



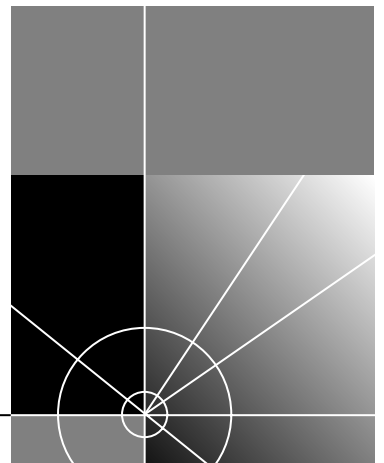
# Getting Started with the pcXset Application

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# ABOUT THIS GUIDE

This guide explains how to install and configure the pcXset 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/>

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## 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 RIIIP, use the following syntax:</p> <pre>SETDefault !&lt;port&gt; -RIPIP CONTROL = Listen</pre> <p>In this example, you must supply a port number for &lt;port&gt;.</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"> <li>■ Emphasize a point.</li> <li>■ Denote a new term at the place where it is defined in the text.</li> <li>■ Identify menu names, menu commands, and software button names. Examples:</li> </ul> <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.

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## Related Documentation

Use this guide in conjunction with the following documents:

- *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.

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## Overview

The pcXset™ PC Telephone is a software application that enables a user's multimedia computer to have the same features, functions, TAPI, and IMAP4 client capabilities of the NBX Business Telephone.

Using the pcXset software 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.



*Both the client computer and the pcXset software must be running for the pcXset software to accept calls. However, the software can receive voice mail messages even if neither it nor the computer is running, since voice mail operates on the Call Processor, not on the software.*

The pcXset online help contains instructions for using the application. For detailed instructions on using the pcXset software, select *Contents* from the *Help* menu.

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

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## Computer Requirements

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

- **Processor** — Pentium 166MHz or greater
- **Operating System** — Windows NT 4.0 (with Service Pack 3 or greater), Windows 95, Windows 98 or Windows 2000 (Server and Professional versions)
- **RAM** — 32 MB (Windows 95/98), 64 MB (Windows NT)
- **Video Display** — 640 x 480 pixels with 16 colors minimum (800 x 600 pixels with 256 colors or greater recommended)
- **Network** — An Ethernet network adapter. The pcXset software operates as 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 Being Echoed Back to TLIM” for more information.

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## Installing the pcXset Software

The pcXset software is installed 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, using the *Licenses* tab under *Operations* in the NetSet utility. The part numbers for the different licensing options are shown in Table 1.

The SuperStack 3 NBX system ships 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 On the *NBX Resource Pack* dialog box, click *pcXset PC Telephone* to begin the installation.
- 3 Read the Terms and Conditions statement, and then click *Finish*. The installation files unpack.
- 4 After reading the informational text, click *Next*.
- 5 Select a destination folder, then click *Next*.

If you want to accept the default, click *Next*. The default is `C:\Program Files\3Com\NBX\NBX pcXset`.

- 6 Select a program folder for the Windows Start menu. If you want 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 you can use your headset.

