

**Xpressions-Only**

# **Installation Guide**

**Version 7.4**

PhoneGuide LIVE! Installation Guide Xpressions-Only

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# 1. Preparation

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## 1.1. For the PhoneGuide LIVE! installer

- ☑ You will need Adobe Acrobat reader on the server you will be installing the PhoneGuide LIVE! applications to read the PDF version of this documentation.
- ☑ Make sure Internet Explorer 6.0, 7.0 or 8.0 is installed on the PhoneGuide LIVE! server.
- ☑ Make sure Internet Information Services (IIS) is installed on the PhoneGuide LIVE! server.

## 1.2. For the PhoneGuide LIVE! Administrator

- ☑ Once PhoneGuide LIVE! is installed on your server, you will distribute a URL to the users in your organization that will allow them to access and run PhoneGuide LIVE!.

## 1.3. For the PhoneGuide LIVE! users

- ☑ Adobe Flash Player 8 or greater from Adobe. If your users do not have Flash 8 or higher installed, they will receive a link to download Flash when they try to access PhoneGuide LIVE! via the URL you supply them. If the link doesn't work, they may have to enable Active X settings on the Security tab of the Internet Explorer Properties window and try the URL again to try the download link again. They can also try to download Adobe Flash Player directly from this link, <http://www.macromedia.com/go/getflash/>, or if that doesn't work, they can go to [www.adobe.com](http://www.adobe.com) and refer to instructions there to download it. Also note that if your PhoneGuide LIVE! users have to install Adobe Flash Player, they will need to close and reopen their browsers before they can use PhoneGuide LIVE!.
- ☑ Acrobat Reader from Adobe (not required to run PhoneGuide LIVE! but included documents cannot be read without it)
- ☑ Internet Explorer 6.0, 7.0 or 8.0
- ☑ Soundcard and speakers or headphones

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## 2. Installation

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When you are ready to install PhoneGuide LIVE!, follow the instructions in the following section.

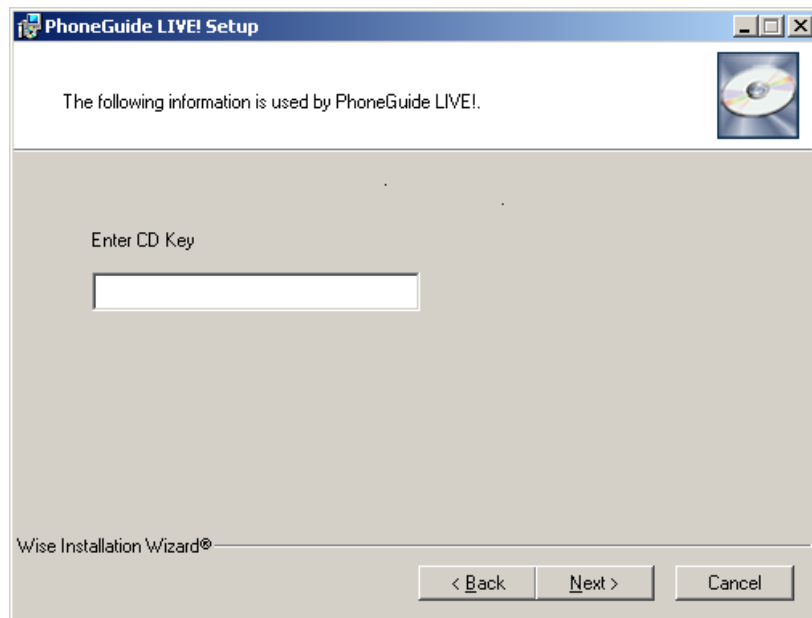
### 2.1. Installing PhoneGuide LIVE! on your server

**If installing on a server running Windows 2008 R2 go to Section 2.5 and follow the instruction for installing.**

Insert the PhoneGuide LIVE! CD into your CD or DVD drive. If you have autoplay enabled, the installation will begin. If not, you will need to run the setup.msi file on the CD.

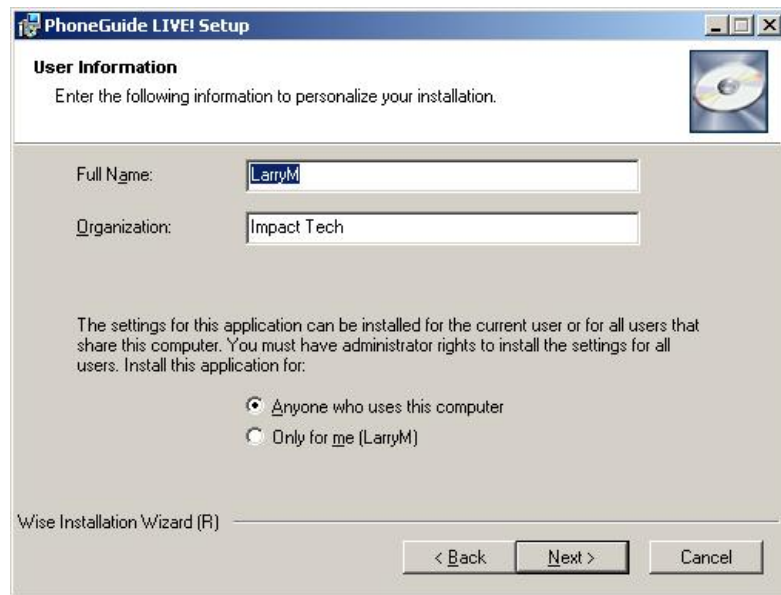
Once the installation begins, the Installation Wizard window will display (not shown).

