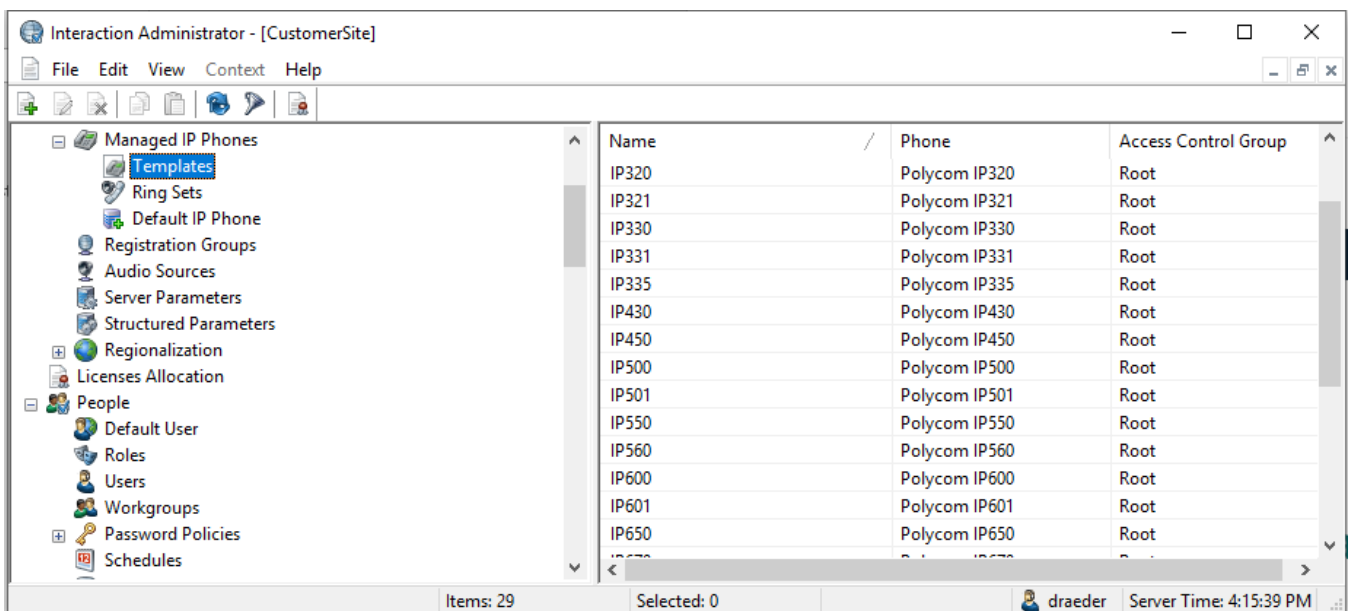


Remote SIP Soft Phone Installation

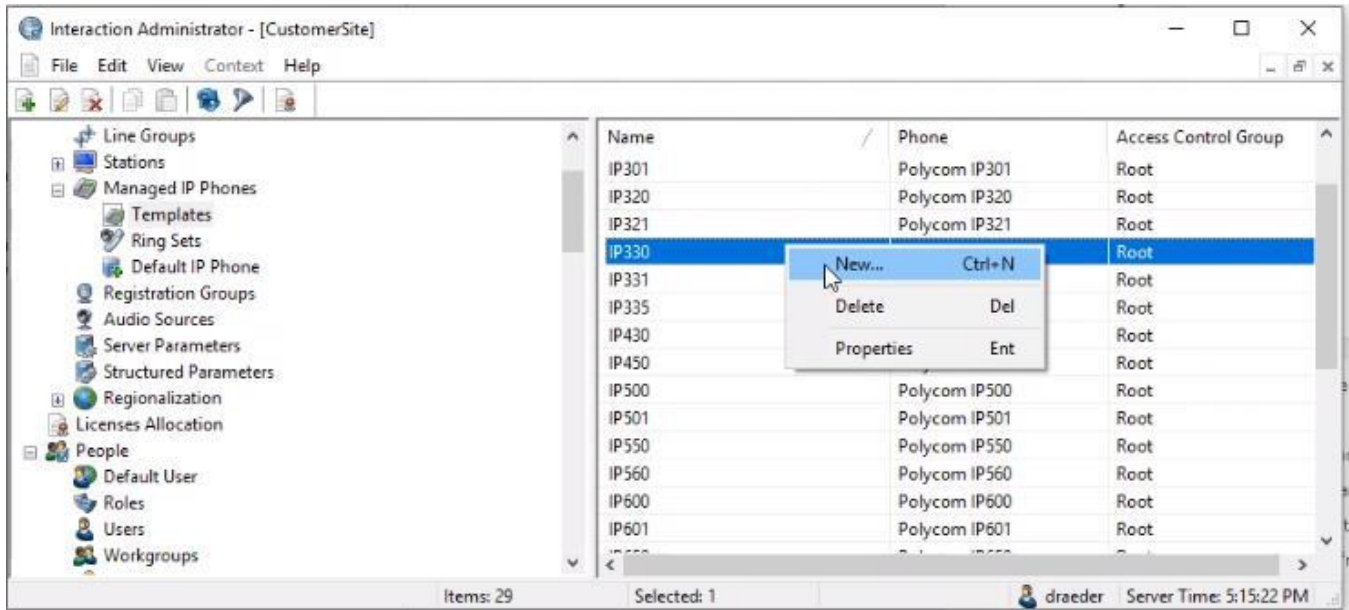
PureConnect Server

Managed IP Phone Templates

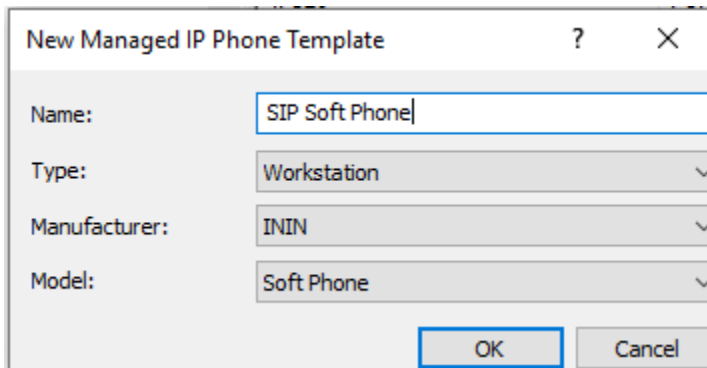
1. Launch Interaction Administrator
2. Expand the PureConnect server name > Managed IP Phones, then click Templates



