



ENTERPRISE EDITION SETUP GUIDE

RELEASE 7

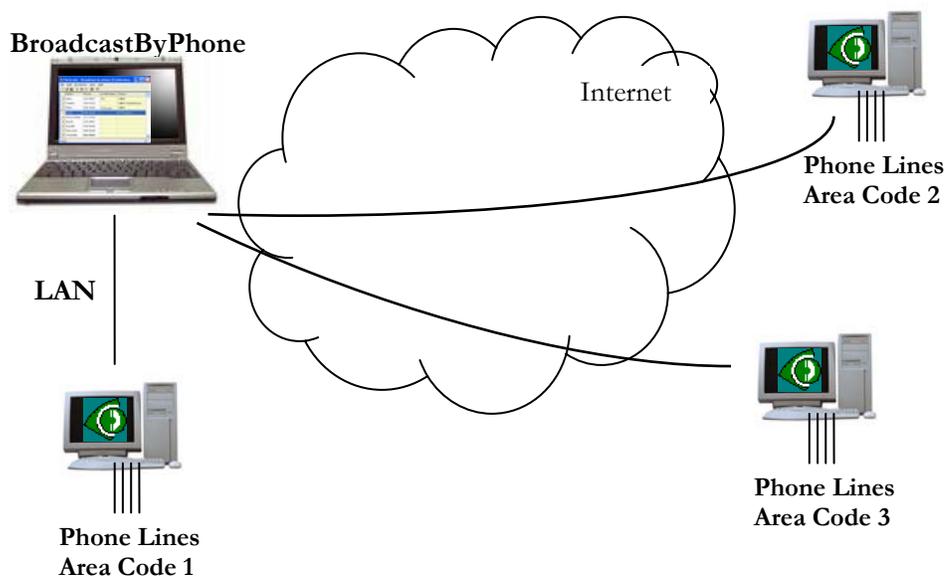
VOICENT AUTOREMINDER™
VOICENT BROADCASTBYPHONE™
VOICENT AGENTDIALER™
VOICENT GATEWAY™

TABLE OF CONTENTS

- I. Overview
- II. Installation and Setup of Server
- III. Accessing Server from LAN
- IV. Accessing Server from the Internet
- V. Installing and Setting up Client
- VI. AutoReminder Enterprise Edition
- VII. BroadcastByPhone Enterprise Edition
- VIII. AgentDialer Enterprise Edition
- IX. Useful Resources

OVERVIEW

The enterprise edition is introduced in release 5. The main advantage is the capability to have remote access and multiple client access. The following figure shows a BroadcastByPhone autodialer running as a client and controlling Voicent Gateways at different locations from which the actual phone calls are made. BroadcastByPhone can automatically dispatch phone calls based on area code preferences set on each gateway.



Since Voicent products employ the same technology used on the Internet, they offer the ultimate scalability and flexibility. For example, a school district can deploy the system on each campus; each system can be used for phone calls about local issues, and all the systems can be used by the district office for district-wide phone calls. Voicent Enterprise Edition offers the ultimate solution for large organizations, such as political parties, nation-wide churches, and large businesses.

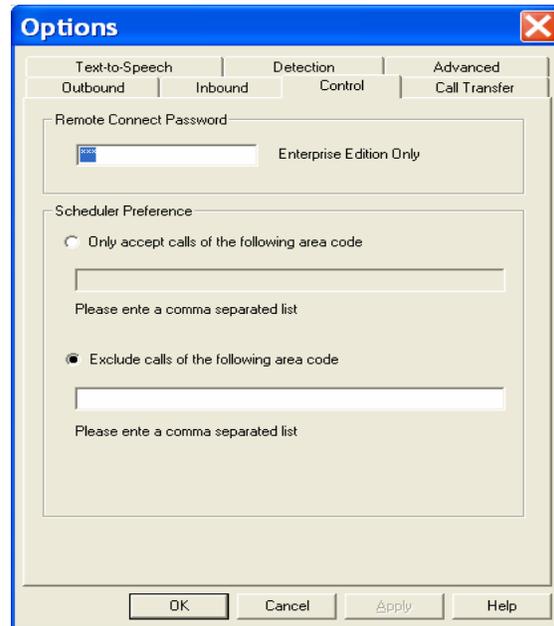
Even for individual users, the ability to run Voicent applications from a remote computer offers unsurpassed flexibility. As long as you have internet access, you can start a broadcast while away from the office or while you are traveling in a different country. You can even partner with your friends to share each other's system.