Click Next. The License Agreement window displays. After reading the license, accept the agreement to continue with the installation. Click Next. The Enter CD Key window displays.

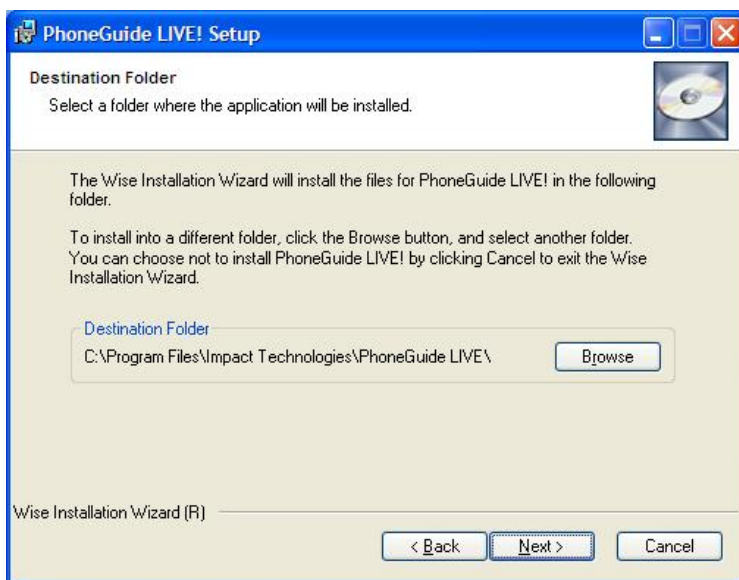


Enter the CD key found in the PhoneGuide LIVE! CD packaging and click Next. Be sure to enter the CD key code exactly as it appears, including any dashes and matching any upper- or lower-case letters. It is case-sensitive.

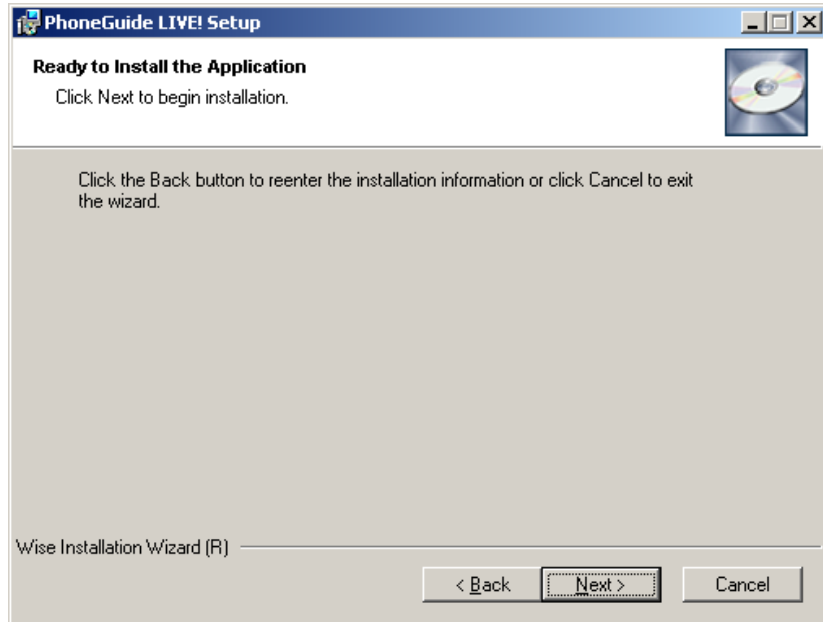
The User Information window will display. The Full Name and Organization fields should be auto-filled. Select the Anyone who uses this computer option and click Next.



