



3COM

Quick Start Guide for 3Com® Education Module

Application V1.0
for NBX Networked Telephony Solutions

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ABOUT THIS GUIDE

This guide describes how to install the 3Com® Education Module, a suite of key applications for educators and parents, as well as to optimize the NBX® Networked Telephony Solutions used as the PBX at the school.



For best results, 3Com recommends that you read through this entire guide before you install the 3Com® Education Module on your NBX system.



If the information in the release notes (readme.pdf) on the 3Com Partner Access website differs from the information in this guide, follow the instructions in the release notes.

Conventions

Table 1 defines some commonly used words and phrases in this guide.

Table 1 Common Terms

| Term | Definition |
|----------------|--|
| Auto Attendant | The set of voice prompts that answers incoming calls and describes actions that a caller or user can take to access individual services |
| Administrator | The person who is responsible for maintaining the 3Com® Education Module software and access lists, as well as the NBX Networked Telephony Solution in your school |
| Teachers | The educators, coaches, and administration personnel who post homework assignments and notices about athletics or other activities, including school closures, bus delays, and so on |
| Parents | Those who call the school to access the Homework Hotline and other notices |

Documentation

The documentation set for the 3Com® Education Module is designed to help school information-technology (IT) administrators, teachers, and parents to benefit from the full potential of the system:

- *Quick Installation Guide for the 3Com® Education Module* (this book)
- *Release Notes for the 3Com® Education Module*

An administrator who logs in to the NBX NetSet utility can also see the *NBX Telephone Guides*, *Feature Codes Guide*, *Installation Guide* and *Administrator's Guide*. The NBX NetSet utility also includes a searchable Help system with Help buttons on each screen.

Comments on the Documentation

Your suggestions are important to us. They help us to make the NBX and 3Com® Education Module documentation more useful to you.

Please send your e-mail comments about this guide or any of the 3Com Voice Solutions documentation and Help systems to:

Voice_TechComm_Comments@3com.com

Include the following information with your comments:

- Document title
- Document part number (found on the front or back page)
- Page number



As always, please address all questions regarding the NBX hardware and software to your 3Com Voice-Authorized Reseller.

1

PRODUCT FEATURES

The 3Com® Education Module is a useful set of integrated applications that can vastly simplify communications among teachers in school and among teachers, administrators, safety officials, and parents. The Education Module applications, which run in conjunction with the 3Com NBX Networked Telephony Solution, are described in this chapter.

Auto Dialer, Including Absentee Reporting

This feature provides automatic dialing and distribution of voice messages to predefined calling lists. For example, every day, the Education Module system can send a recorded voice message to the parents or guardians of each child who did not come to school. Other uses include reminders to parents of upcoming parent/teacher meetings, changes to extracurricular activities, snow days including bus cancellations or delays, notice of school board meetings, and so on.

Intercom

For telephones in the school that have speaker capabilities, this application provides a speed-dial feature that allows an intercom message to go out to specific extensions or groups of extensions.

Homework Hotline and Enhanced IVR

Using this feature, a teacher calls into the system, enters a secure class identification number for each class, and records the day's or week's assignments. Parents and guardians can then call, enter a student identification number (and optionally, a PIN), and listen to the current homework assignment from their student's single teacher (as in primary schools) or a consolidated message of assignments from all of the student's teachers (typical in secondary schools).

One variation within this application permits designated employees to call and record the cafeteria menus for the day or a range of days. These messages can even include nutritional information.

Another variation allows designated organizers of extracurricular activities, such as the band director or the soccer coach, to call into the system, enter a secure activity ID number, and record the current schedule and other related information, such as locations, fees, uniform or permissions requirements, and so on.

Record On-Demand

As a safety precaution, the Education Module application can record a message if an in-school recipient (for instance, the receptionist, a teacher, or an administrator) hears what may be a bomb threat or other illegal or disturbing talk. When the recipient presses certain activation keys, the entire conversation is saved for future analysis.



For legal reasons, 3Com recommends that a school that plans to use this feature inserts an announcement such as the following message into its Auto Attendant voice prompts: "Your call may be recorded."

Emergency Event Tracing

Similar to the Record On-Demand feature, this application *automatically* detects when any user of a telephone on the system presses 911 (for an outgoing call) or when any in-school recipient detects what might be a malicious call (and presses certain activation keys). The system records the call, provides storage and playback information, sends a recorded message to a predefined group of phone numbers, and distributes the recorded message according to already defined instructions.



For legal reasons, 3Com recommends that a school that plans to use this feature inserts an announcement such as the following into its Auto Attendant voice prompts: "Your call may be recorded."

2

SYSTEM SPECIFICATIONS

The 3Com® Education Module platform is a powerful solution that requires a standalone application server that is integrated by TAPI/WAV technology with any of these NBX platforms: the SuperStack 3 NBX, the NBX 100, or the NBX V3000 Networked Telephony Solution.

