Client Installation Manual

Version 3.7.4

WinTech, LLC
319 East Warm Springs Rd • Suite 100
Las Vegas, NV 89119
Phone 702.284.7375

ALICE Receptionist
CLIENT INSTALLATION MANUAL

Table of Contents

Chapter 1: Installation

To install the ALICE Client software, follow the steps in this chapter.

**TIME TO COMPLETE: 3-5 MINUTES**

Prerequisite (for Video Clients):

For clients who are using 2-way video communication:

▸ Verify your video camera has been successfully installed and configured on your PC.

▸ Audio input and output devices must be working on your PC. For input this can be the Webcam microphone, headset microphone, or other attached microphone. For output this can be PC speakers, headphones or other attached audio output device.

Once this prerequisite has been met, launch the installation application and follow the instructions in the Install Wizard.
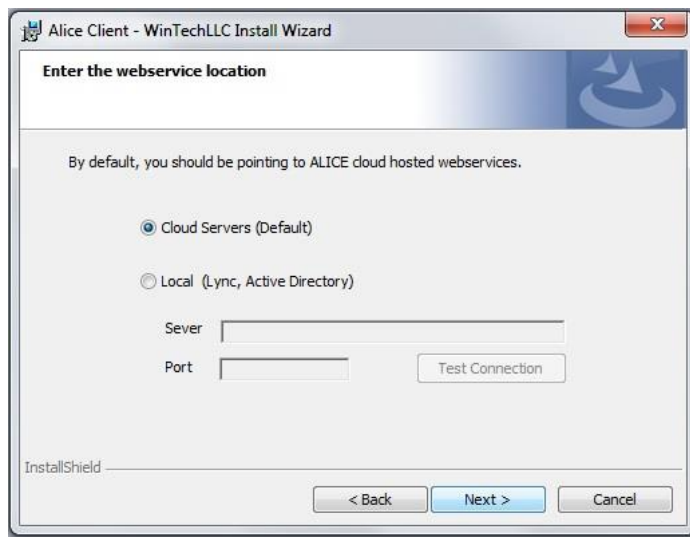
ALICE Receptionist
CLIENT INSTALLATION MANUAL

Install Wizard

Launch the ALICE Client setup program.
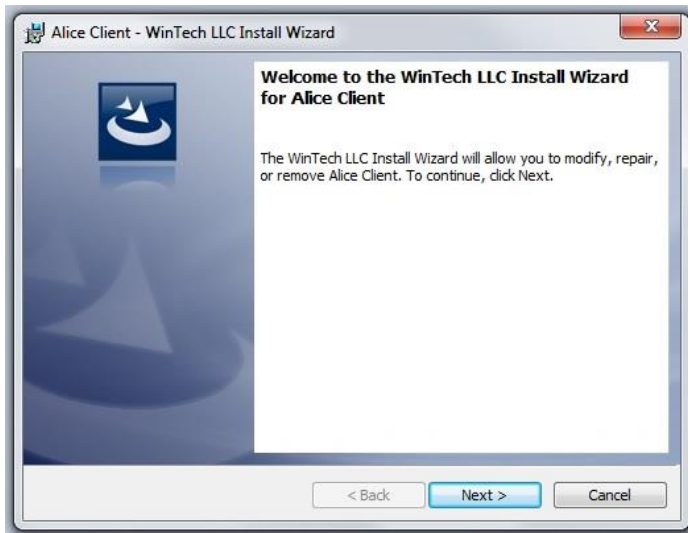
Install wizard step #1

Click "Next" to move through the process and follow the on-screen recommendations. Give permission to your computer's firewall software, if applicable, to allow the installation to continue.

Install wizard step #2

Choose the webservices from the following options:

Cloud Servers (Default): Customers who are using the ALICE Cloud Servers for communications will select this option.

Local (Alice Local Services): Customers who have installed the ALICE Local Database and ALICE Services will select this option.

▶ **Server:** Enter the name of the server where the ALICE Services are installed.

▶ **Port:** Enter the Port number for the server on which the ALICE Services are installed.

▶ **Test Connection:** This button will become available when entering the Local information. Use this button to verify that the settings entered are correct.

