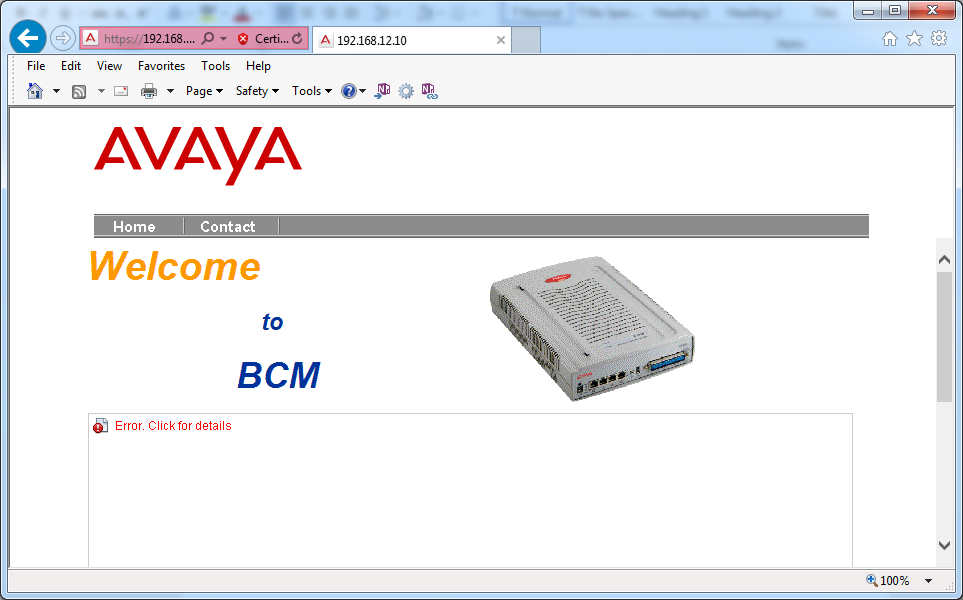
Press the “Later” link to see if you get access or the following message below.



Press “Continue”. You might get another error message of..

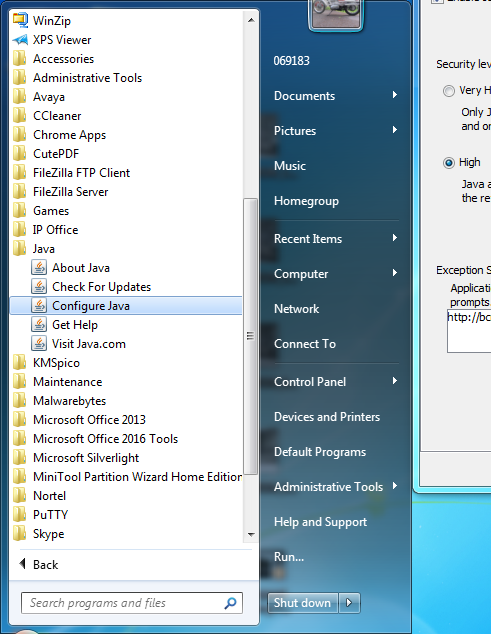


Press the OK box. Your screen might show this error below

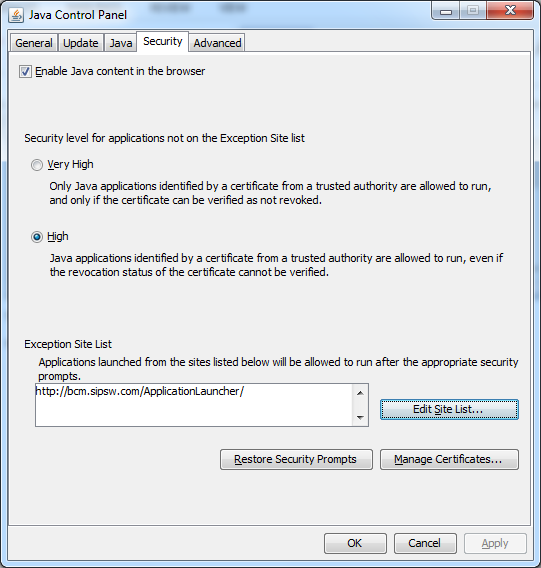


This means that the application is blocked.

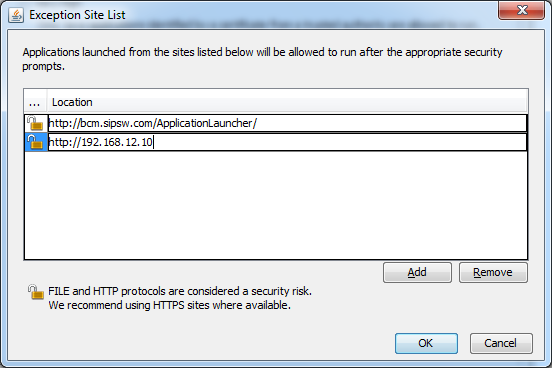
You need to allow it by accessing your Java security settings as shown below

From the start menu, look for Java in “All Programs”. 

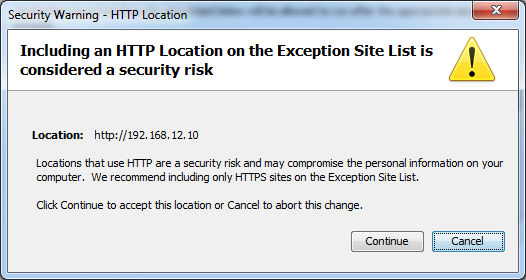
Then select the “Configure Java” link to get the following below.



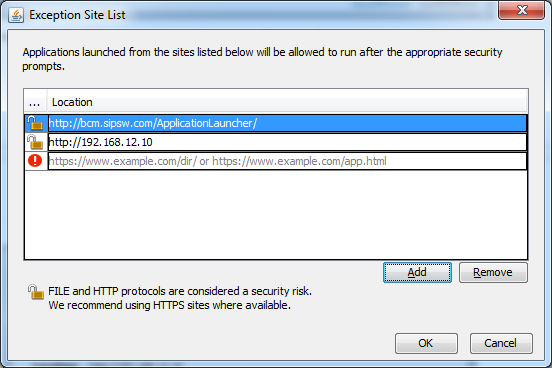
Make sure Java is set to “High” and then click on the “Edit Site List” button. You need to add in the BCM IP address details and press “Add” to store it.



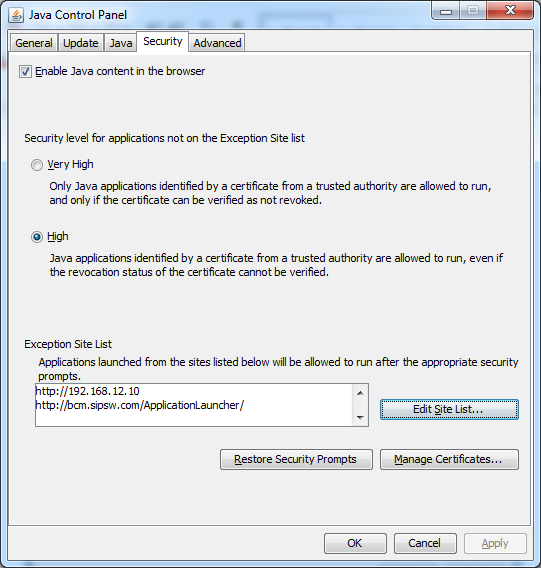
You will get the following message and press the “Continue” button.

