

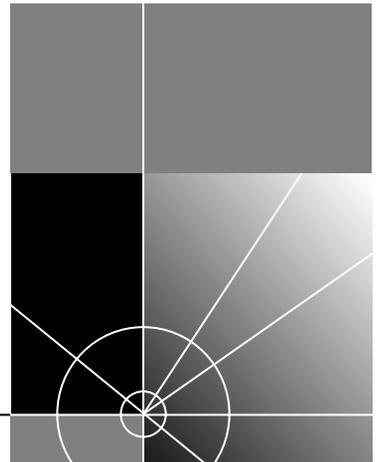


Getting Started with the pcXset Application

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ABOUT THIS GUIDE

This guide explains how to install and configure the pcXset™ Soft Telephone application. It is designed for resellers and technical support representatives.



If release notes are shipped with your product and the information there differs from the information in this guide, follow the instructions in the release notes.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the 3Com World Wide Web site:

<http://www.3com.com/>

Conventions

Table 1 and Table 2 list conventions that are used throughout this guide.

Table 1 Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, or device
	Warning	Information that alerts you to potential personal injury

Table 2 Text Conventions

Convention	Description
Screen displays	This typeface represents information as it appears on the screen.
Syntax	<p>The word "syntax" means that you must evaluate the syntax provided and then supply the appropriate values for the placeholders that appear in angle brackets. Example:</p> <p>To enable RIPIP, use the following syntax:</p> <pre>SETDefault !<port> -RIPIP CONTROL = Listen</pre> <p>In this example, you must supply a port number for <port>.</p>
Command	<p>The word "command" means that you must enter the command exactly as shown and then press Return or Enter. Commands appear in bold. Example:</p> <p>To remove the IP address, enter the following command:</p> <pre>SETDefault !0 -IP NETaddr = 0.0.0.0</pre>
The words "enter" and "type"	When you see the word "enter" in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says "type."
Keyboard key names	<p>If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example:</p> <p>Press Ctrl+Alt+Del</p>
Words in <i>italics</i>	<p>Italics are used to:</p> <ul style="list-style-type: none"> ■ Emphasize a point. ■ Denote a new term at the place where it is defined in the text. ■ Identify menu names, menu commands, and software button names. Examples: <p>From the <i>Help</i> menu, select <i>Contents</i>.</p> <p>Click <i>OK</i>.</p>

Terminology

In this guide the following terminology is used:

- *Audio card* is used to refer to a sound card.
- *NBX system* is used to refer to any of the 3Com® Networked Telephony Solutions.

**Related
Documentation**

Use this guide in conjunction with the following documents:

- *NBX Administrator's Guide*

This guide describes how to change and manage the NBX system after initial installation and configuration. It is intended for installation technicians and administrators.

- *NBX Business Telephone Guide*

This guide provides an overview of the features in the NBX system as they relate to the NBX Business Telephone.

These guides are shipped with the Network Call Processor. They can also be found in .pdf format on the *Resource Pack CD*. To order additional paper copies, contact an authorized 3Com reseller.





GETTING STARTED WITH THE PCXSET APPLICATION

This guide explains how to install and configure the pcXset software. It is designed for resellers and technical support representatives. Only users with administrative privileges can install and configure the software.

Overview

The pcXset™ Soft Telephone is a software application that enables a user's multimedia computer to have the same features and functions as the NBX® Business Telephone.

Using the pcXset application is very similar to using the NBX Business Telephone, except that the telephone has a handset, while the pcXset software requires a headset with a microphone connected to the client computer. You use the mouse and keyboard to operate the pcXset controls.



The pcXset software can accept calls only when both the client computer and the pcXset software are running. However, the software can receive voice mail messages even if neither it nor the computer is running, because voice mail operates on the Call Processor, not on the software.

The pcXset Help contains instructions for using the application. For detailed instructions select *Contents* from the *Help* menu.

The *NBX Business Telephone Guide* has similar instructions, except for the differences between using the controls of a physical telephone and the controls of a software application.

