

ALM Express, PRO and PRO+

Installation and configuration

End-user manual



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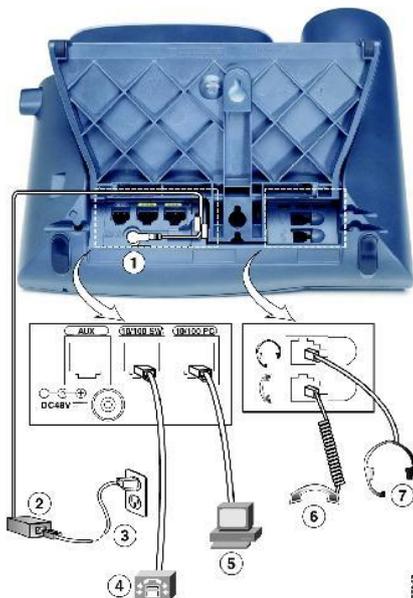
ALM Installation and configuration

This document describes the basic installation and configuration steps of the ALM application. ALM, a very useful add-on to Cisco's Extension Mobility. Providing a PC integrated automatic logon engine to protect companies against unidentified high phone bills and secures internal phone usage.

The ALM software replaces the need for a user to manually enter their Username and PIN with a tiny Windows application on the user's PC or laptop computer.

ALM stores the Username and PIN fully encrypted within the Operating Systems registry. Therefore protecting a user's phone and credentials.

Providing the user with the ability to either log on manually to their Cisco IP Phone or use the ALM software to automate the process.



1	Power Supply connector
2	AC Adaptor
3	Power outlet
4	Network port
5	PC port
6	Handset port
7	Headset port

ALM Requirements

> Supported Operating Systems

- Windows XP Home & Professional (SP1 & SP2)
- Windows 2003 Server (x86 or x64)
- Windows Vista (x86 or x64)
- Windows 7 (x86 or x64)
- Windows 8 (x86 or x64)
- Windows 10 (x86 or x64)

From ALM 4, Windows 2000 is no longer supported.

> Supported Cisco Unfied Communications Manager (CallManager) version

- Cisco CallManager 3.x
- Cisco CallManager 4.x
- Cisco UCM 4.3
- Cisco UCM 5.x
- Cisco UCM 6.x
- Cisco UCM 7.x
- Cisco UCM 8.x
- Cisco UCM 9.x
- Cisco UCM 10.x
- Cisco UCM 11.x
- Cisco CallManager Express 7.x *
- Cisco CallManager Express 8.x *
- Cisco CallManager Express 9.x *

* only if ALM Express has been purchased

> Supported Cisco IP Phone models

- Any Cisco IP Phone model 69xx, 79xx, 89xx or 99xx with support of Extension Mobility
- Any Cisco IP Phone with PC Port (for automatic detection)

> Please make sure that:

- The PC or laptop computer is attached to the Cisco IP Phones PC Port.
- **PC Voice VLAN Access** is enabled in the CallManager system for the specific Cisco IP Phone.
- **Web Access** is enabled in the CallManager system for the specific Cisco IP Phone.
- **Span to PC Port** is set to disabled.
- The Cisco IP Phone is configured to support Extension Mobility.
- A UserID is associated to a Device Profile.
- The Extension Mobility Service is **activated** on all CallManagers within the cluster.

General

After installation ALM is placed in the Windows start menu and ALM shows an icon on the Windows taskbar. Just after installation the icon is red because ALM requires the initial UserID and PIN for the user. See the following chapter to configure user settings.

After the installation has been completed ALM sends the following license information to a RSconnect web server for license control and license management:

- ALM version
- current date
- local client IP address
- ALM registered name
- ALM license expire date
- ALM client PC name
- ALM client MAC address
- Client OS

In future ALM releases additional information might be added to be send to the RSconnect web server.

ALM Installation

After the software has been downloaded from the **rsconnect** website extract the .zip file to a location on the hard disk of the target computer.

NOTE ! if a previous version of ALM is already installed, it will be uninstalled first.

