



Bell Aliant PC Phone Installation/Removal Guide

Version 10.4 (January 2017)

Before you begin

You will need to login into your Personal Agent, and change your password, before accessing any other UC services. Follow these instructions:

- Go to <https://personalagent.bellaliant.net>
- Enter the username and password provided.
 - Username is your ten digit phone number + “a” + @companyname.ca (your unique domain) eg. 5063451234a@companyname.com
- You will be prompted to update your password, which must be at least 8 characters in length including a minimum of 3 alpha characters.

You are now ready to proceed with the installation of Bell Aliant PC Phone Client. Please complete the following steps:

- Uninstall from your PC any other version of Bell Aliant PC Phone, including Personal Communication Manager (PCM) software.
- A PC configured with the required minimum software and hardware, as described in the following section
- Network access with a connection that meets the minimum transmission speed requirements, as described in the following section

Recommended hardware and operating system requirements

The following configuration allows for Medium-Bandwidth video and simultaneous voice and sharing sessions:

- 2.0 (or higher) GHz Pentium-4 or equivalent processor
- Windows XP, Windows 7, Windows 8 or Windows 10
- Broadband internet connection of sufficient speed
- 64-MB free RAM (This requirement is in addition to the memory requirements of the OS and other concurrent applications)
- 50-MB free hard disk space
- 800x600 @16bpp (65,536 colors) VGA or better video graphics card
- Mouse
- Full-duplex sound card with speakers (external or built in)
- Separate USB headset or analog headset with built-in microphone

With speakers connected to the PC sound card, you will be able to send the ringing (alerting sounds) through the PC's speakers and use a USB headset for voice and audio while on a call. This will enable you to be away from your desk and still be able to hear an incoming call with this combination. Otherwise, the alerting tones would only get played through the headset if this combination is not used, or if an analog headset (non-USB headset) that connects directly to your PC's sound card is used.

Optional hardware and software requirements

The following optional hardware and software are required to use some services and features:

- A web browser is required to use Auto Web Push; Internet Explorer 6.0 and above or Firefox 2.0 and above
- Microsoft Outlook 2003 and above is required if you want to use the Microsoft Outlook Plug-In or Import Contacts features.
- A USB-based video camera (Web Cam) is required to send video. A 16bpp (65,536) VGA or better video graphics mode is required in order to send video.

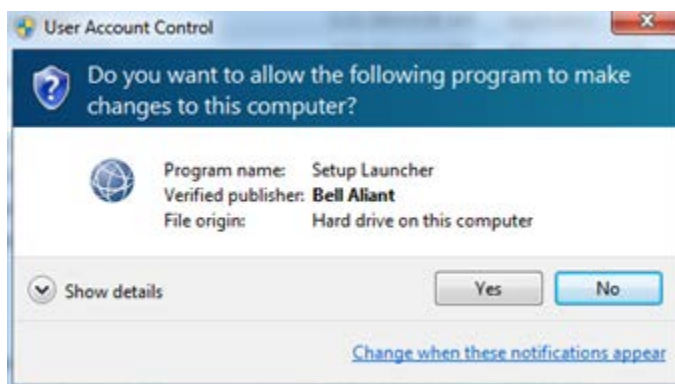
Some PCs (not all) may not have sufficient USB bandwidth to support a USB camera and USB headset. This is not an issue if you are using a IP Phone for voice instead of PC, or using an analog headset that connects to the sound card instead of USB port.

Installing Bell Aliant PC Phone

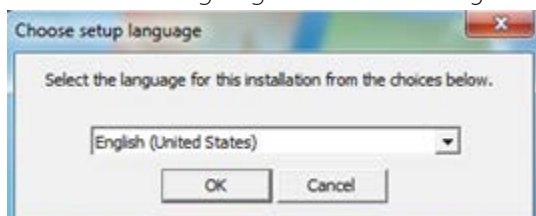
Tip: Close all other applications before installing **Bell Aliant PC Phone** Client.