Computer Requirements

The computer on which you install the pcXset software must meet the following hardware and software requirements:

- **Processor** — Pentium III 450MHz or greater.
- **Operating System** — Windows NT 4.0 (with Service Pack 3 or greater), Windows 95, Windows 98, Windows 2000 (Server and Professional versions), Windows XP (Home and Professional). 3Com recommends Windows 2000 or Windows XP.
- **RAM** — 64MB (Windows 95/98), 128 MB (Windows NT/2000/XP)
- **Video Display** — 640 x 480 pixels with 16 colors minimum. 3Com recommends 800 x 600 pixels with high color or 16 bit setting or greater.
- **Network** — An Ethernet network adapter. The pcXset software operates in either Layer 2 (MAC) or Layer 3 (IP) mode.
- **Audio** — An audio adapter and audio drivers that fully support full-duplex audio, that is, simultaneous microphone and speaker audio.
- **Disk Space** — 40 MB of free disk space.
- **A good quality headset with a microphone** — 3Com does not recommend the use of speakers and a separate microphone. See [“DTMF Tones Echo Back to the Analog Line Card”](#) for more information.

Installing the pcXset Software

You install the pcXset software from the *NBX Resource Pack CD*.

However, before you can use the software, you must purchase user licenses and enter the license key into the NBX system. In the NetSet utility, select *Operations > Licenses*. [Table 1](#) shows the part numbers for the licensing options.

The SuperStack 3 NBX system is shipped with one permanent pcXset license.

Table 1 pcXset Licensing Options

License Option	Part Number
3 User Licenses	3C10151
10 User Licenses	3C10152
25 User Licenses	3C10153
Unlimited (Site) License	3C10154



CAUTION: Do not install the pcXset software on the same computer on which NBX ConneXtions is installed.

To install the pcXset software:

- 1 Insert the *NBX Resource Pack CD* into the CD-ROM drive of the client computer.
- 2 In the *NBX Resource Pack* dialog box, click *NBX Applications* and then click *NBX pcXset* to begin the installation.
- 3 Read the Terms and Conditions statement, and then click *Finish*. The computer unpacks the installation files.
- 4 Read the informational text and click *Next*.
- 5 Select a destination folder and click *Next*.

To accept the default destination, click *Next*. The default is:

C:\Program Files\3Com\NBX\NBX pcXset

- 6 Select a program folder for the Windows Start menu. To accept the default, click *Next*.
- 7 Click *Next* again.
- 8 Click *Finish*.

When the installation is complete, you must configure the pcXset software before the user can begin.

Configuring the pcXset Software

You must configure the pcXset software so that it can interact with both the Call Processor and with the computer on which it is installed.

To configure the pcXset software:

- 1 Select *Start > 3Com NBX > NBX pcXset Configuration Wizard*. The Configuration Wizard window appears ([Figure 1](#)).

Figure 1 Configuration Wizard Window



- 2 Use the buttons described in [Table 2](#) to access Windows configuration for your PC setup.

Table 2 Windows Access Buttons

Windows Configuration Type	Button
Multimedia Control Panel — Displays multimedia properties for your PC.	
Volume Control — Allows you to set the volume for speaking and listening using the pcXset application.	
Network Control Panel — Provides information on network devices, such as network interface card parameters, protocols, and IP addresses.	
Microsoft System Information — Displays information about your system, such as operating system, memory, and processors.	

- 3 Use the Configuration Wizard tabs to configure the pcXset software.
 - **Welcome** — Introduction.
 - **Audio** — Test the client computer's audio controls for compatibility with the pcXset software.
 - **Mic** — Test the headset microphone's compatibility with the pcXset software.
 - **MAC Info** — Enter the Call Processor address and NBX system's MAC address.
 - **IP Info** — Enter the NBX system's IP address. The wizard will locate the subnet mask and default gateway information automatically.
 - **NetSet** — Add the pcXset software to the Call Processor using the NetSet utility.
 - **Country** — To match the pcXset tones and cadences and Help regional settings to those of the NBX system, select the appropriate country setting from the Country tab. To specify different regional settings for tones and cadences and Help, enable the *Use Advanced Settings* check box and click *Advanced*. The default setting is U.S. English.
 - **Done!** — Finish the pcXset configuration process.

