



On R17 SP2, Receptionist Enterprise and Receptionist Small Business Application license pack remains the same, but the application launch has changed. Instead of a Java-based thick client installed on the desktop, the new application is redesigned to be a web-based hosted thin client launched from server.

The current platform (R14SP6) application is backwards compatible, which means the current application will work without issues on the new platform. If you wish to have new functionalities added, you will need to follow the instructions as provided below.

Please see the steps below on how to launch and use the application. Screen shots are provided to explain application usage.

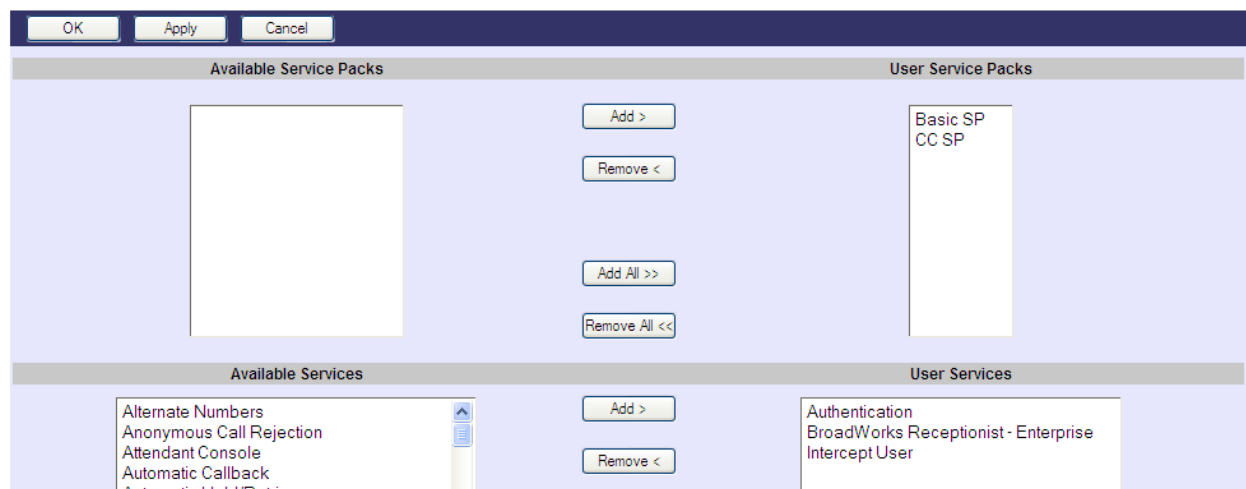
Administrative Steps:

As an administrator to the group account, please make sure the account has the right application license.

See example on the following page:

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

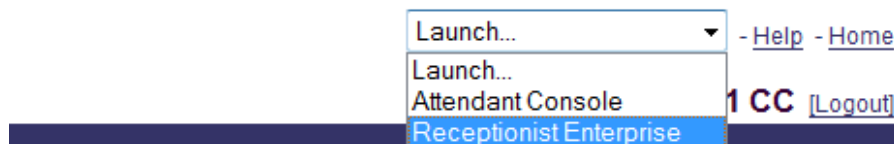


User Steps:

The user will follow the steps below to launch the application.

- 1) Log in as a user in the user phone portal. Please make sure every user account has the portal address information along with the current username and password (the login is the credentials which will be used by a user logging into its phone portal). The desktop-based applications will no longer work. That can be removed from the computer.
- 2) As soon as the user logs into the user phone portal, he/she will see the **“Launch” drop-down** on the top right hand corner of the web page.

Please see screen shot below:



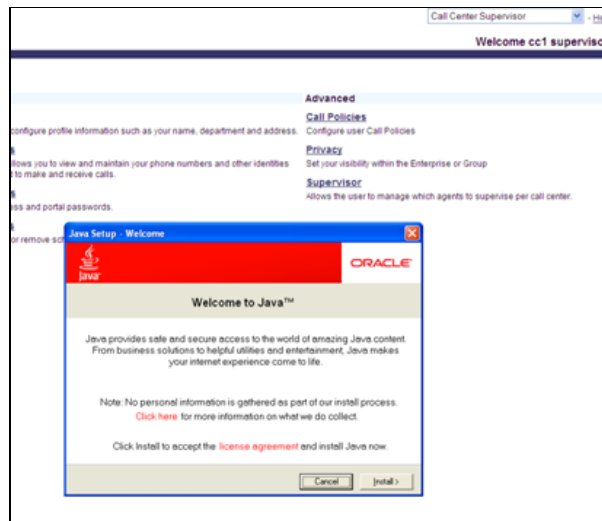
Advanced

Call Policies

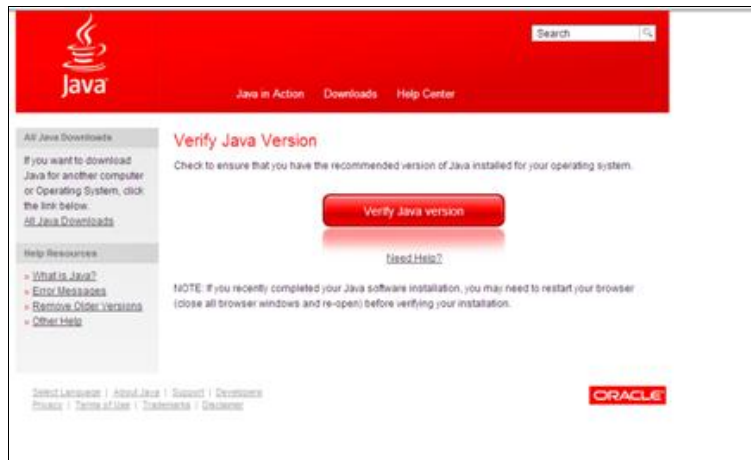
Configure user Call Policies

- 3) Select the appropriate application to launch. In this case, launch the **“Receptionist Enterprise”** application.