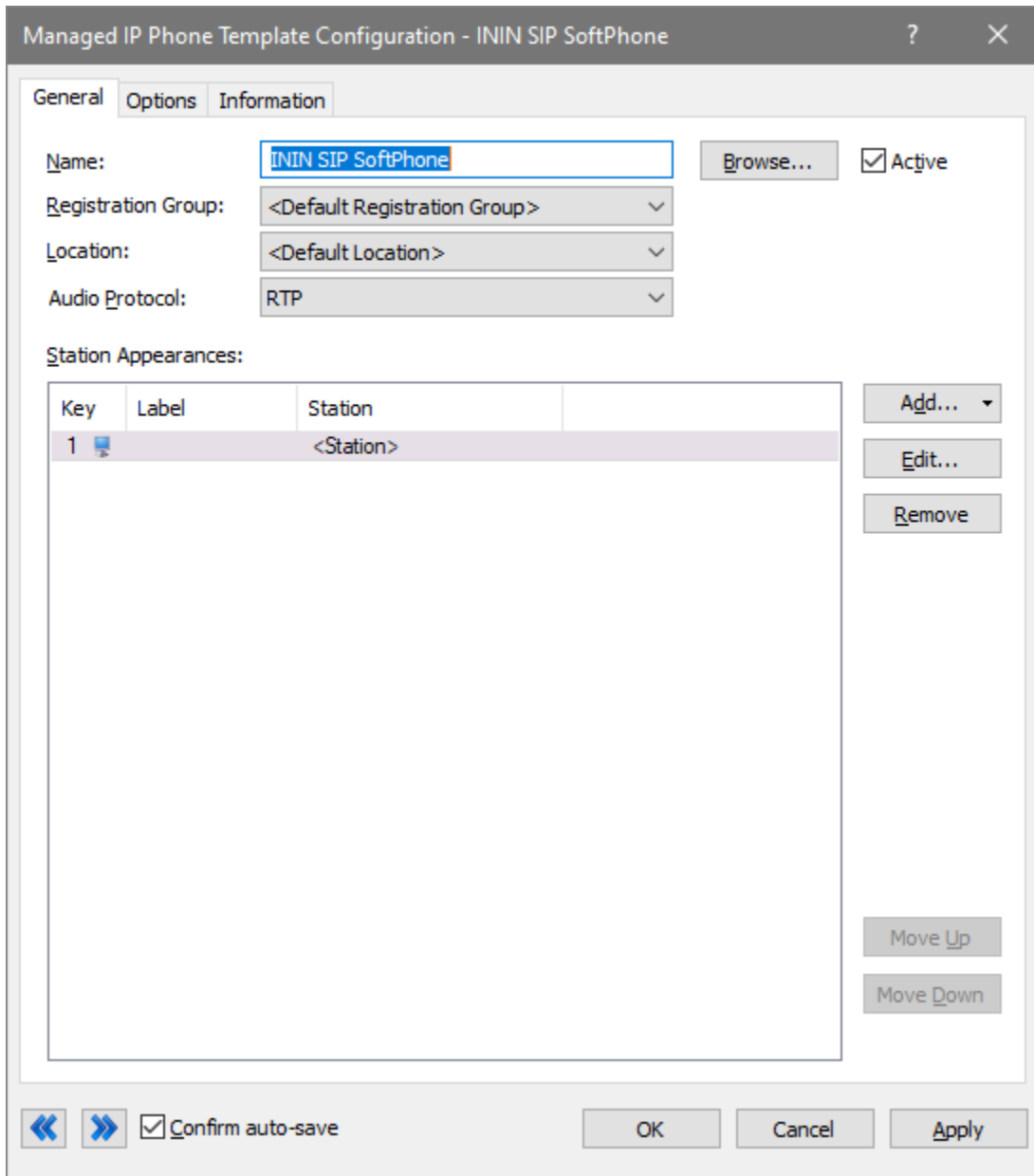
3. Right click in the pane to the right, and select New



4. In the New Managed IP Phone Template window,
 - a. Enter a template name (e.g. SIP Soft Phone) in the Name: field
 - b. Choose ININ from the Manufacturer: dropdown
 - c. Chose Soft Phone from the Model: dropdown

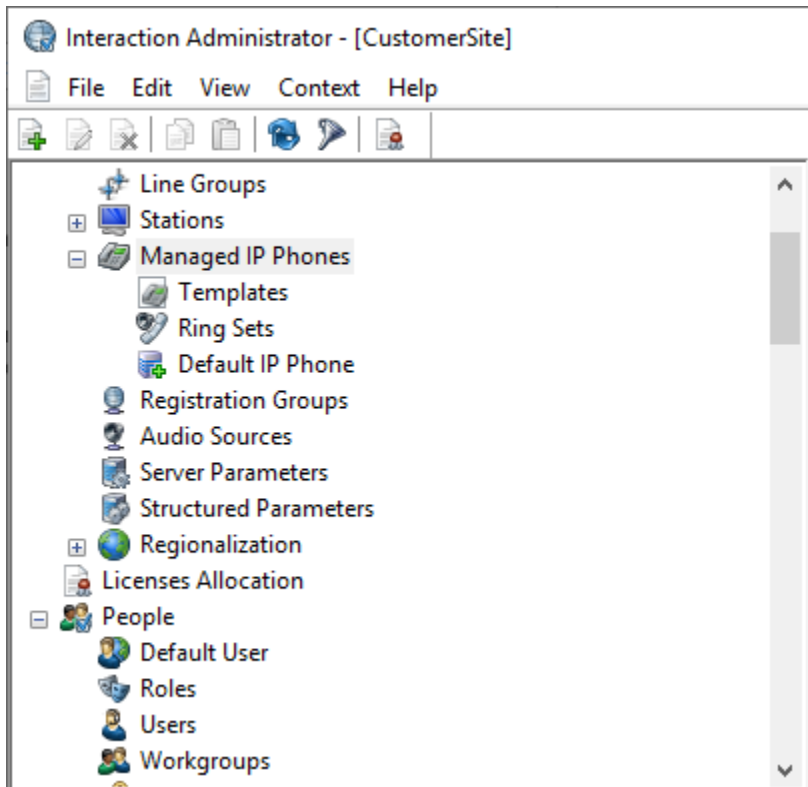


5. In the Managed IP Phone Template Configuration window,
 - a. If you have created a SIP Soft Phone registration group, select it from the Registration Group dropdown
 - b. If you have created a Remote Agents location, select it from the Location dropdown

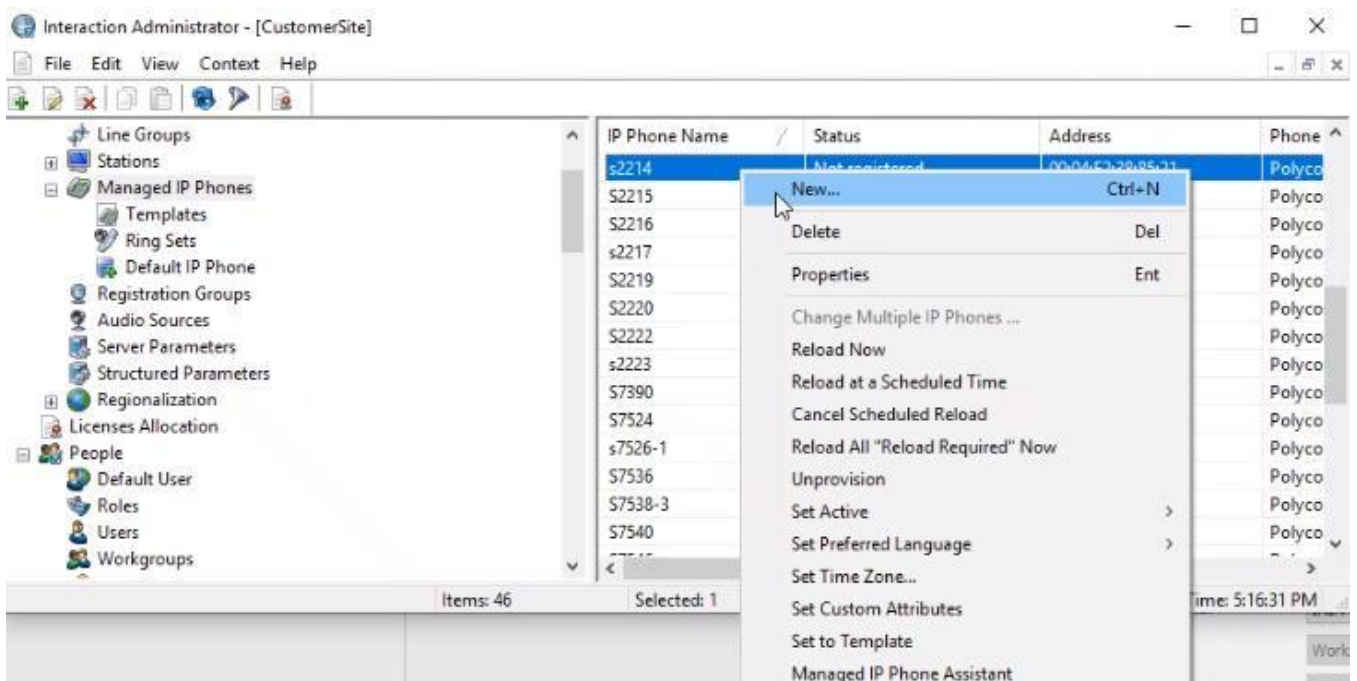


6. Click OK

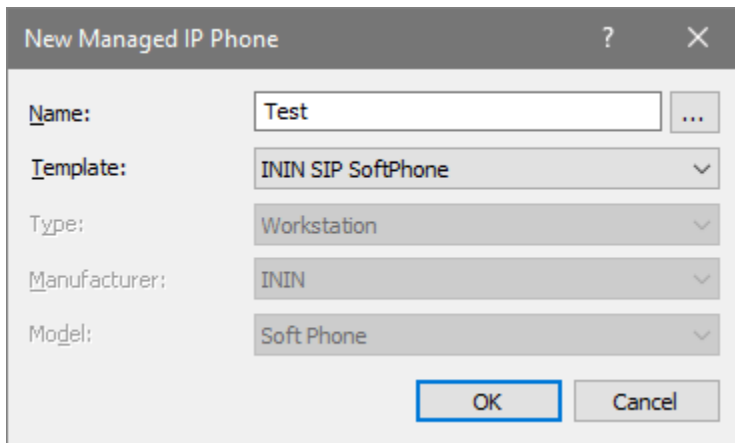
- In the navigation pane on the left click Managed IP Phones



