

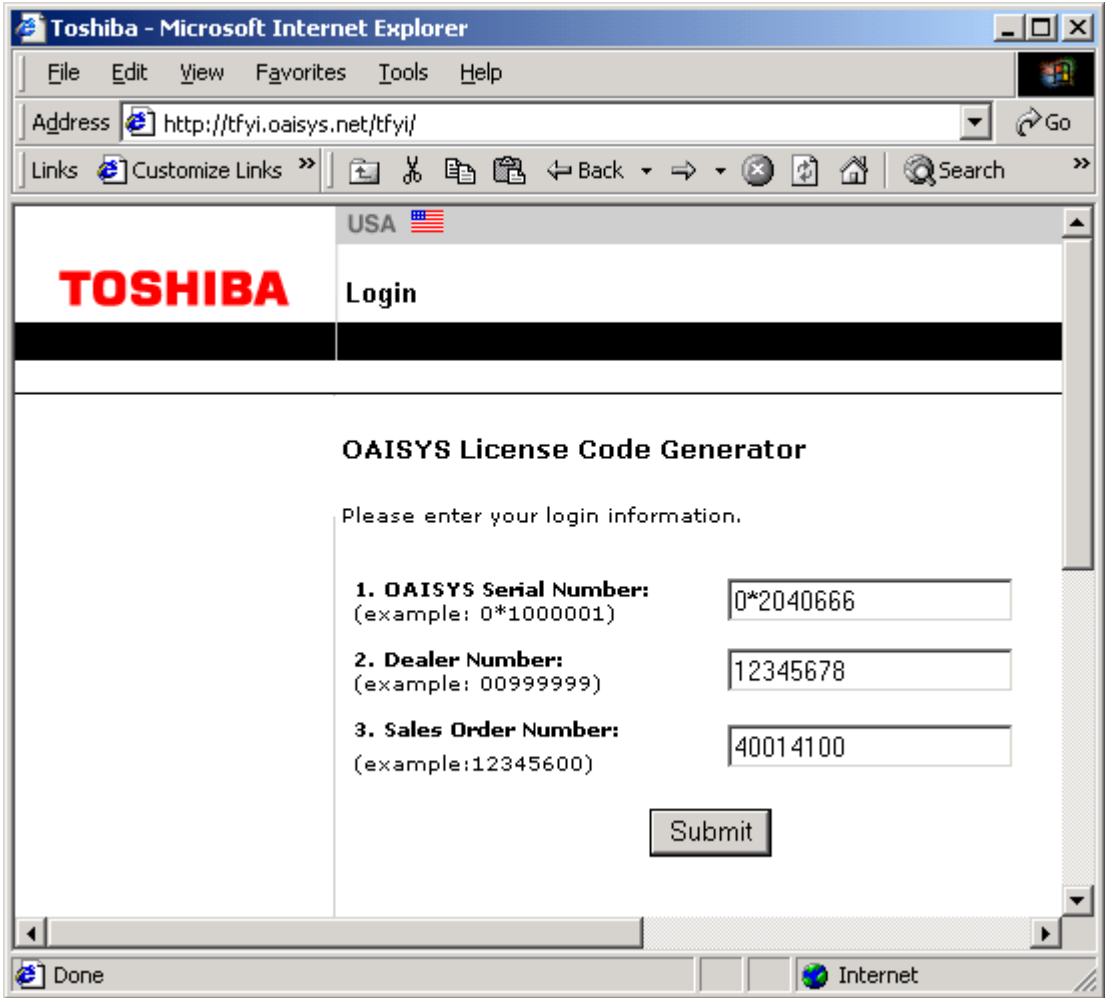


OAISYS licensing for the Strata CTX

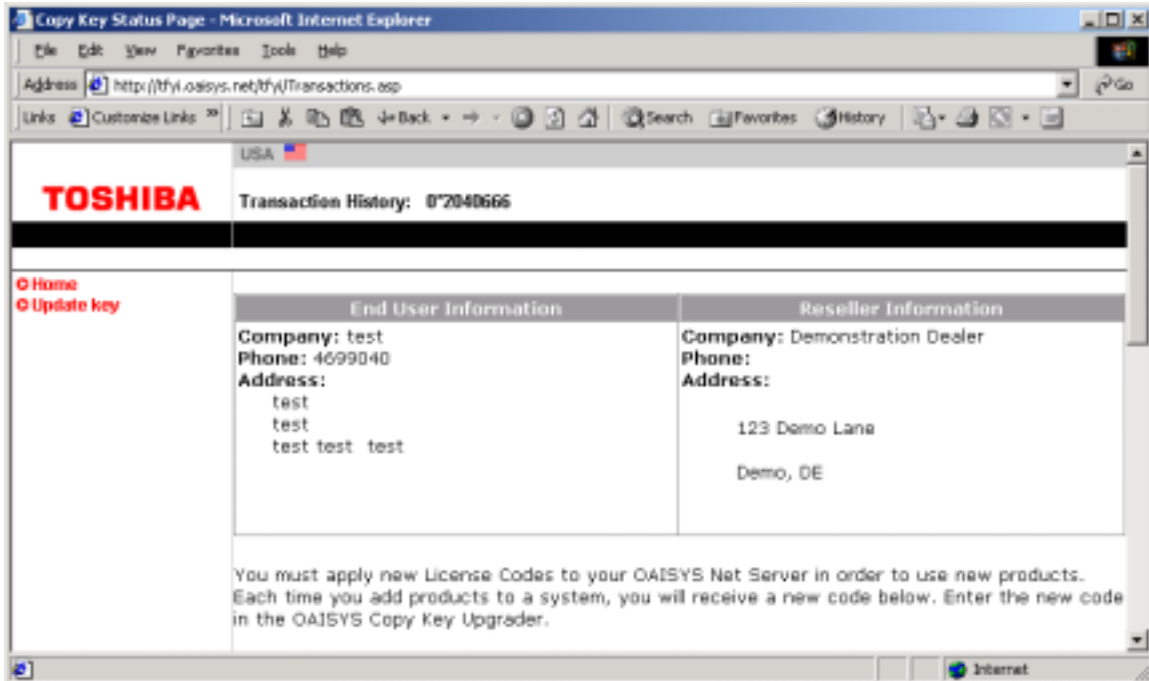
This application note will describe how to enable the licensing for the OAISYS products and the Strata ACD. It will describe how the licensing works