1. Load **Bell Aliant PC Phone** by visiting:
http://productsandservice.bellaliant.net/BusinessSMB/Redirect.do%3Floc%3Ducdownloads_hsb

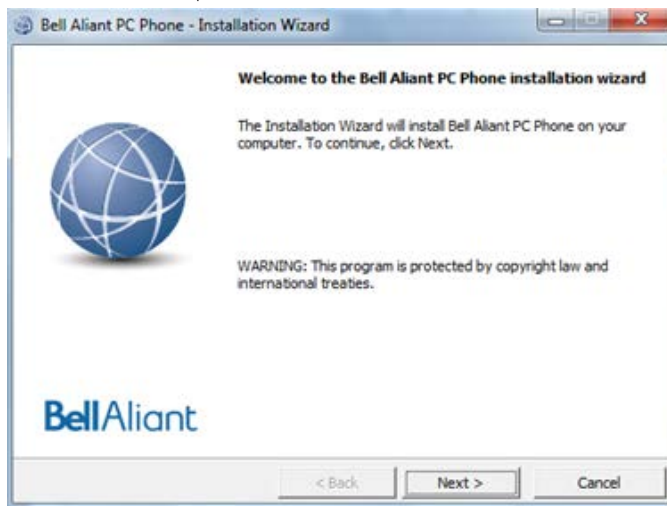
A standard Security Warning dialog may appear listing the publisher of the **Bell Aliant PC Phone 10** for Windows Program. Click **Yes** if the program is provided by an acceptable publisher.



2. Select the language to be used by the installation progress.



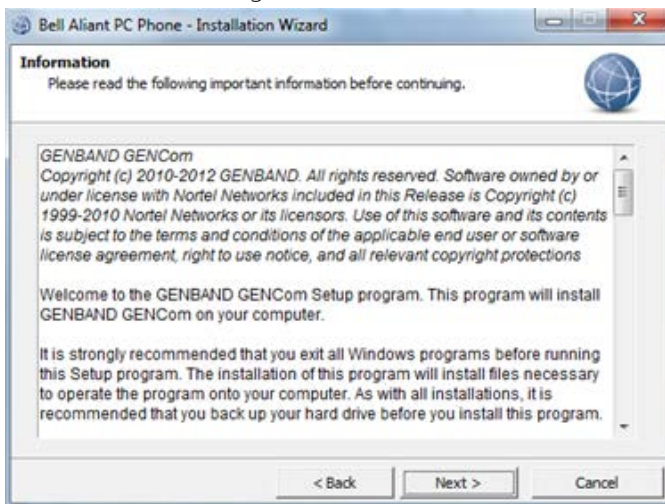
3. Click **Next** to proceed.



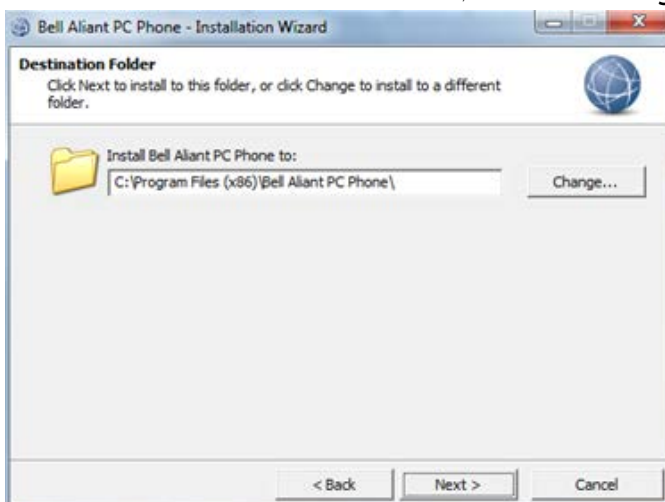
4. Read and accept the license agreement, and click **Next** to proceed.