. 

Press the “OK” button

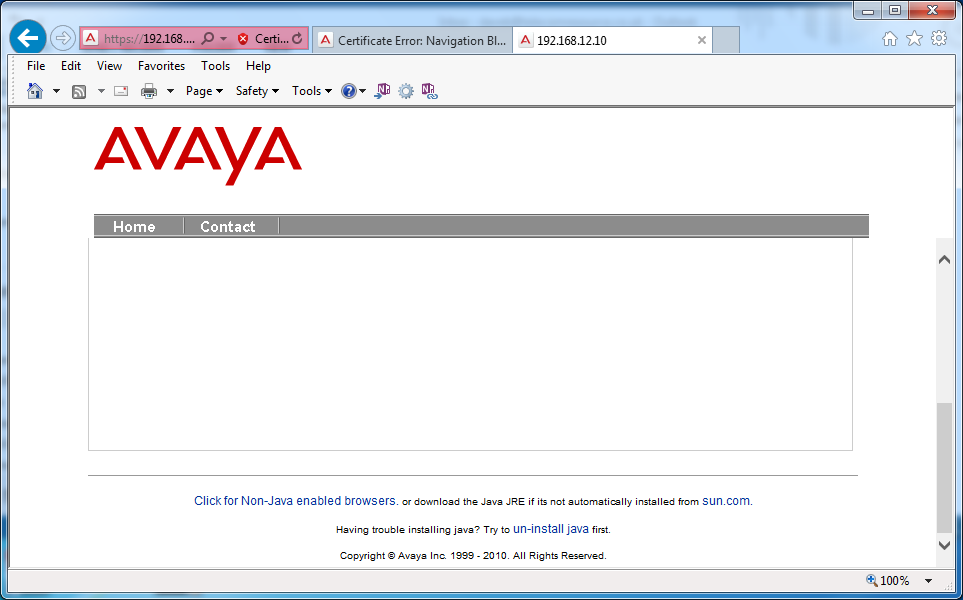


You should see your BCM IP address allowed in the exception list and press the “OK” button to complete the change.



Using Internet Explorer or perhaps Firefox etc, Try to access the BCM via the browser again.

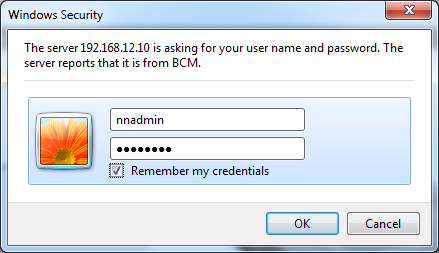
Press Continue if asked again to get back to the BCM page. You might still encounter the same error message of a blocked application. If that is the case, then go to the bottom of the page to press the link for “Click for Non Java enabled browsers”



This time, you should get to the main screen of..

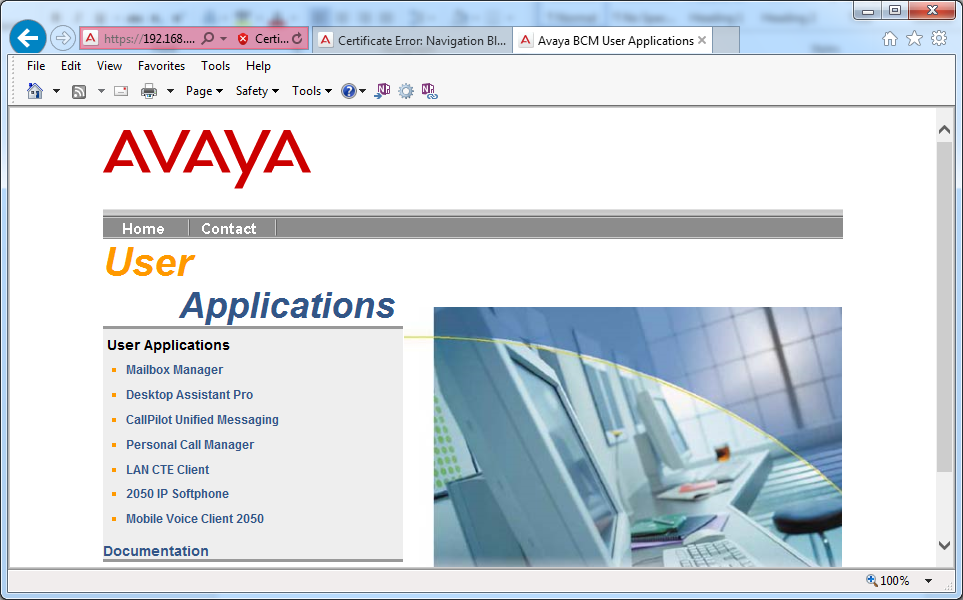


Click on the User Applications tab.

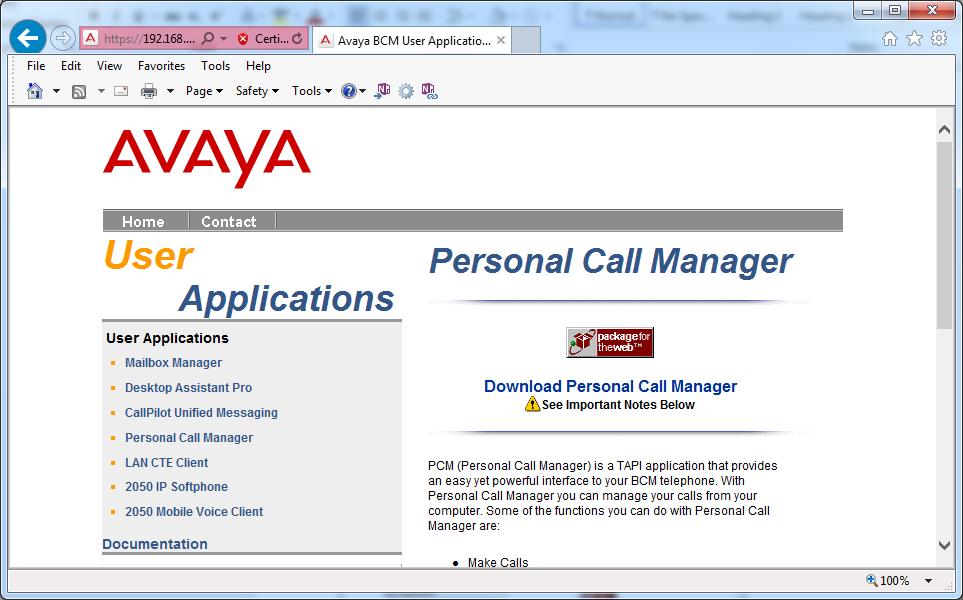


Enter in the BCM Account & Password details. The default password for nnadmin is PlsChgMe!

If successful, then you will get the User Applications as shown below.