and how to read what products have been enabled for the key. It will also walk through how to setup Voice Assistant to use the correct number of points.

Go to <http://tfyi.oaisys.net/tfyi/>

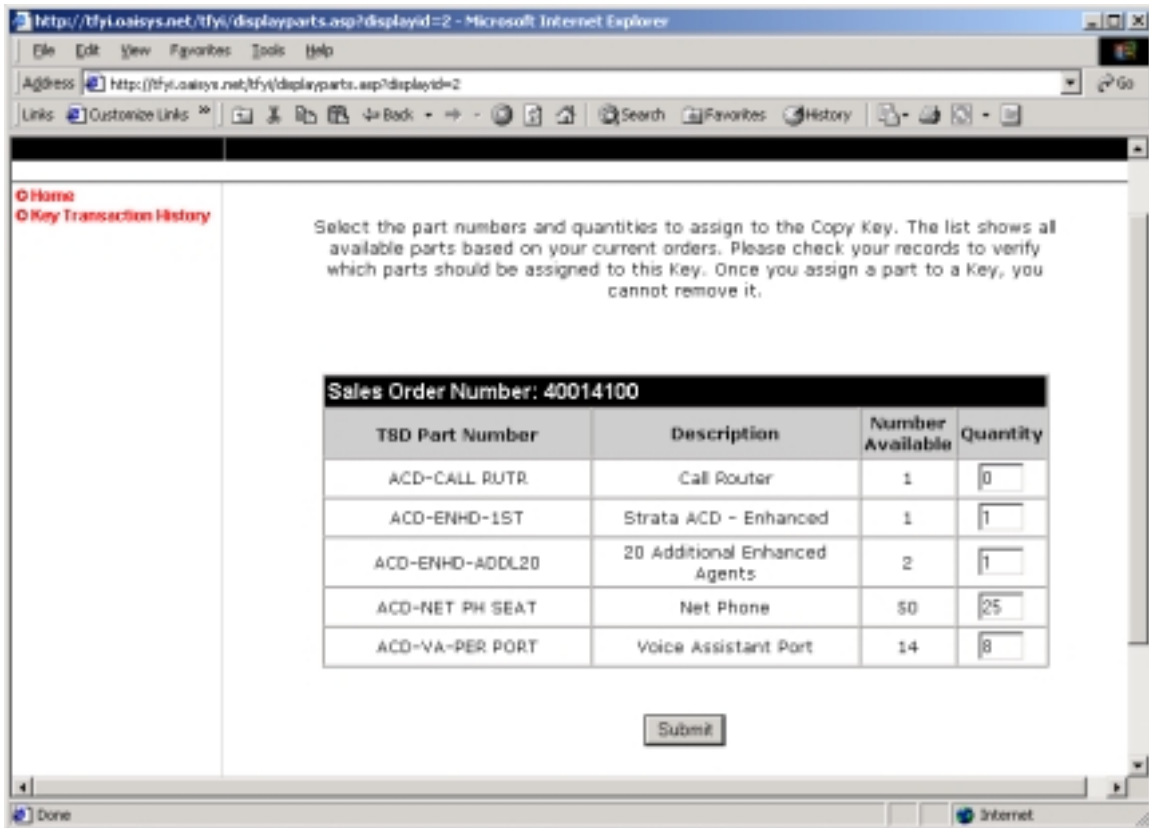
Fill out the information requested:



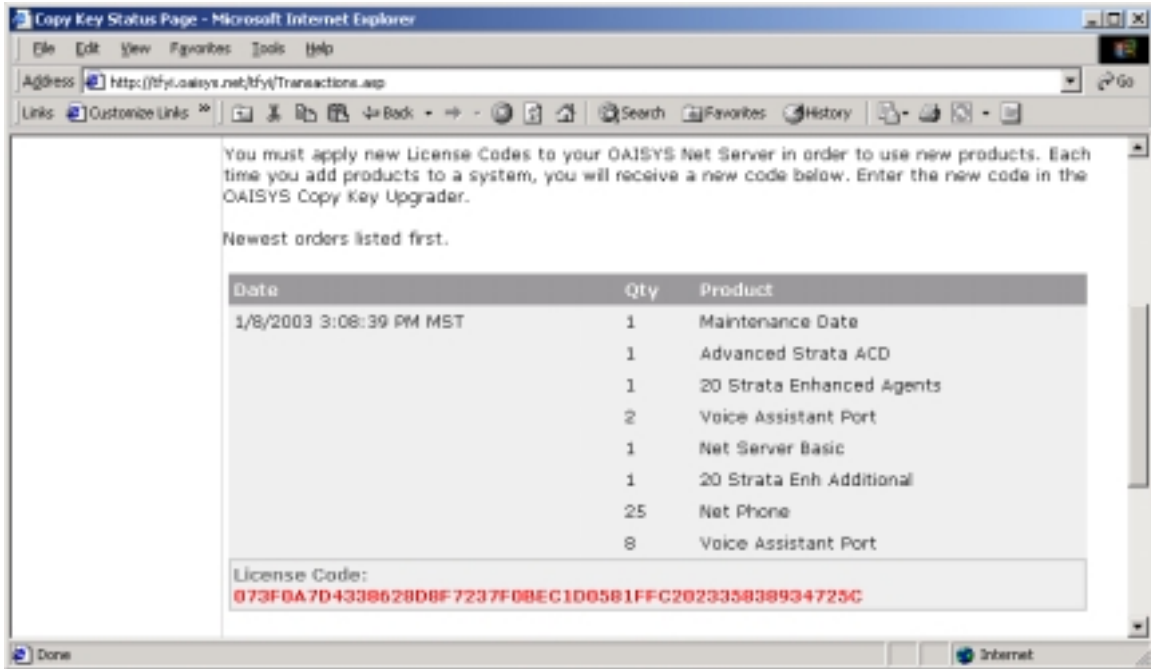
Be sure to fill out the end user and reseller information.