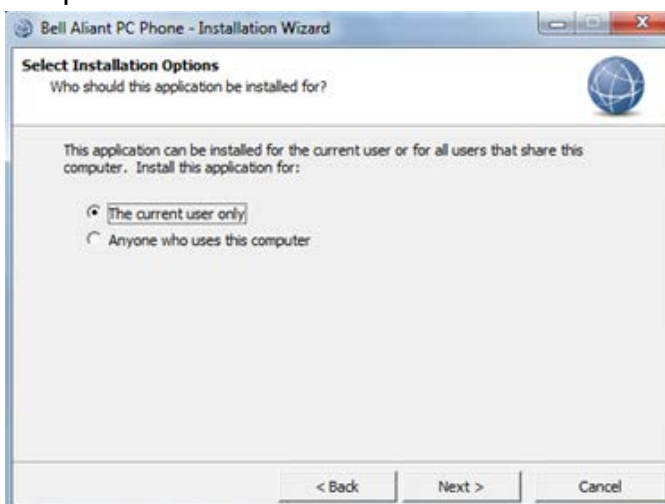
5. Read the following information before continuing, and click **Next** to proceed



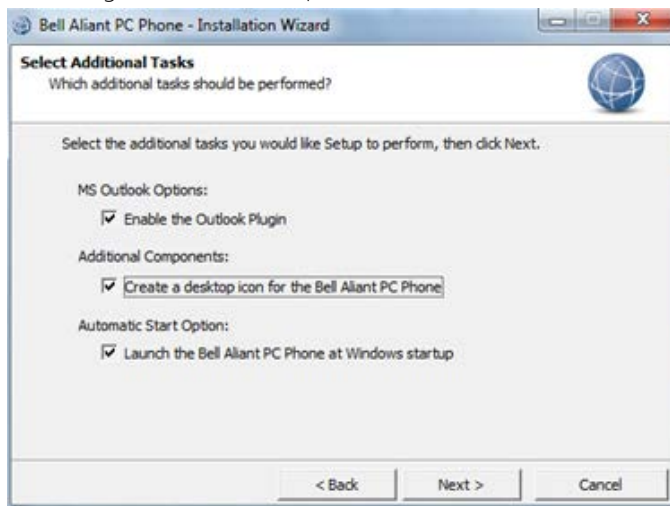
6. Click **Next** to install to this folder, or click **Change** to install to a different folder.



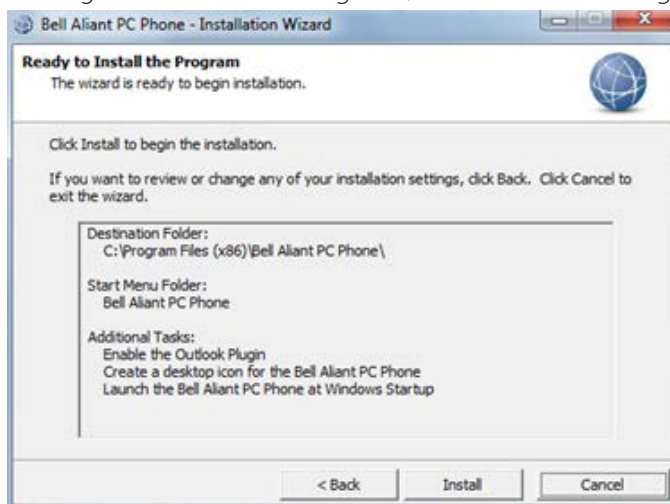
7. Select the Installation Option for **Current User Only**, or **Anyone who uses this computer** and then click **Next**.