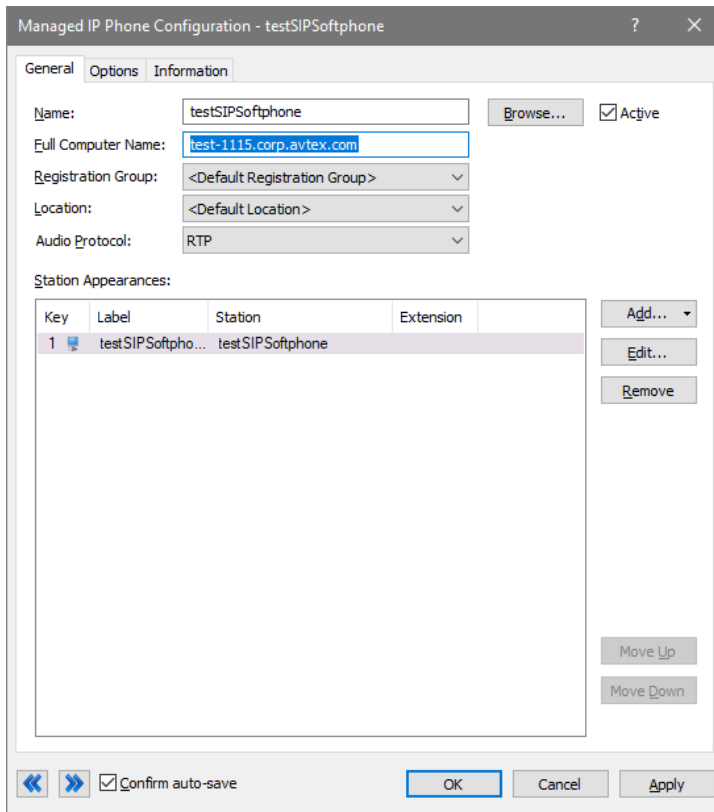
- In the Managed IP Phones container on the right, right click > New to create a new managed IP phone



9. In the New Managed IP Phone window
 - a. Enter the managed IP phone name in the Name: field
 - b. Choose the SIP Softphone template you just created from the Template: field



10. In the Managed IP Phone Configuration window,
 - a. Enter the **fully qualified domain name** of the user's PC



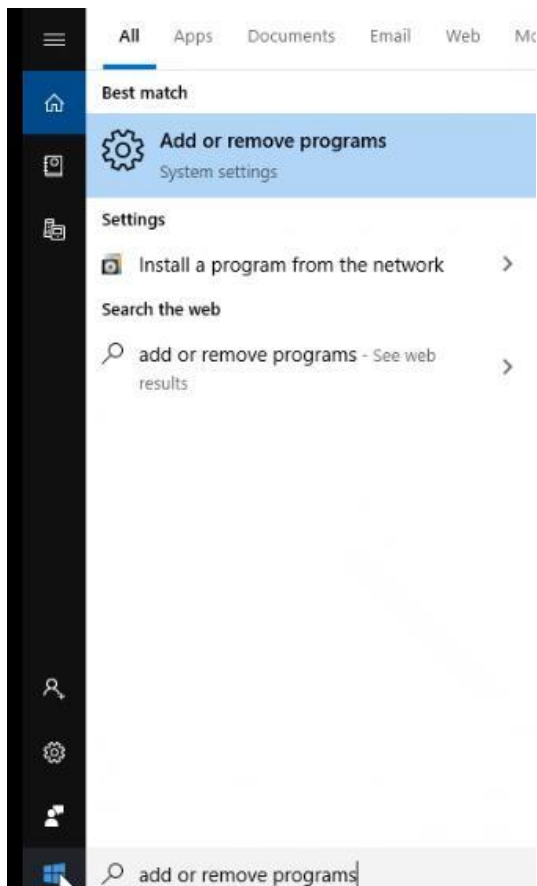
11. Click OK

SIP Softphone Installation on the PC

SIP Softphone Setup

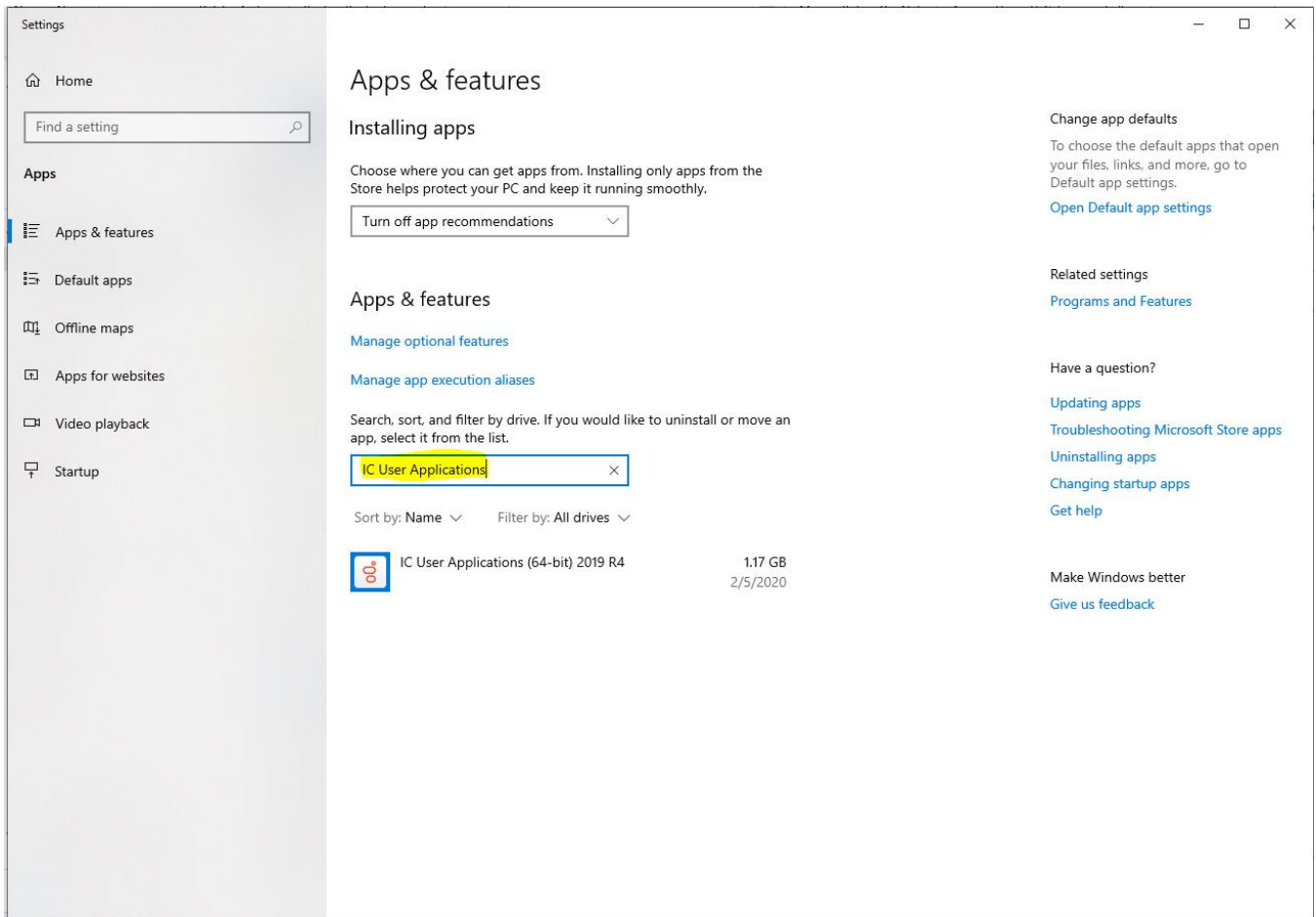
If you are using Interaction Desktop

1. Click Start
2. Type the words "Add or Remove Programs"



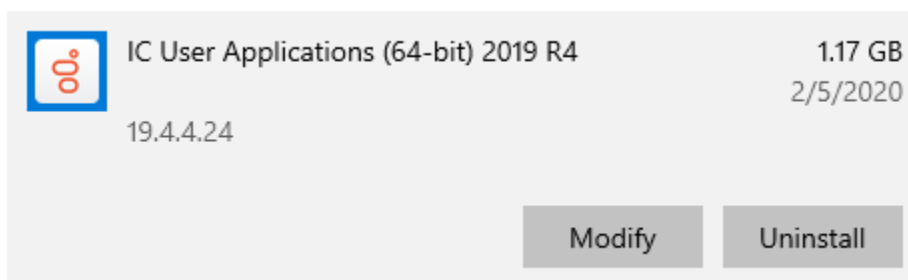
3. Click Add or remove programs
4. The Apps & Features window will appear

