

Arc Express – *tech notes*

Preparing for Arc Express installation

Description

This tech note, aimed at CUCME engineers/installers, describes the system preparations required before starting the install sequence for Arc Express attendant console. **Each item should be understood and ticked before moving to the installation phase.**

About this checklist

Before starting the installation of Arc Express for Cisco Communications Manager Express, **all of the following items must be checked** to ensure that all items are prepared for installation. We suggest printing this document and manually ticking each item individually once it is checked.

Communications Manager Express and System requirements

Ensure the systems are appropriate for the installation by checking and understanding the following items

Item	✓
Check that the technician has a working knowledge of CME configuration via Telnet, and understands ePhones, ePhone DNs, Pilot DNs and Number Plans .	
Check that the PC(s) that will be used for Arc Express meet or exceed the following specification: <ul style="list-style-type: none">•Operating System, Microsoft Windows XP Professional Service Pack 2 or later.•Processor: 1.6Mhz minimum.•Memory: 256 Mb minimum•Disk space: 500MB space or more available•SVGA display: 1024 x 768 resolution or better, 16m colours•Recommended 102 key PS2 keyboard	
Check that the PC does NOT have any previous installation of Arc Express on it.	

Preparing Communications Manager Express

Check all of the following on the CCME system.

Communications Manager Express (CME) general pre-requisites		✓
Check that the IOS version of the Cisco Unified Communications Manager Express is 4.x		
Check that no previous Installations of Arc Express are present on the CME.		
Check that at least one, and preferably ALL intended telephones are connected, configured and working on the CME		
Check that within the DN range, there is space for at least 42 more Directory Numbers (DNs)		
Check that at least two Ephone Licenses are available on the CME for use as Server Softphones. The second and subsequent Ephones are used for line status (Busy Lamp) monitoring, allowing you to monitor 34 appearances per Ephone. Therefore:- For CME systems with 34 – 68 telephones connected, 3 Ephones will be required For CME systems with 69 – 103 telephone connected, 4 Ephones will be required For CME systems with 104 – 138 telephone connected, 5 Ephones will be required ...and so on up to a maximum of the 240 supported telephones on CME		
Check that 100 contiguous free Extension Numbers are available for Server Phones within the numbering range.		

Preparing phones to be used by Arc operators (operator phones)

Ensure that all the following items are checked and understood before proceeding with the Arc Express installation.

CME Operator Phone pre-requisites		✓
Check that the Operator Phone(s) intended for use are 7912, 794x, 796x or 797x type Cisco IP phones with Dual Line functionality enabled. (If a Single Line phone is selected the Wizard will delete it and recreate it as a Dual Line phone)		
Check that the Operator Phone(s) have the appropriate Class of Service (COS) setup. If the operators need to make International and Mobile calls this must be enabled on the CME.		
Check that the Operator Phone(s) have no Username or Password configured.		
Check that the Operator Phone(s) are not used by another CTI application such as a Dialler .		
Check that the Operator Phone(s) are not part of a Hunt Group DNs .		
Check that the Operator Phone(s) are installed, configured and working.		