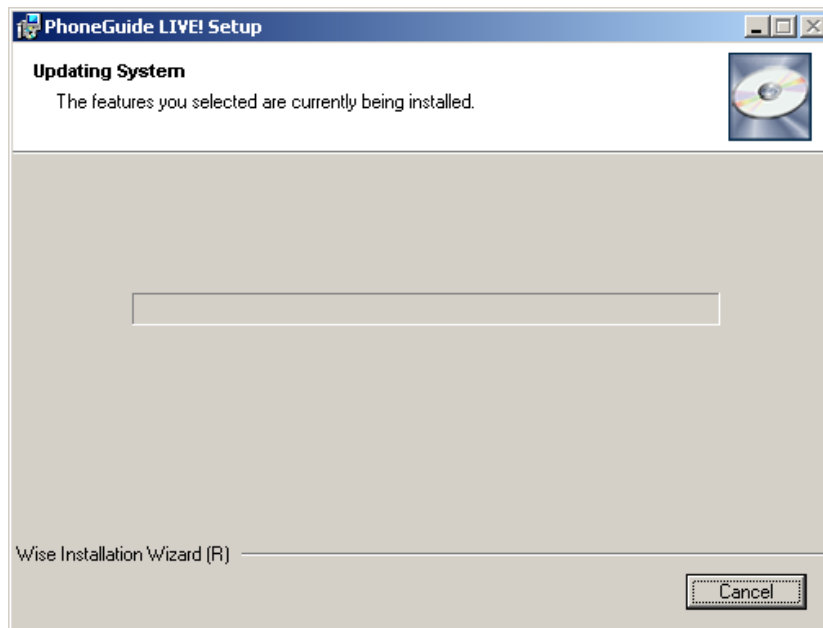
Next, a Destination window displays. Accept the default or enter a new destination by using the Browse button. Click Next.



You are now ready to finish the installation. You may use the Back button to retrace these steps and change any information, or you may click Next and PhoneGuide LIVE! will finish installing itself.



After clicking Next, the Updating System window displays. Please be patient. It may take several minutes before the installation is complete and the progress bar may not update initially as the installation process begins.



When the installation is successfully completed, you will be asked to click the Finish button.

There's an additional step you need to perform before you are ready to run the PhoneGuide LIVE!. You will need to ensure that the .FLV files (the video training files) will stream properly.

## 2.2. Ensuring that the video (FLV files) streams properly

Macromedia Flash Player movie files that stream external FLV files (Flash videos) placed on a Microsoft Windows 2003 server will not stream. This is a known issue with Microsoft Windows and FLV files. Below is a workaround to remedy this issue. For more information, refer to your IIS documentation or see your network administrator.

1. On the Windows 2003 server, open the Internet Information Services Manager.
2. Right-click the local computer server and select Properties.
3. Select the MIME Types tab.
4. Click the New... button and enter the following information:
  - o Associated Extension box: **.FLV**
  - o MIME Type box: **flv-application/octet-stream**
5. Click Ok to close the Associated Extension window and then click Ok again to close the MIME Types tab.
6. **IMPORTANT! Restart the World Wide Web Publishing service. If you do not restart this service, the PhoneGuide LIVE! URL will not work for your users.** To restart it...
  - o Go to Control Panel and select the Administrative Tools option.
  - o Go to Services and find the Internet Information Services Manager option and highlight the option. You will now see an option to restart the service in the window or you can right-click on Services to get a menu of options, including the Restart option.
  - o Select the Restart option to restart the World Wide Web Publishing service. Now FLV will stream properly for your PhoneGuide LIVE! users.

## 2.3. Getting the URL to distribute to your organization

After you set up PhoneGuide LIVE!, you need to get the URL which will allow your organization members to access it with their browsers over your intranet or the internet.

The URL will consist of the following: the IP address of the PhoneGuide LIVE! server or the machine name of that server, followed by “phoneguidelive8k” without the quotation marks.

Here is an example. Let’s say the IP address of your PhoneGuide LIVE! server is 1.255.255.255 and the machine name is “yourserver”. Here are the two possible URLs you could distribute:

`http://1.255.255.255/phoneguidelive8k`

`http://yourserver/phoneguidelive8k`

Either URL will work. Test the URL you decide on and after you are satisfied, you can distribute it. Your users will use their web browsers to access PhoneGuide LIVE! via the URL.

## 2.4. Xpressions access document for your users

For your convenience, we’ve included a document in Microsoft Word format that you can use to distribute basic Xpressions information to your users. This document is named:

`Xpr 5.0 Mailbox Access and Setup.doc`

This document has fields for the initial password your users will use to access their Xpressions set up, guest access, and universal access, among others. You can fill these fields with the appropriate information and save the document as a PDF document. Refer to your Voice Mail documentation for more information about these access numbers.