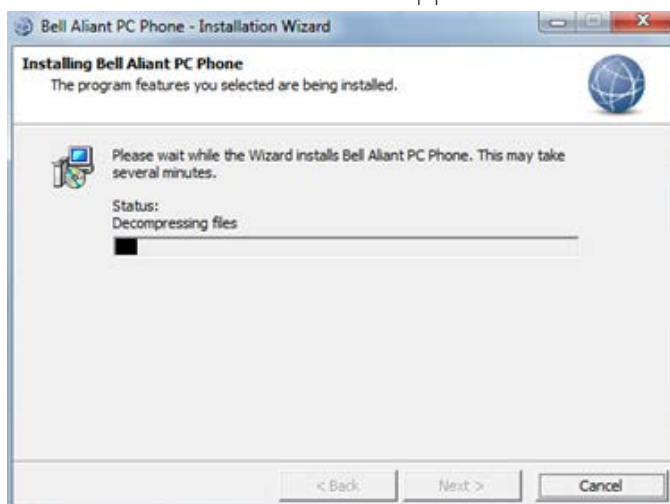
8. Select your desired options and then click **Next**.



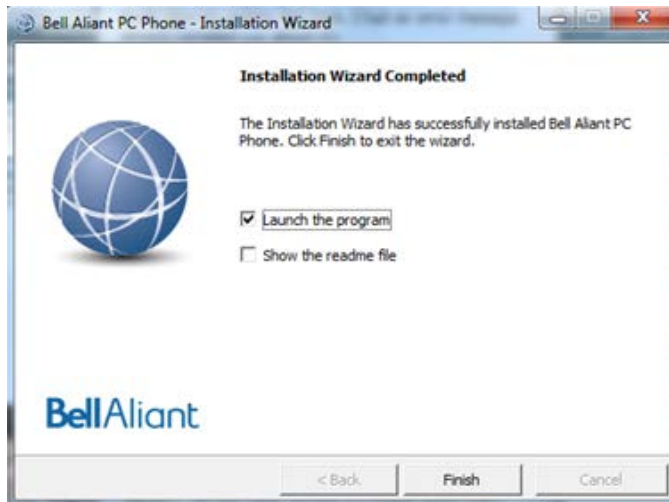
9. Ready to Install the Program, click **Install** to begin.



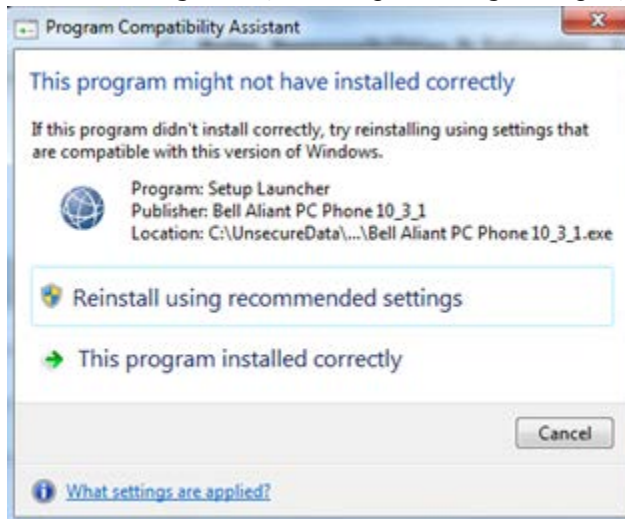
10. The installation window will appear.



11. A final installation dialog appears with options for launching. Click **Finish** to complete the installation procedure.



12. The following Compatibility Message may appear.



Note: To install client software, you must have Administrator privileges. After the installation, clients can be run in standard user mode.

Launching Bell Aliant PC Phone Client

The first time you use the application, a wizard appears to walk you through **Bell Aliant PC Phone** for Windows configuration. Follow the prompts that appear on your screen.



1. Double-click the **desktop** icon (if present) or select **Bell Aliant PC Phone** from the Windows Start Menu  to open the application.