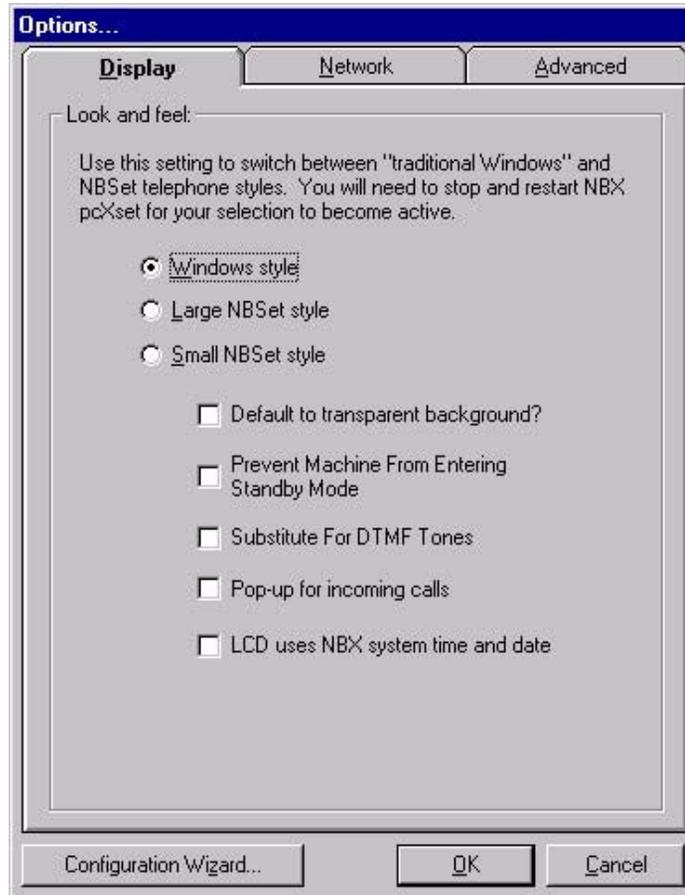
The user can now start using the pcXset application, and may customize the pcXset display and other settings at any time.

Customizing pcXset's Display

To set the pcXset display:

- 1 Select *pcXset Tools > Options > Display*. See [\(Figure 2\)](#).

Figure 2 Options Dialog Box - Display Tab



- 2 Select from the following display types:
 - **Windows style** — This Windows application-style appearance (Figure 3) is recommended for computers with a video card capable of displaying only 256 colors.

Figure 3 Windows-style Display



- **Large NBSet or Small NBSet** — You can set this realistic telephone display ([Figure 4](#)) to large or small to suit your preference. To display only the telephone image on the screen, select *Display > Default to transparent background?* or, when the pcXset application is running, double-click the telephone image to remove the grey background.

Figure 4 NBSet-style Display



- **Prevent Machine from Entering Standby Mode** — (See [Figure 2](#)) A call that comes into the pcXset application when your computer is in standby mode is automatically transferred to voice mail. This setting is enabled by default to prevent your computer from entering standby mode. Some hardware systems do not support this feature.
- **Substitute for DTMF tones** — (See [Figure 2](#)) Check this box to hear a "click" sound when you dial using the pcXset software instead of the normal DTMF tone that you hear when dialing with a regular

telephone. This substitution makes the pcXset software sound more like a PC application.

- **Pop-up for incoming calls** — Check this box to turn on the incoming call dialog pop-up. On Windows NT and 9x enabling this option obrings the pcXset application window to the forground and gives it focus. On Windows 2000 and XP enabling this option displays a pop-up bubble above the pcXset icon in the windows system tray.
- **LCD uses NBX system time and date** — Check this box to have your LCD use the NBX system time and date.

Configuring Network Settings

In the *Network* tab (Figure 5), you can customize or adjust the network settings that you applied in the Configuration Wizard.