5. In the search box type "IC User Applications"



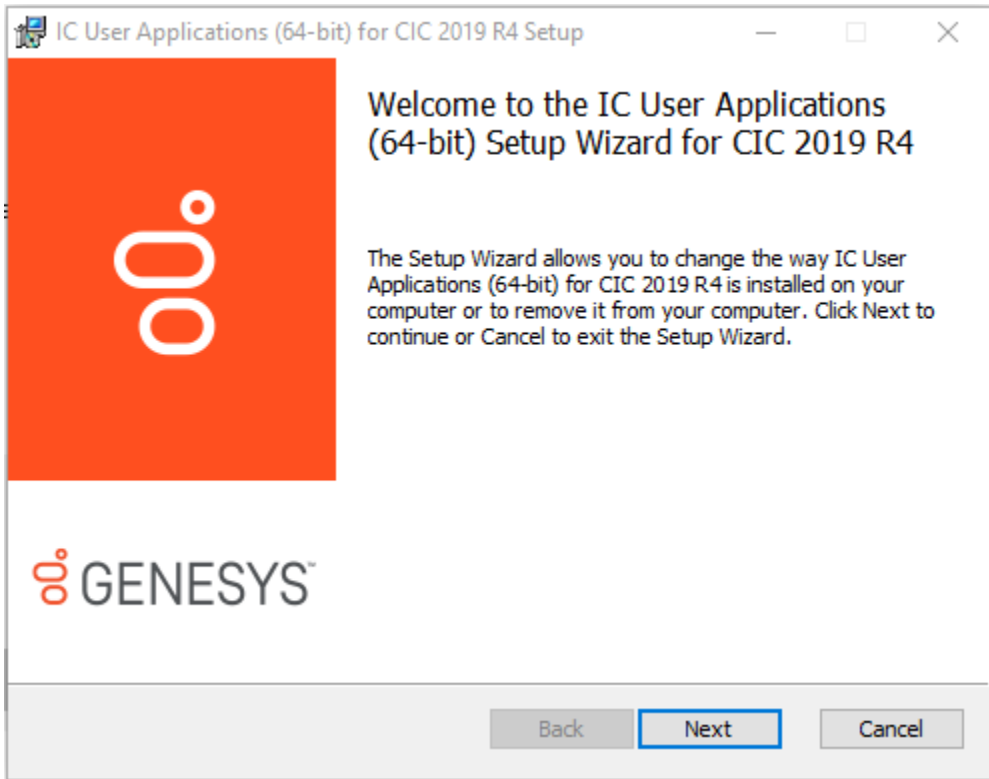
- 6. Select IC User Applications (64-bit)/(32-bit)
 - a. If IC User Applications (64-bit)/(32-bit) does not appear, Interaction Desktop is not installed. Please follow the steps in the next section titled "If you are using Interaction Connect, or Interaction Desktop is not yet installed"