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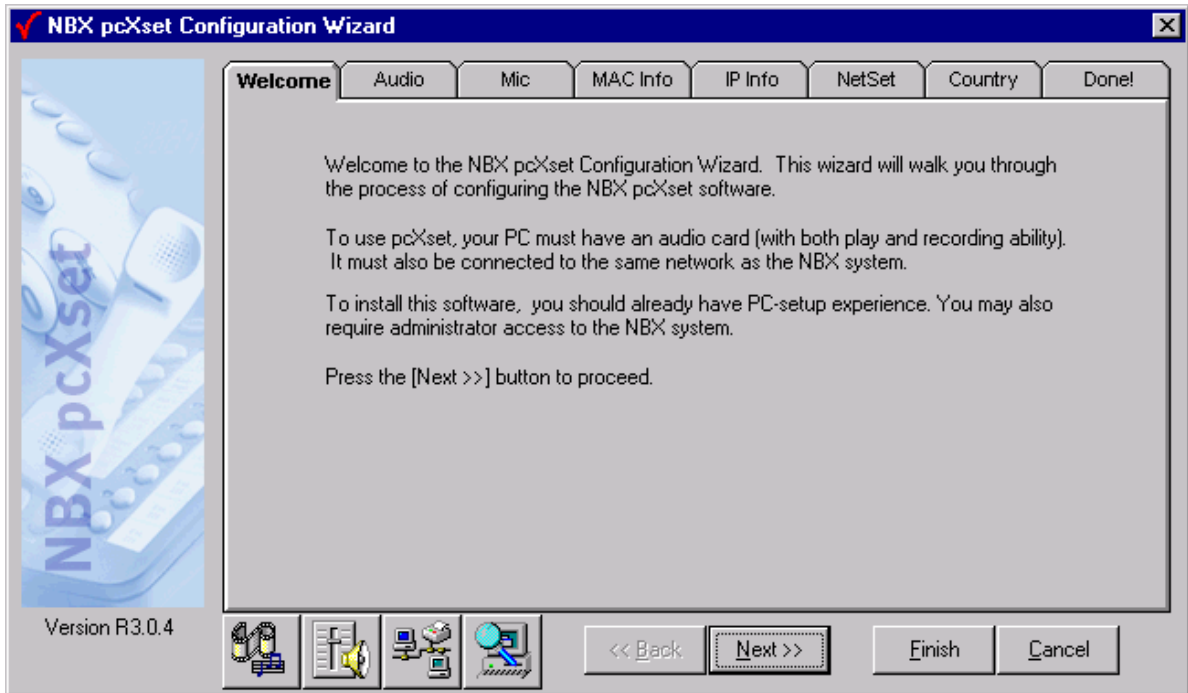
## Configuring the pcXset Software

You must configure the pcXset software so that it can interact with both the V5000 Call Processor and with the computer on which it is installed. Use the NBX pcXset Configuration Wizard to configure the pcXset software.

To configure the pcXset software:




- 1 From the *Start* menu, select *NBX pcXset Configuration Wizard* from the *3Com NBX* menu. 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.	

**Table 2** Windows Access Buttons (continued)

Windows Configuration Type	Button
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, subnet mask, and default gateway. The wizard can locate this information automatically.
  - **NetSet** — Add the pcXset software to the Call Processor using the NetSet user interface.
  - **Country** — If you want the pcXset tones and cadences and online help to use the same regional settings, select the required setting on the Country tab. If you want to specify different regional settings for tones and cadences and online help, select *Use Advanced Settings* and click *Advanced*.
  - **Done!** — Finish the pcXset configuration process.

You are now ready to start using the pcXset application. You may customize the pcXset display and other settings at any time.

## Customizing pcXset's Display

To set the pcXset display:

- 1 From the pcXset *Tools* menu, select *Options*.
- 2 Click the *Display* tab (Figure 2).

**Figure 2** Options Dialog Box - Display Tab



3 Select from the following display types:

- **Windows style** — This is a Windows application-style appearance (Figure 3), recommended for computers with a video card capable of displaying only 256 colors.

**Figure 3** Windows-style Display



- **Large NBSet or Small NBSet** — This is a realistic telephone display (Figure 4). You can set this display to large or small to suit your preference. If you want to display only the telephone image on the screen, select the *Default to transparent background?* check box on the *Display* tab. Alternatively, once the pcXset application is running on your PC, double-click the telephone image to remove the grey background.

**Figure 4** NBSet-style Display



- **Prevent Machine from Entering Standby Mode** — (See Figure 2) If a call comes in to the pcXset application when your computer is in standby mode, the call is automatically transferred to voice mail. This setting is enabled by default to prevent your computer entering standby mode.
- **Substitute for DTMF tones** — (See Figure 2) Check this box to hear a “click” sound when you dial using pcXset software instead of the

normal DTMF tone when dialing with a regular phone. This makes the pcXset software sound more like a PC application.