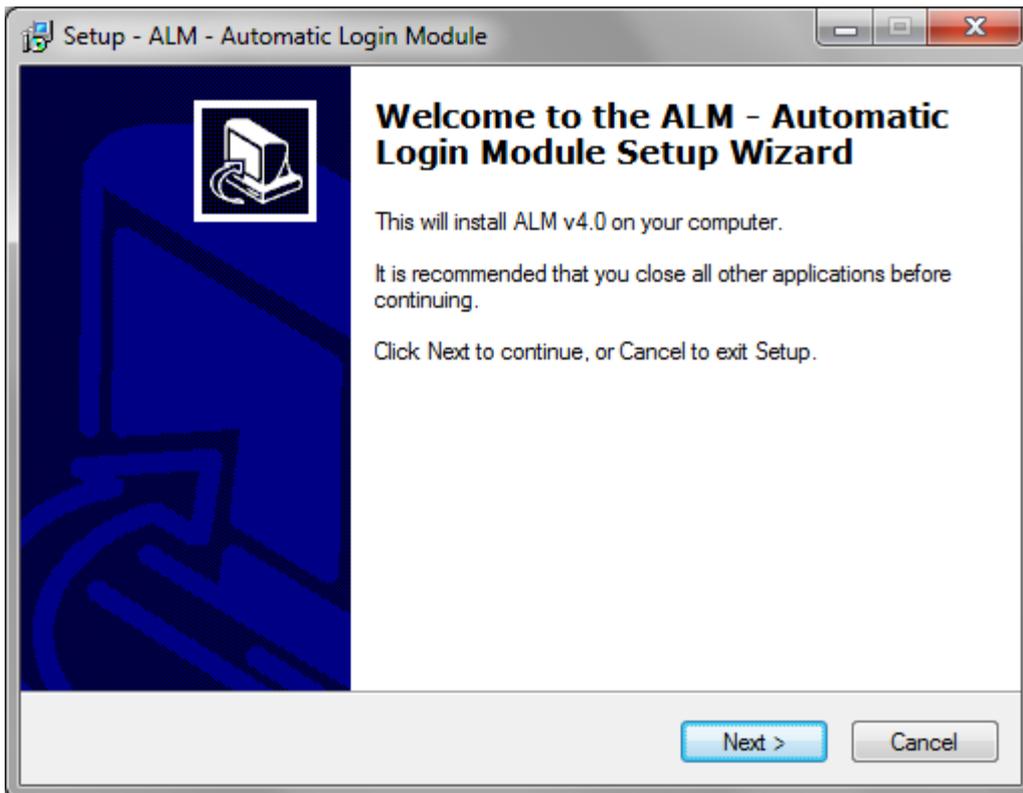
Start the installation process by clicking on the setup-file.



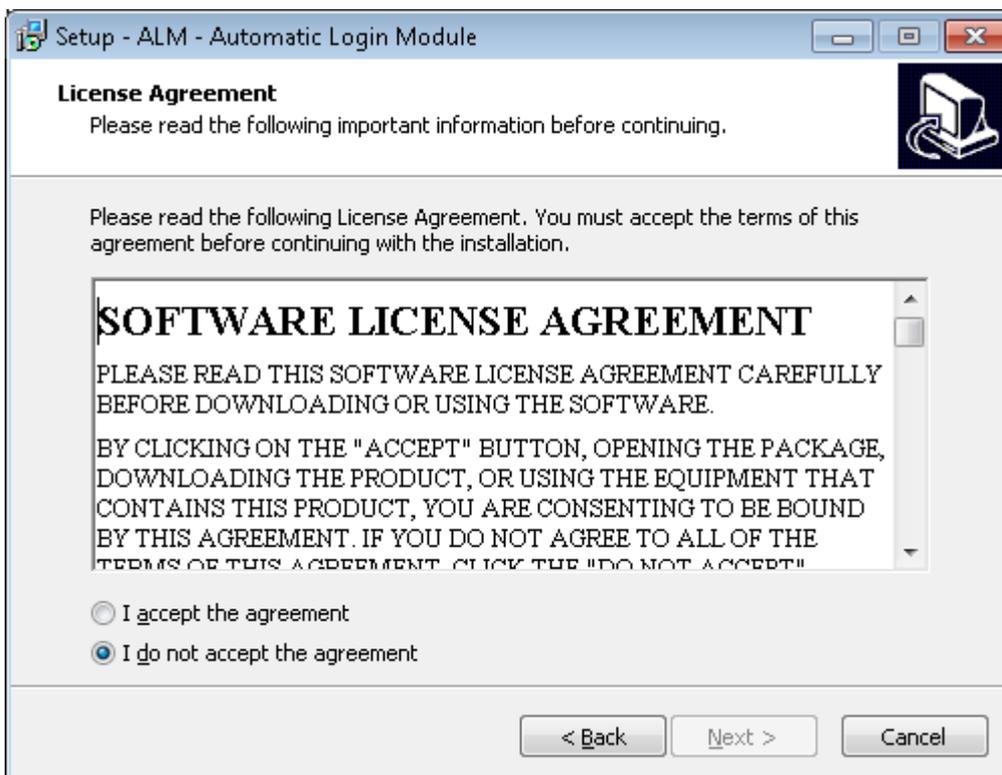
After several seconds a screen appears where you can select the installation and application language. Please make a selection and click **OK** to continue.