ALICE Receptionist
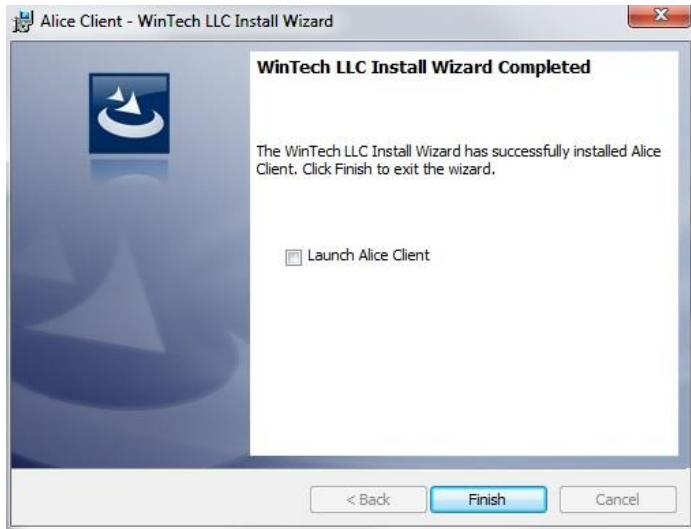## CLIENT INSTALLATION MANUAL
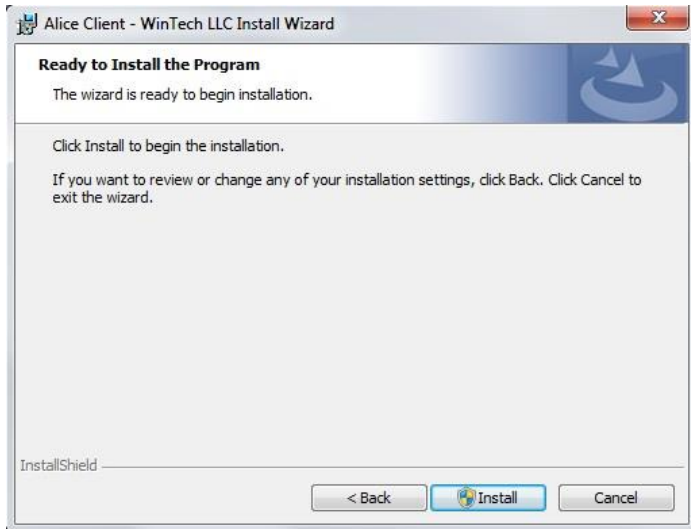
Install wizard step #3

Follow the on-screen recommendations and click "Install".

Install wizard step #4

If you check the box in the completion window (step #4), the ALICE Client software will be launched.

A shortcut has been added to your Windows Desktop for launching the ALICE Client software in the future.

The ALICE Client has now been successfully installed.

Chapter 2: Required Configuration

Before configuration of the ALICE Client software, ensure that the ALICE Directory you will be connecting to has been installed and configured.

Configuration of the ALICE Client software must be completed before it can connect to a Directory. This process requires some network configurations and settings found in the ALICE Directory configuration.

> **TIME TO COMPLETE: 5-10 MINUTES**

Prerequisites:

▸ ALICE Client software installation has completed successfully.

▸ The ALICE Directory has been installed and configured.

▸ Ensure the Client machine has an active network connection so it can connect to the Directory machine.

Once all prerequisites have been met, launch the ALICE Client either from the desktop shortcut or from the Start menu under:

All Programs – WinTech LLC \ ALICE \ CLIENT \ ALICE Client

The first time you run the ALICE Client you will automatically be prompted to enter your ALICE License Key.
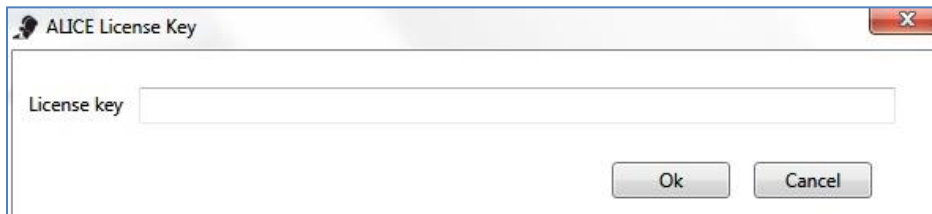
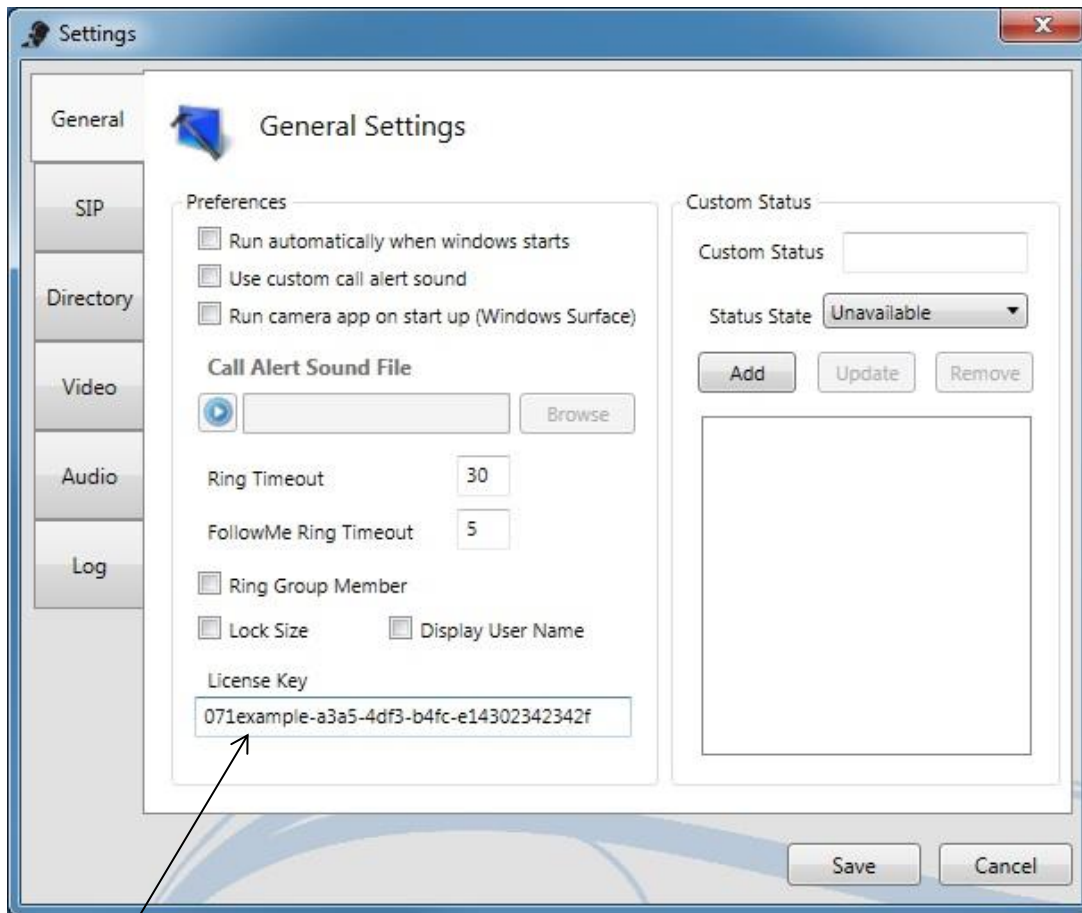Once entered, you will be directed to the **Client Settings** screen.