Figure 5 Options Dialog Box - Network Tab

The screenshot shows a dialog box titled "Options..." with three tabs: "Display", "Network", and "Advanced". The "Network" tab is selected. The dialog is divided into two sections:

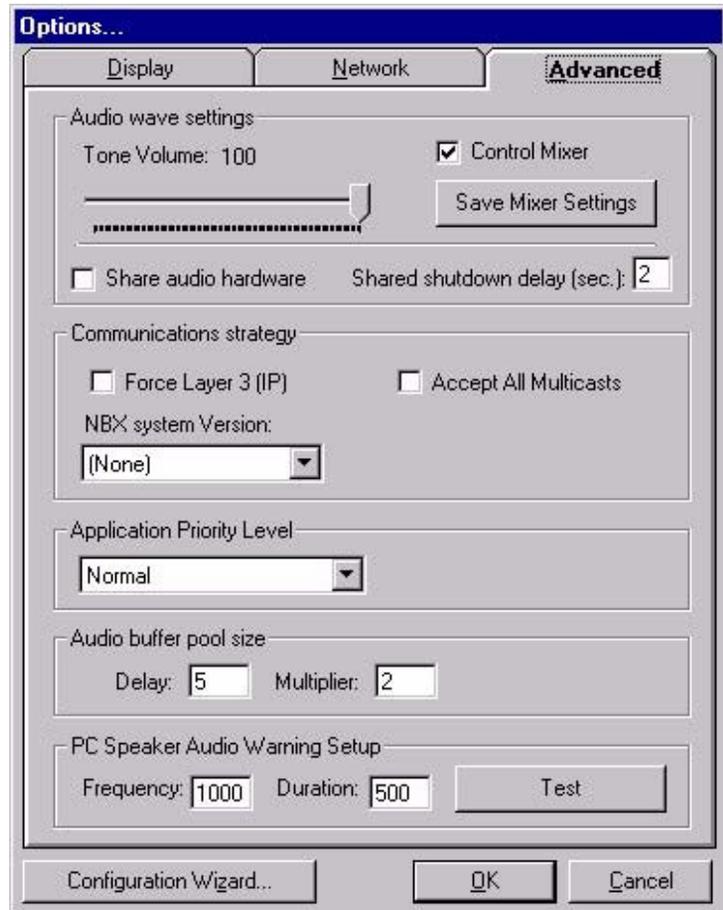
- NBX system Network Information:** A section with the instruction "Enter the address information for the NBX system." It contains two text input fields: "NBX system MAC address:" and "NBX system IP address:".
- NBX pcXset Network Information:** A section with two radio button options:
 - Read automatically from computer (recommended)
 - Override IP info with the following:Below these options are three text input fields:
 - IP address: 111.111.111.111
 - Subnet mask: 255.255.255.0
 - Default gateway: 111.111.111.111

At the bottom of the dialog, there are three buttons: "Configuration Wizard...", "OK", and "Cancel".

Configuring Advanced Settings

Use the *Advanced* tab ([Figure 6](#)) to adjust your audio parameters and communications strategy.

Figure 6 Options Dialog Box - Advanced Tab



- **Tone Volume** — Allows independent volume control of dial tone, dialing, and DTMF tone sounds (that is, telephone audio tones), which are generated when you press digits to dial a telephone number.
- **Control Mixer** — Computers that use audio cards have a mixer program that controls settings such as the amplification level of the microphone, computer volume, CD device, and wave play. The mixer program, which is called *Volume Control* on Windows machines, is accessed as follows:

- **Windows NT and Windows 9x** — Select *Start > Programs > Accessories > Multimedia > Volume Control*.
- **Windows 2000 and XP** — Select *Start>Programs > Accessories > Entertainment > Volume Control*.



You can also access the *Volume Control* program by clicking the *Volume Control* icon (see [Table 2](#)) in the *Configuration Wizard*.

To set the mixer state values for the pcXset application:

- 1 Select *Tools > Options*, check the *Control Mixer* check box.
- 2 Set the volume controls to the values you want to use with pcXset.
- 3 Click the *Save Mixer Settings* button.
- 4 Set the mixer amplification levels back to the values you want to use as the Windows default values.

When the pcXset application is active, it uses the saved mixer amplification levels. When pcXset is not active, it uses the Windows default values.

To verify this:

- 1 Open the *Volume Control* window.
 - 2 Start the pcXset application and observe the volume control settings.
 - 3 Exit from the pcXset application and observe that the volume control mixer settings change from the values used by the pcXset application to the Windows default values.
- **Share audio hardware** — Enable this selection for the pcXset software to share the audio hardware (audio card). If you do not share the audio hardware, you must close the pcXset application before any other applications can use the audio hardware for recording, since only one application can record audio at a time.
 - **Shared shutdown delay (sec.)** — If you have chosen to share the audio hardware and find that the pcXset application is cutting off the audio, increase this value. For example, increase the value if the tones are distorted when you dial a telephone number. The default value for this setting is 2 seconds.



