



REMOTE IMPLEMENTATION SERVICES

Remote Implementation Services are designed to ensure a smooth, cost-effective implementation process for PhoneGuide LIVE!. An Impact Technologies Project Manager (ITPM) will work directly with the designated Customer Liaison. An ITPM will lead the entire process from design through implementation. Once engaged, the ITPM will coordinate all activities necessary for a successful implementation.

If remote access rights are provided, the ITPM will remotely perform the installation and configuration via Adobe® Connect™. The roles and responsibilities for the various parties are:

Impact Technologies Project Manager

- Contact the Customer Liaison to:
 - Discuss remote access requirements and logistics
 - Define the hardware and software requirements
 - ✓ Web server
 - ✓ User (client)
 - Set a software installation date
 - Discuss configuration options
 - ✓ Number of User Groups
 - ✓ Associated switch(es) and voice mail platform(s)
 - ✓ Phone and Xpressions features for inclusion on Features pages
 - ✓ Xpressions configuration details
 - ✓ Associated phone extensions
- Leveraging Connect, install PhoneGuide LIVE!, configure User Groups and import phones; otherwise, walk the Customer Liaison through the process over the phone.

Customer Liaison:

- Order/acquire PhoneGuide LIVE! server per published specifications
- Install operating system and other specified server software per published specification
- Verify that user desktops meet web client configuration specifications
- Connect PhoneGuide LIVE! server to corporate LAN
- Supply remote access rights for installation of PhoneGuide LIVE! or load PhoneGuide LIVE! with telephone assistance from the Impact Technologies Project Manager
- Supply to the Impact Technologies Project Manager:
 - Selection of features to be included in Features Lists
 - Xpressions configuration details (such as initial password, access codes, etc.)
 - List of extensions
 - If you are using PhoneGuide LIVE! for an OpenScape Voice platform:
 - The Server URL, User Name and Password for your OpenScape Voice Common Management Portal
 - The SIP Phone's Admin password and IP Port number
 - If you are using PhoneGuide LIVE! for a HiPath 4000 platform:
 - The IP addresses for your HiPath 4000 switch or switches or HiPath Manager.
 - To make sure that XIE is activated on your HiPath 4000.
- Build e-mail list and transmit URL to users