7. Click Modify

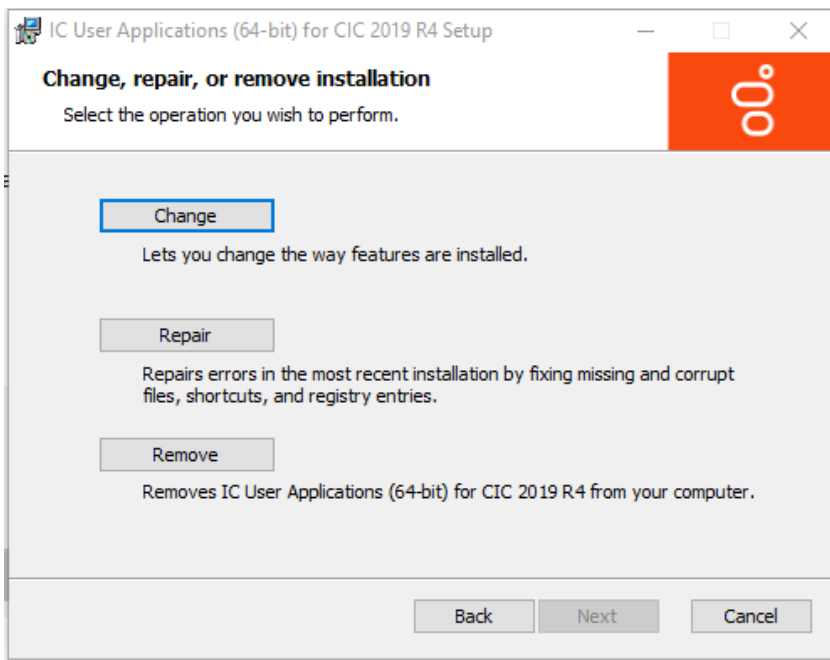


8. The Setup Wizard for IC User Apps will appear

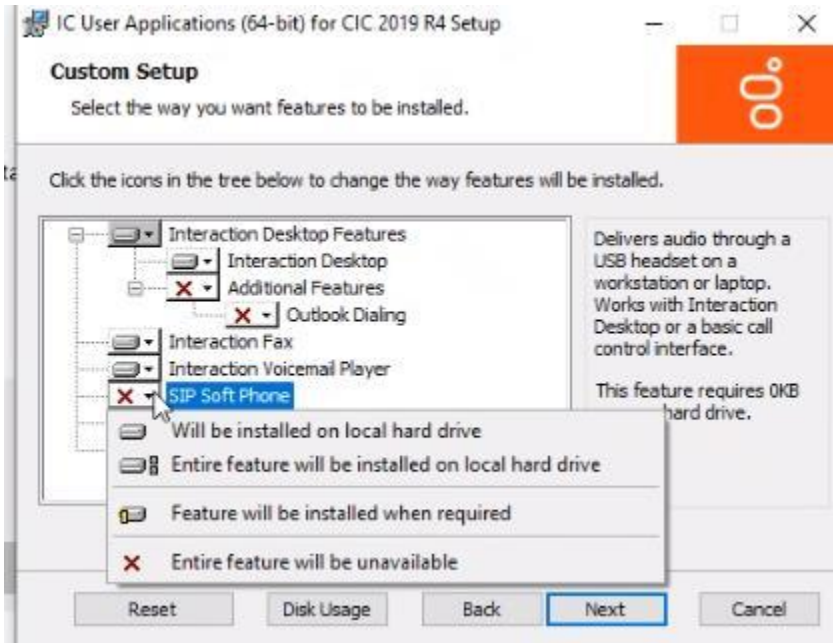
9. Click Next



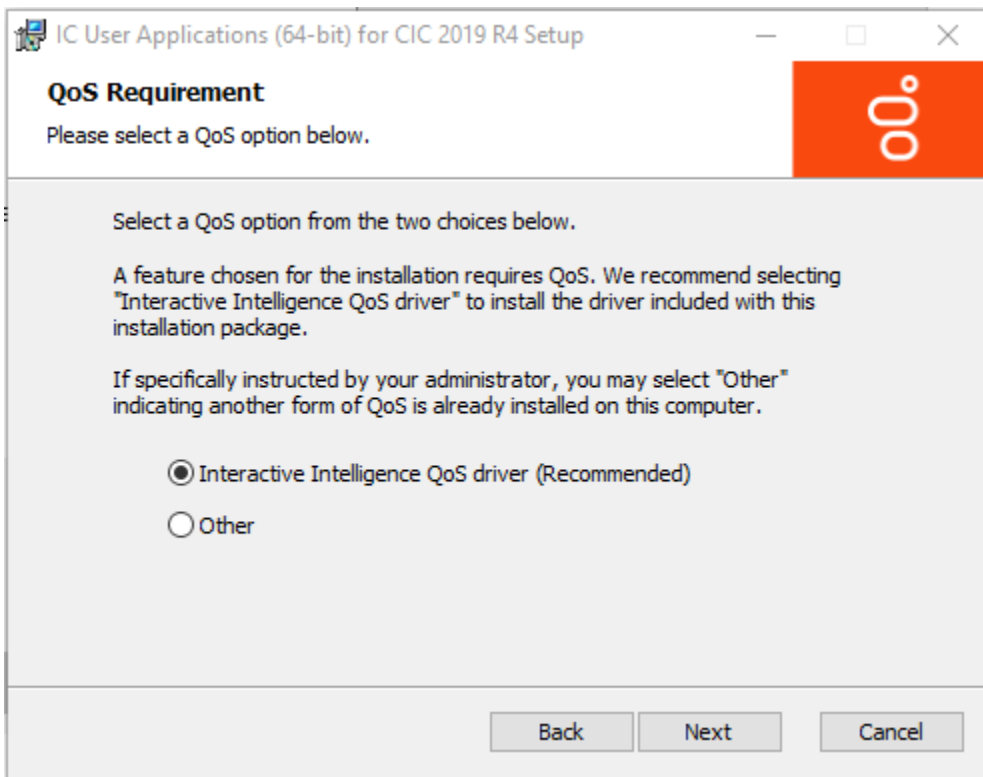
10. Click Change



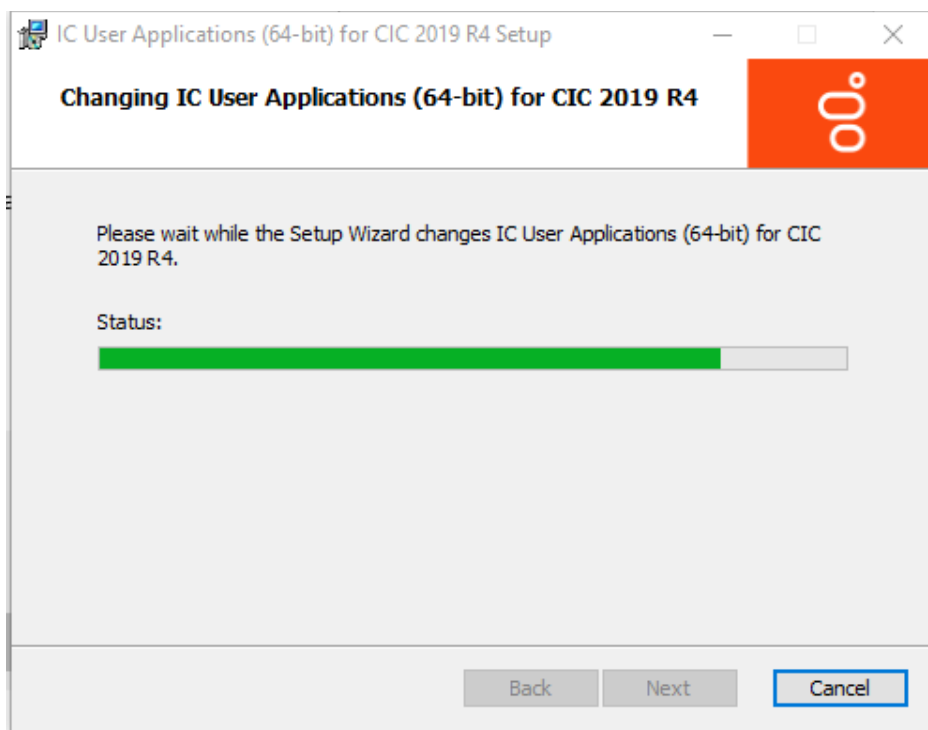
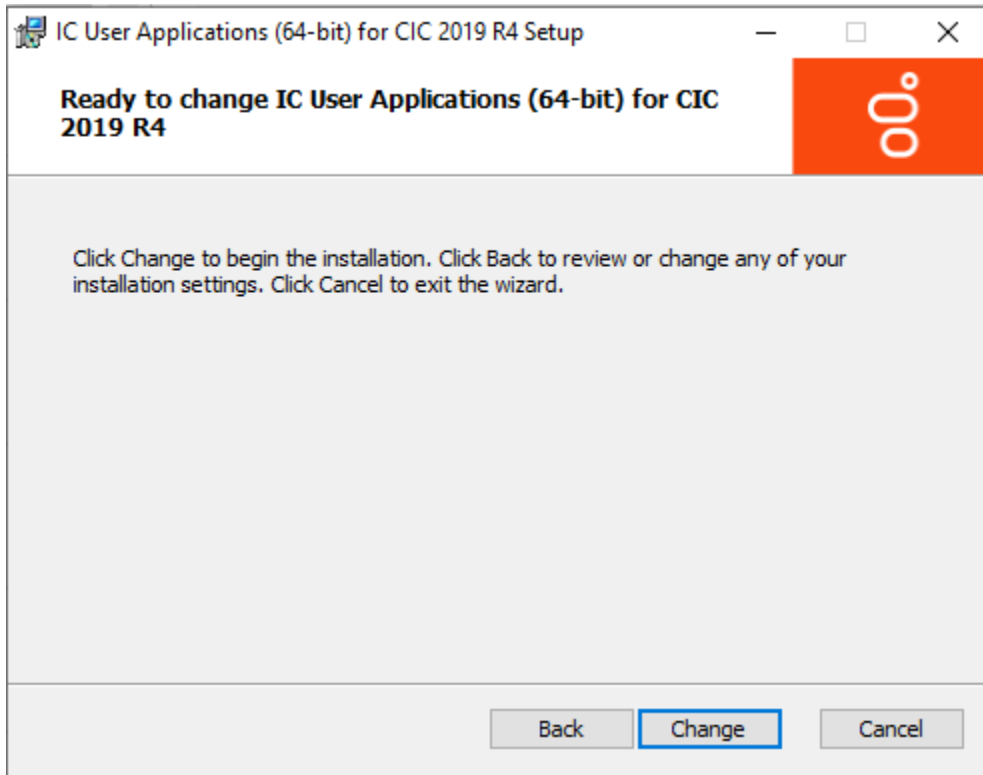
11. Select the dropdown arrow next to SIP Soft Phone and choose "Entire feature will be installed on local hard drive" and click Next



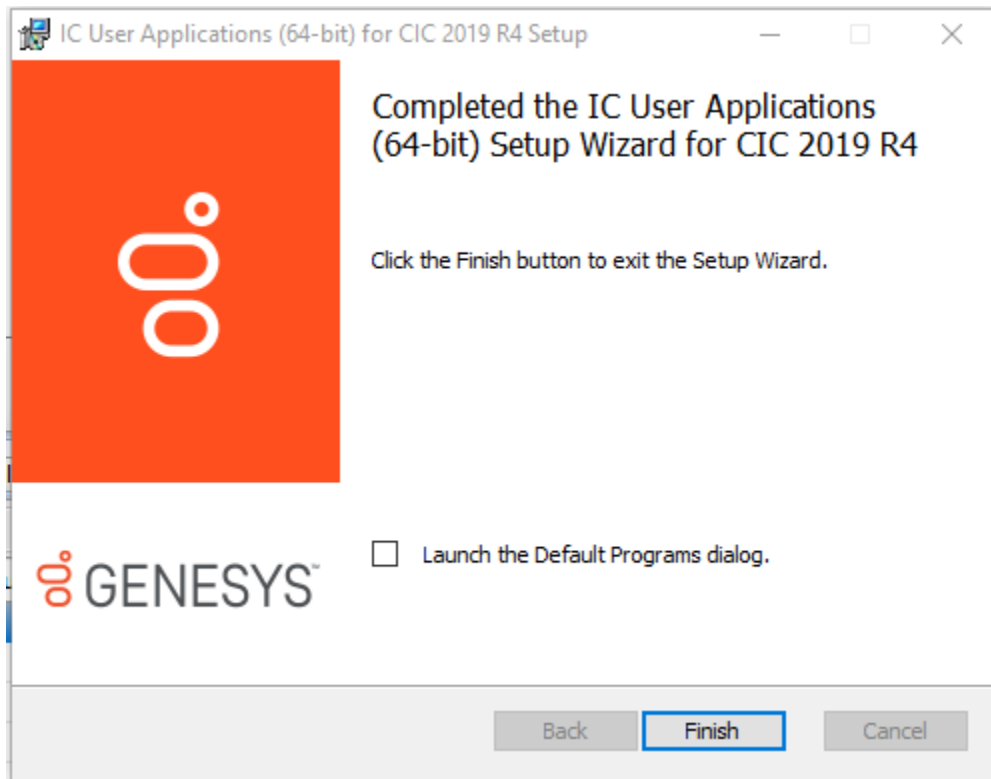
12. Leave the QoS Requirement as is and click Next



