



Installation Quick Start Guide

NTS Version 6.3

Network Telephony Services

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Introduction

This Installation Quick Start Guide will get your NTS server installed and operating. You should refer to the online Help option within each individual module for configuration instructions. The two most important modules are the Users and Groups Configuration and the Telephony Services options.

It should be noted that there is not separate “Administrator” software in the NTS 6 system. All functions are accessed from the NTS Client Toolbar. An NTS user belonging to a default group with administrator privileges will simply see Admin modules/menu options not seen by an ordinary user. The “NtsAdmin” user will always have complete administrator privileges.

NTS is a client-server product for networks and the Internet. The NTS client software, called NexTalk, will log into an NTS server. Most NTS sites will install a single NTS server, and NTS installation and setup in this case is quite simple. It is also possible to install two or more NTS servers, and NTS will set up automatic fail over between these servers. This type of setup is more complex.

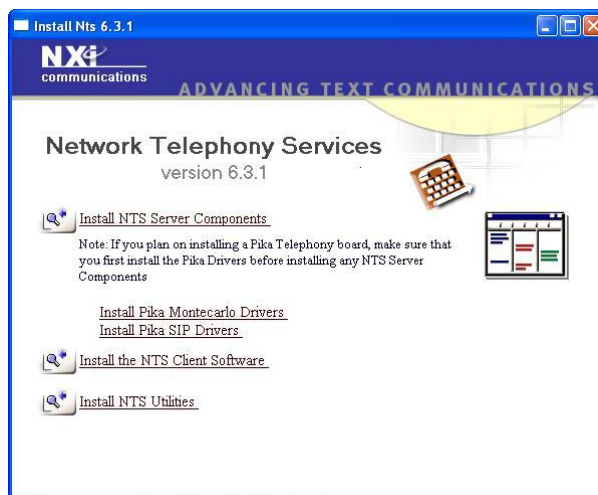
The system requirements for NTS 6 are listed in Appendix 1 of this document.

NTS 6 uses specific telephony hardware to connect to phone lines. Installation guides for supported telephony hardware are available and should be consulted prior to installation of the Server software. Telephony hardware should be installed before you install any drivers for it. Existing NTS sites that are upgrading from an earlier version of NTS should refer to the specific installation instructions for upgrade, rather than those for a fresh install.

This guide is written under the assumption that you are installing a fresh system. You may see other options if you have already installed NTS 6 once, or if you are upgrading from a prior version of NTS (4 or 5).

The installation of an NTS 6 system takes place in three steps:

- Step (1): Installation of Telephony Hardware (see separate documentation);
- Step (2): Installation of the NTS Server Software;
- Step (3): Installation of NTS 6 Client Software.



Step 1: Installation of Telephony Hardware:

The NTS Telephony Server (TS) provides a gateway between NTS and phone lines. These phone lines may connect directly to the PSTN (Public Switched Telephone Network), or may connect to extensions from the organization's PBX or phone system. Phone access in NTS allows the organization to communicate with the TTY/TDD devices used by the deaf.

Unless yours is a hosted system, you will need to install at least one of the following telephony cards for your system. This can be done on the main NTS Server computer, or on a separate machine(s). See the hardware installation guides provided with the telephony hardware for installation instructions.

NTS 6 supports the following telephony hardware:

- **Multi-port analog telephony cards**
 - - Analog 4-port card
(Model "Inline MM" cards made by Pika Technologies)
- **Multiport digital T1 or ISDN PRI cards**
 - - T1/PRI 24, 48, or 96 port cards
(Model "Primenet MM" made by Pika Technologies)

Note: In general it is recommended that you install all telephony hardware drivers at the machine, rather than remotely. Multi port cards require extra steps to configure incoming phone lines and ports. You will need to enable the ports in use, and disable ports if the entire card is not used. Please contact NXi if you have any questions.