2. In the **User Information** page, provide your username. Your administrator gives you your username.

A screenshot of the "Bell Aliant PC Phone" application window, specifically the "User Preferences" dialog box. The window has a blue title bar with the text "Bell Aliant PC Phone" and a close button. On the left is a vertical list of settings categories: User, Connection, Network, Audio Devices, Audio, Sounds, Video, Voicemail, File Exchange, Presence, Instant Messaging, Display, Calls, System, Miscellaneous, User Interface, MS Office, and Conference Bridge. The "User" category is selected and highlighted in blue. The main area of the dialog is titled "User Profile Settings" and contains the following text: "Provide your username (e.g., your first initial and last name). Your IP Address is displayed below." Below this text are two input fields. The first is labeled "Username:" and contains the text "7097390000a". The second is labeled "IP Address:" and contains the text "10.216.211.30". Below these fields is a section titled "Location" with the text: "If the location indicated below is not correct, use the 'Change' button to bring up the location dialog and choose another location from the location list." Below this text is a label "Current Location:" followed by a text box containing "nl" and a "Change" button. At the bottom of the dialog are "OK" and "Cancel" buttons.

3. In the **Network Information** page, input or select the Active Proxy for your province and site connectivity provided by your IT Administrator.

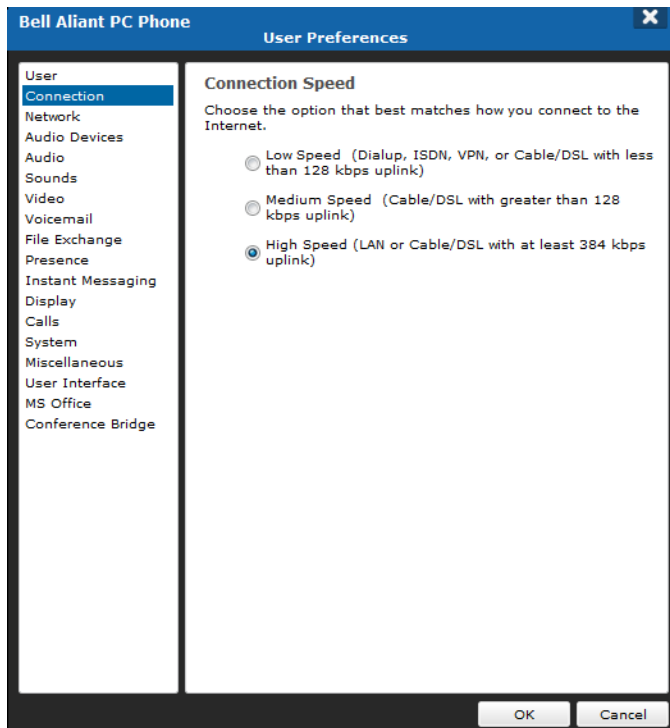
Province	Data Connectivity	Fibe Connectivity
NB	sip506.bellaliant.net	ucfibe506.bellaliant.net
NL	Sip709.bellaliant.net	Ucfibe709.bellaliant.net
NS and PE	Sip902.bellaliant.net	Ucfibe902.bellaliant.net

The screenshot shows the 'Bell Aliant PC Phone' application window with the 'User Preferences' dialog box open. The 'Network' tab is selected in the left-hand menu. The main area is titled 'Active Network' and contains the following settings:

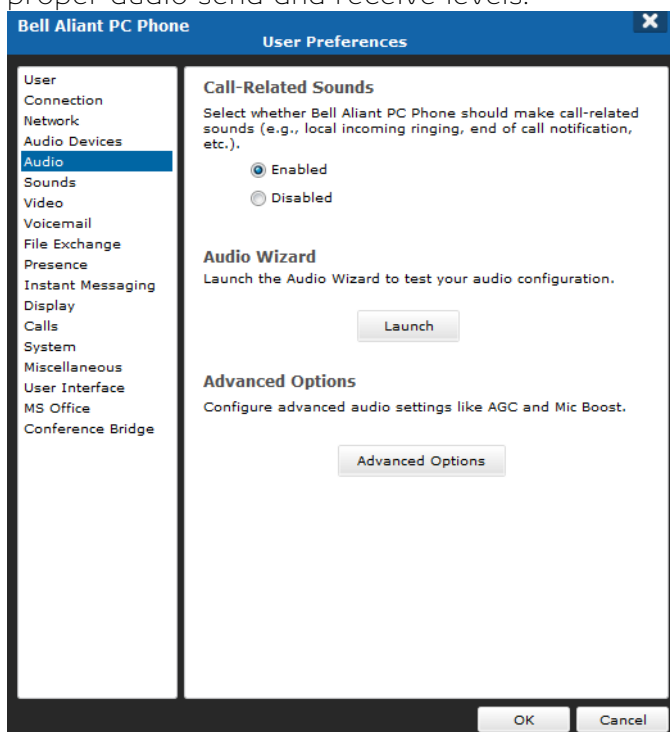
- Active Proxy:** A dropdown menu showing 'sip709.bellaliant.n'.
- Proxy TLS Port:** 0
- Proxy TCP Port:** 0
- Proxy UDP Port:** 5060
- Domain Name:** aliant709.ca
- Firewall Timer:** 30 sec

Below these settings are three buttons: 'Add...', 'Edit...', and 'Remove'. Further down, the 'Auto Sign In' section has a checked checkbox for 'Automatically sign me in at Startup'. The 'Server Authentication' section has an unchecked checkbox for 'Disable Certificate Revoke Status checking'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

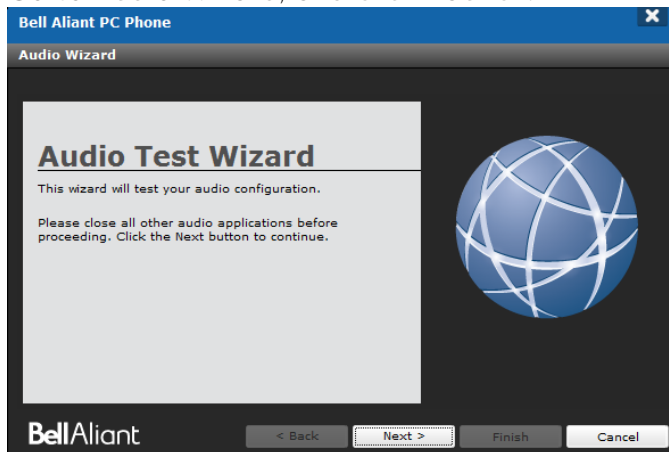
4. In the **Connection** page, verify that your IP address is shown. Select the connection speed that best matches your network connection speed. The default speed is Medium.



5. The **Audio** page is where you can test your microphone and speakers to ensure proper audio send and receive levels.



6. Go to Audio Wizard, and click Launch.



Once the audio test is complete, click **Finish** to end the configuration wizard.

Logging in Bell Aliant PC Phone Client

You will be prompted to log in to **Bell Aliant PC Phone Client** for Windows when you launch it. At other times (for example, if you disconnect or lose connection with the server), you may need to manually log in.

1. Start your **Bell Aliant PC Phone Client** application.
2. Select a profile and click the Launch button.
If you are a **Bell Aliant PC Phone Client** user with more than one profile, you are prompted to select a profile. If you have more than one profile and you do not choose a profile within 15 seconds, **Bell Aliant PC Phone Client** will select the last used profile. A count down timer at the bottom of the Profile Manager indicates how much time is left.

If you are a **Bell Aliant PC Phone Client** user with only one profile, the existing profile is used. The Profile Manager will not appear.

3. Enter your password in the Login window.
 - Select the **Remember Password** check box if you do not want to enter your password every time you sign in (optional step).
 - Select the **Automatically Sign In** check box if you want the **Bell Aliant PC Client** to automatically sign in (optional step).
4. Click the **Login** button

Your service provider or system administrator restricts the number of concurrent logons that you can have using **Bell Aliant PC Phone Client**, the IP Phone, or **Bell Aliant PC Phone Client** with IP Phone Service. If you are logged on to other devices, you can log off from

the other device and try logging on again. Otherwise, contact your system administrator if you receive an error message stating that you have exceeded your logon limit.