INSTALLING AND SETTING UP THE SERVER

Please follow the Quick Start Guide to install the server software. The server software installation is the same as the desktop (Standard or Professional Edition) software installation.

Please note that the installed software is exactly the same, regardless of whether it is a shareware, standard, professional or enterprise edition. The difference is in the license key that is installed. For example, without an enterprise edition license, all remote access features are disabled.

Once the software is working on the server machine, please setup the gateway password (optional) and area code preferences. Click on the Gateway icon to invoke the gateway main window, select **Setup > Options...** from the main menu, then select the **Control** panel.



ACCESSING THE SERVER FROM LAN

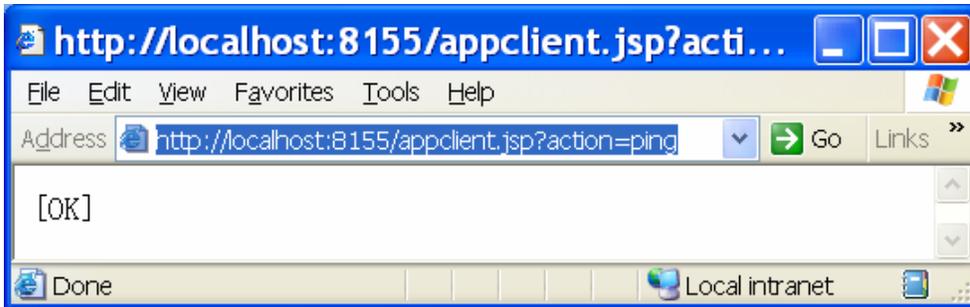
Voicent Gateway (the server) is actually the software that makes telephone calls. All Voicent applications, such as BroadcastByPhone, AutoReminder, and AgentDialer are clients of the gateway. To make a call, they simply submit a call request to the gateway, and query the gateway for call status after the call is made. Technically, the communication protocol between the client and the gateway is HTTP, the same protocol used by the Internet.

Voicent Gateway is listening on port **8155**.

To make sure you can access the server (Voicent Gateway), you should use a regular browser to test it first. You can test it on the same computer this is running the gateway. Please type in the following in the browser address bar:

<http://localhost:8155/appclient.jsp?action=ping>

The server should return [OK] as shown below.

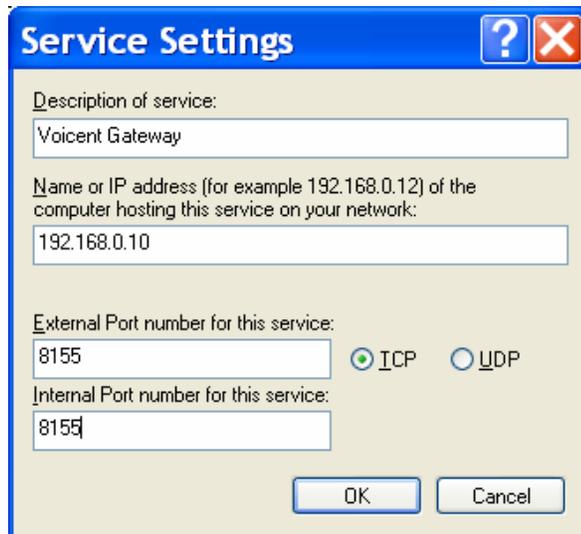


If testing from a computer on the same local area network (LAN), replace the word "localhost" with the server computer name or its IP address. You can find the host name and IP address from the gateway main window.

If you experience failure, please verify that the gateway is started.

The next most likely cause of failures is your anti-virus or firewall software. They might block Voicent Gateway from listening on port 8155.

Windows XP and later operating systems come with a built-in firewall. Please make sure accessing Voicent Gateway is enabled. From Windows Control Panel, you can access **Windows firewall**, click on the **Advanced** tab, then choose Local Area Connection, click on the **Settings...** button, then click the **Add...** button. Enter the service settings, and then click OK.



Your computer may have other anti-virus or firewall software installed. Please check the vendors manual (Norton, McAfee, etc). One way to test it out is to disable or uninstall the anti-virus software, then install it back when everything works. You can also take a look at Help > Troubleshooting... from the program main menu, then take a look at the topic labeled "Voicent Gateway is not running".