Step 2: Installation of the NTS 6 Server Software:

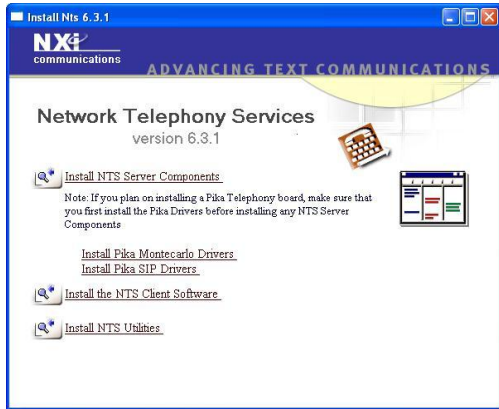
NXi recommends that the NTS server software be run on a PC dedicated to the NTS system. See *Appendix 1* for system requirements and the recommended operating system for this NTS server.

In order to install the NTS server software on the NTS server, perform the following steps:

1. NXi no longer uses the hardware key called a dongle. A license file controls all NTS settings. Before you can install your server, you must work with NXi to set up your License File. We first create a license file that is based on the MAC address of your server's network card. NTS 6 will accept Dual NIC cards. The license file will only work when the network card on which it was based is present in the computer. There are two steps involved in creating the license file.
 - First, NXi has a program that generates a unique serial number for your server's network card. Go to <ftp://ftp.nxicom.com/pub/NTS40/misc/NtsSerialGen.exe> to download this program. On the NTS server computer, run the NtsSerialGen.exe file. It will return a long number value, which you should write down. Send this number to us; it is the serial number upon which we will base your license file. Email to tech@nextalk.com, with the subject line of NTS License, or send it to your account manager.
 - Next, NXi creates a license file (.lic) for your system. This file will be named based on the domain name for your system, and will end in .lic. Once NXi creates and emails this file, it should be copied to a secure folder on your NTS Server computer. During server installation, you will be asked to point the setup to the location of this license file. The installation will make a copy of this

le and place it within the NTS Services folder.

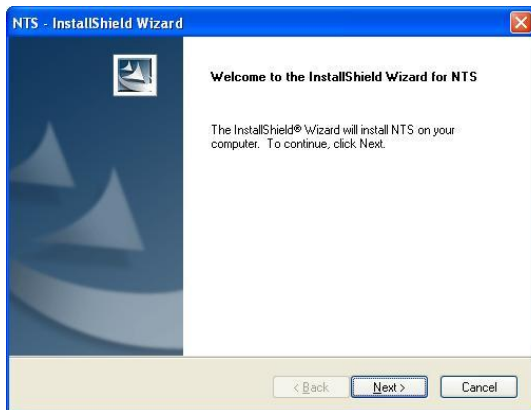
2. Insert the NTS 6 CDROM into a CDROM drive on the PC. If **autostart** is enabled on the PC then you should see this setup screen. Otherwise, run **setup.exe** in the root directory of the CDROM.



3. In order to install the NTS 6 server modules on this PC, select Install NTS Server Components. You can use this CDROM to install the NTS client software as well as NTS Utilities.

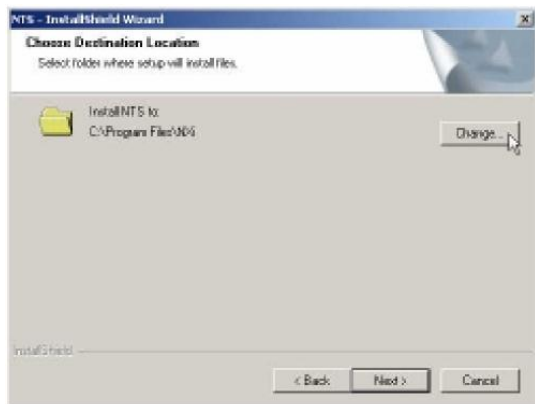
Note: If you intend to set up a Telephony Server on this machine, it is assumed that any telephony hardware on this server is already installed.