CAUTION: Increasing the value too much can either prevent the pcXset application from playing tones properly or prevent other applications from using the shared audio hardware, which could result in audio sharing conflicts. See ["Troubleshooting"](#) for more information.

- **Force Layer 3 (IP)** — Select *Force Layer 3* to force the pcXset software to use Layer 3 IP addressing to communicate with the NBX system. When you use Layer 3, the pcXset software requires the IP address of the NBX system. You specify this setting through either the pcXset Configuration Wizard, or the *Network* tab of the *Options* dialog box.

When you use Layer 3, you must also specify the version of your NBX software.

- **Accept All Multicasts** — Some Ethernet cards do not fully support selective multicasting communication. Select this option if you are experiencing problems with conference calls or internal paging.
- **NBX System Version** — Select the version of your NBX system when you are using IP Layer 3 mode.
- **Audio Buffer Pool Size** — The size of the audio buffer pool is a product of Delay and Multiplier. Higher multipliers and lower delays generally produce an optimal audio setup. Higher overall values may improve audio quality for slower machines at the expense of a small communications delay. Lower overall values improve audio responsiveness, but may result in some audio break-up for slower machines.
- **PC Speaker Audio Warning Setup** — These values determine the frequency and duration your PC plays a sound when there is an incoming call. Click *Test* to hear a sample tone.

Audio Drivers

To view the installed audio drivers:

- 1 Select *Start > Settings > Control Panel > Multimedia* for all operating systems other than Windows XP. For Windows XP select *Start > Control Panel > Sounds and Audio Devices*.
- 2 Perform one of the following:
 - **Windows 9x** — Select the *Advanced* tab.
 - **Windows NT** — Select the *Devices* tab.
 - **Windows 2000, XP** — Select the *Hardware* tab.
- 3 For Windows 9x and NT click the + to the left of Audio Devices to expand the list of audio devices that are installed on your system.

[Table 3](#) summarizes the audio cards that are supported for desktop computers.

Table 3 Supported Audio Cards for Desktop Computers

Audio Cards	Manufacturer	OS
Sound Blaster PCI 128	Creative Labs	Windows 98/NT
Sound Blaster 16 Wave Effects	Creative Labs	Windows 98
Monster sound MX300PCI	Diamond	Windows 98
Sound Wave 128 PCI	SiiG Inc	Windows 98
Sound Blaster 16	Creative Labs	Windows 98
SC 16-3D ISA	Aztec	Windows 98
Monster Sound 3D	Diamond	Windows 98
UltraSound PnP	Gravis	Windows 98
Audiotrex 3D-XG	Mediatrix Periph	Windows 98
PCI-128 Wave	Aztec	Windows 98
Sound Blaster AWE64 Value	Creative Labs	Windows NT
Sound Blaster Live PCI	Creative Labs	Windows NT
3D Sound PnP	Yamaha	Windows NT
WaveRider Platinum 3D ISA	Aztec	Windows NT

[Table 4](#) summarizes the audio cards supported for laptop computers.

Table 4 Supported Audio Cards for Laptop Computers

Supported Audio Cards	Manufacturer	OS
SC16-3D ISA	Aztec	Windows 98
WaveRider Platinum 3D ISA	Aztec	Windows NT
PCI-128 Wave	Aztec	Windows 95
Sound Blaster 16	Creative Labs	Windows 98
Sound Blaster 16 WavEffects PNP	Creative Labs	Windows 98
Sound Blaster Live PCI	Creative Labs	Windows NT
Sound Blaster PCI 128	Creative Labs	Windows 98
Monster Sound MX200 True3D PCI	Diamond	Windows 98
Monster Sound MX300 PCI	Diamond	Windows 98
Monster Sound 3D	Diamond	Windows 98
16-bit Media Audio	Eiger Labs	Windows 98
SoundWave 128 PCI	SiiG Inc.	Windows 98
3D Sound PnP	Yamaha	Windows NT
WaveForce 192XG 16-bit	Yamaha	Windows 98
Audiotrex 3D-XG	Mediatrix Periph	Windows 95
UltraSound PnP	Gravis	Windows 98
Sound Blaster AWE64 Value	Creative Labs	Windows NT
Crystalizer Tidal Wave32 PnP	Crystal	Windows 98
Creative SB Live! Basic (WDM)	Creative Labs	Windows 2000

Headset Recommendation

Audio and voice quality can vary greatly among makes and models of headsets. For best results with the pcXset software, 3Com recommends that you use a high-quality headset.