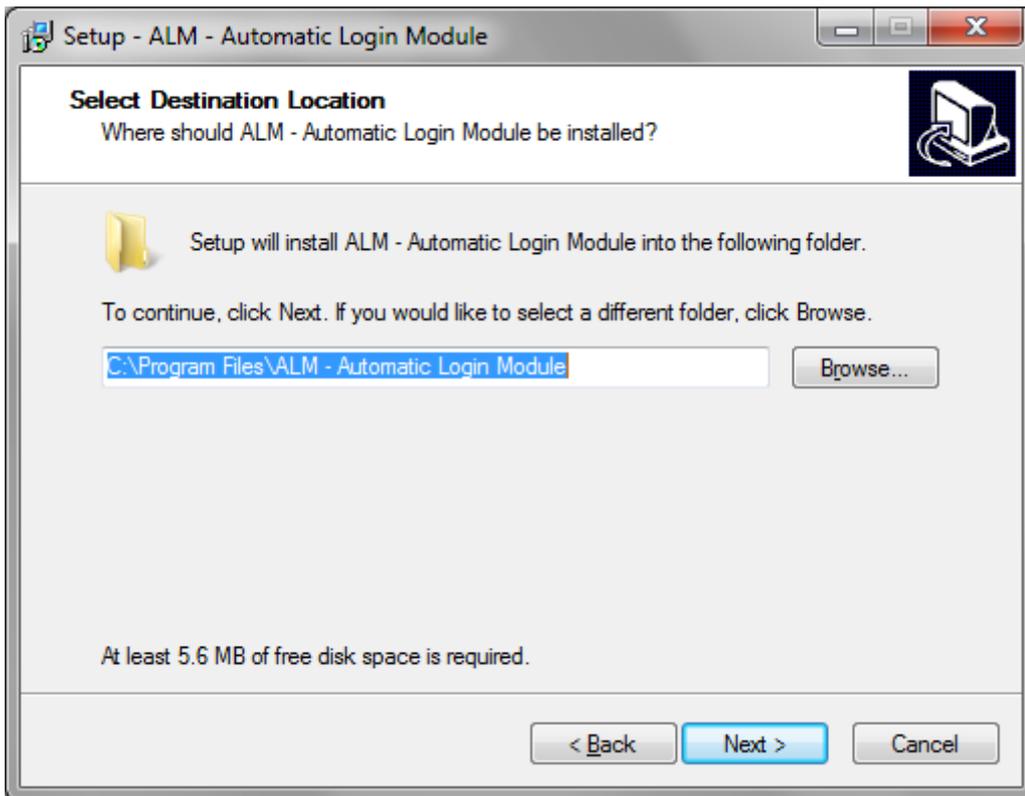
The welcome screen appears, click **NEXT** to continue.