4. Welcome to the InstallShield Wizard for NTS Click **Next** to begin.



5. Choose Destination Location

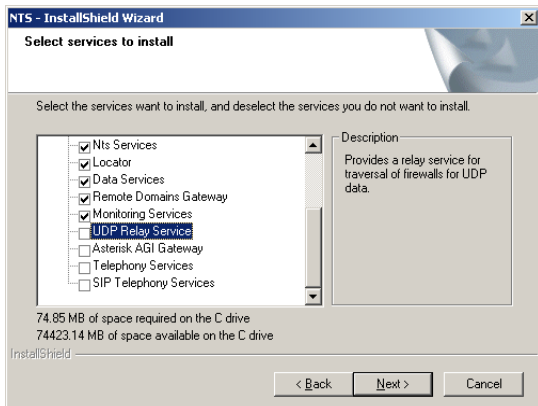
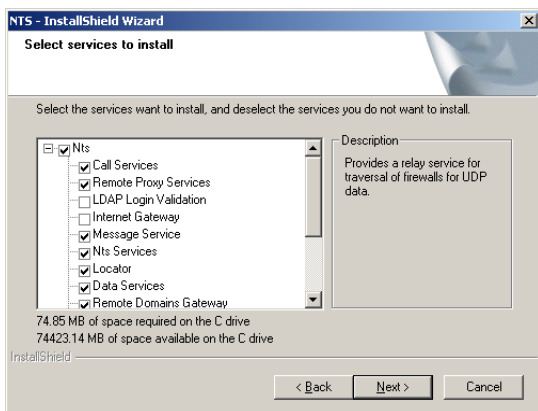
This form will select the installation folder. To accept the default of *C:\ProgramFiles\NXi* (recommended), click **Next**. If the folder does not yet exist, click **Yes**.



6. Select Services to install

Select which NTS services and gateways should be installed on the PC. Unless you are setting up a separate Telephony Server on a machine other than the main NTS Server, you should select all the available services for a first time Server installation. Click on each option to see a brief description of its purpose. Choose the services desired and click **Next**.

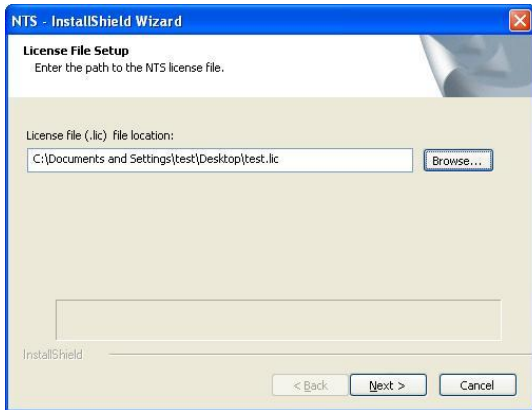
Note: If the PC will be running any of the NTS Telephony hardware, the Telephony Server (TS) option must be chosen. If the PC is only running a TS, no other options should be checked. The choices selected on this form will be launched as NT services on the PC. For Pika Primer net MM boards, contact NXi for setup assistance. You will want to print out and fill in the checklist document for your line type. See the *documentation\technical documents\NTS T1 configuration...* document on the CD Rom.



7. License File Setup

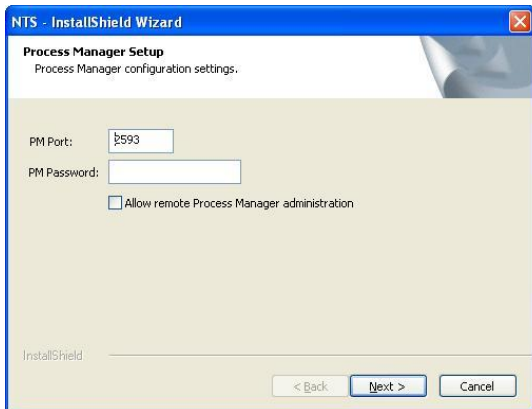
The installation program now looks for the license file. Click the Browse button to select the location of the .lic file that NXi sent to you for your domain. Click **Next** to continue. Remember, NXi needs to

work with you to generate the serial number upon which the license file is based before this step can be completed.



8. Process Manager Setup

Accept the default port of 2593. If you would like to require a password in order to access the PMA window, enter it here or just leave this blank. If you want to run a PMA for the server on a different PC, select the checkbox to allow it. Click **Next** to continue. The NTS Process Manager is discussed in more detail in it's own online Help.