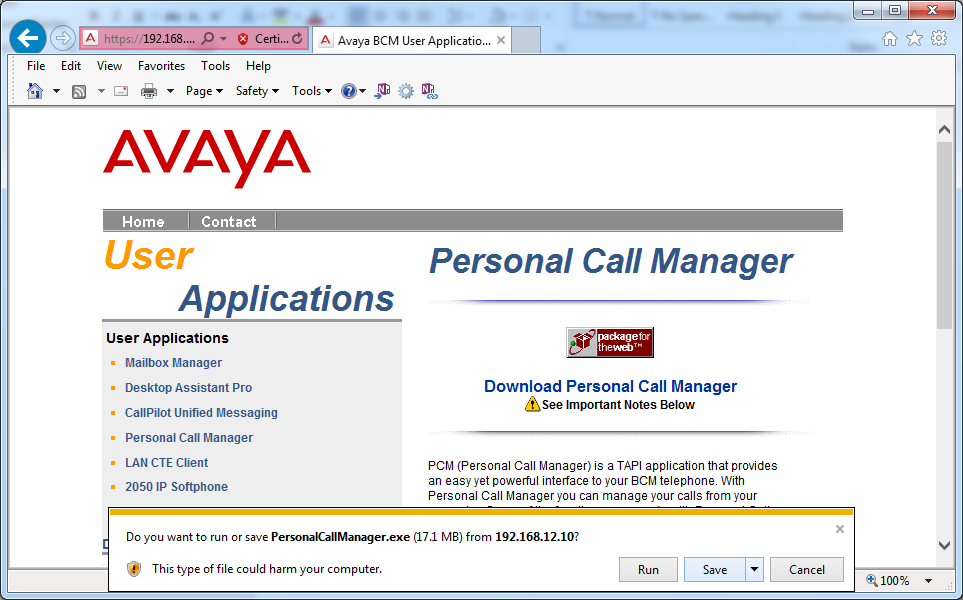


Click on the Personal Call Manager link



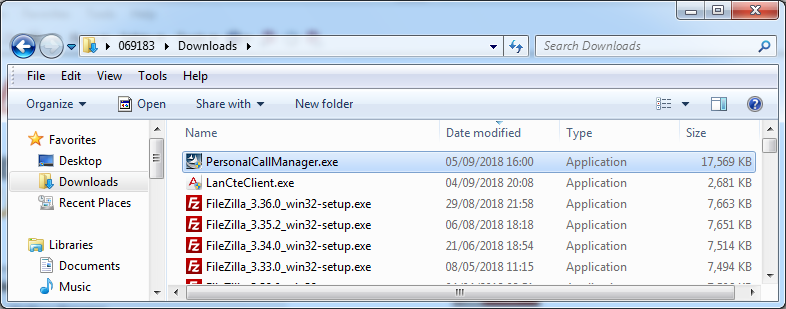
This explains what is does and what it is supported on. Remember that 64 bit computers won’t work

Click the “Download LAN CTE Client! Link to save the file.

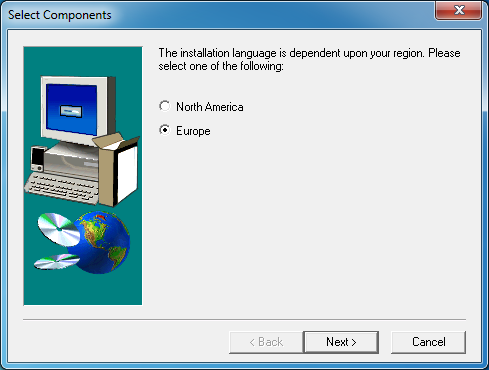


Save the file somewhere such as your desktop. Then close down your browser.

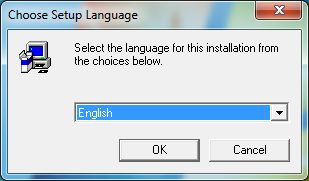
Go to where you saved your file and double click it to run it.



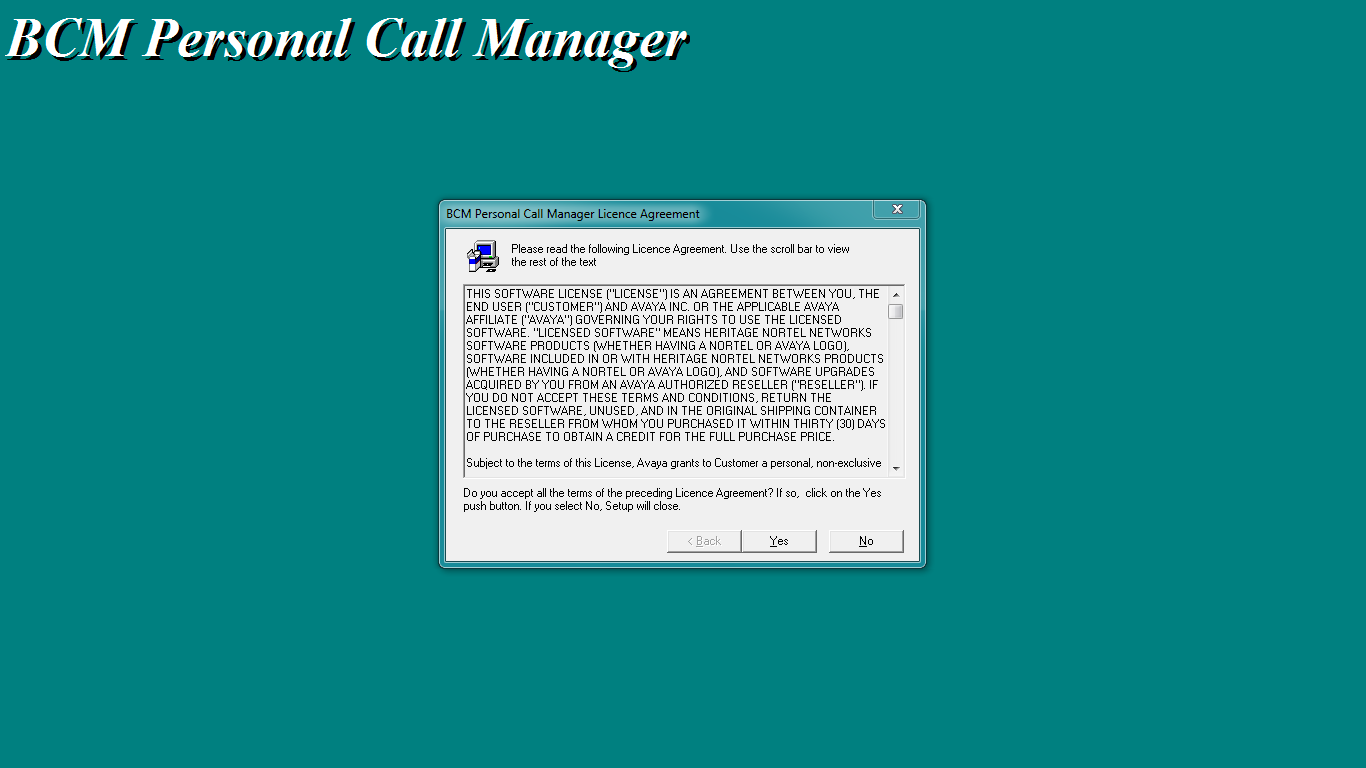
It should start installing as..