13. Click Change



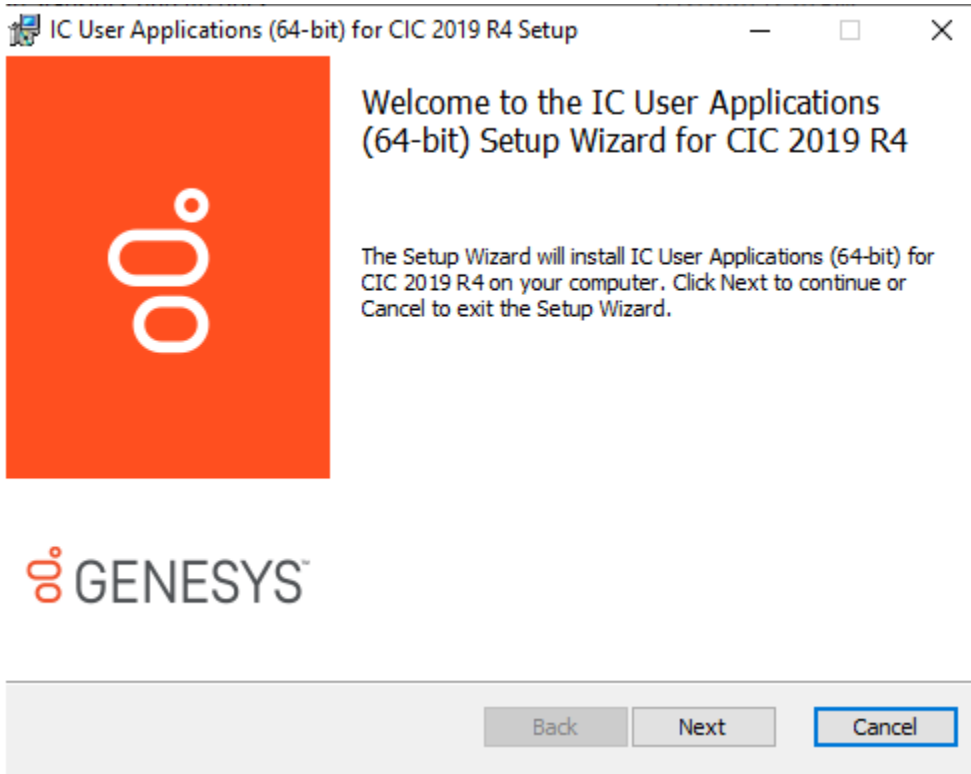
14. Click Finish to complete the installation



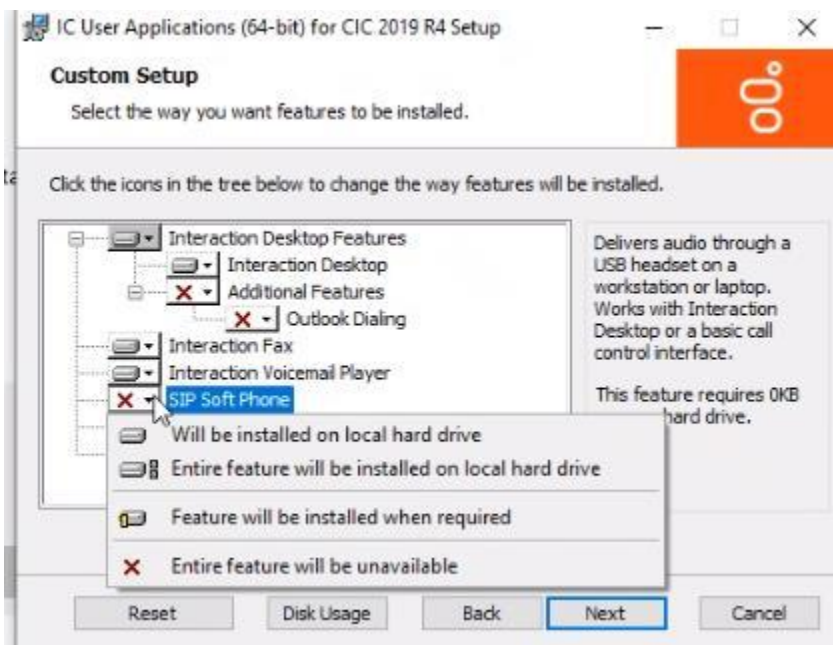
15. Interaction SIP Soft Phone is now installed but will require provisioning.

If you are using Interaction Connect, or Interaction Desktop is not installed:

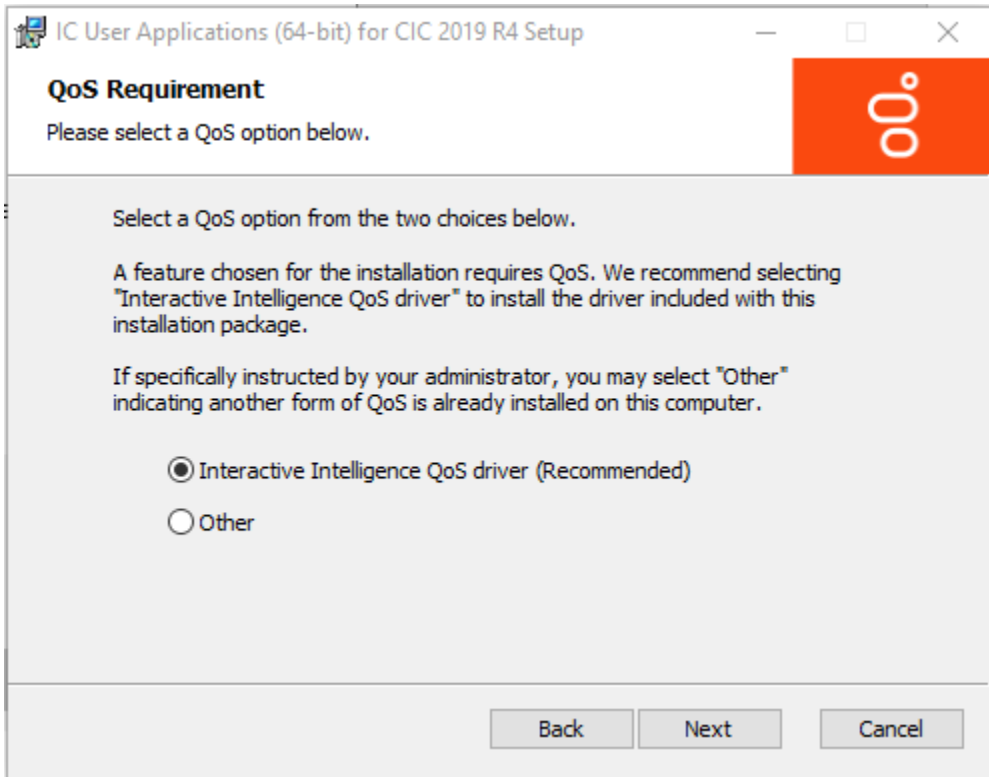
1. Ensure you are logged into the PC as a local administrator and can reach the PureConnect server file share
2. Download the IC User Apps installation files ending in .msi and .msp from the PureConnect server file share located at \\yourservername\IC_User_Apps
 - a. The file ending in .msi is the base installer
 - b. The file ending in .msp is the current patch installer
3. Double click the .msi file to begin the installation process