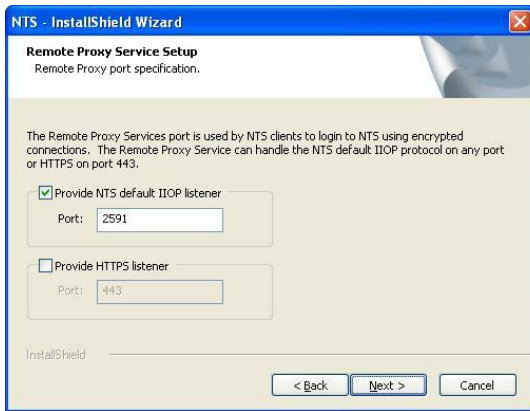
9. Locator Setup

Accept the default port of 2590. Login logging is part of the extra cost Call Data Recording option and should not be turned on unless you have purchased that option. Click **Next** to continue.

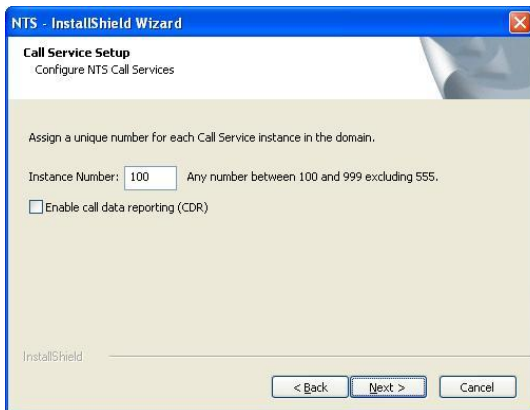


10. Remote Proxy Service Setup

Accept the default port of 2591. Click **Next** to continue.



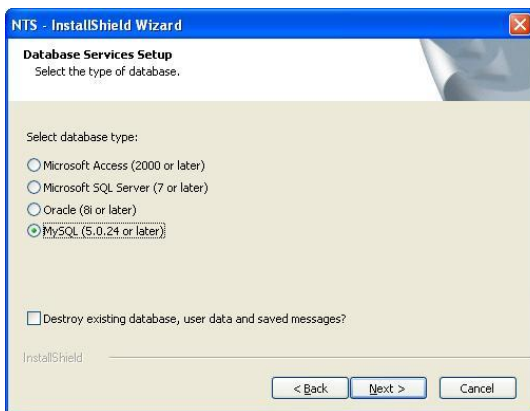
11. Call Service Setup Each Call Service needs a unique instance number. Use either 333 or 444 as the instance number. Do not use numbers in the 100 range. Numbers in the 200 range might be confused for area codes. Do not enable the Call Data Recording option unless you have purchased that option. Click **Next** to continue.



12. Database Services Setup

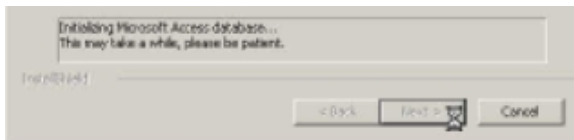
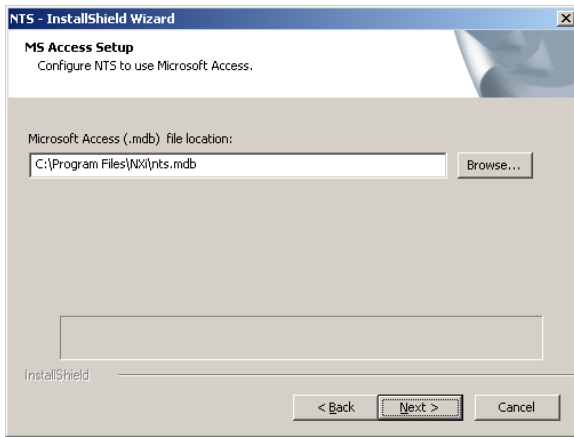
Specify on this form whether the central NTS database will be Microsoft Access, SQL Server (version 7 or later), Oracle (version 81 or later), Postgres (8 or later), or MY SQL. Only select the Destroy existing database option if you want to start with a completely fresh database. You should make a backup of your NTS database file before installing with this option checked.

- If Microsoft Access (2000 or later) is selected, then click **Next** and go to Step 13.
- If a database other than MS Access is selected, then you will see a form requesting information such as server name, user name and password. Consult your database server administrator for the information required, then click **Next** when ready.