Hardware Requirements

The working NBX system must be operating at system release 4.3.13 or higher for the SuperStack 3 NBX or NBX 100 or release 4.4.7 or higher for the NBX V3000 or higher.

The application server has these requirements:

- A server with either of these operating systems:
 - Windows 2000 Professional or Windows XP Professional OS
 - If the school will be accessing the GUI from more than 10 client PCs simultaneously, the Windows 2000 Server operating system
- CPU speed of at least 70-100 MHz per active WAV port
- 512 MB of RAM
- At least 5 GB of free disk space. This requirement increases if the recordings are to be saved over time.
- Reliable 100 Mb LAN access between the NBX NCP and the server PC
- The license key for the 3Com® Education Module software, purchased from 3Com. Optionally, you may add incremental licenses for 500 additional students, or for another school on this same server.
- Sufficient 3Com Media Driver (WAV port) licenses.



The applications for Record on Demand and Malicious Call Trace use 2 WAV ports per instance. The other features use only 1 port per instance. Sites that plan heavy use of Record on Demand or Malicious Call Trace or both, or just a heavy calling load, should consider purchasing the WAV port site license, which allows unlimited WAV ports and cost about the same as 20 individual WAV port licenses.

In addition, if client PCs are to be used, each client PC must:

- Have Windows 2000 or Windows XP
- Have CPU speed of at least 300 MHz; 128 MB RAM; and at least 200 MB of free disk space
- Be on the same subnetwork and the same switch as the NBX and the server

System Limitations

At this release, the 3Com® Education Module has these limits:

- The number of simultaneous internal outbound dials is limited by the number of Media Driver ports available on the 3Com® Education Module server. The number of simultaneous external outbound dials is limited by the number of Media Driver ports and the number of external telephone lines.
- The number of simultaneous inbound calls available for Record On-Demand is limited by the number of Media Driver ports that are available on the 3Com® Education Module server. Calls that are routed through designated recording hunt groups will use two Media Driver ports per simultaneous call and for the duration of the call.
- The following limitations occur if incoming calls are set up for Malicious Call Trace, *but these limitations do not apply to the 911 feature*:
 - Incoming calls will not display Caller ID.
 - The NBX CDR will not report extension-to-extension calls.
 - Outside callers will automatically take offhook any extensions that have Hands-Free enabled.
 - Incoming calls are shown in the telephone's call log as being from the internal (Media Driver Port) extension.
 - Calls into voice mail are designated as reaching voice mail from the internal (Media Driver Port) extension.
- Client must be on the same network as the NBX, the server, and all telephones.



CAUTION: *To ensure complete installation of the Education Module applications, verify that you complete the Media Driver wizard tests completely when you set up the server and the NBX system on the network before you install the Education Module.*

3

INSTALLATION INSTRUCTIONS

3Com recommends that the school IT administrator and the 3Com Voice-Authorized Reseller follow the instructions in this chapter for correct installation of the 3Com® Education Module applications.

Installing Education Module

Before you add the 3Com® Education Module software to an NBX system, you first add WAV licenses to your NBX system, install the NBX TAPI Service Provider (NBX TSP) and Media Driver, and then install the 3Com® Education Module applications that your school plans to use.

Actions on Your NBX System

Your Education Module system consists of the NBX Networked IP Telephony Solution plus the server on which the Education Module applications run. First, you must set up your NBX system. Follow these steps:

- 1 Verify that your NBX system is running NBX software version 4.3.13 or higher (for the NBX 100 and SuperStack 3 NBX) or 4.4.7 or higher (for the NBX V3000).
- 2 Purchase and install the appropriate number of WAV licenses on your NBX system.



Media ports, also called TAPI/WAV ports, are the virtual 3Com telephones that the Education Module application uses to interface with the NBX system. The number of media ports correspond to the number of Windows Audio Volume (WAV) Licenses on the NBX system. Depending on which features your school plans to use and how heavy you expect the call volume to be, you may find it cost-effective to purchase the WAV Site License for about the cost of 20 WAV licenses. The Site License allows unlimited WAV ports.

Actions on Your Education Module Server

You must load and configure two 3Com applications on your Education Module server before you can load the Education Module applications.

These applications are discussed in “Install the NBX TSP and the Media Driver” on page 12.

Prepare the Network and the Server

- 1 Disable any antivirus software applications on your server.



CAUTION: Turn off your antivirus software during installation of the 3Com Education Module. After installation, you must configure your server's antivirus software to run on a scheduled basis.

- 2 Verify that any client PC resides on the same subnetwork as the server.