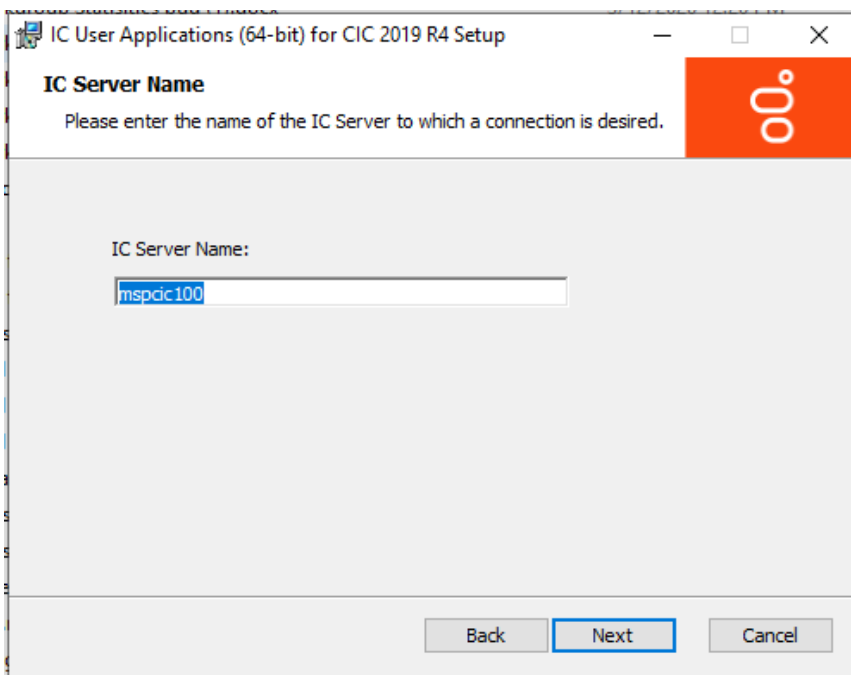
4. Click Next
5. Select the dropdown arrow next to SIP Soft Phone and choose "Entire feature will be installed on local hard drive" and click Next



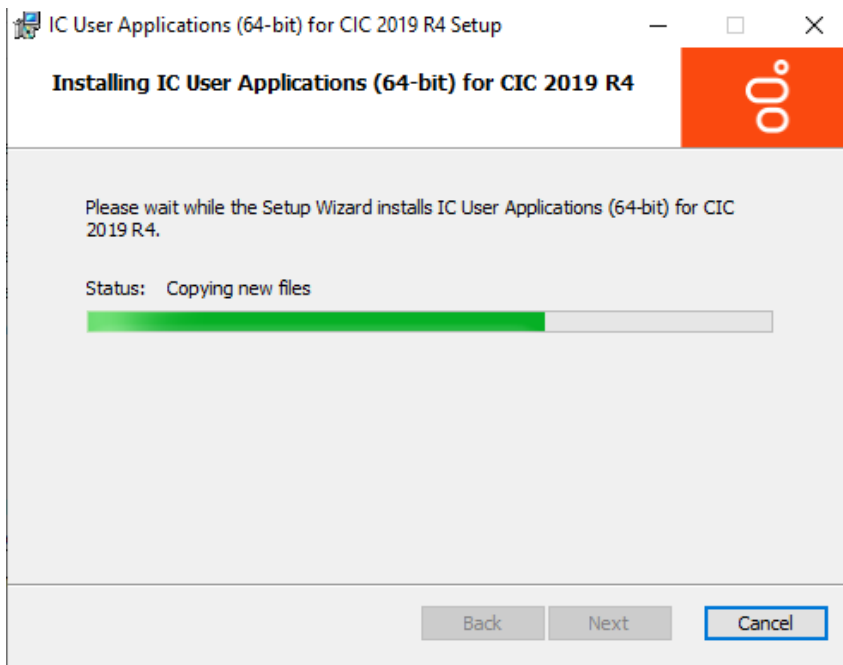
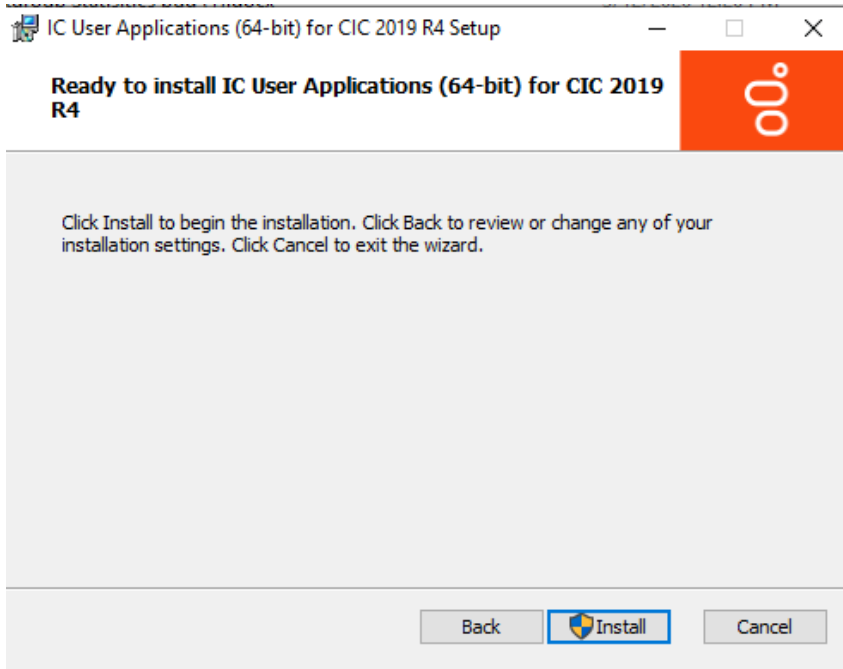
- 6. Leave the QoS Requirement as is and click Next



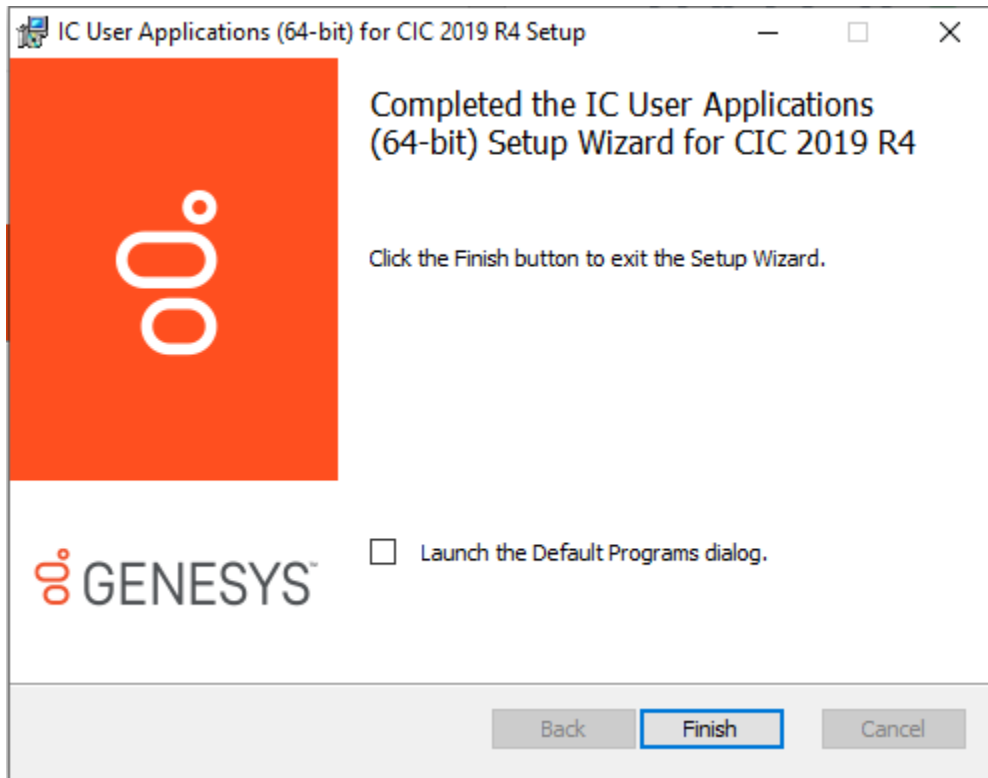
- 7. Enter the fully qualified domain name of your PureConnect server and click Next