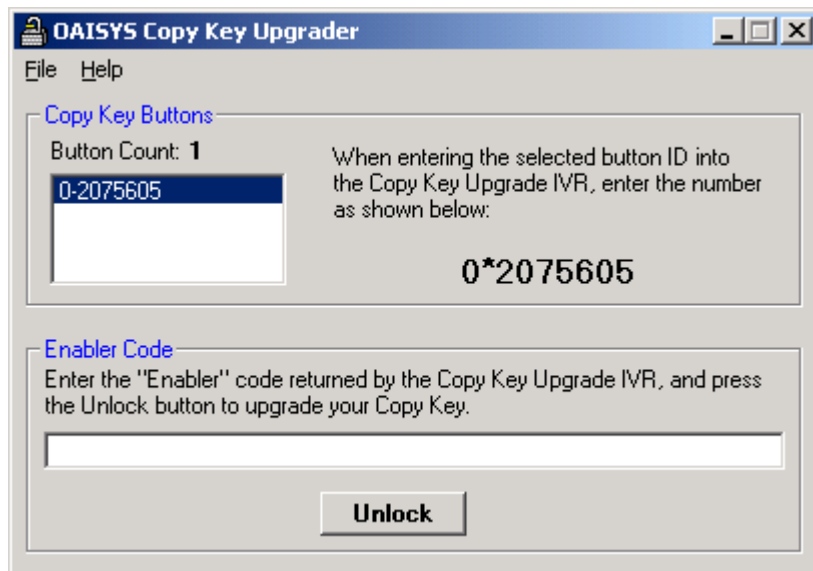
Enter the quantity for each product you want enabled for the key. Click **Submit**.



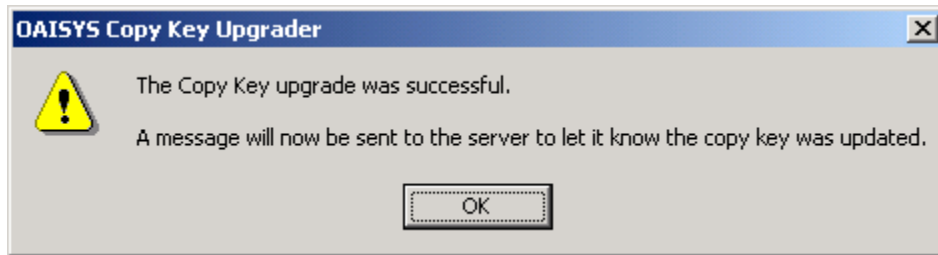
An enabler code will be displayed.



Once the enabler code is obtained go to the OAISYS Net Server, press the **Setup** menu at the top, then **Copy Key Upgrade**. The Copy Key Upgrader will open after about 20 seconds.