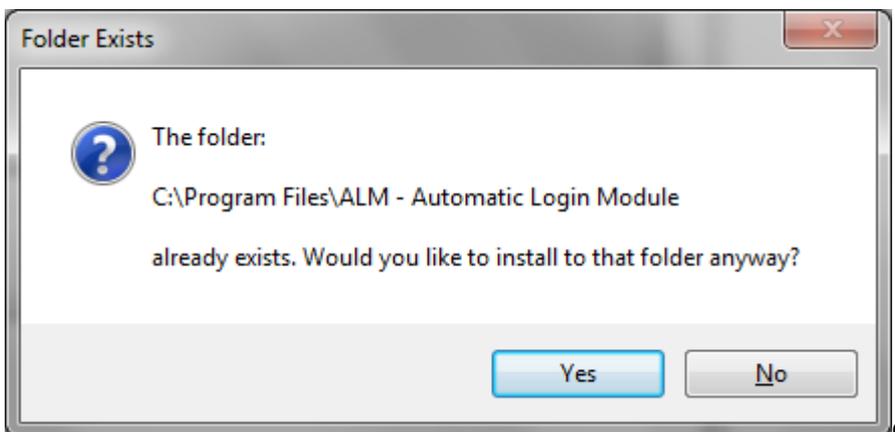
Accept the license agreement by selecting ***"I accept the agreement"*** and click **NEXT** to continue.



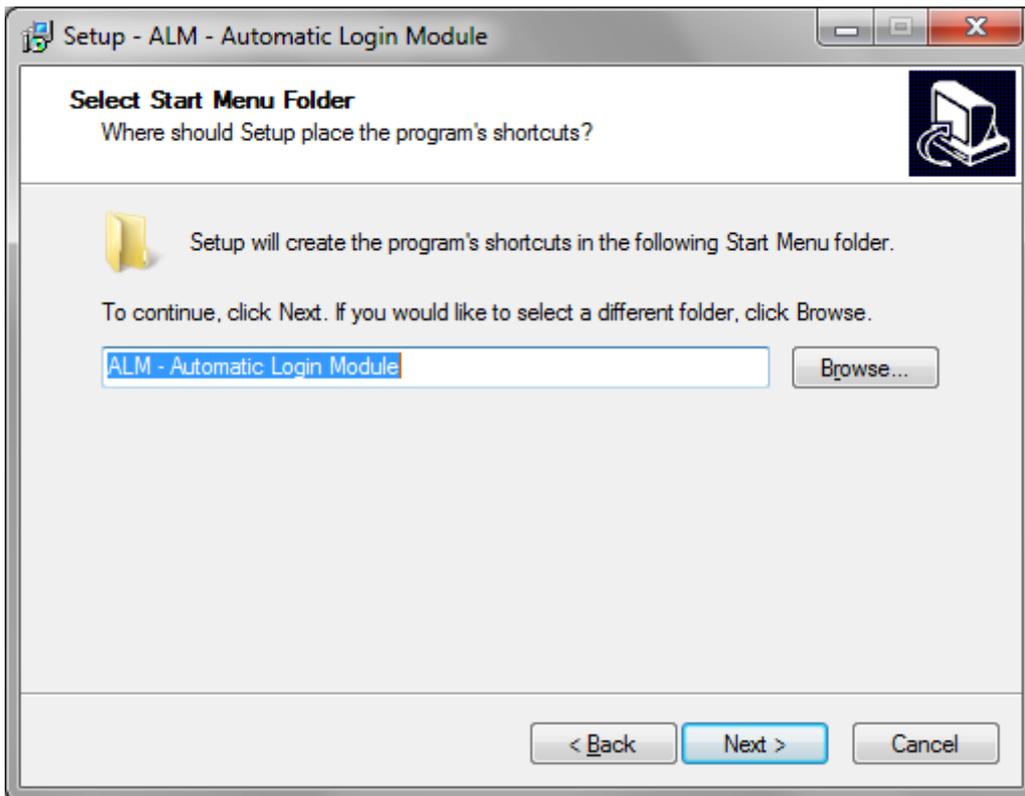
All required program parts will be installed in the default directory, this can be changed if required. Click **NEXT** to continue.