3Com recommends the following headsets:

- Plantronics DSP 100
- GN Netcom GN8110

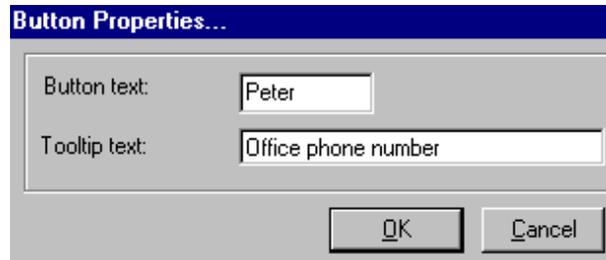
Editing the Access Button Labels and Tooltip Pop-ups

You can edit the labels to the right of the Access buttons on both the NBX Telephone display and the Windows style display. You can add brief text that describes the feature or speed dial that you have assigned to the button. You can also add a description that appears as a “tooltip” comment when you place the cursor over any of the buttons.

To edit the label and tooltip of a button:

- 1 Right-click any of the Access buttons. The Button Properties dialog box appears ([Figure 7](#)).

Figure 7 Button Properties Dialog Box



- 2 Enter a brief, descriptive name in the *Button text* field.



If the name is longer than five or six characters, it may be truncated on the Access button labels.

- 3 Enter a more descriptive comment in the *Tooltip text* field. You can use up to 100 characters.
- 4 Click *OK*. The text appears on the Access button labels in any of the displays.

Keyboard Shortcuts [Table 5](#) lists the keyboard shortcuts you can use instead of clicking telephone control buttons with the mouse.

Table 5 Keyboard Shortcuts

Press Key	To Select
0 through 9	Digits 0 through 9
*	Star
#	Hash or pound
F1 through F12	Line Appearance Buttons L1 through L12
Esc	Speaker
S	Speaker
R	Redial
C	Conference
T	Transfer
H	Hold
F	Forward Voice Mail
V	Voice Mail (Msg)
A	Handsfree
M	Mute
P	Program
Up Arrow	Volume Up
Right Arrow	Volume Up
Down Arrow	Volume Down
Left Arrow	Volume Down

Alternatively, you may use 0 through 9 and * on the numeric keypad on your computer's keyboard. Use "." (the period key) for hash or pound. Before you use the keypad, verify that Num Lock is on.

Troubleshooting

This section outlines possible problems that you may encounter when you install and use the pcXset software for the first time. It includes error messages, problem descriptions, and recommended solutions. The pcXset log file (pcXset.log) is in the pcXset installation directory.



Some of the errors described in this section are audio card problems. Audio card errors have an error number of [8004xxxxH].

Audio Buffers Need Adjusting

Choppy audio occurs during telephone conversations or during the audio test in the Configuration Wizard, or there are delays in audio playback during telephone conversations.

Description

This problem is caused by incompatible audio buffer size settings.

Solution

Audio buffer size settings are expressed as two values: Delay and Multiplier. The product of these numbers represents the overall size of the buffer pool. Lower values for these numbers reduce echo delay. Higher values increase audio quality. Change these values in any of these ways:

- Select *Configuration Wizard > Audio > Audio Configuration*.
- Select *Configuration Wizard > Mic > Audio Configuration*.
- Select *Options > Advanced*.

These numbers depend on your computer hardware and operating system. Experiment with different value combinations to see how low you can adjust the product of the delay and multiplier and still achieve good audio quality.

Audio Sounds Distorted

Audio sounds choppy while on a conference call.

Description

Some Ethernet cards require the accept all multicasts option to be selected for conference calls.

Solution

- 1 Run the pcXset software.
- 2 Select *Tools > Options > Advanced > Accept All Multicasts*.