ALICE Receptionist
CLIENT INSTALLATION MANUAL

First Time Configuration

> **NOTE:** Until Client Settings are configured properly, whenever you try to run the Alice Client, you will be automatically directed to the Client Settings screen.

Before you use the ALICE Client, you must enter a valid License Key for your account and configure valid registration information for the ALICE Client devices. For that reason, when your start ALICE Client for the first time, it will launch you directly into the Settings Screen so you can enter these settings. You must also proceed to the SIP, Directory, Video, and Audio tabs to configure minimum required settings.
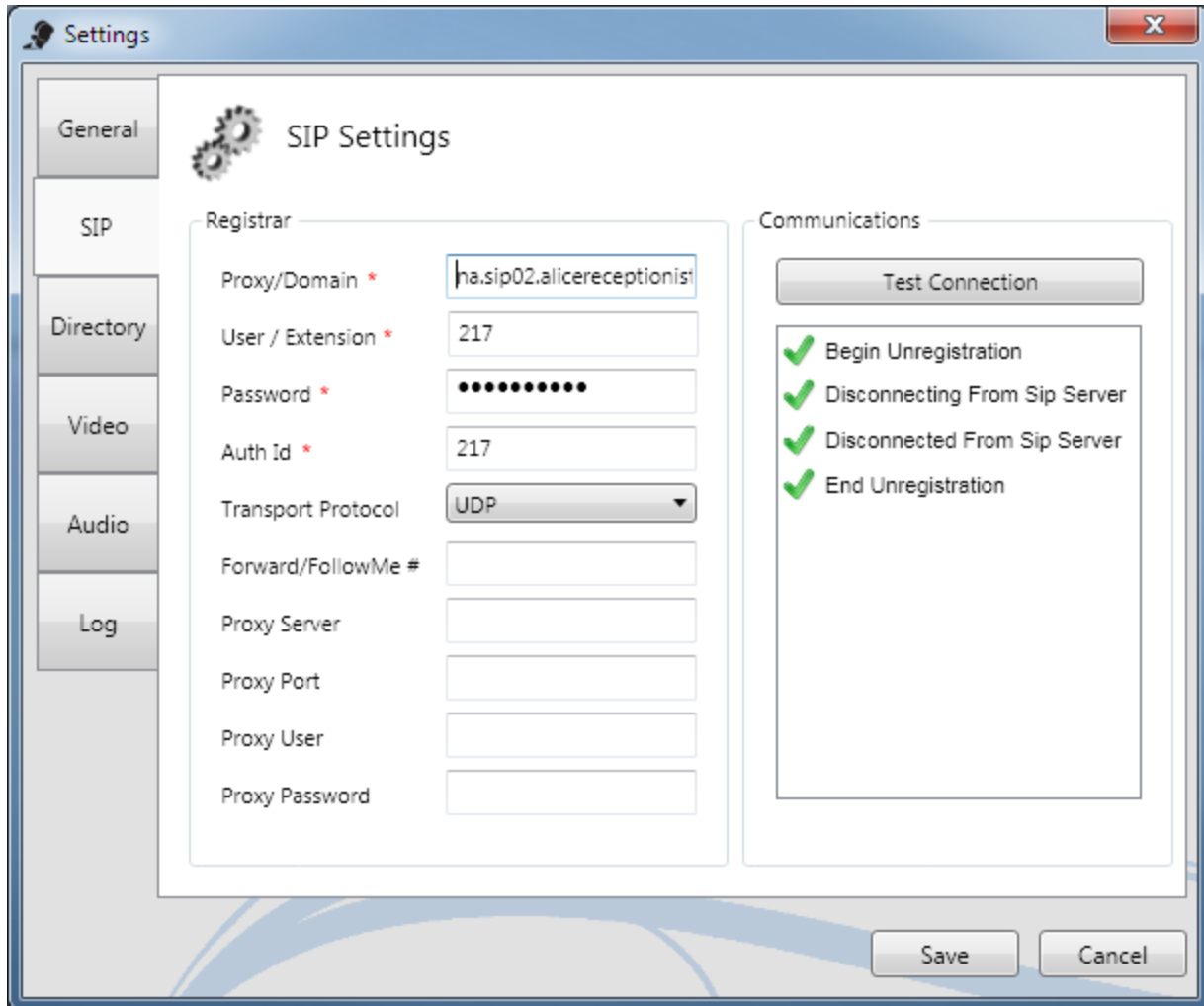
ALICE Receptionist