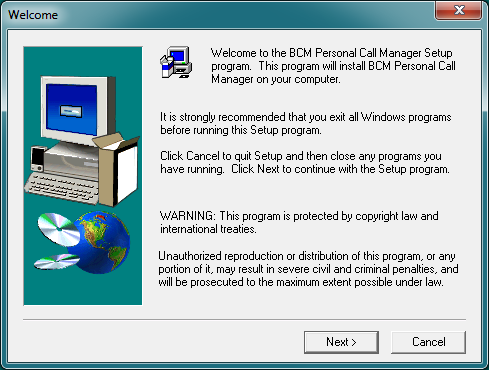
Change the language to “Europe” then click the “Next” tab & leave it as “English” Press the “OK” tab



The screen will change to this below and press “Yes” to accept the license agreement.

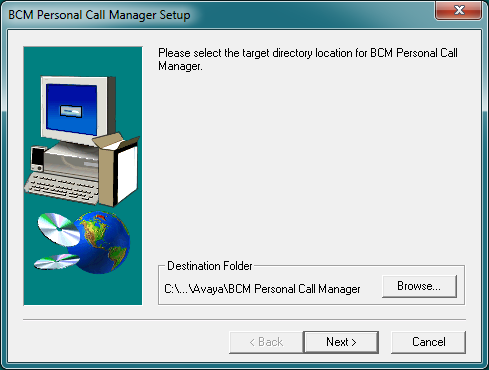


The screen should change to the initial setup screen.

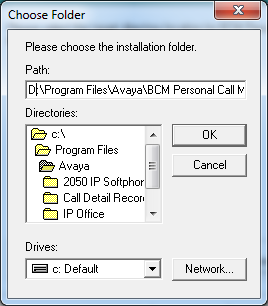


Press the “Next” tab

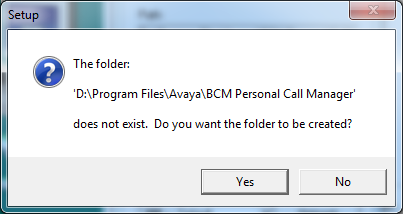
At this screen below, enter in the installation path by pressing the “Browse” tab to store the software in a different area other than the usual default of e.g. C:\Program Files\Avaya\BCM Personal Call Manager” Otherwise just press the “Next” tab button to save it as standard.



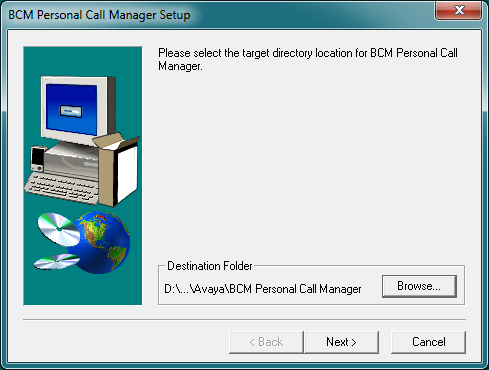
In this example, the Software will be saved to a different drive “D” by changing the “C” to a “D”.



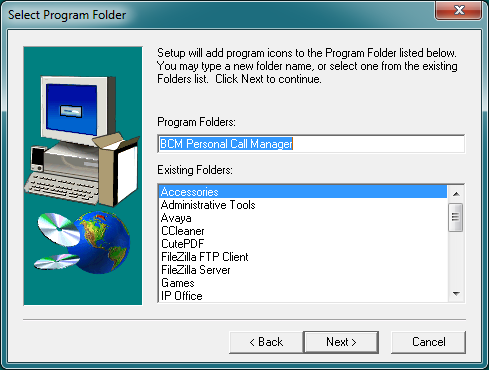
I pressed the “OK” button above and after making the changes, I got a confirmation screen below



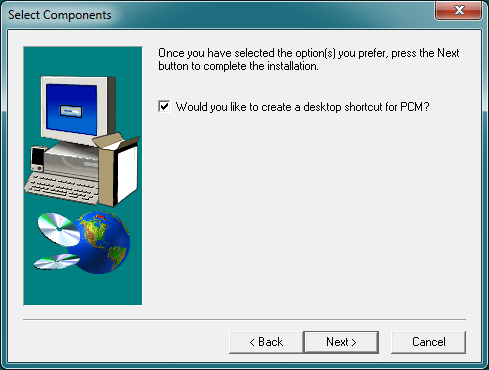
Press the “Yes” button and you will get the new software location listed below showing what was entered in. Press the “Next” tab



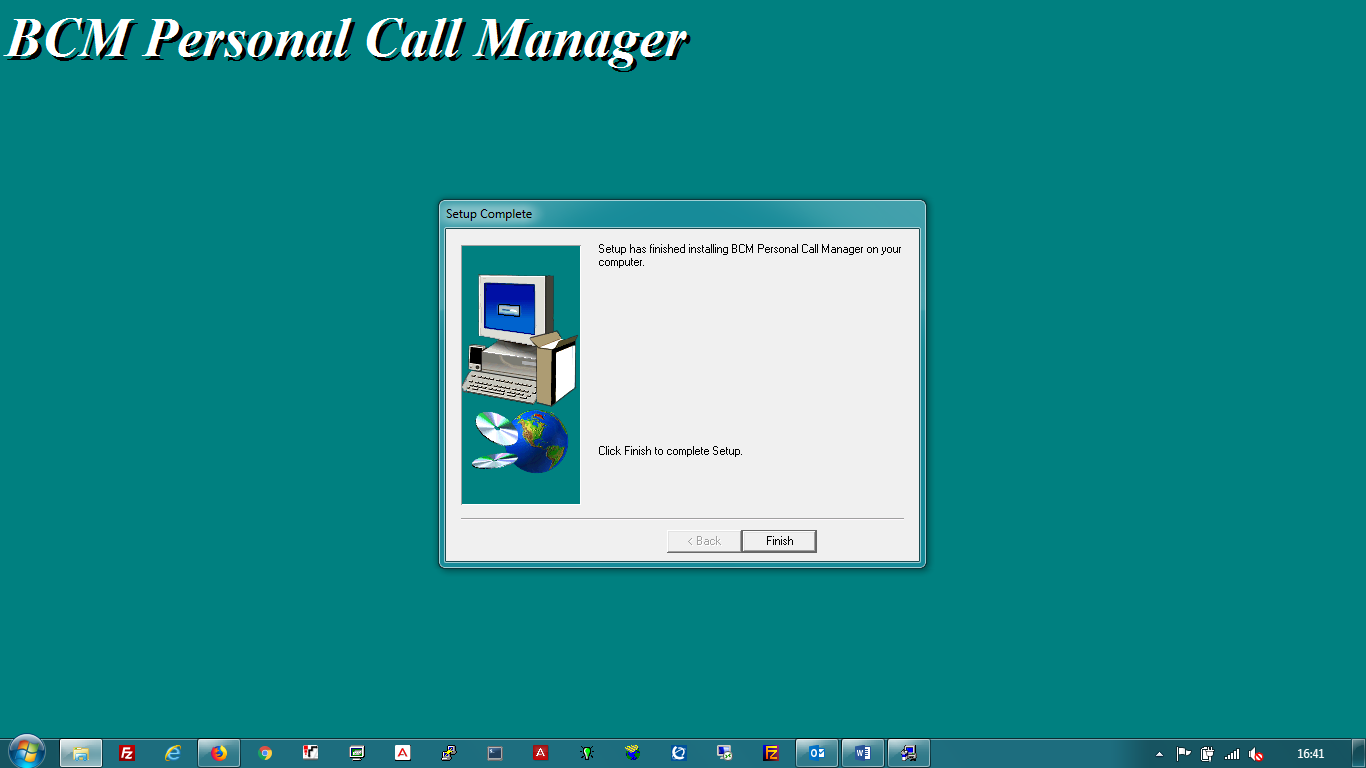
Now press the “Next” tab



Make sure the box below is ticked to allow a shortcut to be created and press the “Next” button.