Audio Stream Error

This type of error occurs when the pcXset software is trying to play or record audio.

The following messages appear during an audio test, microphone test, or during pcXset startup:

```
Error code: [80044802H]
```

Error running audio stream from engine. Could be caused by accidentally running pcXset and the configuration wizard at the same time.

A similar message may appear in the log file:

```
ERROR: XXXXX [80044802H]
```

Error running audio stream from engine. Could be caused by accidentally running pcXset and the configuration wizard at the same time.

```
Error code: [80041000H] Error Message: XXXXX  
Context: XXXXX
```

This error has occurred in the Wave Audio object. Please contact your technical support representative.

A similar message may appear in the log file:

```
ERROR: XXXXXXXXX [80041000H]
```

This error has occurred in the Wave Audio object. Please contact your technical support representative.

Description

You cannot hear pcXset audio with the audio card.

Solution

- 1 Select one of these:
 - Windows 9x and Windows NT
Start > Settings > Control Panel > Multimedia > Audio
 - Windows 2000
Start > Settings > Control Panel > Sounds and Multimedia > Audio
 - Windows XP
Start > Control Panel > Sounds and Audio Devices > Audio
- 2 Verify that there are audio card entries in the *Preferred device* drop-down lists for *Playback* and for *Recording*.

- 3 Use Windows Sound Recorder to verify that you can play wave files. See the solution under ["Full-Duplex Errors"](#), later in this guide, for more information.

DTMF Tones Echo Back to the Analog Line Card

The pcXset software cannot make external calls through any Analog Line Card port, but calls to internal extensions are successful.



The call fails the first time, but succeeds if you click the Redial button.

Description

This error occurs when DTMF tones echo from the PC speakers back into the microphone, causing the Analog Line Card to receive each outputted digit twice.

Solution

Select *Options > Display > Substitute For DTMF Tones*. This option replaces DTMF tones with clicks. The Analog Line Card ignores the clicks when they echo back to the TLIM. You can also use headphones to alleviate this problem.

Full-Duplex Errors

Full-duplex audio is an audio card's hardware ability to play and record audio at the same time.

The following related message appears during an audio test or microphone test:

```
Error code: [80042004H] Error Message: XXXXX  
Context: XXXXX
```

The likely cause of this error is lack of full-duplex audio.

A similar message may appear in the log file:

```
ERROR: XXXXX [80042004H]
```

The likely cause of this error is lack of full-duplex audio.

Description

This error occurs when the pcXset software attempts to use the audio card while another application is recording audio. It also happens when the audio driver does not support full-duplex audio.

You can use Windows Sound Recorder to verify that the audio subsystem supports full-duplex audio by running two Windows Sound Recorder applications at once. Play a wave file in one application while recording in another application. If you get an error message, your audio card does not support full-duplex audio.

Solution

Replace the audio card with one capable of full-duplex audio, or obtain the latest drivers for the audio card. See [“Audio Drivers”](#) for more information.

Incorrect IP Address for the Call Processor

The following message appears during pcXset startup or after you click the *Test* button on the *IP Info* tab of the Configuration Wizard.

```
Error code: [80043002H] Error Message: XXXXX  
Context: XXXXX
```

This error has occurred in the Winsock subsystem. Please check your IP configuration. Especially your NCP IP address.

A similar message may appear in the log file:

```
ERROR: XXXXX [80043002H]
```

This error has occurred in the Winsock subsystem. Please check your IP configuration. Especially your NCP IP address.

Description

The Winsock call connect, which is used to determine the correct local interface during Auto IP determination, received the error. This error normally occurs if pcXset has an incorrect IP address for the Call Processor or cannot connect to that Call Processor due to network problems.

Solution

- 1 Verify the Call Processor IP address. See "[Configuring the pcXset Software](#)" for more information.
- 2 Verify the network connection by pinging the Call Processor from the DOS prompt.

NBX Packet Driver Error (Windows NT Only)

The following message appears during pcXset startup:

```
Error code: [80046000H] Error Message: XXXXX  
Context: XXXXX
```

This error has occurred in the Communications object. Please contact your technical support representative.

A similar message may appear in the log file:

```
ERROR: XXXXX [80046000H]
```

This error has occurred in the Communications object. Please contact your technical support representative.