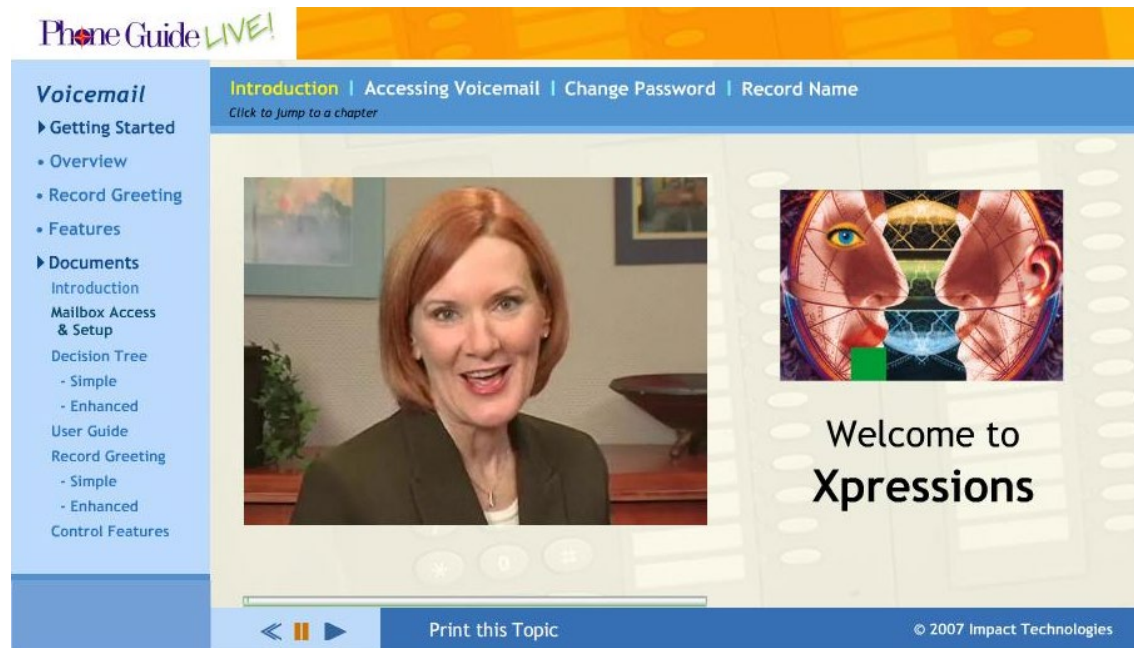
After you make the changes to the document and save it as a .PDF, you will need to place it in the PhoneGuide LIVE! install directory. If you accepted the default directory during the installation process, this directory will be as follows:

C:\Program Files\Impact Technologies\PhoneGuide LIVE

If you chose a different location during the installation, place the file in the appropriate directory. The file name must be as follows:

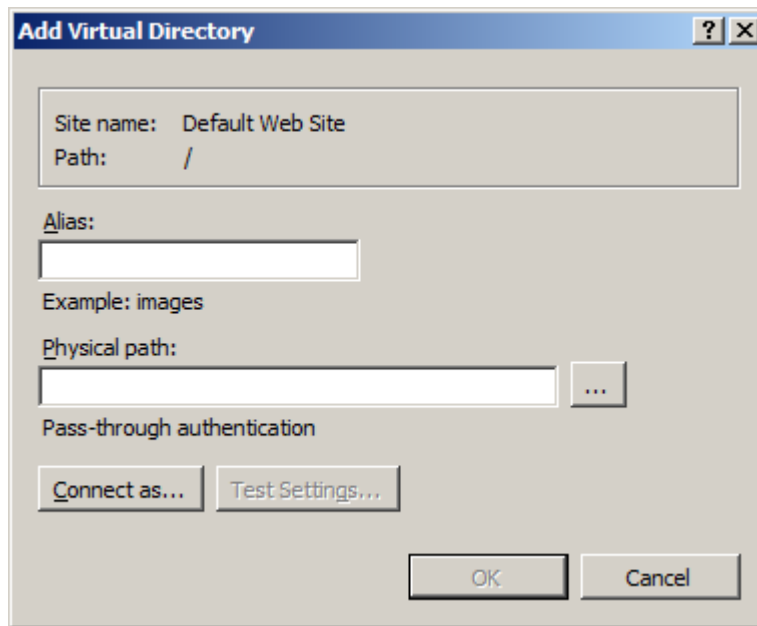
Xpr 5 0 Mailbox Access and Setup.pdf

Once there, your users will access the file from within PhoneGuide LIVE! under Documents – Mailbox Access & Setup (see below).



## 2.5. Installing on a server with Windows 2008 R2

- On the CD there is a folder named “Xpr Only 64 bit install” The files in this directory will need to be unzipped and copied to a new folder.
- Create folder named PGL8000 and unzip files(xponly.zip and Xpression6-0.zip) to this directory
- Create a virtual directory in IIS under default Web Sites



- Alias will be part of url so it is suggested to name it **phoneguidelive8k**
- You will browse to the folder the files were unzipped to and select it - recommend naming it PGL8000.

URL will now be one of these either using the IP address of server or DNS name

http://1.255.255.255/phoneguidelive8k

http://yourserver/phoneguidelive8k