INSTALL & UPDATES FOR KCCVoIP and CUSTOMIZED SOFTPHONE CLIENTS

These routines are for the Softphone clients based on the SIPPER engine and PhonerLite menus customised for the KCCVoIP Asterisk Cluster implementations.

NEW INSTALL = overwrites any existing provider and agent call data

1   Download the latest **INSTALL zip** from the Asterisk download area

{from the system admin tab in the CMS   or from the CDR reporting download menu}

Filename will be   {sitename – ref} – {version numbers} – INSTALL.zip

   For example   kccvoip-sip-v-6-9-INSTALL.zip

2 Create a new directory or empty the existing sopftphone client directory and unzip the content of the file to the directory.

3 Create a shortcut to the   {sitename-ref}-{version-numbers}.exe   file

   For example   kccvoip-sip-v-6-9.exe

4   see the site telephony documentation for the correct configuration and provider selection

UPDATE =   updates the application, codec drivers, customized fiels and provider data ONLY

1 Download the latest **UPDATE zip** from the Asterisk download area

{from the system admin tab in the CMS   or from the CDR reporting download menu}

Filename will be   {sitename – ref} – {version numbers} – UPDATE.zip

   For example   kccvoip-sip-v-6-9-UPDATE.zip

2 Unzip the download file to the existing softphone client directory.

3 Change or create the shortcut pointing to the new client version

   For example   kccvoip-sip-v-6-9.exe

IF you are also updating the program name - change or create a shortcut to the   {sitename-ref}-{version-numbers}.exe   file

   For example   kccvoip-sip-v-6-9.exe   or   another example may be   accedo-6-9.exe

This is now the preferred naming so that the softphone version is seen by Asterisk and the system reporting software.   Asterisk console and CMS will be able to see the softphone versions.