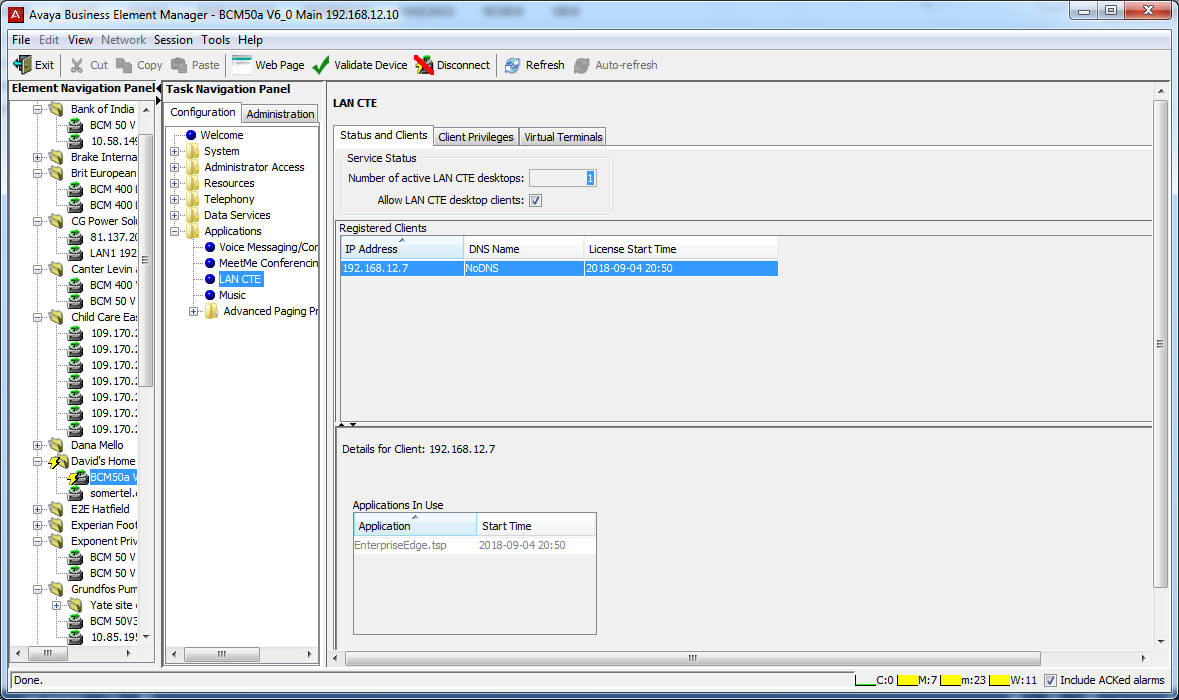
The software will install and you should end up with..



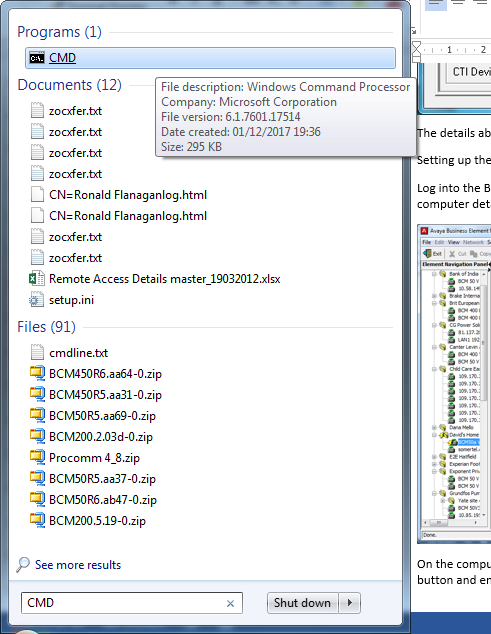
Press “Finish” to complete the installation of the BCM Personal Call Manager Application,

**Setting up the BCM Element Manager**

Log into the BCM Element Manager Application and navigate to where you input the LAN CTE computer details. In the example below, there is one client registered with IP 192.168.12.7

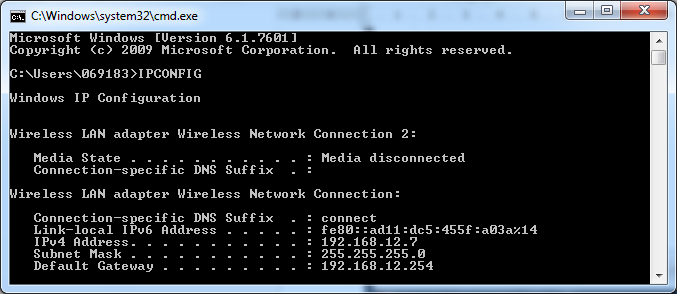


On the computer that had the LAN CTE software installed, find the IP address by pressing the “Start” button and entering CMD in the search box.

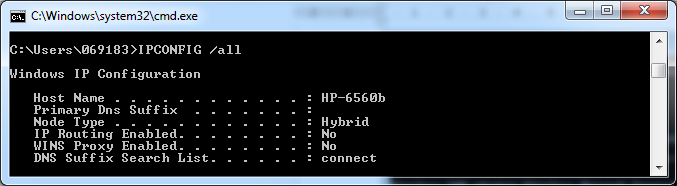


Click on the CMD to open up the Microsoft DOS application. Key in IPCONFIG and press enter.

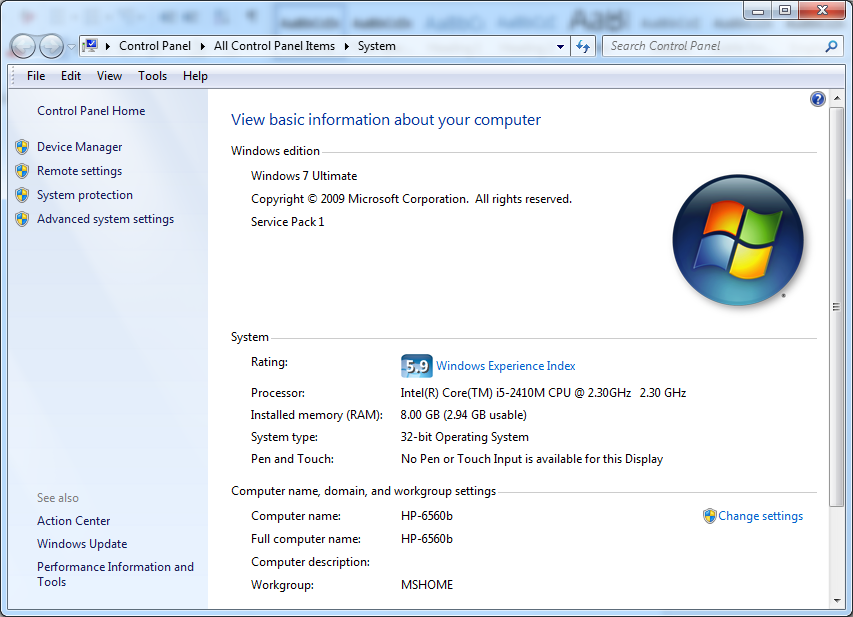
The IP4 address details should be the same as found in the BCM Element Manager Application



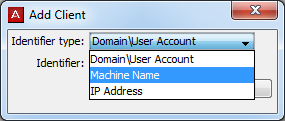
Whilst still in the DOS tool, enter in IPCONFIG /ALL to get the computers Host Name

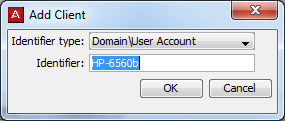


Another way is to go to Control Panel and look under System as shown below.



