

BCM DIAL BY NAME - FREQUENTLY ASKED QUESTIONS

1. WHICH VERSIONS OF WINDOWS WILL BCM DIAL BY NAME OPERATE WITH?

BCM Dial by Name has been verified for correct operation on the following Operating Systems:

Operating System	Version
Windows XP Professional	Version 2002
Windows Server 2003	Standard Edition
Windows Vista	Standard, Business, Ultimate

Dial by Name and Dial by Name DeskTop are built on Microsoft .NET Framework technology. If the .NET Framework 2.0 is not present on your PC, the installation will download and install it for you.

If you do not have access to the Internet then you can install the .NET Framework from the Dial by Name CD, using the link on the main screen.

Alternatively, you can download the .NET Framework Redistributable from Microsoft and install that on the PCs onto which Dial by Name is going to be installed, before running the Dial by Name Setup.

You can obtain the .Net Framework here:

<http://www.microsoft.com/downloads/details.aspx?familyid=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

On that web page, click on the Download button.

2. WHICH BCMS WILL BCM DIAL BY NAME OPERATE WITH?

BCM Dial by Name has been verified for correct operation on the following BCMS:

BCM Platform	Version
BCM 50	Release 1.0, Release 2.0 and Release 3.0
BCM 200/400/1000	Release 3.6
BCM 200/400/1000	Release 3.7
BCM 200/400/1000	Release 4.0
BCM 200/400/1000	Release 450

3. WHICH BCM TELEPHONES WILL BCM DIAL BY NAME OPERATE WITH?

BCM Dial by Name supports any BCM digital phone with at least one line of LCD display.

Note: Analogue phones are not supported.

4. WHAT IS LAN CTE?

This application provides the means for 3rd party software applications such as BCM Dial by Name to communicate with the Business Communications Manager (BCM) telephone system.

The LAN CTE functionality must be key coded and enabled within the BCM, and LAN CTE client must be installed on to the PC that will host BCM Dial by Name before BCM Dial by Name is installed.

5. WHERE DO I GET THE LAN CTE CLIENT FROM?

The LAN CTE client is downloaded from your BCM. The process is slightly different according to the version of BCM you have.

See the instructions in the *BCM Dial by Name Installation Guide*, in the *Software Installation* section.

6. HOW DO I INSTALL LAN CTE?

See the instructions in the *BCM Dial by Name Installation Guide*, in the *Software Installation* section.

7. HOW DO I KNOW IF LAN CTE IS RUNNING?

LAN CTE automatically starts when your PC is rebooted. In the tooltray area of the task bar (near your system clock) there will be a small icon in the shape of a space shuttle when LAN CTE is active.

The LAN CTE client **MUST** be running in order for BCM Dial by Name to be able to operate.

8. HOW CAN I FIND OUT THE LAN CTE VERSION?

Right-click on the shuttle icon in the tooltray (see above) and select BCM TSP Control Panel from the pop up menu. A dialog box will appear showing the version of LAN CTE.

9. HOW DO I INSTALL BCM DIAL BY NAME?

Install the LAN CTE client (see above) and then follow the instructions in the *BCM Dial by Name Installation Guide*, in the *Software Installation* section. The first time you start BCM Dial by Name the Configuration Wizard will guide you through the set-up and keycoding of BCM Dial by Name. The DeskTop installation is wizard-led and takes a few minutes per PC.

10. WHY DO I HAVE TO KEYCODE BCM DIAL BY NAME?

BCM Dial by Name must be keycoded to operate. This activates the software on your PC and allows it to interact with your BCM. Keycodes are available for Dial by Name 1.0 and Dial by Name 2.0. There are trial keycodes and purchased keycodes.

11. WHAT IS THE DIFFERENCE BETWEEN THE TWO TYPES OF KEYCODE?

A trial keycode is free. It will time-out after 60 days from the point of activation. In order to continue using BCM Dial by Name you must purchase a keycode.

A purchased keycode will not time-out. Dial by Name 2.0 can be purchased to operate as a handset feature and it can be purchased with DeskTop functionality as well.

Dial by Name 1.0 can only be purchased for handset operation.

12. WHAT IS THE INTEROP?

This is a small program that provides the inter-communication between the LAN CTE client and the BCM Dial by Name application. The Interop is installed when you install BCM Dial by Name.

The Interop **MUST** be running in order for BCM Dial by Name to be able to operate.

13. HOW DO I KNOW IF THE INTEROP IS RUNNING?

In the tooltray area of the task bar (near your system clock) there will be a small square icon with *ipV* in it when the Interop is running.

14. HOW DO I START THE INTEROP?

The Interop will start automatically when your PC is started. If it has been closed down you can restart it by going to **Start, Programs, BCM Dial by Name, Interop**.

Note that the LAN CTE client must be running in order for the Interop to operate correctly.

15. HOW DO I START BCM DIAL BY NAME?

BCM Dial by Name will start automatically when your PC is started. If it has been closed down you can restart it by going to **Start, Programs, BCM Dial by Name, BCM Dial by Name**.

Note that the LAN CTE client and the Interop must both be running in order for BCM Dial by Name to operate correctly.

By default, Dial by Name DeskTop will start automatically whenever your PC is restarted. If you have turned off this facility, you can start the DeskTop by double-clicking on the icon on your PC desktop.

16. HOW CAN I ADD MULTIPLE CONTACTS TO BCM DIAL BY NAME?

You can perform bulk data entry as described in the *Address Book Window* chapter of the *BCM Dial by Name User Guide*, in the *Bulk Data Entry* section.

You can import from Excel spreadsheets or tab delimited text file.

17. I WANT TO COPY THE CONTACTS OUT OF BCM DIAL BY NAME. HOW CAN I DO THIS?

This is very easy.

1. Sign into BCM Dial by Name (**File, Sign In**) and then click anywhere in the Address Book window.
2. Type Ctrl-A and all of the contacts will be highlighted.
3. Type Ctrl-C to take a copy of them to the Windows Clipboard.
4. You can now use Ctrl-V to paste all of the contacts into another application, such as Notepad, and save the file.

Note that this file is in the correct format for you to be able to perform a bulk-entry import as described in the *Address Book Window* chapter of the *BCM Dial by Name User Guide*, in the *Bulk Data Entry* section.

This is a useful tip if you are moving BCM Dial by Name to a new PC.

Using this method you can copy the contacts out of the existing BCM Dial by Name and create a text file. Uninstall BCM Dial by Name from the original PC and install and configure it on the new PC. Then use the text file to import the contacts into the new installation of BCM Dial by Name, once that new PC has been keycoded.

18. HOW DO I PROGRAM THE BCM DIAL BY NAME FEATURES ON THE PHONE?

For convenience it is best to program the BCM Dial by Name features on your handset. There are two features. By default these are F963 and F964.

To program the BCM Dial by Name feature onto a key on your handset press Feature *3 on your handset. (That is, the Feature key, the * key and then the 3 key.) Press the key you wish to program the feature on. Then press Feature and 963.

To program the BCM Dial by Name Dialed Number feature onto a key on your handset press Feature *3 on your handset. (That is, the Feature key, the * key and then the 3 key.) Press the key you wish to program the feature on. Then press Feature and 964.

To use these features all you need to do is press one of the keys you have just programmed. It is best to label the keys so you remember that the BCM Dial by Name features are present on those keys.

19. WHAT VERSION IS THIS DOCUMENT?

This is version 02.003, dated 5th March, 2009.