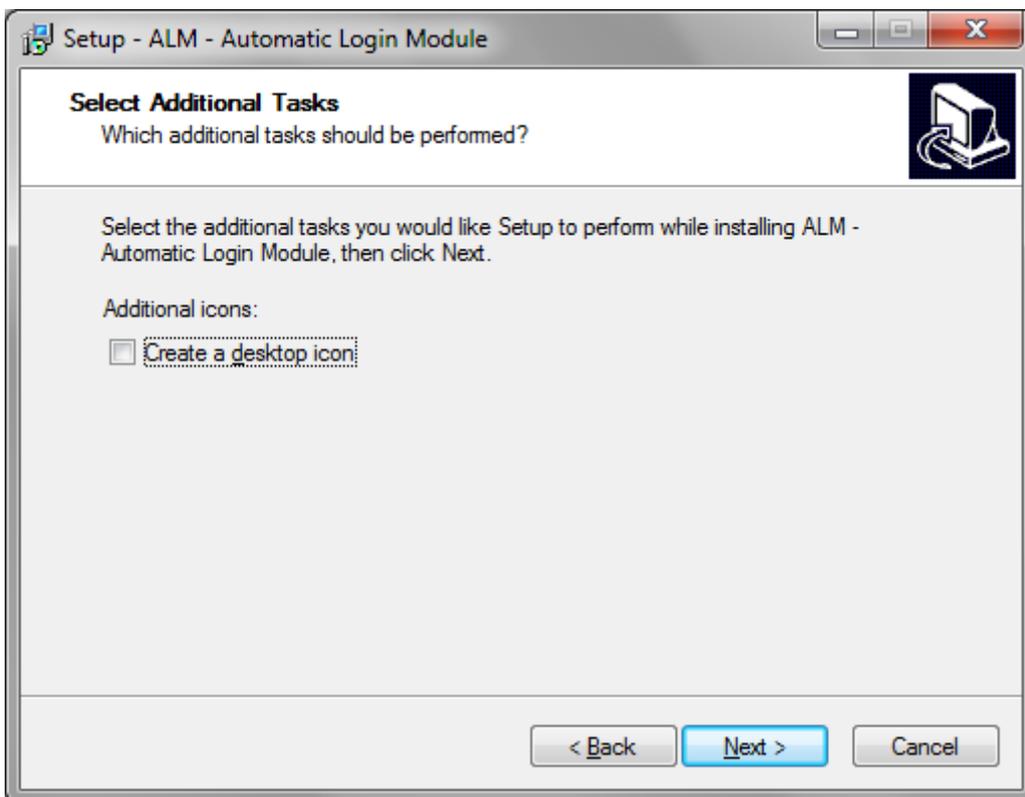
If a previous version of ALM is detected on the target system a message may pop-up. Click **OK** to continue.



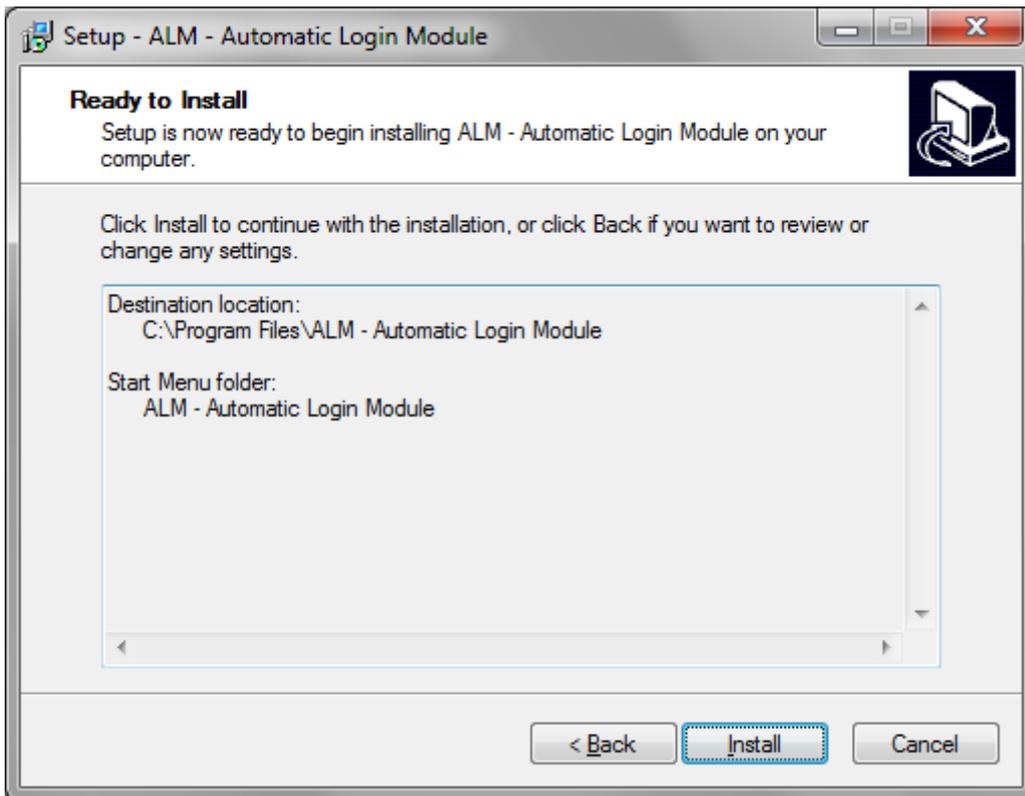
A program shortcut list will be created in the Windows start menu, this can be changed if required. Click **NEXT** to continue.