CLIENT INSTALLATION MANUAL

SETTINGS: SIP TAB

The SIP user settings are unique to each user. Each user of the ALICE Client software within your organization must use their own unique SIP Account. *If users attempt to share SIP account information, the user's ALICE Client software will experience problems.*

The following fields on the SIP Tab are REQUIRED to be able to use the ALICE Client:

▸ **Proxy/Domain Server**:
   Enter the IP or URL address of the communication server this ALICE Client will connect to.

- ▶ **User: (extension number)**
  Enter the unique extension number which this ALICE Client will use to connect to the communication server.

- ▶ **Password**:
  Enter the user or extension password used to connect to the communication server.

- ▶ **Auth Id**:
  An Authorization ID may be the same as the User / Extension # or may be a different ID, depending on how the extension was configured on the Communication server.

- ▶ **Transport Protocol**
  The default transport protocol is "UDP" only change this setting if your network administrator instructs you that your network uses one of the other protocols for VoIP traffic.

The following fields on the SIP Tab are OPTIONAL:

- ▶ **Forward / FollowMe#**:
  A phone number which will be called when the ALICE Client status is set to Forward or Follow Me.

- ▶ **Proxy Server**:
  If your corporate network uses a Proxy Server enter the IP or URL address of that server here.

- ▶ **Proxy Port:**
  If your corporate network uses a Proxy Server you can specify the proxy port.

- ▶ **Proxy User:**

- ▶ **Proxy Password:**

ALICE Receptionist
CLIENT INSTALLATION MANUAL

Communications

▸ **Test Connection**
The **Test Connection** button allows the user to test the entered SIP settings to verify that they can successfully register the ALICE Client on the communications server.

▸ **Message Window**
The message window displays the results when the **Test Connection** button is pressed.

The user will be notified of the test's Success or Failure below the Message window.

CHANGING SIP ACCOUNT SETTINGS:

Any time you make a change to the SIP account information on the SIP Tab of the ALICE Client Settings you will have to shut down and restart the ALICE Client. You will see a message to that effect if you have made changes to the SIP account, after you press the Save button. This is necessary to ensure you reregister with the Communications Server and the ALICE Directories under the new account information.

Also you will need to go back to the Directory Tab and re-select which Directories you want to receive calls from. Any time you change your SIP account information the list of Directories can change.
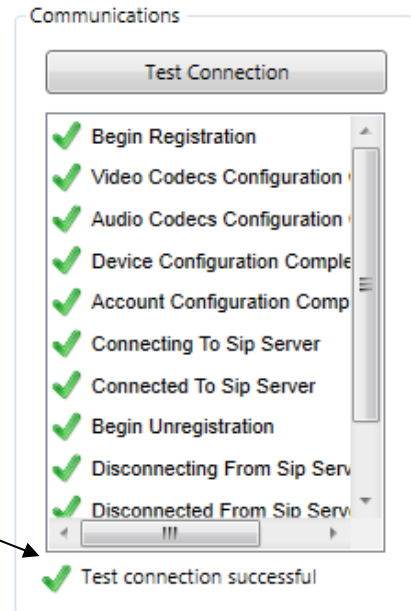
SETTINGS: DIRECTORY TAB

