

## A Connecting the Business Central Server

- 1 Connect to the Internet.
- 2 Connect phones.
- 3 Connect computers.
- 4 Attach antennas.
- 5 Plug into a power outlet.
- 6 Push the green Power button and wait approximately 5 minutes for the startup process to complete and the 100M+PoE LEDs to stop blinking.

**4** Attach the two antennas to the screw-posts on the server.

**6** Push the green Power button and wait approximately 5 minutes for the startup process to complete and the 100M+PoE LEDs to stop blinking.

**Audio Line In for Music on Hold**

**Audio Line Out to PA System**

**Attention:** Connect computers using either option 3a or 3b.

**3a** VoIP Phone with PoE (See "Connecting Polycom VoIP Phones")

**3b** Desktop or Laptop Computer (optional)

**1** Internet (DSL or Cable modem connection to your Internet service provider)

**5** Power

## B Connecting the Sutus Gateway

**1** Phone Line(s) Ports 1, 2, & 3

**2** Fax Machine, Traditional (PSTN) Phone, or Electronic Transaction Machine

**3** Desktop or Laptop Computer (optional)

**Attention:** The gateway receives power from the server when you plug the Ethernet cable into a 100M+PoE (Power over Ethernet) port in step 3. Once the server and gateway have completed their startup process, the gateway's Power LED will turn solid green.

## Connecting Polycom Desktop VoIP Phones

**Option 2** Polycom Inline Power Adapter

**Option 1** Polycom VoIP Phone

**Attention:** Use option 2 if the phone includes a Polycom inline power adapter.

**Note:** Desktop VoIP phones use Ethernet network cables instead of traditional phone cables.

**Back of Polycom VoIP Phone**

DC 12V LAN PC HEADSET HANDSET

## C Starting the Setup Wizard

After the 100M+PoE LEDs stop blinking, open a Web browser, and go to **central/start** to launch the Setup Wizard.

**Note:** Adobe Flash Player 9 is required (and free).

If the server's Status LED flashes red, go to **central/start** to start the Recovery Assistant.




## About the Business Central User Interface

The Business Central software is available through a Web browser, such as Internet Explorer, Firefox, or Safari. It has two separate components:

- The **Setup Wizard** steps you through the process of configuring the server, setting up your Internet connection, and creating a personal workspace for the system administrator and any other people in your company.
- **Business Central Manager** is the main component of the Business Central software. It enables system administrators to manage and reconfigure the system. It also enables everybody to view their workspace settings, change their password, and configure Polycom desktop VoIP phones.

### User Assistance

When you see any of the following icons in the Business Central software, you can hover over them with the mouse pointer for more information:

-  = Required
-  = Error
-  = Information

### Online Help and Manuals

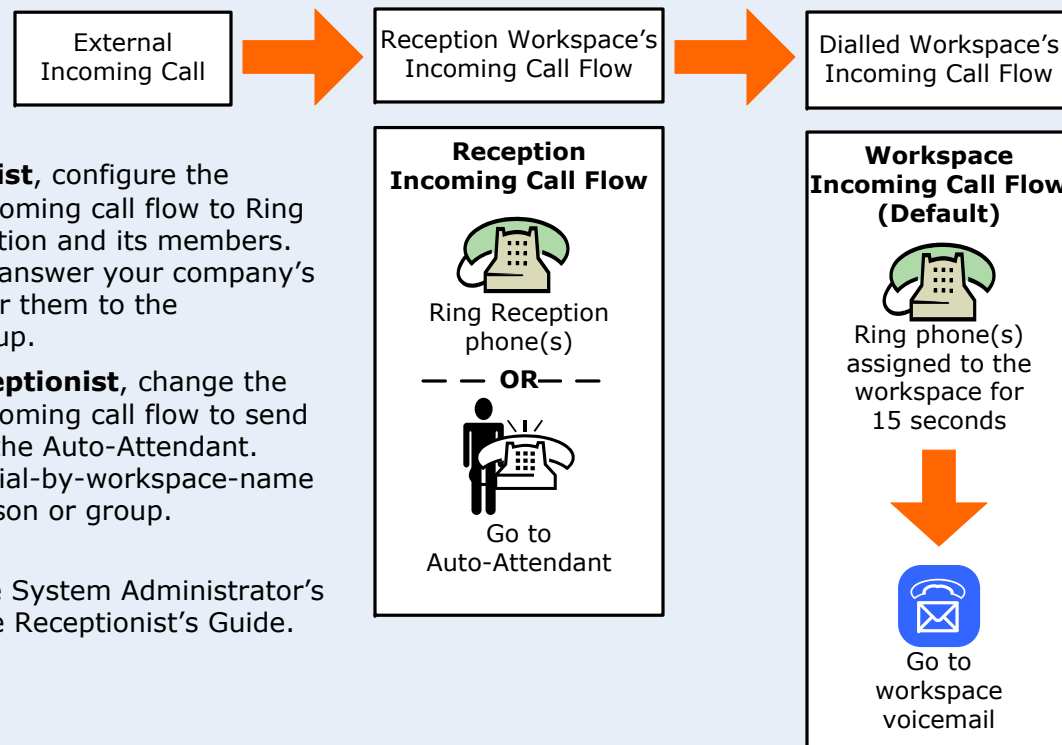
The Business Central software also includes online help:

- When you click the **Help** button on any screen, it opens the online help system to a page containing information about the current screen.
- Some screens contain **Learn More** links, which open the online help system to a page with additional information about a concept.

Once the online help system is open, you can browse to other topics through the Contents or Search tabs, or by clicking links in the help topics. You can also view or download printable PDFs of the Business Central manuals and the **Voice Messaging System Quick Reference Guide** through the help.

## About Inbound Call Processing

By default, when somebody phones your company, their call goes to the Reception workspace first.



- **If you have a receptionist**, configure the Reception workspace's incoming call flow to Ring phones assigned to Reception and its members. The receptionist can then answer your company's incoming calls and transfer them to the appropriate person or group.
- **If you don't have a receptionist**, change the Reception workspace's incoming call flow to send incoming calls directly to the Auto-Attendant. Callers can then use the dial-by-workspace-name directory to reach the person or group.

For more information, see the System Administrator's Getting Started Guide and the Receptionist's Guide.

## System Requirements

- To be able to set up and use Business Central, **Adobe Flash Player 9 (or higher)** must be installed on any computers that will run the Setup Wizard or Business Central Manager.
- A **high-speed Internet connection**, such as DSL or cable Internet, through an Internet service provider (ISP) is required for Internet service, external email service, and other ISP services.



**Note:** While Business Central provides local services and Internet access from almost any high-speed Internet connection, some connections (usually marketed as residential) do not support server capabilities on the customer premises.

Sutus recommends a high-speed, business Internet connection that provides the following features:

- Static IP address
- No port blocking
- ISP support for Reverse DNS

For more information about these features, contact your ISP.

- VoIP phone service** and/or at least one **standard (PSTN) phone line** and a **Sutus Gateway** are required to be able to make and receive external phone calls. If a standard phone line or VoIP phone service is not available, internal extension-to-extension calls will still be possible.



**Note:** If you are using a Sutus Gateway and have multiple phone lines, ensure the lines are configured as a single hunt group (rollover lines) with a single number visible to your customers. If one phone line is busy, the number will automatically roll over to the next line in your hunt group. You do not need a separate fax number if you are using a Sutus Gateway.

- For more information about phone service or hunt groups, contact your phone service provider.
- A Sutus-supported **VoIP device** is required to make internal or external calls.

## Out-of-the-Box Functionality

Business Central is designed to provide the following basic functionality when the system is initially connected and turned on, before it is configured:

- You can phone outside the office using any connected VoIP phone.
- All incoming external calls cause all phones to ring, and the calls can be answered from any connected VoIP phone. The Setup Wizard includes a step to configure how inbound calls are processed.
- All phones are automatically assigned to the Reception shared workspace. The default extension number for the Reception shared workspace is 2000. (When you set up personal workspaces, you can reassign these phones from the Reception shared workspace to the personal workspaces.)
- If the server was able to automatically connect to your Internet service provider (ISP), any computer connected to the server, either directly or through a phone, has Internet connectivity. Otherwise, you can configure your Internet connection in the Business Central Setup Wizard.

## Support

Toll Free: 1-866-291-0594  
Email: [support@sutus.com](mailto:support@sutus.com)  
Web: [www.sutus.com/support](http://www.sutus.com/support)

## FCC-A Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Notice 1: Modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment under FCC rules.

Notice 2: Modifications to the contained wireless device not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.