13. MS Access Setup

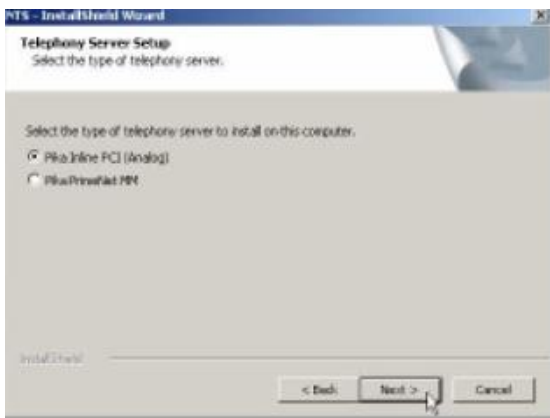
If you selected your main database to be a Microsoft Access type, the filename and location for the database file will be listed on this form. Accept the default path and name, and Click **Next**.



Note: The database installation process may take some time. While it is installing, you will see an hourglass and the Next button will not be accessible.

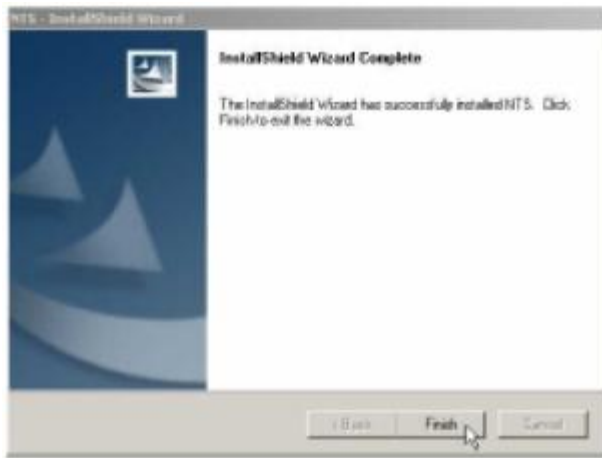
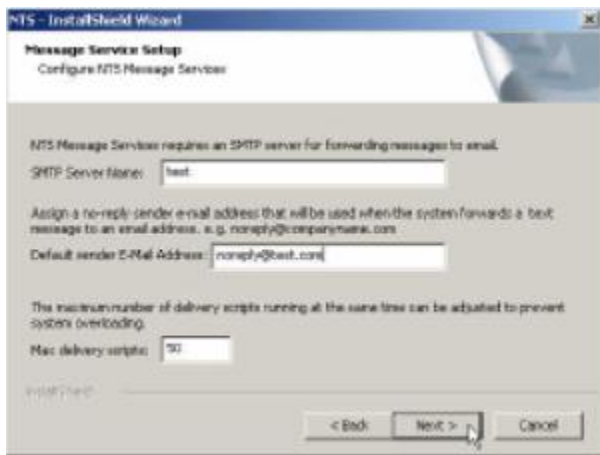
14. Telephony Server Setup

If you select the Pika Inline PCI option, and the card has been properly installed, you will see a message saying the Inline card was detected. If you select the Pika Primenet MM option, and the card is properly installed, setup will launch the Pika Setup form. **Please see the Primnet Installation Guide for directions on filling out this setup form.** Click **Next**.



15. Message Service Setup

You will need to know the mail server settings from your local mail server to finish this form. You will fill in the SMTP Server name and pick a valid email address to use as the “form” address for mail forwarding options within the system. You can accept the Max delivery scripts default of 50. Click **Next** to begin the final server setup.



Click Finish once all files have been successfully unpacked and installed.

Note: The actual NT service launching all the NTS server modules is called NTS Process Manager, and this service can be viewed in the Services utility found in Windows 2000, XP, and 2003. The NTS service can be stopped and started in this utility. Stopping the NTS Process Manager will stop all the NTS modules running on the machine. The NTS server modules may be monitored and viewed via: (a) Using the NTS Console application on the local NTS server—this is accessible via the icon placed on the desktop of the NTS Server during installation, or by Right-Clicking the NX in the system tray.