The Directory Tab displays a list of available ALICE Directory devices within your organization and associated with your ALICE License key. Your ALICE Client software will ONLY receive calls from Directories that are checked in this list.
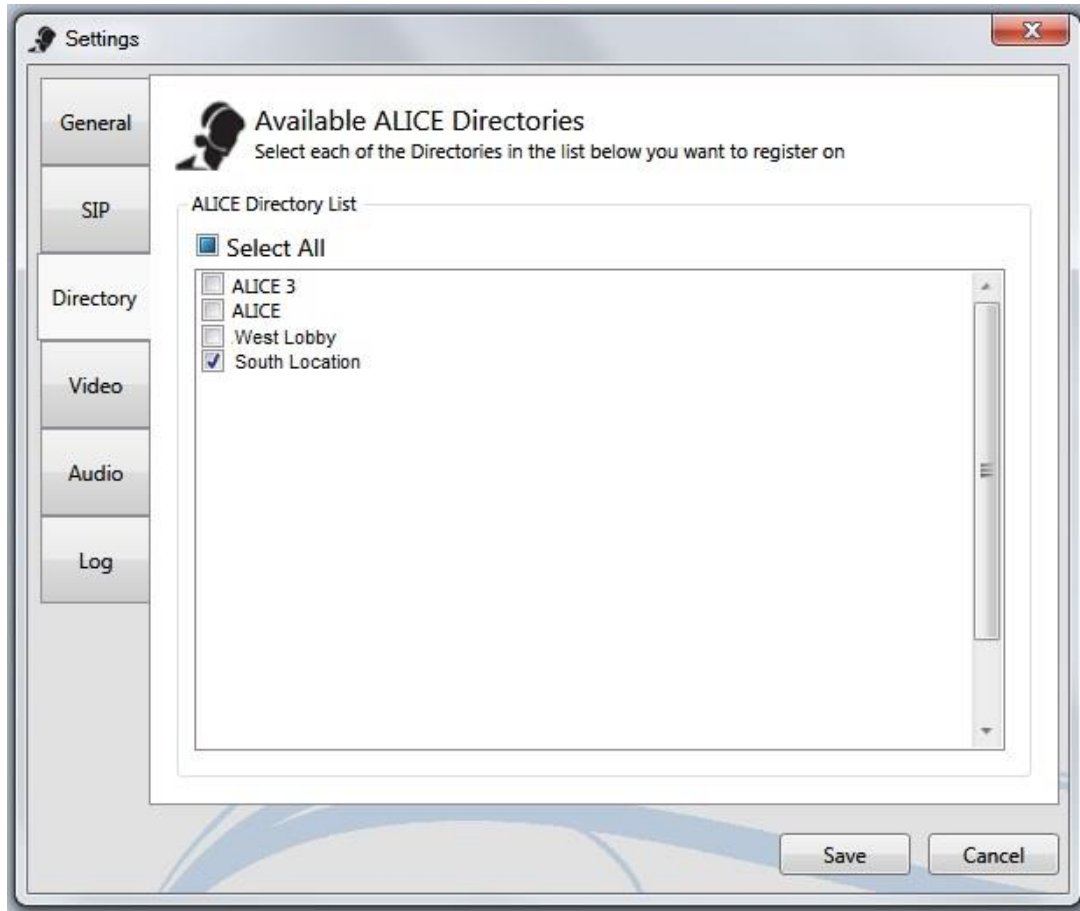
You must select at least one Directory from this list to receive calls on your ALICE Client software.