## 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 main sections:

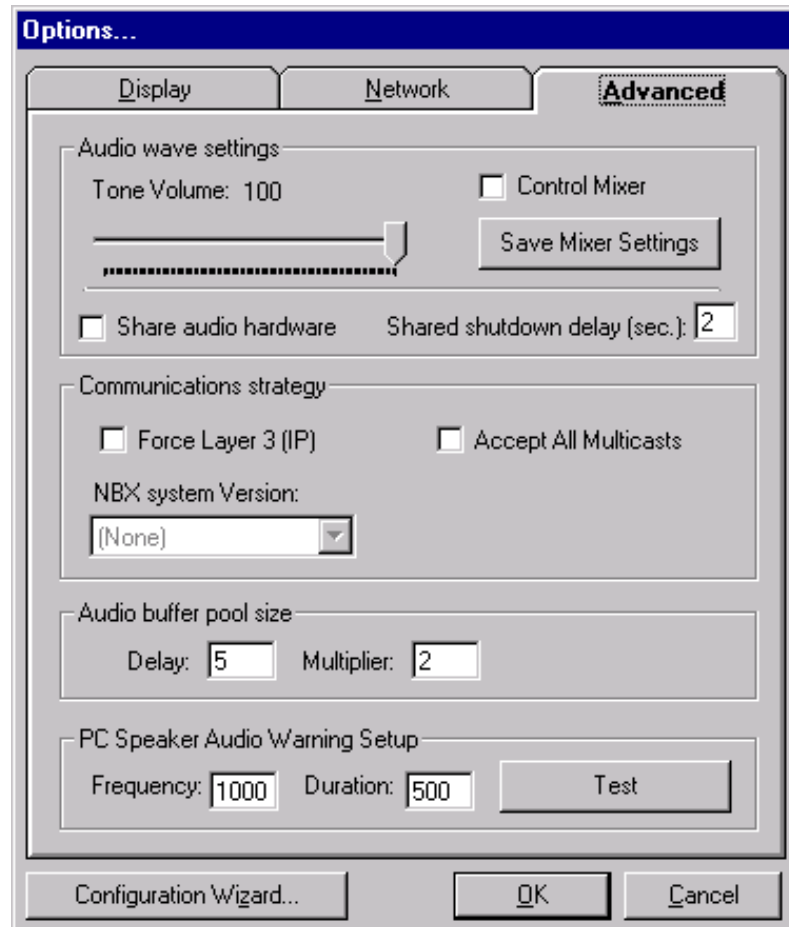
- NBX system Network Information:** This section contains the instruction "Enter the address information for the NBX system." and two text input fields: "NBX system MAC address:" and "NBX system IP address:".
- NBX pcXset Network Information:** This section contains two radio buttons:
  - Read automatically from computer (recommended)
  - Override IP info with the following:Below the radio buttons 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 dialtone, 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, which controls settings such as the amplification level of the microphone, computer volume, CD device, and wave play. The mixer program is known as *Volume Control* on Windows machines and is accessed as follows:

- **Windows NT and Windows 9x** — From the Windows *Start* menu, select *Accessories* from the *Programs* menu, and then select *Volume Control* from the *Multimedia* menu.
- **Windows 2000** — From the Windows *Start* menu, select *Entertainment* from the *Accessories* menu, and then select *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, select the *Control Mixer* option, and then click *Save Mixer Settings*. When the pcXset application is active, it uses the captured mixer amplification levels.

- **Share audio hardware** — Enable this if you want 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.
- **Shared shutdown delay (sec.)** — If you have chosen to share the audio hardware, and find that the pcXset application is cutting off the audio, then you should increase this value. For example, you should increase the value if the tones generated when dialing a phone number are distorted. The default value for this is 2 seconds.



**CAUTION:** *Increasing the value too much can also 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. If using Layer 3, the pcXset application requires the IP address of the NBX system. You specify this using the pcXset Configuration Wizard, or using the *Network* tab of the *Options* dialog box.

When using Layer 3, you must also specify the version of your NBX system.

- **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 or external paging.

- **Delay** and **Multiplier** — 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 at which frequency and for how long your PC sounds when there is an incoming call. Press *Test* to hear a sample tone.

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## Audio Drivers

You can find your audio drivers in the Multimedia control panel. To view the installed audio drivers:

- 1 Open the *Windows Control Panel*.
- 2 Select *Multimedia*.
- 3 The next step depends on your operating system:
  - **Windows 9x** — Select the *Advanced* tab
  - **Windows NT** — Select the *Devices* tab
  - **Windows 2000** — Select the required driver from the *Hardware* tab, click the *Properties* button, then select the *Properties* tab.
- 4 Click the + to the left of Audio Devices to expand the list of audio devices installed on your system.

Table 3 summarizes the audio cards supported for desktop computers.  
Table 4 summarizes the audio cards supported for laptop computers.