Install the NBX TSP and the Media Driver

- 1 Download the latest versions of NBX TAPI Service Provider and the 3Com Media Driver applications from www.3com.com and install them onto the Education Module server. Verify that you have installed NBX TSP 4.3.x or higher and Media Driver 4.3.x or higher.
- 2 In **TAPI SP Control Panel > Phone lines and Modem**, double-click **NBX TAPI SP** and add an extension (for instance, 1000). This extension must be the first number in the range of extensions that you plan to add.
- 3 Select **Programs > 3Com NBX Media Driver**. To bind the Media Driver to the NBX system, open an interactive window to create WAV phones. Enter as the first extension the number that you added to the TAPI Service Provider (in step 2), and then follow the instructions in the window.
- 4 List the media port extensions in the NBX TSP before any other extensions are listed.



CAUTION: To ensure complete installation of the Education Module applications, verify that you complete the Media Driver wizard tests completely when you set up the server and the NBX system on the network before you install the Education Module.

- 5 Purchase the 3Com Education Module licenses and install them on your server. You must have the licenses installed before you install the Education Module software.

Install the Education Module Applications

- 1 Download the Education Module software from www.3com.com
- 2 Double-click `setup.exe` and click **Next** at the Welcome screen.
- 3 Read the Software License Agreement and, if you agree, click **Yes**.

- 4 Accept the default location for the program, the data folder, and the default Program Folder.
- 5 Choose whether you want to add Education Module to the Windows Startup folder.
- 6 Choose whether you want to view the Readme file.
- 7 To start copying files, click **Next**.
- 8 In the warning dialog box that tells you to keep the newer files, click **OK**.
- 9 If you are asked to confirm file replacement (on the Windows 2000 operating system), click **No to All** both times that you are asked.
- 10 Click **Finish**. The Education Module software begins to load.
- 11 In the Setup Wizard dialog box, for each user, enter a first name, last name, and the user's actual NBX phone extension, and then click **OK**. Wait for the user to be added to the system (approximately 20 seconds).
- 12 Click **OK** for the message alert dialog box that indicates that new telephony lines have been auto-detected.

Installation is complete.

A

OBTAINING SUPPORT FOR YOUR 3COM PRODUCTS

3Com offers product registration, case management, and repair services through eSupport.3com.com. You must have a user name and password to access these services, which are described in this appendix.

Register Your Product to Gain Service Benefits

To take advantage of warranty and other service benefits, you must first register your product at:

<http://eSupport.3com.com/>

3Com eSupport services are based on accounts that are created or that you are authorized to access.

Solve Problems Online

3Com offers these support tools:

- **3Com Knowledgebase** — Helps you to troubleshoot 3Com products. This query-based interactive tool is located at:

<http://knowledgebase.3com.com>

It contains thousands of technical solutions written by 3Com support engineers.

- **Connection Assistant** — Helps you to install, configure, and troubleshoot 3Com desktop and server network interface cards (NICs), wireless cards, and Bluetooth devices. This diagnostic software is located at:

<http://www.3com.com/connectionassistant>

Purchase Extended Warranty and Professional Services

To enhance response times or extend your warranty benefits, you can purchase value-added services such as 24x7 telephone technical support, software upgrades, onsite assistance, or advanced hardware replacement.

Experienced engineers are available to manage your installation with minimal disruption to your network. Expert assessment and implementation services are offered to fill resource gaps and ensure the success of your networking projects. For more information on 3Com Extended Warranty and Professional Services, see:

<http://www.3com.com/>

Contact your authorized 3Com reseller or 3Com for additional product and support information. See the table of access numbers later in this appendix.

Access Software Downloads

You are entitled to *bug fix / maintenance releases* for the version of software that you initially purchased with your 3Com product. To obtain access to this software, you need to register your product and then use the Serial Number as your login. Restricted Software is available at:

<http://eSupport.3com.com/>

To obtain software releases that *follow* the software version that you originally purchased, 3Com recommends that you buy an Express or Guardian contract, a Software Upgrades contract, or an equivalent support contract from 3Com or your reseller. Support contracts that include software upgrades cover feature enhancements, incremental functionality, and bug fixes, but they do not include software that is released by 3Com as a separately ordered product. Separately orderable software releases and licenses are listed in the 3Com Price List and are available for purchase from your 3Com reseller.

Contact Us

3Com offers telephone, internet, and e-mail access to technical support and repair services. To access these services for your region, use the appropriate telephone number, URL, or e-mail address from the table in the next section.

Telephone Technical Support and Repair

To obtain telephone support as part of your warranty and other service benefits, you must first register your product at:

<http://eSupport.3com.com/>

When you contact 3Com for assistance, please have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision level
- Diagnostic error messages
- Details about recent configuration changes, if applicable

To send a product directly to 3Com for repair, you must first obtain a return materials authorization number (RMA). Products sent to 3Com without authorization numbers clearly marked on the outside of the package will be returned to the sender unopened, at the sender's expense. If your product is registered and under warranty, you can obtain an RMA number online at <http://eSupport.3com.com/>. First-time users must apply for a user name and password.