Step 3: Installing NTS Client Software:

You can install NTS Client software on as many computers as you like. To make the setup file available over your network, you can either copy the entire NTS CDROM to a shared network drive, or just copy the \Client directory from the CDROM. Then you can either install on each computer from this shared drive, or from the CDROM. Alternatively, you can use network management tools to push the NTS Client install to networked computers.

It should be noted that there is not separate “Administrator” software in the NTS 6 system. All functions are accessed from the NTS Client Toolbar. An NTS user belonging to a default group with administrator privileges will simply see Admin modules/menu options not seen by an ordinary user. The “NtsAdmin” user will always have complete administrator privileges.

From the main NTS Setup menu, select the **Install the NTS Client Software** option.

The client installation program will create an icon called “NexTalk Client” in the “Programs” folder, and will create a shortcut on your Windows desktop as well.

When you start the NTS Client software, you will see the following form: You will need to enter (a) a valid NTS User Name, (b) the Password for this account, (c) the IP Address of the central NTS server, and (d) the TCP/IP “Port” used by the NTS server (usually 2591).

To begin, put in **NtsAdmin** as the user, and **password** as the default password for this user. Be sure and change the NtsAdmin password to something other than the default.



You can now exit from the main NTS Setup Menu.

The next steps will be to add Users and Groups to your system (see help topic for Users/ Groups from the Admin menu of an administrator client).

You will also need to configure your Telephony Hardware to make calls. (See help topic for Telephony Services from the Admin menu of an administrator client).

Appendix One

System Requirements for NTS 6

NTS™ system requirements for NTS Client machines running “NexTalk™”

The NTS client must be a Pentium or similar system. Further recommendations are as follows:

- Operating system: The following 32 bit versions of Windows may be used for the NTS client software (98SE, ME, NT Workstation/Server, 2000 Professional/Server, XP Professional, Windows 2003, Windows Vista) with support for TCP/IP.
- Windows 2000 and higher is recommended and required for video.
- RAM: 256 MB or higher
- Hard disk: 15 MB is required for the NTS client
- NIC card: 10/100 Mbit. Video: SVGA (1024x768) or better.

**System requirements to run NexTalk 6 Video

- Pentium-4 2.8 GHz or AMD equivalent processor with 256 MB RAM running Windows 2000, XP, Vista).
- Hyperthreading CPU recommended.
- Video card with 128 MB RAM supporting DirectX 9.0c.
- One USB Port (USB 2.0 recommended).
- USB camera capable of 30 frames per second.
- Camera resolution supported: CIF (352x288).

NTS™ system requirements for NTS Servers

The NTS server should be an Intel Pentium 4 system. Further recommendations are as follows:

- Operating system: Windows 2000 Professional or Server, Windows XP, or Windows 2003.
- RAM: 512 MB or higher preferred, CPU: Pentium 1.8 GHz or faster, single or dual processor.
Note: If the NTS site is large or busy, then the central NTS servers should be upgraded to 2.6 GHz or faster machines with 1 GB of RAM or higher.
- Hard disk: At least 100 MB free hard disk space. All user conversations, messages, phone books, and so on are stored in the central NTS database.
- Database: Supported databases for NTS 6 include Oracle 7 or higher, SQL Server 7.0 or higher, and DB2 7 or higher. A free database engine from Microsoft called “MSDE 2000” may be used for medium to large NTS 6 systems. Very small NTS systems (up to 10 users and 4 ports) may use the Access database shipped with NTS 6.
- NIC card: 10/100 Mb. Video: SVGA (1024x768) or better.

NTS™ system requirements for NTS Telephony Servers

Before installing your Pika board, make sure that your computer meets the following requirements:

- An available PCI-X or PCI 2.2 bus slot (32 bit or 64 bit) operating at 33 MHz
- 40 megabytes of free space on the hard disk.
- OS: Windows 2000 (SP4), Windows 2003 (SP1), Windows XP Pro (SP2)
- Intel Pentium 4 CPU running at 1.3 GHz or faster.
Note: The NTS Telephony Server uses the “SSE2” extensions found in the Pentium 4
- At least 512 megabytes of RAM.

Note: Before installing any Service Packs or Windows updates, please contact NXi or visit our website for compatibility.