ALICE Receptionist
CLIENT INSTALLATION MANUAL

SETTINGS: VIDEO TAB

The Video Tab alows you to set the Video Device the software will use for video communications. You must select a video device from this list to use 2-way video communications with your ALICE Client software.
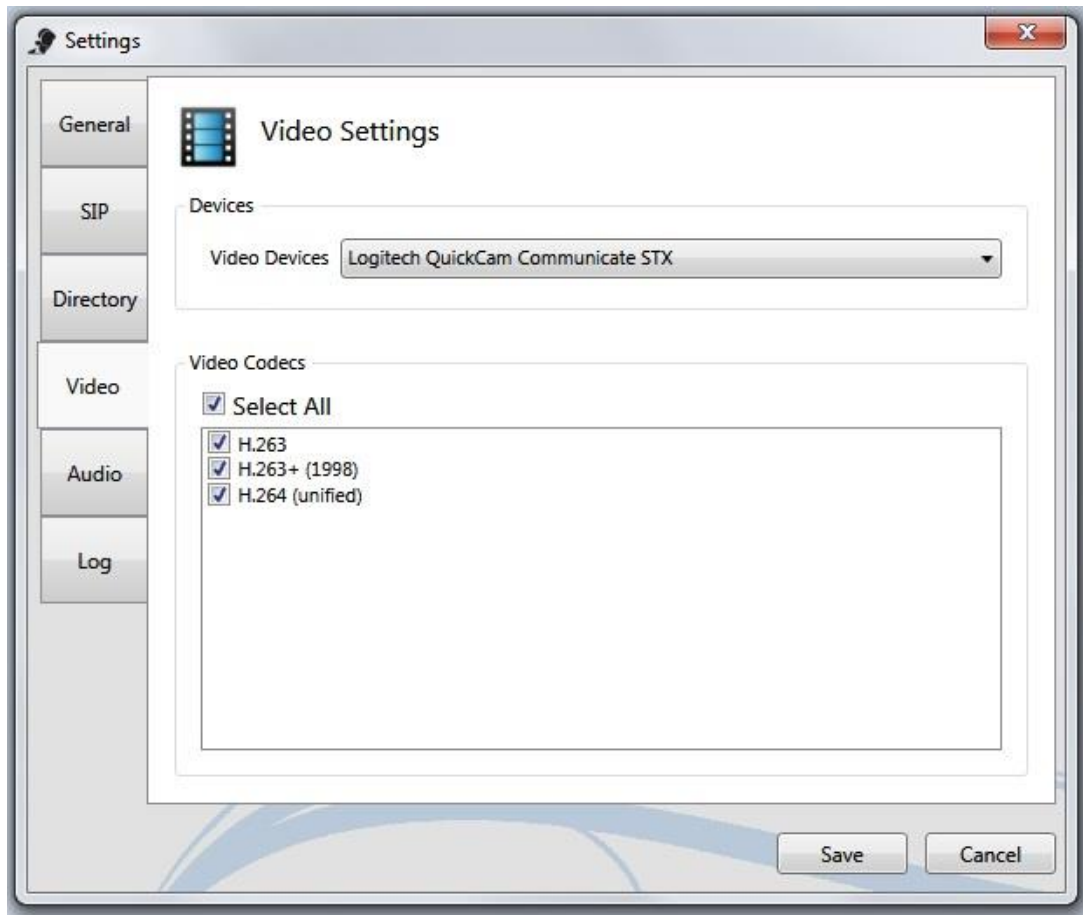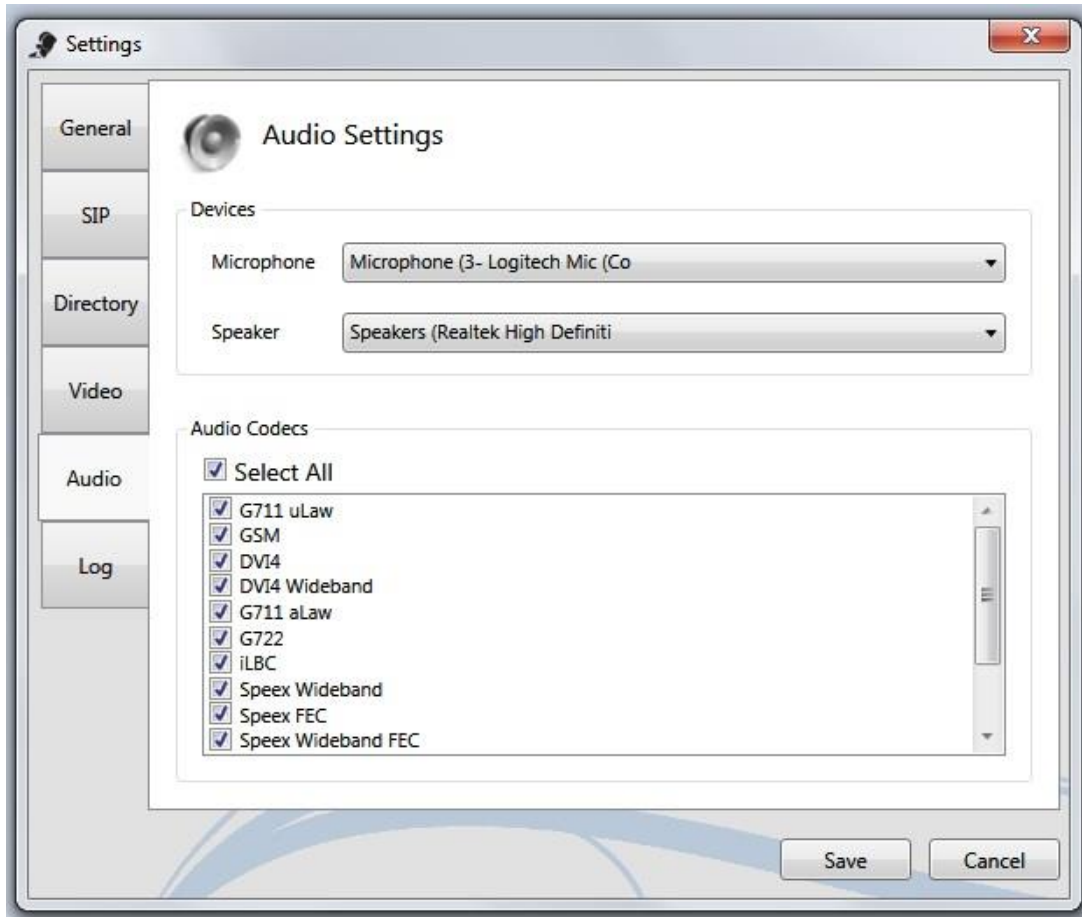

- ▸ **Video Device:** Select the installed web camera device listed.

- ▸ **Video Codecs:** Choose the video codecs supported by your communication server, or Select All to authorize all available codecs.

If you will only be using the ALICE Client for 1-way Video communications, you can leave this selection empty and you do not need to consider this a required minimum setting.

ALICE Receptionist
CLIENT INSTALLATION MANUAL

SETTINGS: AUDIO TAB

The Audio Tab alows you to set the Audio Devices the ALICE Client will use for audio communications. You must select both a Microphone and Speaker device from this list for audio communications to work correctly.