ACCESSING THE SERVER FROM THE INTERNET

It is somewhat complicated to access Voicent server software from the Internet. Most large organizations set up sophisticated firewall systems for security reasons. You should contact your IT organization for allowing access from the outside. Basically you need to have your IT organization allow access to the required port on your server machine.

Voicent Gateway uses TCP port **8155**. For AgentDialer, the gateway uses an additional TCP port **8165** for remote agent login. If you use SIP, AgentDialer also uses UDP port **8455** for line 1 phone audio, **8456** for line 2, and so on. For AutoReminder, it uses the port number you set from **View > Setup Client Server...** dialog window.

To setup remote access from the Internet usually involves configuring your firewall hardware or software. It does not involve configuring Voicent software. Voicent cannot and will not provide support regarding issues related to your ISP or hardware providers. Please contact your ISP or your router/firewall provider for these issues. Another place to get help is your local computer service company that provides onsite service.

The following material is provided only as a general guide for setting up remote access and configuring your firewall. It provides some basic information, primarily relating to home networking or small office networking. You can search the Internet for more information regarding this.

Computer IP address

The IP address is an address that uniquely identifies a computer on a computer network. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 192.168.0.100 could be an IP address. The main window of Voicent Gateway shows the server computer name and its IP address.

Static IP address and dynamic IP address

Your ISP assigns an IP address to your computer when it connects to the network. If your ISP always assigns the same IP address, then you have a *static* IP address. If your computer IP address changes every time you connect, you have a *dynamic* IP address. It is much easier to have a static IP address for remote access. Please contact your ISP for *static* IP service.

Router

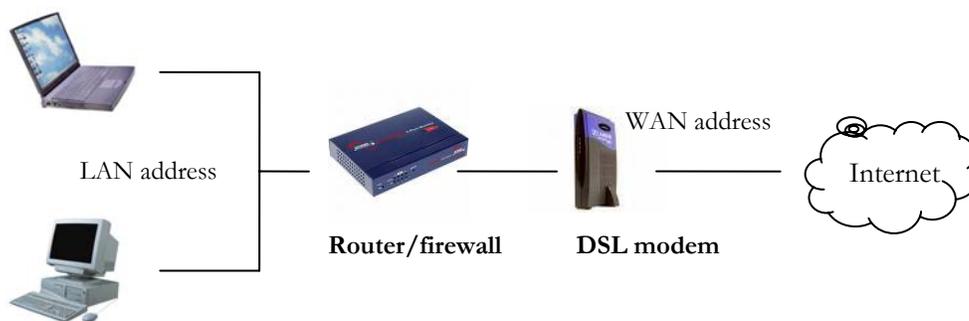
A router is a device that connects and forwards data among computer networks. Your broadband access device, such as DSL modem or cable

modem, usually comes with a built-in router and firewall. Your home network connects to the Internet through that router device.

A router normally contains two IP addresses, one for the outside network and one for the inside network. The outside IP address is usually called Internet or WAN address, while the inside address is called LAN address. The Internet address is usually assigned to you by your ISP and LAN address by the router.

Firewall

A firewall is a device used to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. The following is a typical home networking connection diagram.