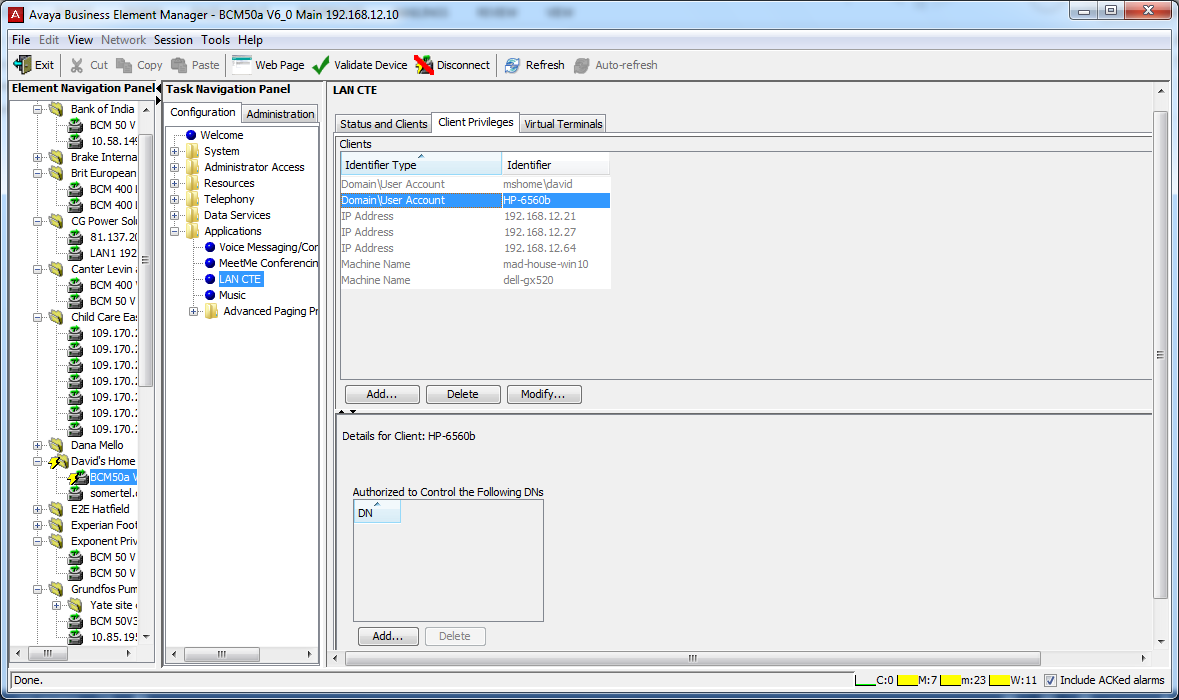
The next stage is to add the computer onto the BCM and this is done by adding it in as shown below using the “Add” tab in the Element Manager Application to get a box showing 3 ways of identifying the computer. Usually the Machine Name will be needed as IP addresses can change.



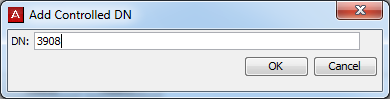


Click the “OK” tab to accept the changes.

You should see the new entry as the example shown bellow

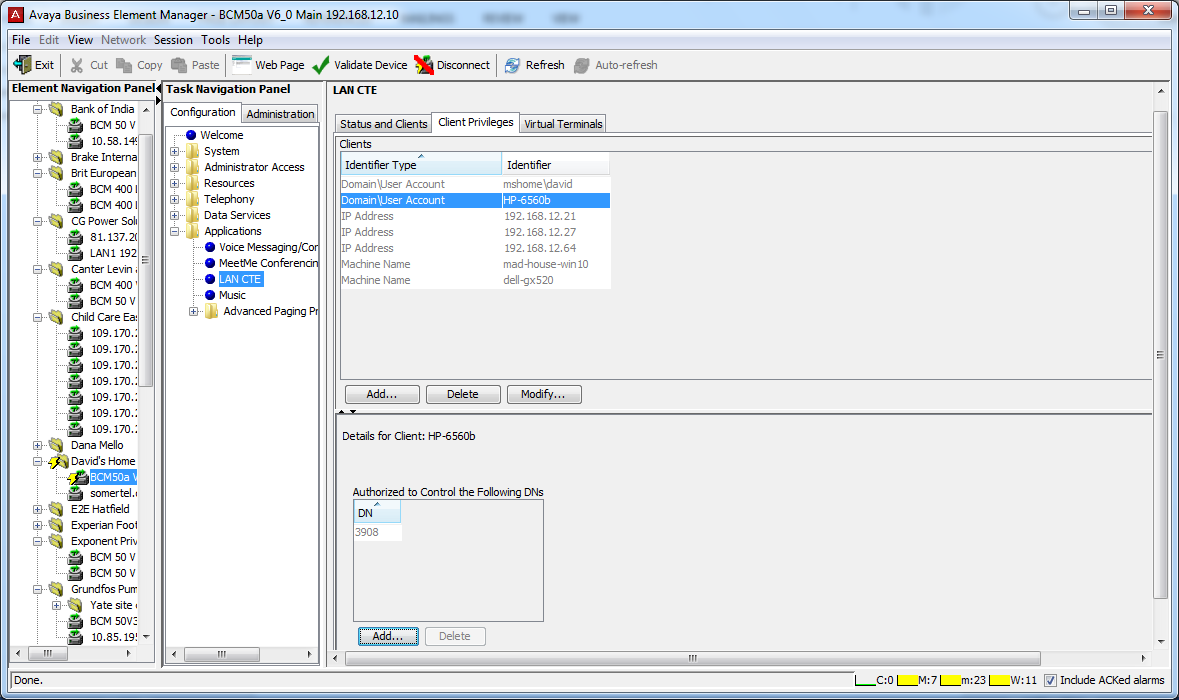


On the bottom part of the screen is where you can add in your extension number. I used extension 3908. Press the “Add” tab.



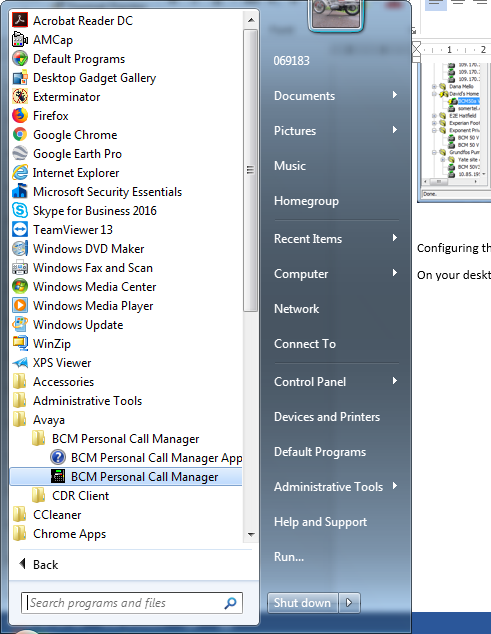
Press the “OK” to add the extension number in.