Devices:

▸ **Microphone**:
Select the installed microphone device for your PC. This is typically the camera microphone or an attached headset microphone.

▸ **Speaker**:
Select the sound output device for your PC. This is typically the computer's speakers or an attached headset.

Audio Codecs:

Select the audio codecs supported or used by your communication server, or Select All to authorize all available codecs. Contact your network admin for further details if necessary.

SAVING SETTINGS:

To complete the first time setup, you will need to save your Settings. You will also be required to restart the ALICE Client software.

After you restart the ALICE Client, it will become available on all Directories that you selected in the Directory Tab of the Settings form.
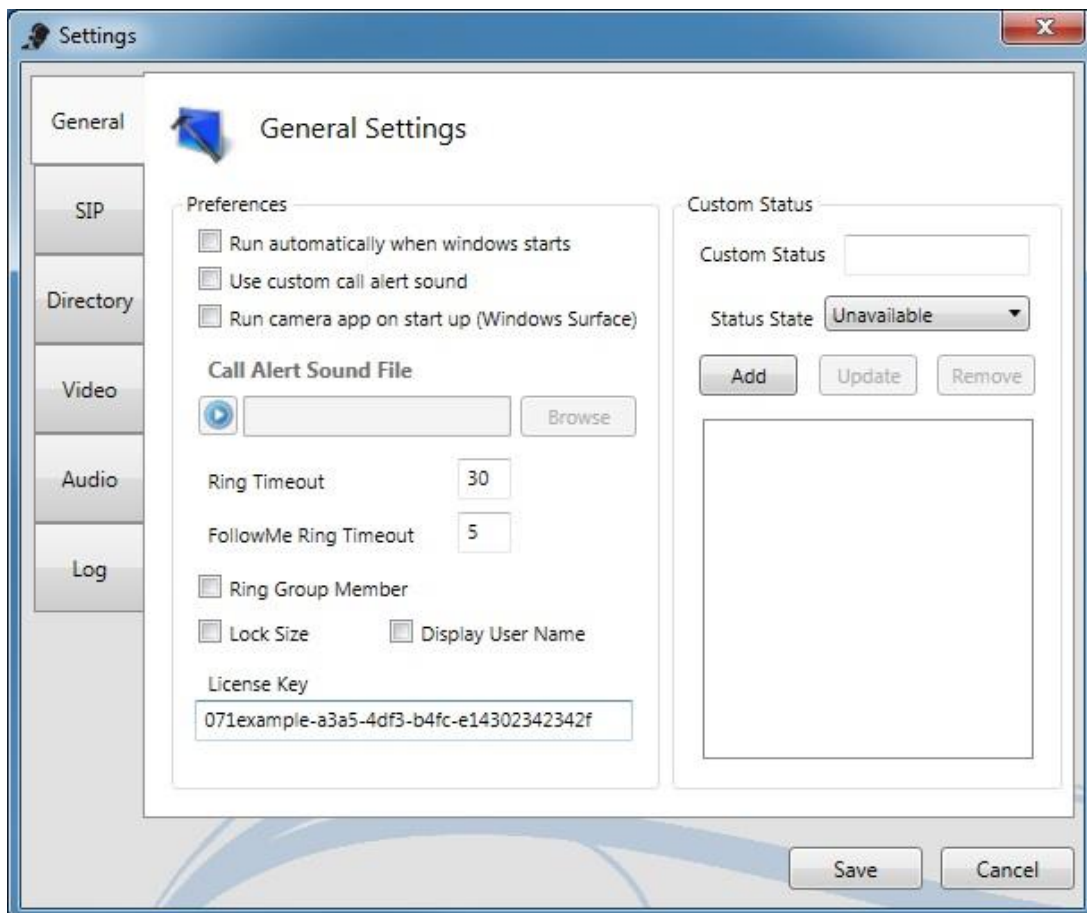
Chapter 3: Optional Settings

In addition to the required settings, there are a number of optional settings the user can configure on the General Settings tab and on the Log Settings tab.

TIME TO COMPLETE: 5-10 MINUTES

SETTINGS: GENERAL TAB

The General Tab contains a number of configuration settings the user can use to customize their ALICE Client experience.

Preferences:

▸ **Run automatically when Windows starts**
When checked, the Alice Client application will automatically launch when the user's PC starts after a reboot.

▸ **Use custom call alert sound**
When checked, the user can specify the alert sound that plays when a call comes in from the Directory. Select this box to activate the **Browse** button, and then select the custom sound.

▸ **Run camera app on startup (Windows Surface)**
When checked, the application will start the camera application when the Alice Client software starts. This is currently only necessary for tablet running Windows 8.x

▸ **Ring Timeout**
Enter the number of seconds that the Client will wait for the user to answer an incoming call before it automatically times out and rejects the call.

▸ **FollowMe Ring Timeout**
Enter the number of Rings that the Client will attempt before sending the call to the FollowMe number.

▸ **Ring Group Member**
Turn this setting on if you are part of a ring group which sends calls from the ALICE Directory to all users in the group at once. Turning on this setting configures the Client to properly receive calls for Ring Group members.