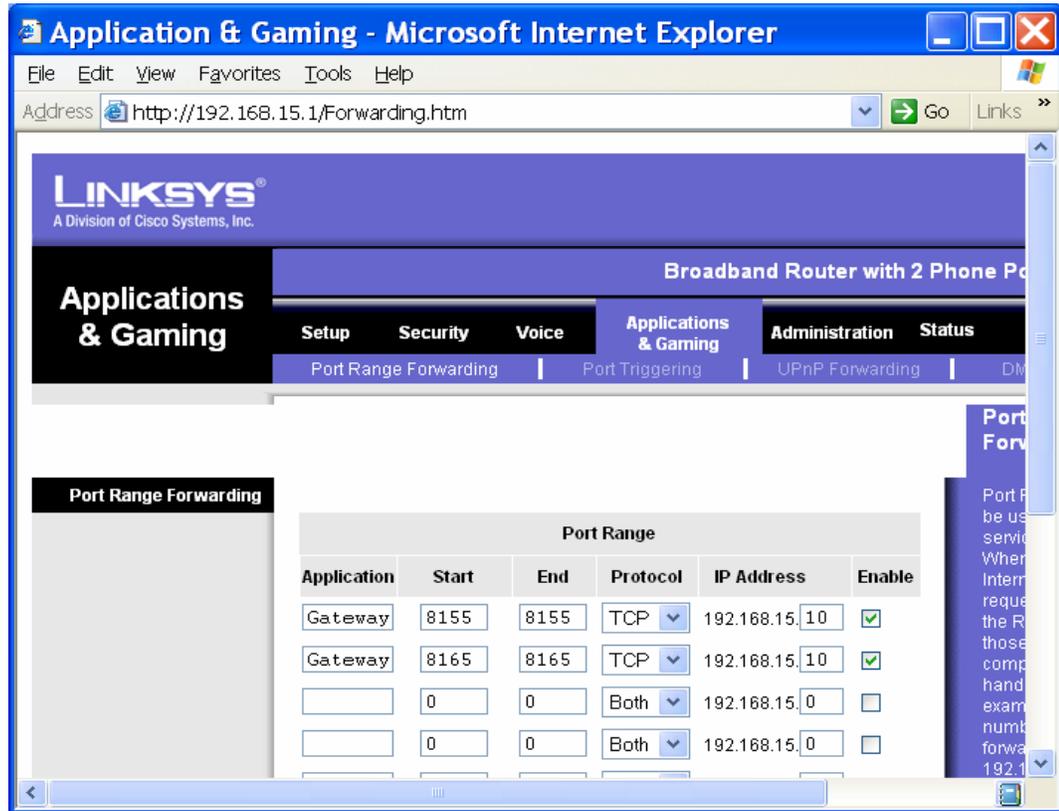
To allow remote access from the Internet, you normally have to configure your router/firewall to enable it. Most firewalls block all access from the Internet by default. The following example is for a Linksys router/firewall.

The example assumes that Voicent Gateway is running on a server with IP address 192.168.15.10, and the Internet address for the router is 64.233.187.99.

Linksys Example

1. Login to the Linksys router/firewall administration home page. Please check your Linksys User Manual on how to do this. Please also note that your Linksys administration page might be different.
2. You can discover your Internet IP address by selecting **Status > Router**. In our example, 64.233.187.99 should be listed. Write down the IP address as you'll need it for remote access.
3. Click on Applications/Gaming on the top, and then select Port Range Forwarding. In the diagram below, the application name is Gateway, the port is 8155 and 8165, and the protocol is TCP. The server that is

running Voicent Gateway has an IP address of 192.168.0.10. Click the Save Settings button.



What this configuration tells the router to do is the following: When a remote computer tries to access the gateway on port 8155 or 8165, the router should forward the request to the computer with the IP address 192.168.15.10. The remote computer cannot directly access the gateway computer directly through 192.168.15.10 because it is a local address only known to the router. The remote computer must use the Internet/WAN address. If you use SIP line and AgentDialer RemoteAgent, you need to open up UDP port 8455 for line 1, 8456 for line 2, and so on.

You can test the settings from a remote computer by typing in the following in the browser address bar. Please replace the IP address 64.233.187.99 with your actual Internet IP address.

[http:// 64.233.187.99:8155/appclient.jsp?action=ping](http://64.233.187.99:8155/appclient.jsp?action=ping)

You should see [OK] in the browser window if your setting is working.

If not, please check your router/firewall manual or contact your ISP or router/firewall company for help. Voicent support does not know what specific configurations are required for your particular setup environment.

INSTALLING AND SETTING UP CLIENT

To install the client software, start by running the installation software downloaded from the internet or from the CD. Click the **Client Applications** button, and then follow the on screen instructions.

The following sections show setup steps specific to a product.