- 8. Click Install



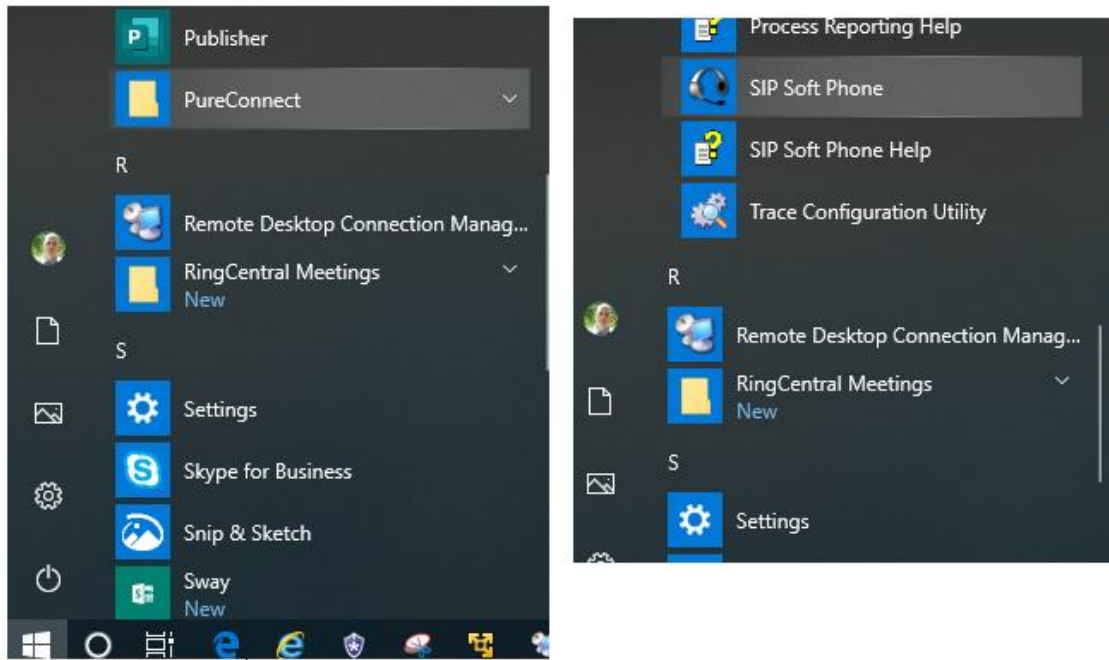
- 9. Click Finish to complete the installation



10. Double click the .msp file to install the patch
 - a. Follow the prompts to complete the installation
11. The SIP Soft Phone is now installed but will require provisioning

SIP Soft Phone Provisioning

1. Connect to your VPN
2. Launch the SIP Soft Phone by clicking Start > PureConnect > SIP Soft Phone



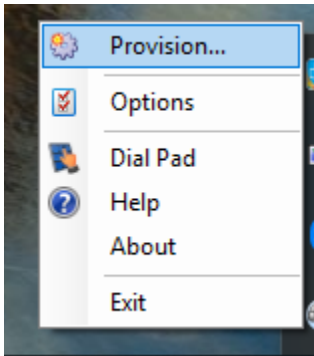
3. The SIP Soft Phone will contact the PureConnect server to download its configuration



4. In the task tray, right click on the SIP Soft Phone icon



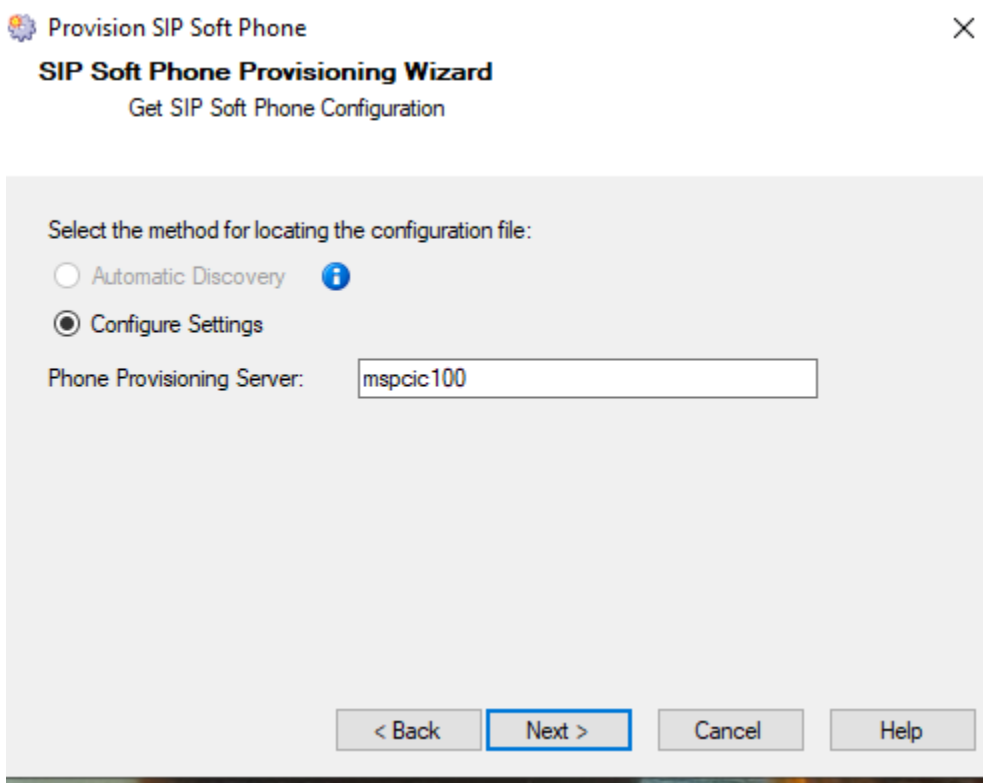
- 5. Click Provision



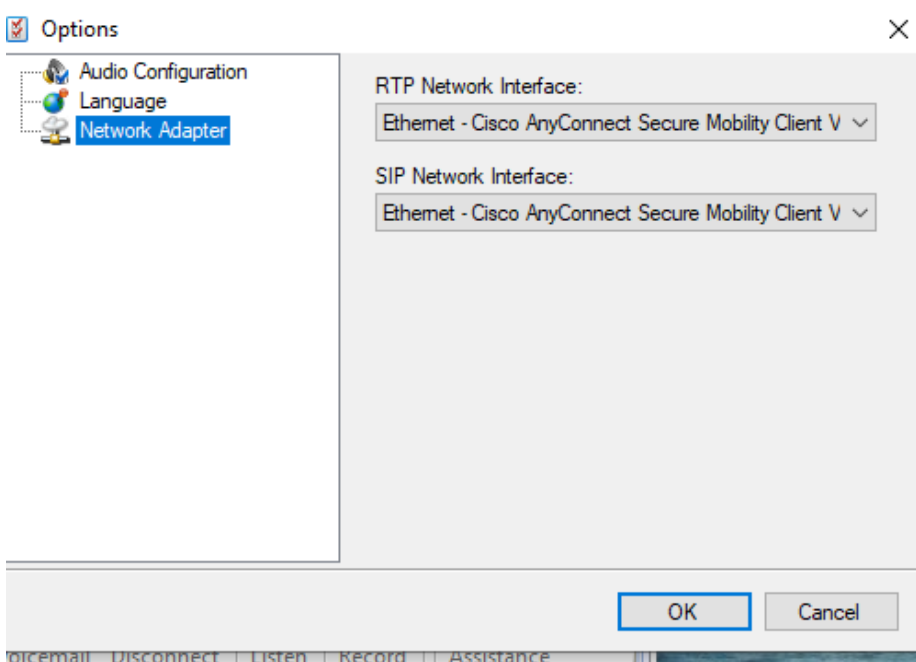
- 6. The provisioning wizard appears. Click Next



- 7. Enter your PureConnect server's fully qualified domain name and click Next



- 8. Under Network Adapter select your VPN network adapter for both dropdowns



9. Your SIP Soft Phone is now provisioned and ready to use with PureConnect