Optionally a desktop shortcut can be created. Click **NEXT** to continue.

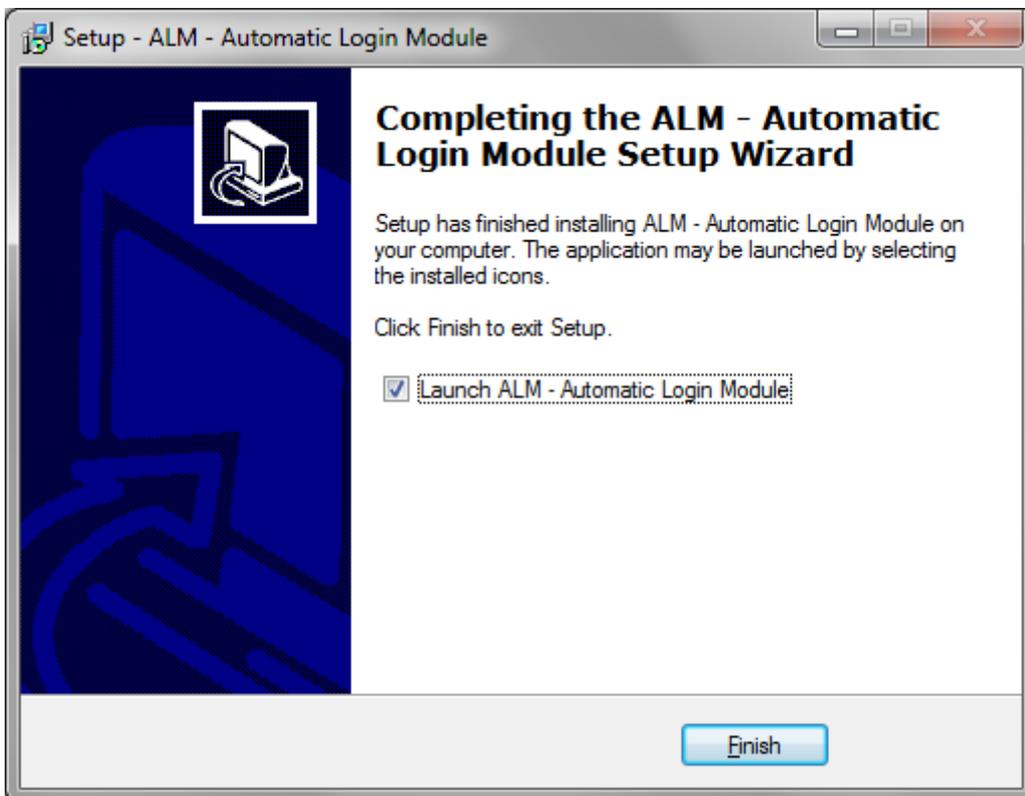


The following screen provides an overview of the installation details. Click **INSTALL** to continue.



The setup program will now install the ALM program on the target computer.

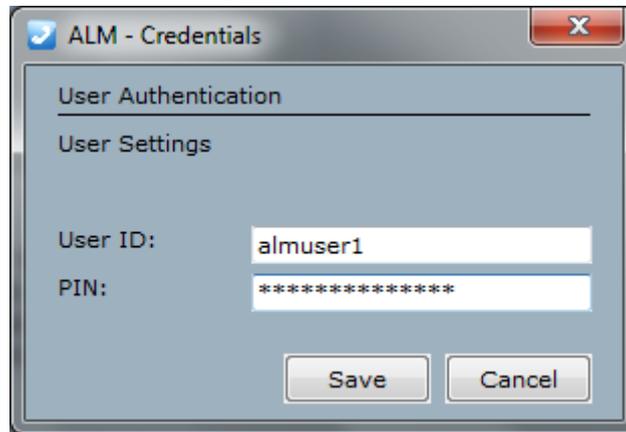
To start the ALM directly after the installation click **FINISH** to continue.