▸ **Lock Size**
When checked, prevents the ALICE Client application from adjusting height size to match the open or closed video windows.

▸ **Display User Name**
Displays the First and Last name of the Employee whose card was pressed by the Visitor at the ALICE Directory screen.

▸ **License Key**
The customer's registration key displays here. *Do not change or modify this key unless instructed to do so.* An incorrect License key will cause your ALICE Client to stop working.

Custom Status:

Users can create multiple custom statuses which they can then select from the **Status** menu to update their presence on the ALICE Directories they are connected to.

▶ **Custom Status**

Type in the custom status description here (i.e. On Phone, At Lunch, etc.).

▶ **Status State**

After naming a custom status, designate whether the user will be shown as available, and still able to receive calls, while in that status mode. If identified as unavailable, the user will be shown as unavailable on the Directory and will be unable to receive calls.

▶ **Add**

Click the **Add** button to add a custom status to the Custom Status list.

▶ **Update**

Click the **Update** button to update a custom status that has been selected in the Custom Status List.

▶ **Remove**

Click the **Remove** button to delete the custom status that has been selected in the Custom Status List.

SETTINGS: LOG TAB

The Log Tab set the logging level for the ALICE Client software which can be helpful for troubleshooting.
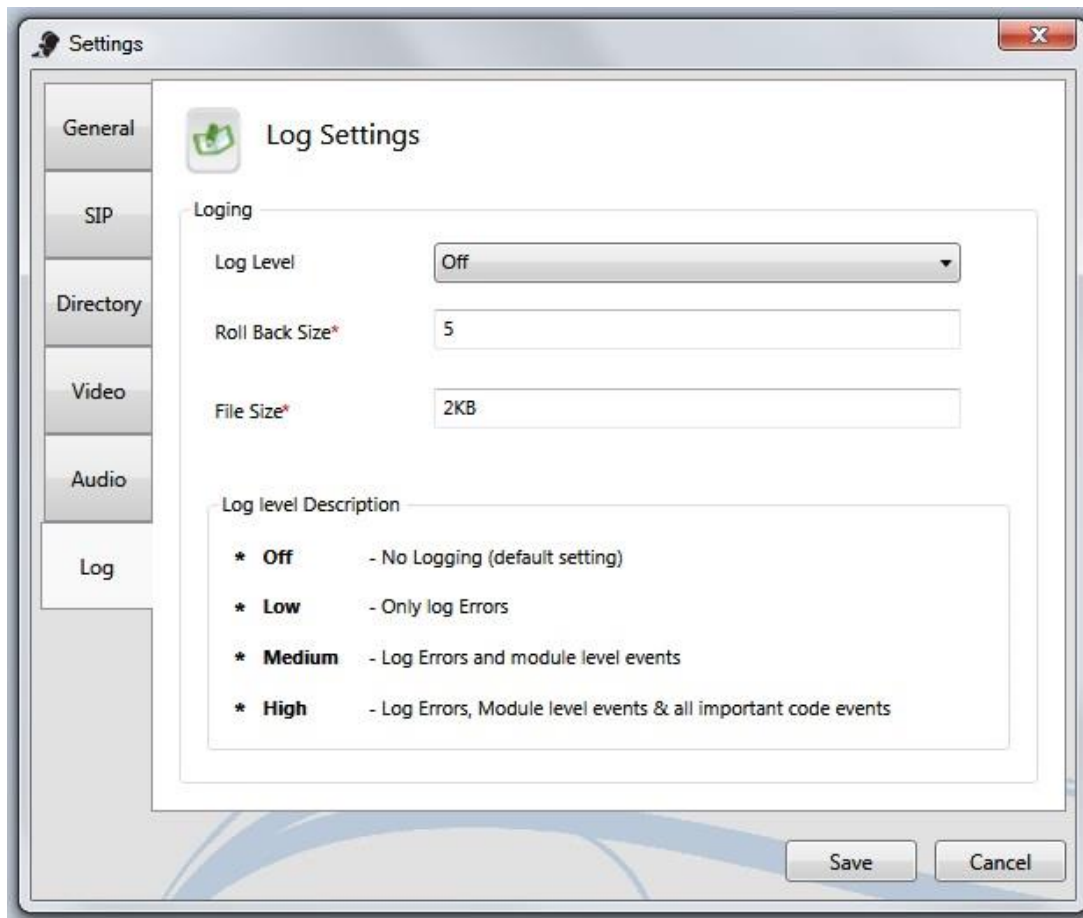
▶ **Log Level**
Set the level of logging for the ALICE Client software. By default this is turned Off. Logging only needs to be turned on if the ALICE Client software is experiencing problems. In such a situation, logging is needed to help troubleshoot those problems.

▶ **Roll Back Size**
The size of the roll back file. The default is 5.

▶ **File Size**
The size of the Log file. The default is 2 KB.

Configuration of the ALICE Client is now complete. Exit the application and restart for the new settings to take effect.