You should now have your LAN CTE configured.

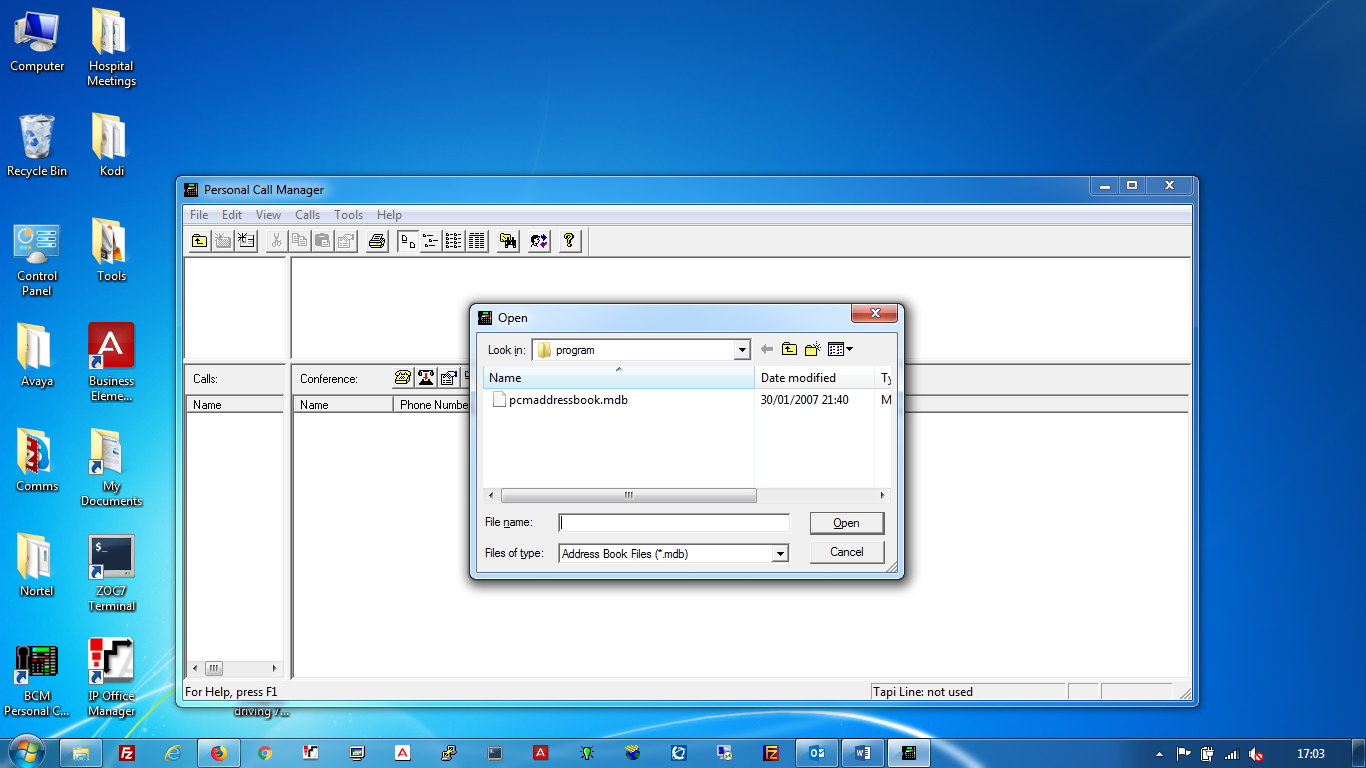


**Configuring the BCM Personal Call Manager**

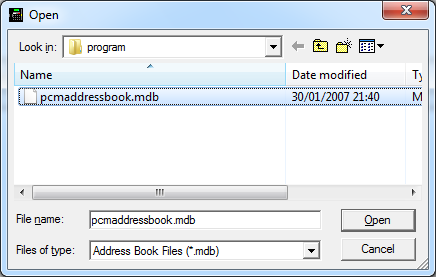
On your desktop or start menu, look for the application just installed