Telephone numbers are correct at the time of publication. Find a current directory of 3Com resources by region at:

<http://csoweb4.3com.com/contactus/>

| Country | Telephone Number | Country | Telephone Number |
|---|---------------------------------------|---------------|---------------------|
| Asia, Pacific Rim — Telephone Technical Support and Repair | | | |
| Australia | 1 800 678 515 | Pakistan | +61 2 9937 5083 |
| Hong Kong | 800 933 486 | Philippines | 1235 61 266 2602 or |
| India | +61 2 9424 5179 or 000800 650 1111 | | 1800 1 888 9469 |
| Indonesia | 001 803 61009 | P.R. of China | 800 810 3033 |
| Japan | 00531 616 439 or 03 3507 5984 | Singapore | 800 6161 463 |
| Malaysia | 1800 801 777 | S. Korea | 080 333 3308 |
| New Zealand | 0800 446 398 | Taiwan | 00801 611 261 |
| | | Thailand | 001 800 611 2000 |

You can also obtain support in this region at this e-mail address: apr_technical_support@3com.com

Or request a return material authorization number (RMA) by FAX using this number: +61 2 9937 5048

| Country | Telephone Number | Country | Telephone Number |
|---------|------------------|---------|------------------|
|---------|------------------|---------|------------------|

Europe, Middle East, and Africa — Telephone Technical Support and Repair

From anywhere in these regions, call: +44 (0)1442 435529

From the following countries, call the appropriate number:

| | | | |
|---------|---------------|--------------|----------------|
| Austria | 01 7956 7124 | Luxembourg | 342 0808128 |
| Belgium | 070 700 770 | Netherlands | 0900 777 7737 |
| Denmark | 7010 7289 | Norway | 815 33 047 |
| Finland | 01080 2783 | Poland | 00800 441 1357 |
| France | 0825 809 622 | Portugal | 707 200 123 |
| Germany | 01805 404 747 | South Africa | 0800 995 014 |
| Hungary | 06800 12813 | Spain | 9 021 60455 |
| Ireland | 01407 3387 | Sweden | 07711 14453 |
| Israel | 1800 945 3794 | Switzerland | 08488 50112 |
| Italy | 199 161346 | U.K. | 0870 909 3266 |

You can also obtain support in this region using this URL: <http://emea.3com.com/support/email.html>

Latin America — Telephone Technical Support and Repair

| | | | |
|--------------------|--------------------|---------------------|--------------------|
| Antigua | 1 800 988 2112 | Guatemala | AT&T +800 998 2112 |
| Argentina | 0 810 444 3COM | Haiti | 57 1 657 0888 |
| Aruba | 1 800 998 2112 | Honduras | AT&T +800 998 2112 |
| Bahamas | 1 800 998 2112 | Jamaica | 1 800 998 2112 |
| Barbados | 1 800 998 2112 | Martinique | 571 657 0888 |
| Belize | 52 5 201 0010 | Mexico | 01 800 849CARE |
| Bermuda | 1 800 998 2112 | Nicaragua | AT&T +800 998 2112 |
| Bonaire | 1 800 998 2112 | Panama | AT&T +800 998 2112 |
| Brazil | 0800 13 3COM | Paraguay | 54 11 4894 1888 |
| Cayman | 1 800 998 2112 | Peru | AT&T +800 998 2112 |
| Chile | AT&T +800 998 2112 | Puerto Rico | 1 800 998 2112 |
| Colombia | AT&T +800 998 2112 | Salvador | AT&T +800 998 2112 |
| Costa Rica | AT&T +800 998 2112 | Trinidad and Tobago | 1 800 998 2112 |
| Curacao | 1 800 998 2112 | Uruguay | AT&T +800 998 2112 |
| Ecuador | AT&T +800 998 2112 | Venezuela | AT&T +800 998 2112 |
| Dominican Republic | AT&T +800 998 2112 | Virgin Islands | 57 1 657 0888 |

You can also obtain support in this region in the following ways:

- Spanish speakers, enter the URL: <http://lat.3com.com/lat/support/form.html>
- Portuguese speakers, enter the URL: <http://lat.3com.com/br/support/form.html>
- English speakers in Latin America, send e-mail to: lat_support_anc@3com.com

US and Canada — Telephone Technical Support and Repair

| | | |
|----------------|---|----------------|
| All locations: | Network Jacks; Wired or Wireless Network Interface Cards: | 1 847-262-0070 |
| | All other 3Com products: | 1 800 876 3266 |