**Table 3** Supported Audio Cards for Desktop Computers

<b>Desktop</b>	<b>Audio Cards</b>	<b>Manufacturer</b>	<b>OS</b>
Compaq Presario 5600i Pentium III/500Mhz	Sound Blaster PCI 128	Creative Labs	MS Windows 98
	Sound Blaster 16 Wave Effects	Creative Labs	MS Windows 98
	Monster sound MX300PCI	Diamond	MS Windows 98
	Sound Wave 128 PCI	SiiG Inc	MS Windows 98
HP Pavilion 7360 MMX Pentium/200	Sound Blaster 16	Creative Labs	MS Windows 98
	SC 16-3D ISA	Aztec	MS Windows 98
	Monster Sound 3D	Diamond	MS Windows 98
	UltraSound PnP	Gravis	MS Windows 98
Elco Pro 200 Pentium Pro/200	Audiotrex 3D-XG	Mediatrix Periph	MS Windows 98
	PCI-128 Wave	Aztec	MS Windows 98
Gateway E-4200 Pentium II/450	Sound Blaster AWE64 Value	Creative Labs	MS Windows NT
	Sound Blaster Live PCI	Creative Labs	MS Windows NT
	3D Sound PnP	Creative Labs	MS Windows NT
	WaveRider Platinum 3D ISA	Yamaha	MS Windows NT
		Aztec	

**Table 4** Supported Audio Cards for Laptop Computers

Laptops	Supported Audio Cards	Manufacturer	OS
Compaq Armada 3500 Pentium II 366MHz	SC16-3D ISA	Aztec	MS Windows 98
	WaveRider Platinum 3D ISA	Aztec	MS Windows NT
Gateway Solo 9100 XL Intel Pentium II/366MHz	PCI-128 Wave	Aztec	MS Windows 95
	Sound Blaster 16	Creative Labs	MS Windows 98
HP Omnibook 7150 Pentium II/300MHz	Sound Blaster 16 WavEffects PNP	Creative Labs	MS Windows 98
	Sound Blaster Live PCI	Creative Labs	MS Windows NT
IBM ThinkPad 770X Pentium II/300MHz	Sound Blaster PCI 128	Creative Labs	MS Windows 98
	Monster Sound MX200 True3D PCI	Diamond	MS Windows 98
Toshiba Portege 3010CT Pentium /266MHz	Monster Sound MX300 PCI	Diamond	MS Windows 98
	Monster Sound 3D	Diamond	MS Windows 98
	16-bit Media Audio	Eiger Labs	MS Windows 98
	SoundWave 128 PCI	SiiG Inc	MS Windows 98
	3D Sound PnP	Yamaha	MS Windows NT
	WaveForce 192XG 16-bit	Yamaha	MS Windows 98
	Audiotrex 3D-XG	Mediatrix Periph	MS Windows 95
	UltraSound PnP	Gravis	MS Windows 98
	Sound Blaster AWE64 Value	Creative Labs	MS Windows NT
	Crystalizer Tidal Wave32 PnP	Crystal	MS Windows 98

All of the laptop computers in Table 4 have been tested with each of the listed audio cards.

### Headset Recommendation

Audio and voice quality can vary greatly between different models and makes of headset. For best results with the pcXset software, 3Com recommends using a high quality headset.

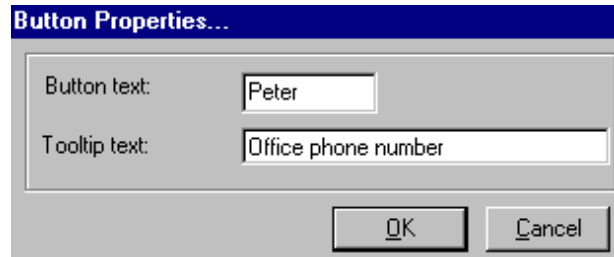
## Editing the Access Button Labels and Tooltip Pop-ups

You can edit the labels to the right of the Access buttons on both the NBSset display and the Windows style display. This allows you to add brief text that describes the feature or speed dial 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 on 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. Regardless of which display you are using when you create or edit text, the new or edited text appears on all displays.

## Keyboard Shortcuts

You can use keyboard shortcuts instead of clicking telephone controls with the mouse. Table 5 lists the shortcuts.

**Table 5** Keyboard Shortcuts

Press Key	To Select
0 - 9	Digits 0 - 9
*	Star
#	Hash

**Table 5** Keyboard Shortcuts (continued)

Press Key	To Select
F1-F12	Line Appearance Buttons L1-12
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 - 9 and \* on the numeric keypad. Use "." (the period key) for pound. Before using 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 and/or during the audio test in the Configuration Wizard, or there are delays in audio playback during telephone conversations.