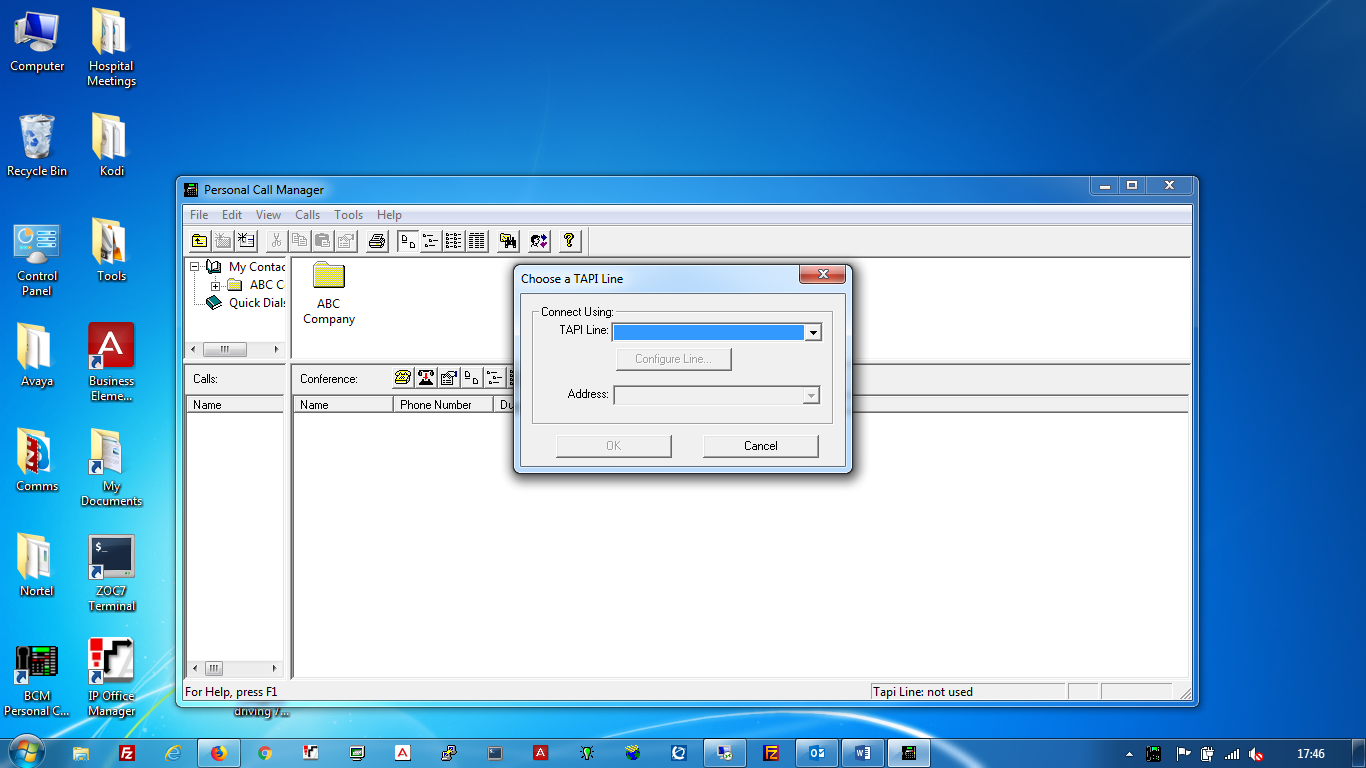
It should open up as shown below



I selected the default “pcmaddressbook.mdb” option and pressed the “Open” button

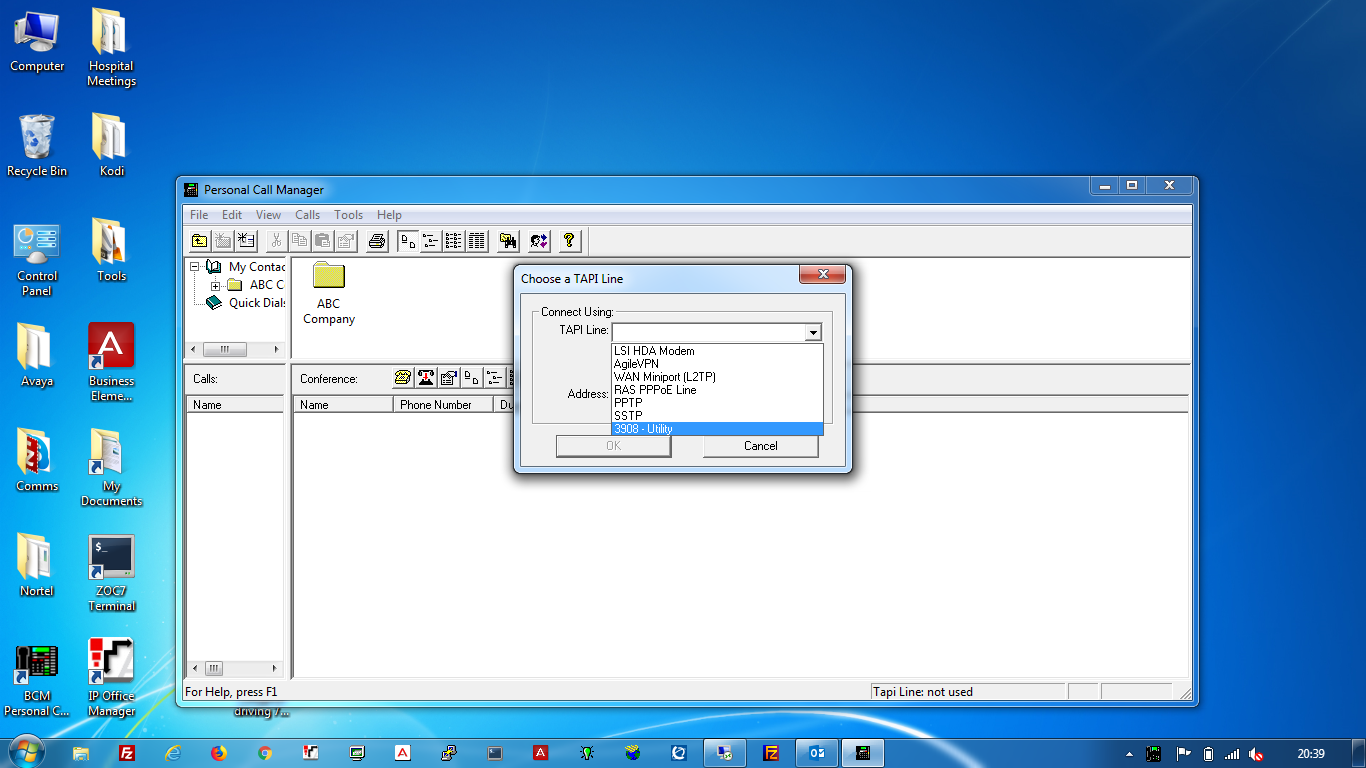


The next screen is very important as you need to be able to see the BCM as an option for TAPI.

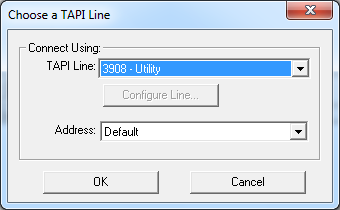


You need to use the drop down key to find the BCM link. If it’s not there showing your extension number, then save any work and **reboot your computer** as I did..

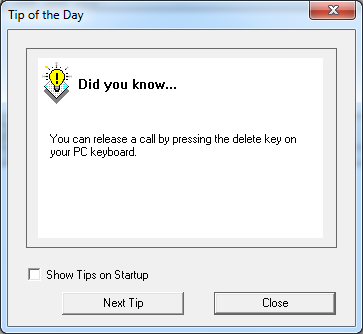
Once you have rebooted the computer access the BCM Personal Call Manager application again and hopefully you will be the additional BCM extension number as shown below



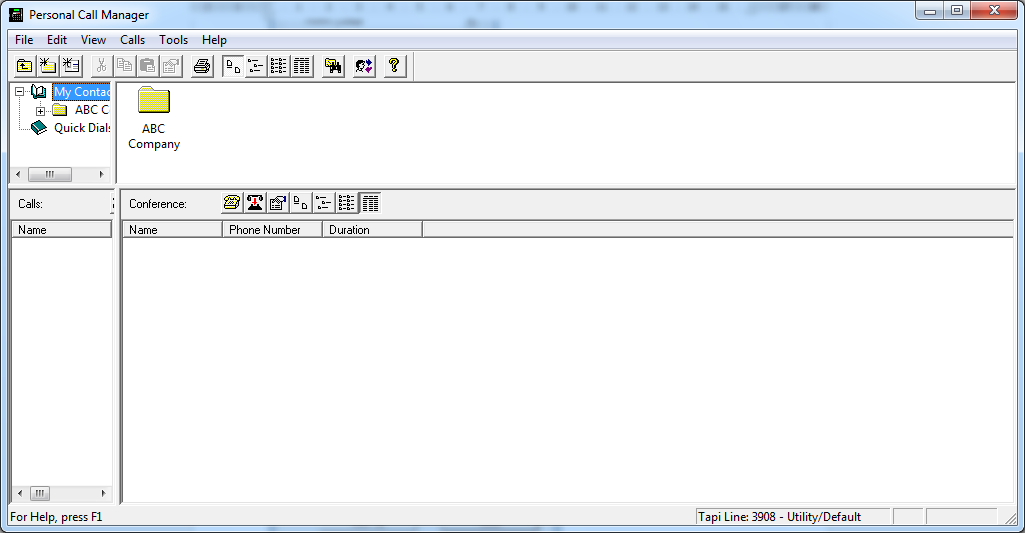
Here is a clearer view



Press the “OK” tab to allow the BCM number. I left the Address as Default. You can disable the Tips screen by unticking the box



A working screen should look like this below where the extension number is listed at the bottom right hand side showing that the Personal Call Manager is active.



You now have the option to dial and receive messages via the screen. Other features are available via the user guide or help section.