Description

This error occurs if the system cannot open the packet driver (Layer 2).

Solution

- 1 Select *Start > Options > Control Panel*.
- 2 The next steps depend on your operating system:
 - **Windows NT** — Select *Network > Services* and look for the NBX Packet Driver entry.

If the NBX Packet Driver entry is missing, install the driver manually (select *Network > Protocols*). The driver is in the Packet subdirectory of the pcXset application directory.

If the NBX Packet Driver entry exists, click the *Bindings* tab to determine if the driver has been bound to the network adapters. If not, try uninstalling and reinstalling the driver.

- **Windows 2000** — Select *Network and Dialup Connections icon > Local Area Connections > General* and look for the NBX Packet Protocol Driver entry.

If the NBX Packet Driver entry is missing, click the *Install* button to install the driver manually. The driver is in the Packet subdirectory of the pcXset application directory.

If the NBX Packet Driver entry exists, you must determine if the driver has been bound to the network adapters. Select *Network and Dialup Connections > Advanced > Advanced Settings*. The driver should be visible in the *Adapters and Bindings* tab.

If not, try uninstalling and reinstalling the driver.

The pcXset Software Won't Initialize

If the pcXset software does not initialize, a message like the following may appear:

```
ERROR: [80046000H]
```

```
Error Message: H3InitDefault failed
```

```
Context: Starting
```

```
This error has occurred in the Communications object. Please contact your technical support representative.
```

Solution

If you receive an initialization error, do one or more of the following:

- Verify that you have enough pcXset licenses. The SuperStack 3 NBX system ships with only one pcXset license.

To view the number of user licenses that you have installed:

- 1 Log on to the NetSet utility as an administrator.
- 2 Select *Operations > Licenses*.

You can purchase additional licenses from your authorized NBX reseller.

- Verify that you have connectivity with the Call Processor. Try to ping the Call Processor IP address entered on the *IP Info* tab of the Configuration Wizard, for example, 192.168.1.190. If you cannot

ping the Call Processor, then the pcXset software cannot communicate with it either.

- If you are attempting to use autodiscover, verify that *Auto Discover Telephones* is enabled. In the NetSet utility, select *System Configuration > System Settings > System-wide*.
- Verify the Call Processor MAC address. Select *Configuration Wizard > MAC Info > Reports > System Data*.
- Verify that you have selected the active network adapter on the *MAC Info* tab. If you are unsure which device to select, select *Start > Settings > Control Panel > Devices* to see which adapter driver is started, or select *Start > Settings > Control Panel > Networks > Adapters* to see the available adapters.

PC Standby Mode Causes pcXset Calls to be Missed

The pcXset software does not wake a PC from standby mode on an incoming call, so the user misses incoming calls.

Description

The pcXset software provides no mechanism to wake a computer from standby mode. However, you can set it to prevent the machine from entering standby mode.



Not all computers support standby mode properly. Therefore, pcxset may not be able to stop the PC from going into standby mode.

Solution

Select *Options > Display > Prevent Machine from entering Standby Mode*.

Audio Driver Configuration Error

The following message appears during an audio or microphone test, or during the pcXset software startup:

```
Error code [8007xxxxH] Error starting stream. Ensure that this computer's multimedia devices are properly installed.
```

A similar message may appear in the log file:

```
ERROR: Error starting NBX pcXset [8007xxxxH] Error starting stream. Ensure that this computer's multimedia devices are properly installed.
```

Description

The Waveform Audio interface returned an error code. There is a problem with the wave play device.

Solution

- 1 Select *Start > Settings > Control Panel*.
 - **Windows 9x and Windows NT** — Select *Multimedia*.
 - **Windows 2000** — Select *Sounds and Multimedia*.
 - **Windows XP** — Select *Sounds and Audio Devices*.
- 2 Verify that there are entries in the *Preferred Device* drop down lists for *Playback* and for *Recording*.
- 3 To verify that you can play wave files:
 - **Windows NT and Windows 9x** — Select *Start > Programs > Accessories > Sound Recorder*.
 - **Windows 2000 and Windows XP** — Select *Start > Programs > Accessories > Entertainment > Sound Recorder*.