- 4) After selecting the correct application launch, a small Java upgrade window pop-up will appear. Please let it run without pressing the **"Cancel"** button. The Java install is only for a first time launch (per user basis).
- 5) Click on **"Install"** which will install the latest version of Java.

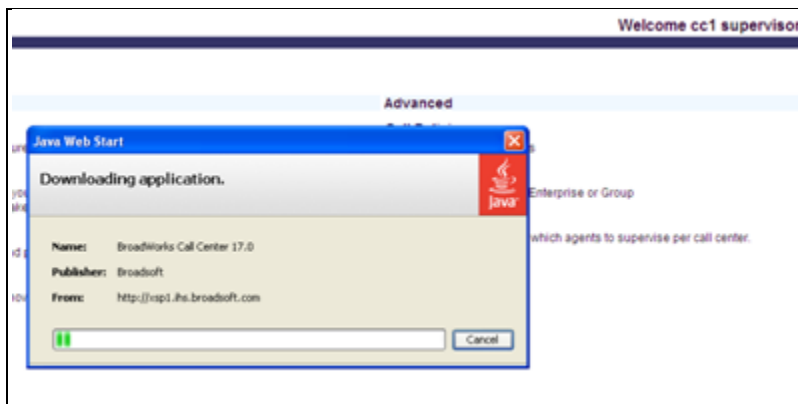


- 6) Once the latest version is installed on the computer, a screen asking to verify the latest version of Java will appear. See the below screen shots for guidance.

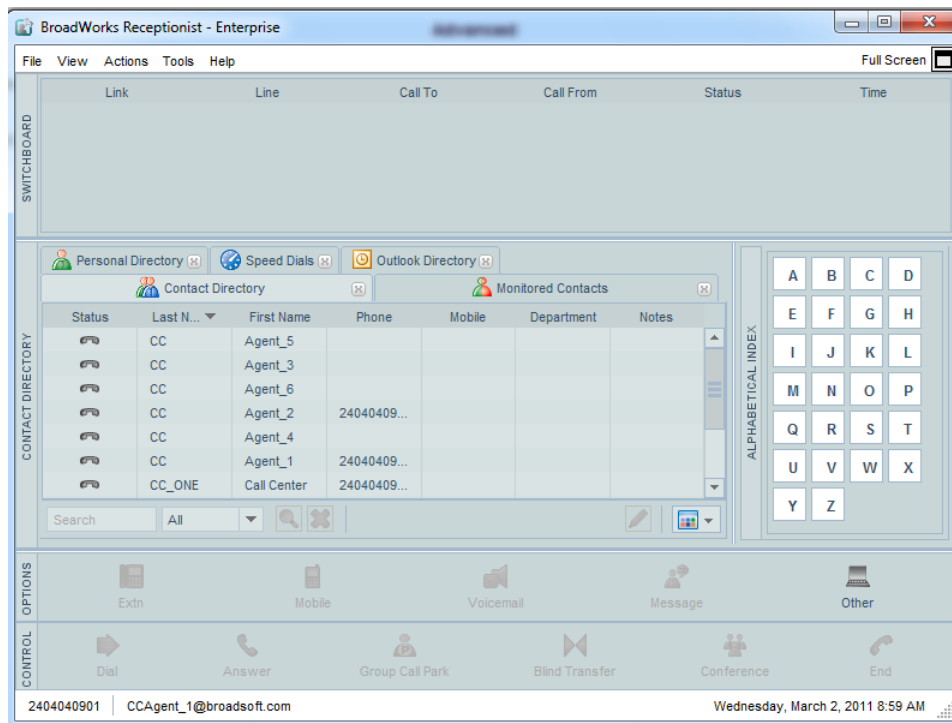




- 7) Once the Java version is installed, log back into the user phone portal and launch the application again. Due to Microsoft security reasons, a pop-up message will appear saying **"To help protect your security, IE blocked the site from downloading files to your computer. Click here for options."** Right click on the message and select **"Download file."**



- 8) Once the .exe file has run, it will automatically log the user into the application.



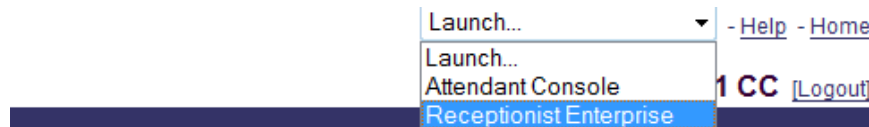


Consecutive/Recurrent Use:

- 1) There will be a shortcut icon set on the Desktop. Double clicking will open the application and a request to enter the password.



- 2) Another way to access the application is by logging into the user phone portal and launching the application from the launch drop down. With this, the user will be automatically logged into the application.



Advanced

Call Policies

and Configure user Call Policies

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