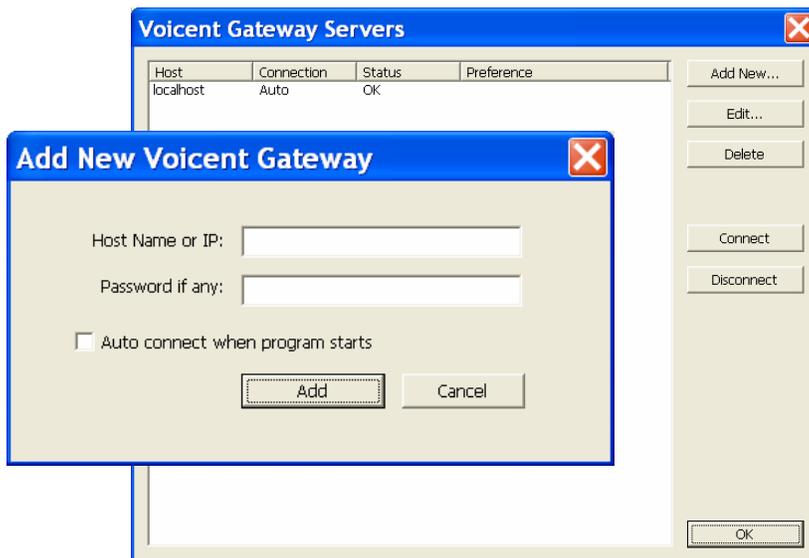
BROADCASTBYPHONE ENTERPRISE EDITION

Setting up the Server

Voicent Gateway server set up is described in previous sections.

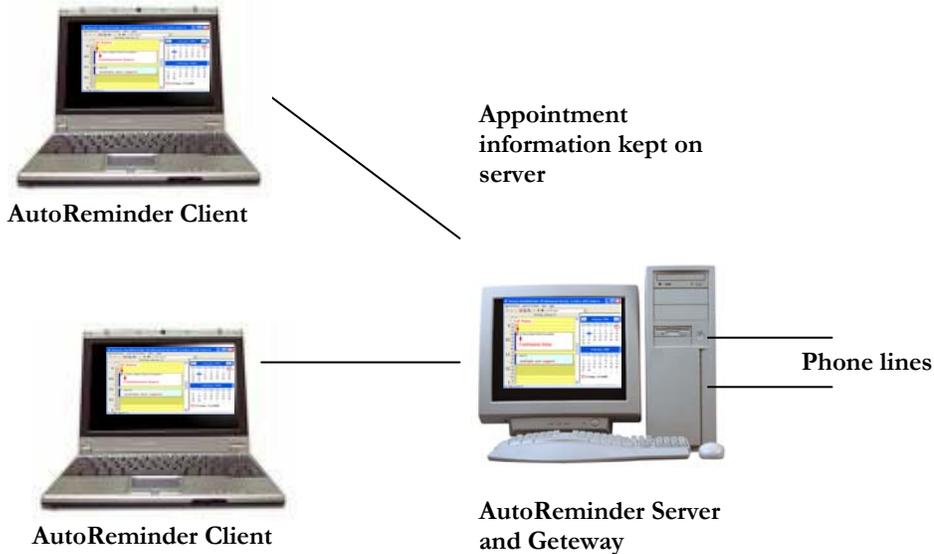
Setting up the Client

To access a remote Voicent Gateway, select **Broadcast > Broadcast Hosts...** from the program main menu. Click Add button to add a new host. As we described before, Voicent Gateway is listening on port 8155. If you try to access a remote gateway from the Internet, you must configure the router/firewall on the gateway location to allow port 8155 access. Please refer to the previous section for details.



AUTOREMINDER ENTERPRISE EDITION

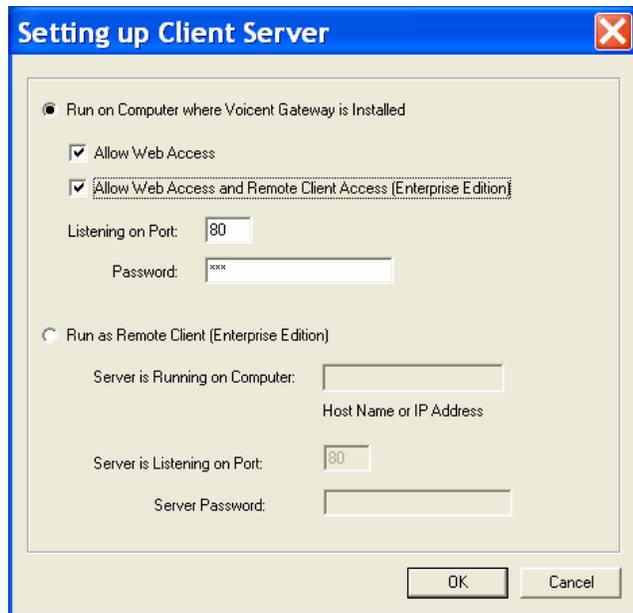
The AutoReminder program is a client of Voicent Gateway for making phone calls. However, the program is itself a server for other AutoReminder programs. This is because all appointment information is managed by AutoReminder, not the gateway. In order to share appointment information among several AutoReminder programs, one program must serve as a server. The following is a typical setting.