5. Select your **Location**.

The physical location you choose becomes your default location whenever you log on to **Bell Aliant PC Phone Client** until you decide to change it again.

Note: You must provide your correct location information on **Bell Aliant PC Phone Client**; otherwise, some services, such as emergency and conferencing services, may not work properly. For example, the location you choose determines where you are during an emergency. If you choose **Other** as your default location, and you have to make an emergency call, the emergency call may route to the incorrect Public Safety Answering Point (PSAP).

If you are logging in from a different location, ensure that you change your location from the Login window or access the **Tools, Preferences, Users** tab from the main menu.

6. Click **Ok**.

If you choose **Other** as your default location, the following warning box appears.

Removal Procedures for Bell Aliant PC Phone

The following sections cover how to remove **Bell Aliant PC Phone** from your PC.

Warning: You must shut down **Bell Aliant PC Phone** before attempting to remove the program. Failure to do so may leave extraneous **Bell Aliant PC Phone** files remaining on your PC, even after the uninstall program completes its execution.

Removing the Microsoft Outlook Plug-in

When you remove **Bell Aliant PC Phone**, no special steps are required to remove the Microsoft Outlook plug-in other than that you must completely exit from Microsoft Outlook before running the **Bell Aliant PC Phone** uninstall program.

If Microsoft Outlook is running while **Bell Aliant PC Phone** uninstall program is running, the button that the Outlook plug-in uses will remain on the toolbar in Outlook. Since the Outlook plug-in is no longer present on your PC after you remove **Bell Aliant PC Phone**, the Call buttons will no longer function.

Remove the stranded button by right-clicking on the toolbar and selecting customize. Right-click **Call** and then **Delete**.

Removing Bell Aliant PC Phone

During installation of **Bell Aliant PC Phone**, the installer program creates both an uninstall icon for **Bell Aliant PC Phone** and an entry in the **Add/Remove Programs** control pane applet.

Tip: If you remove **Bell Aliant PC Phone** running on Windows Vista, you will receive a prompt stating that the publisher is unidentified. This is currently a known InstallShield 2008 issue. Click **Allow** and continue the process of removing **Bell Aliant PC Phone**.

To remove **Bell Aliant PC Phone** using the uninstall program icon,

1. Select the **Start, Programs, Bell Aliant PC Phone, Uninstall** program icon in the **Bell Aliant PC Phone** program group on your PC.

The **Bell Aliant PC Phone** uninstall program launches and the uninstall confirmation dialog window appears.

2. Click **Yes** to remove **Bell Aliant PC Phone** from your computer; click **No** to cancel the uninstall procedure, leaving **Bell Aliant PC Phone** on your computer.

To remove **Bell Aliant PC Phone** using the Control Panel,

1. Select the **Start, Settings, Control Panel** to display the system **Control Panel** window.
2. Click the **Add/Remove Programs** icon to launch the Add/Remove Programs window.
3. Select **Bell Aliant PC Phone** from the list of programs and click **Change/ Remove**. The **Bell Aliant PC Phone** uninstall program launches and the uninstall confirmation dialog window appears.
4. Click **Yes** to remove **Bell Aliant PC Phone** from your computer; click **No** to cancel the uninstall procedure, leaving **Bell Aliant PC Phone** on your computer.

Tip: When you uninstall **Bell Aliant PC Phone**, your profile(s) are not deleted. You will have access to your profiles when you reinstall **Bell Aliant PC Phone**.

You can remove personal profiles by deleting **Bell Aliant PC Phone** profiles directory. By default, this is located in the **Bell Aliant PC Phone** directory on your PC, although you or your administrator can specify the location at the time of installation.