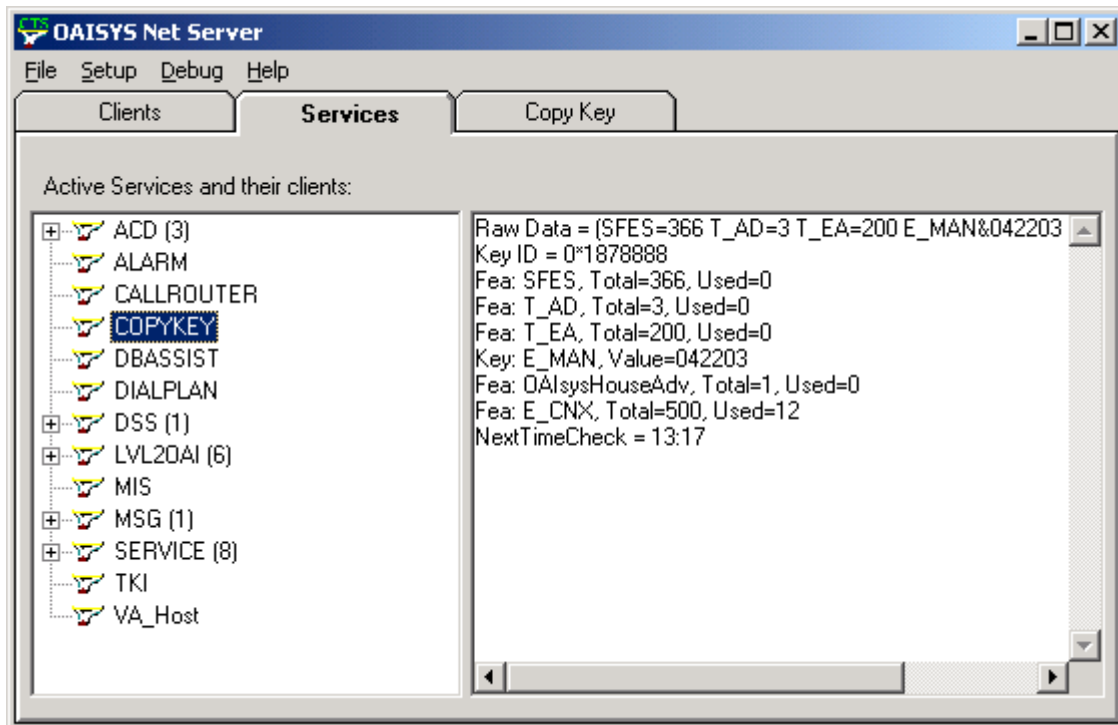


Put the code in the Enabler Code field and press **Unlock**.
A message will come up stating the upgrade was successful.
(If you received an 'invalid checksum' there may be a blank space at the end of the number)



Reading the license information

On the OAISYS Net Server go to the **Services** tab and click on COPYKEY.



SFES points hold value for:

Call Router – 75 points

Database Assistant – 110 points

Net Server – 40 points

Voice Assistant - 22 points per Voice Assistant port (see below to configure VA)

DFES points hold value for:

Net Phone – 22 points per Net Phone user

T_AD points hold value for:

Strata ACD –3 points for Enhanced Strata ACD **OR** 1 point for Basic Strata ACD

The number of agents for the Strata ACD is also available from this screen.

T_EA or T_BA will contain the number of agents.

In the above example there are 200 Enhanced Agents licensed for the key.

The maintenance information is available as well.

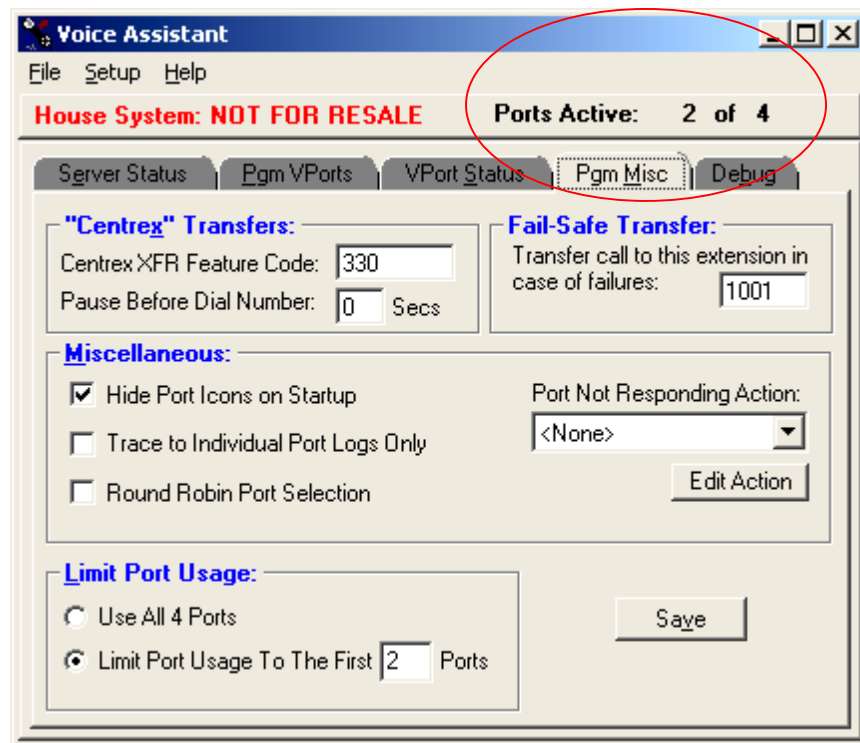
E_MAN shows the date when maintenance is available through.

The example above has valid maintenance through 4/22/03.

Configuring Voice Assistant

Most installations will only have enough licensing to enable 2 of the 4 ports of the Dialogic card. Voice Assistant will need to be configured to only use 2 ports.

In Voice Assistant go to the **Pgm Misc** tab and change the 'Limit Port Usage to the first _ ports' field to 2 click **Save** and restart Voice Assistant. The **Ports Active** should now show 2 of 4.



If you need any further assistance please contact Computer Telephony Solutions technical support department. (480)-496-9040 option # 4.