ALM Configuration

Credentials

When the installation has been completed the following window will appear on the desktop.



Enter the user credentials and click **SAVE** to continue.

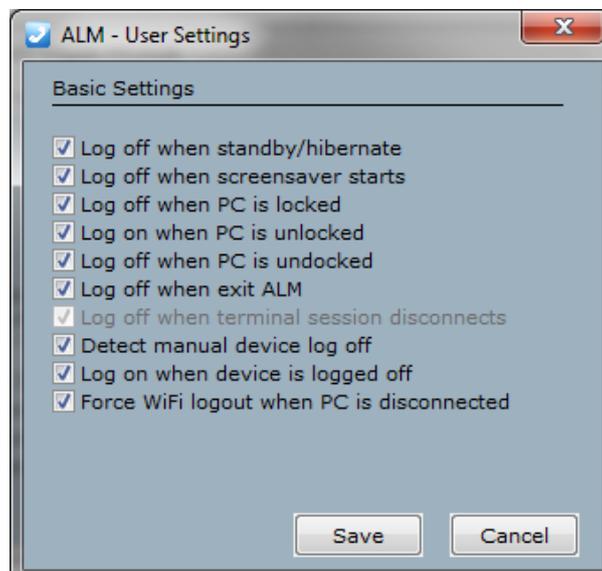
User ID: Extension Mobility User ID
PIN: Extension Mobility PINCode

The User ID is the UserID which has been created in the Cisco CallManager or Microsoft Active Directory.

If the MS AD integration has been enabled by the system administrator the UserID field is automatically filled in with the Windows OS username and is grayed-out, no change can be made.

Basic Settings

The following features can be enabled or disabled by an administrator or power-user.



Log off when standby/hibernate

To disable the feature to automatically log off the user when the hibernate or standby process is activated within Windows, uncheck this box.

Log off when screensaver starts

ALM can automatically log off any attached phone when a screensaver with password protection starts. To avoid this behaviour uncheck this box.

Log off when PC is locked

ALM can automatically log off any attached phone when Windows is locked via CTRL+ALT+DEL. To disable this feature uncheck this box.

Log on when PC is unlocked

ALM can automatically log on any attached phone when Windows is unlocked, if the user logs on. To disable this feature uncheck this box.

Log off when PC is undocked

ALM can automatically log off any attached phone when the laptop is removed from the docking station, please note the Windows command "undock" has to be used from the start menu for this function to work.

Log off when exit ALM

ALM can automatically log off any attached phone when the ALM application is closed.

Log off when terminal sessions disconnects

ALM will automatically logoff the user from the phone if the TS sessions ends. This feature is only available if ALM has been installed on a TS.

Detect manual device log off

When using the Fast-User-Switching feature within Windows this checkbox has to be disabled otherwise the ALM is unable to differentiate between more than one user.

Log on when device is logged off

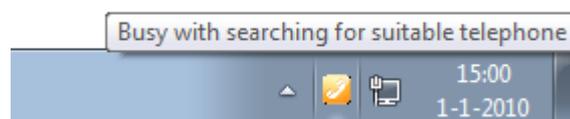
If the user is logged off from the phone, for example by an administrator, ALM will automatically login the user again if this box is checked.

Force WiFi logout when PC is disconnected

If a working WiFi network is available with the correct network routing in place, ALM will logout the user if the LAN (fixed) network connection of the computer is lost, if this setting is enabled.

For more information about the configuration of the CallManager system, Cisco IP Phones, Users and Device Profiles please download the "**ALM CallManager configuration manual**" document from <http://www.rsconnect.net>.

After you have clicked the **SAVE** button the ALM application is minimized to the Windows taskbar.