The AutoReminder client does not connect to the gateway directly. It only connects to the AutoReminder server, which must connect to a locally run Voicent Gateway. Any change on the client will be reflected on the server and vice versa.

Setting up the Server

Select **View > Setup Client Server...** from the main menu; then select **Run on Computer where Voicent Gateway is installed**. Also select **Allow web access and Remote Client Access**. Choose a listening port number and access password.



If you want to enable remote access from the Internet, you need to configure your router/firewall to allow access to the port number you specified. There is no need to open the Gateway port (8155 and 8165).

Setting up the Client

You can first test whether you can access the AutoReminder server using a web browser. Simply type in the following in your browser address bar:

http://server_hostname_or_ipaddress:port_number

Please replace *server_hostname_or_ipaddress* with the real name, and *port_number* with the one you set as the Listening port on the server.

To setup the client, select **View > Setup Client Server...** from the program main menu, choose **Run as remote client**, then specify the server name or IP address, the listening port, and the server access password. Click OK. Now you should be able to connect to the server next time you run AutoReminder.

If it does not work, please make sure AutoReminder Server is currently running. If it is running, then try to access it from the same machine using a web browser. Try it with the same address listed above. Replace *server_hostname_or_ipaddress* with *localhost*. If you can access it from a web browser on a local machine but not on a remote machine, you have to take a look at your router/firewall settings. Please refer to a previous section for details.

Test Client Server Settings

You can add an appointment from the client program. Make sure the appointment is added to both the client AutoReminder and server AutoReminder.

AGENTDIALER ENTERPRISE EDITION

When an agent is working on a computer other than the computer on which Voicent Gateway is running, the agent must login to the gateway using the Voicent RemoteAgent program. When a call is answered by a live human, an alert window will pop up on the agent's computer. The alert window will display the gateway host name and the line number, it will also display the current call information, such as the callee's name and phone number.

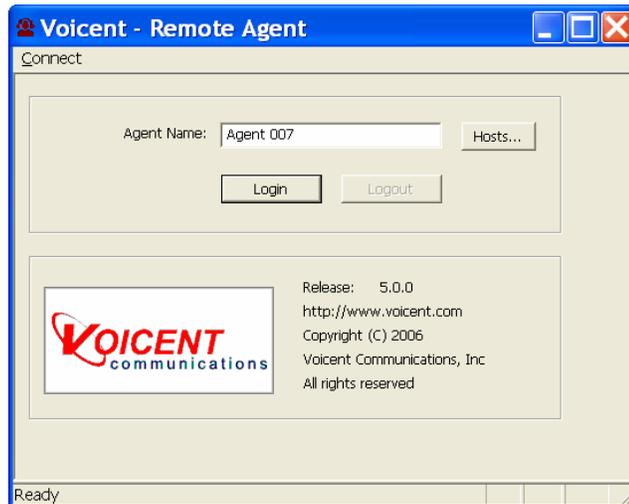
It is strongly recommend that you use [SIP](#) or [Skype](#) instead of voice modems for AgentDialer.

Setup RemoteAgent

On each agent's computer, you have to install the Voicent RemoteAgent Program. The program can be installed from the installation package, select **Enterprise Edition Client Applications** from the dialog window to continue; then choose the RemoteAgent program to install.

The RemoteAgent program simply allows an agent to logon and/or logoff one or more Voicent Gateway programs. Once logged on, the agent computer will receive live human pickup alert popup windows.

Click on the button labeled Hosts... to add, remove, and connect to Voicent Gateways. The gateway listens on port 8155 for the initial connection, and listens on port 8165 for agent login, logout, and alert. If you use SIP line, it also communicates with Agent on UDP port 8455 for phone audio on line 1, and 8456 for line 2 and so on.



You can also take a look at the document labeled *Predictive Dialer and Remote Agent Setup Guide* from the program Help menu.

USEFUL RESOURCES

More information can be accessed from Voicent's website.

For more product info: <http://www.voicent.com/support>.

For product purchase: <http://www.voicent.com/store>.

For developer info: <http://www.voicent.com/devnet>

Copyright:

This document contains proprietary information protected by copyright, and this Enterprise Edition Setup Guide and all the accompanying hardware, software, and documentation are copyrighted. Copyrighted 2003 - 2008. Voicent Communications, Inc. All rights reserved.