

ERICSSON BUSINESSPHONE MANAGEMENT SUITE



Ericsson BusinessPhone Management Suite is a tool for configuration, administration, upgrading and maintenance of the BusinessPhone system family. It is self-contained, simple to install and use and has a very wide range of configuration alternatives: the server software can be installed either at customer or dealer/service center premises, and can be accessed locally or remotely using a web browser interface. The package supports multiple users and multiple BusinessPhone systems.

Overview

Ericsson BusinessPhone Management Suite (BMS) is a powerful configuration and administration tool. It combines the ease of use and access flexibility of a web-based tool with the efficiency of Java programming optimized for BusinessPhone system configuration and management.

This approach brings many benefits over conventional configuration packages based on e.g. DOS or Windows applications:

- There is no need to install client software — the Management Suite server is accessed using a standard web browser as a client
- Flexibility of access — users can access the BMS from any PC with an Internet/intranet connection. The BMS server can communicate with the BusinessPhone systems both locally and remotely via V.24, modem dial-up or direct LAN connection
- Stable web platform improves reliability — and the intuitive user interface, with familiar directory tree structures, reduces training needs and leads to fewer

programming, configuration and administration errors

- Java servlet technology — increases speed and efficiency of system configuration and administration over the Internet/intranet
- Customized user classes — allow appropriately authorized users to configure certain settings, and technicians to make more fundamental system changes and upgrades, all from within the same system.

Installation and configuration options

The Management Suite software is installed on a single server PC. The server includes required web services and needs a MS SQL Server 6.5 / 7.0 / 2000 database to display web pages and store configuration details; if no existing database is available, SQL Server 2005 Express is delivered with the BMS CD-ROM and can be installed on demand. The BMS server can access BusinessPhone Communication Systems in the following ways:

- locally via V.24 interface,
- remotely via dial-up modem,
- locally or remotely via Internet/intranet using either V.24 agent connected to the LAN or a direct LAN connection to a BusinessPhone equipped with an IPU board.

Authorized users can access the BMS server in the following ways:

- locally at the server PC,
- from any other PC using intranet.

The use of a web browser graphical user interface (GUI) and the wide range of BusinessPhone-to-BMS server connection alternatives gives great flexibility in the use of the Management Suite. For instance,

- a dealer can manage the set-up of several different customers' BusinessPhone systems using a BMS server at his premises. This is particularly useful for large dealers with many BusinessPhone customers;
- a technician at the customer's site can make system changes from any PC with a browser connected to the LAN;
- a system manager can administrate all nodes of a network of BusinessPhone systems with a single BMS server at the head office. This would be appropriate for networks of small offices — such as branches of a financial service organization;
- a partner can equip his customers with functionally customized BMS installations, offering only specific, partner determined functions. This is implemented with the Flexible Access Rights (FAR) function.
- many different users can access relevant parts of the BusinessPhone system to carry out routine administration.
- BusinessPhone Extension Assistant (BEA), an included package targeting the end-users of BusinessPhone, can be activated to support extension users in changing their personal settings on the desktop device. A specific GUI based on a picture of the device is used for this purpose.

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System functions

BusinessPhone Management Suite enables the following functions to be performed:

- Configuration — of BusinessPhone boards and system parameters, trunks, extensions (including cordless system), features and numbering plan with the help of a programming assistant. On-line and off-line configuration is possible.
- Fault management — BMS activity logging: server logs and access to logs of V.24 and modem connection usage.
- Maintenance — including backup, restore and tracing.
- Upgrading — remote software and firmware upgrading for many of the system boards (MFU, BTU-B2, BTU-D, ELU-D3, CPU-D5 and IC-CU2).
The IPU board software and firmware can also be upgraded remotely. Technicians do not need to visit customer premises to perform upgrades.
- Security management — access to BMS and authorization to its configuration functions is allocated on a per ID basis, with password protection to authenticate user ID.
- Web-based context-sensitive help is available for all functions.
- Specific functions can be scheduled for single or periodic execution at predetermined time(s).

Technical data

BusinessPhone System requirements:

- BusinessPhone 4.0 or higher.

Capacity:

- Number of users and systems is limited only by database capacity
- Up to 50 simultaneous log-ins.

System requirements for Management Suite software (BMS server):

- Intel based PC with (at least)
 - Pentium III 450 Mhz processor, minimum (*) running Windows 2000/XP/Server 2003/Vista
 - 256 MB RAM minimum (*)
 - 380 MB hard disk space permanent (530 MB during installation)
 - Connection to TCP/IP Local Area Network

System requirements for client access (GUI) :

- Connection to TCP/IP Local Area Network
- PC with MS Internet Explorer 6.0 or higher

(*)Processor and RAM requirements are mainly dependant on the Windows OS version. Please refer to Windows OS documentation for recommendations.