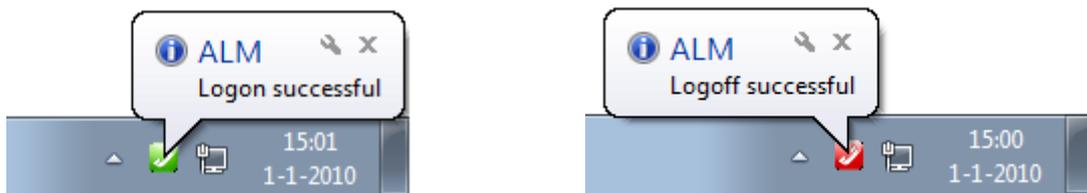


The little orange icon informs the user that the ALM application is searching for a local attached Cisco IP Phone. This may take up to 60 seconds.

The table below describes the different colours and their function of the ALM taskbar icon.

ICON	COLOR	FUNCTION
	Orange	ALM is searching for a suitable Cisco IP Phone (This may initially take up to 60 seconds)
	Green	ALM has successfully logged on the user
	Red	ALM has successfully logged off the user or encountered an error during the logon process

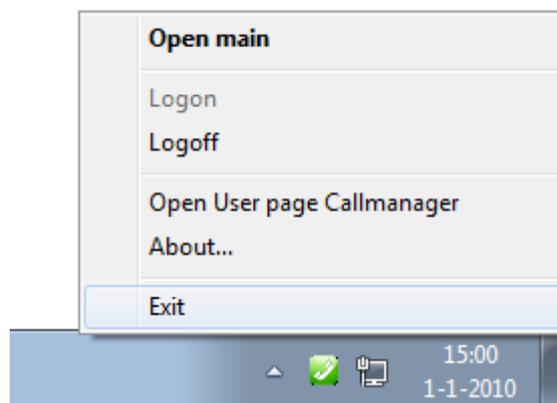
The ALM will inform the user with automated balloon messages with the status of the login or logout process.



Several additional features have been added to the ALM application. By using the right mouse button to click on the taskbar icon an options menu appears. From this menu users can easily logon or logoff their phone with a single mouse click.

By clicking the **OPEN MAIN** menu option the user can change their logon credentials.

The **Open User page CallManager** menu option will open the CCMUser page URL of the CallManager system.



From the CCMUser page a user can easily change their Extension Mobility PINCode or forward calls to you mobile phone (if enabled by the system administrator).

By clicking on the Exit button ALM will logoff the user from the Phone and close the application.

When opening the ALM main screen the following information will be displayed:

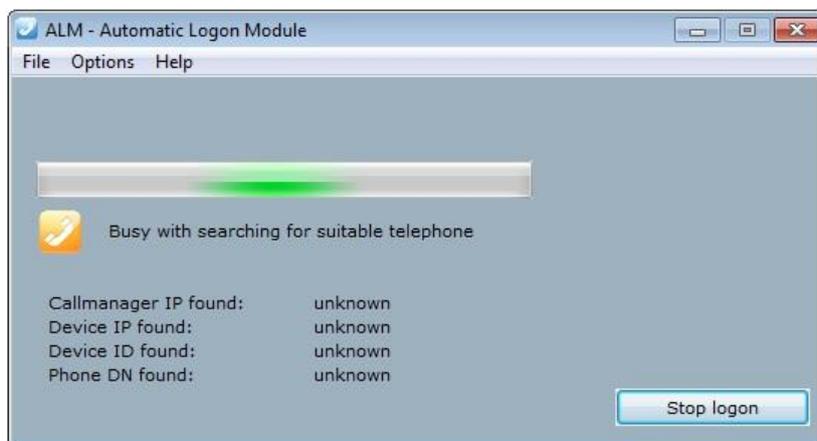
Progress bar

The progress bar indication progress of the detection process.

Detect information *

The detect information will be updated on the moment the ALM has found a suitable IP Phone. This feature can be turned off by an administrator. It will contain the following information:

- IP address of the detected CallManager/Communications Manager
- IP address of the detected IP Phone
- SEP ID of the detected IP Phone
- Directory number of the detected IP Phone



Ordering Information

Please send your quotation requests to sales@rsconnect.net along with the number of licenses you require.

1 license is required for 1 PC/Phone combination, the license is not user or phone based. If two employees use 1 computer in combination with 1 IP Phone you will require 1 license.

Additional Information

For any additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- <http://www.rsconnect.net>
- sales@rsconnect.net