#### Description:

This 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. You can access these values in the following ways:

- Click *Audio Configuration* on the *Audio* tab of the Configuration Wizard
- Click *Audio Configuration* on the *Mic* tab of the Configuration Wizard
- Click the *Advanced* tab on the Options dialog box.

These numbers depend on the hardware platform. You need to 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:**

You must configure some Ethernet cards to accept all multicasts to improve audio quality.

**Solution**

- 1 Run the pcXset software.
- 2 Select *Options* from the pcXset *Tools* menu.
- 3 Click the *Advanced* tab.
- 4 Click *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: XXXXXXXX [80041000H]**

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

**Description:**

You cannot play pcXset audio files with the audio card.

**Solution:**

- 1 Open the Windows Control Panel.
- 2 Double-click the *Multimedia* icon (Windows 9x and Windows NT) or the *Sounds and Multimedia* icon (Windows 2000).
- 3 Select the *Audio* tab.
- 4 Verify that there are audio card entries in the *Preferred device* drop-down lists for *Playback* and for *Recording*.
- 5 Use Windows Sound Recorder to verify that you can play the wave files. See the solution under "Full-Duplex Errors" for more information.

**DTMF Tones Being Echoed Back to TLIM**

The pcXset software cannot make external calls through the Telephone Line Interface Module (TLIM), but calls to internal extensions are successful.



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

**Description:**

This occurs when DTMF tones echo from the PC speaker back into the microphone, causing the TLIM to receive each outpulsed digit twice.

**Solution:**

Check the *Substitute For DTMF Tones* checkbox on the *Display* tab of the *Options* dialog box. This option replaces DTMF tones with clicks. The clicks do not register as DTMF when echoed back to the TLIM. The use of headphones also helps 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 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 Call Processor IP Address**

The following message appears during pcXset startup or after you click *Test* 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, used to determine the correct local interface during Auto IP determination, received the error. This is normally caused by an incorrect Call Processor IP address or the inability to 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 is caused by the system's failure to open the packet driver (Layer 2).

**Solution:**

- 1 Open the *Windows Control Panel*.
- 2 The next steps depend on your operating system:
  - **Windows NT** — Double-click the *Network* icon, then select the *Services* tab and look for the *NBX Packet Driver* entry.

If the NBX Packet Driver entry is missing, you can install the driver manually using the *Protocols* tab of the Network dialog box. 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** — Double-click the *Network and Dialup Connections* icon, and double-click *Local Area Connections*. Select the *General* tab and look for the *NBX Packet Protocol Driver* entry.

If the NBX Packet Driver entry is missing, click *Install* 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. In the *Network and Dialup Connections* window, select *Advanced Settings* from the *Advanced* menu. 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 connectivity with the Call Processor. Try to ping it using 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 autodiscover is enabled using *System-wide Settings* in the *System Settings* tab of the NetSet utility.
- Verify that the Call Processor MAC address set in the Configuration Wizard (*MAC Info* tab), matches the MAC address of the Call Processor. You can check the Call Processor MAC address on the *System Data* tab of the Reports window.
- Verify that you have selected the active network adapter on the *MAC Info* tab. If you are unsure which device to select, check *Devices* in the Control Panel to see which adapter driver is started, or click the *Adapters* tab under *Networks* in the Control Panel to see the available adapters.
- 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 you have:

- 1 Log on to the NetSet utility as an administrator.
- 2 Click the *Operations* icon on the NBX NetSet - main menu window.
- 3 Select the *Licenses* tab.

You can purchase additional licenses from your reseller.

**Prevent PC from Going Into Standby Mode**

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

**Description:**

Currently, the pcXset software provides no mechanism to wake a computer from standby mode. However, an option is available to prevent the machine from entering standby mode.

**Solution:**

Check the *Prevent Machine from entering Standby Mode* checkbox on the *Display* tab of the *Options* dialog box.

**Audio Driver Configuration Error**

The following message appears during an audio test, 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 Open the *Windows Control Panel*.
- 2 Double-click the *Multimedia* icon (Windows 9x and Windows NT) or the *Sounds and Multimedia* tab (Windows 2000).
- 3 Verify that there are entries in the *Preferred Device* drop down lists for *Playback* and for *Recording*.
- 4 To verify that you can play wave files:
  - **Windows NT and Windows 9x** — From the *Windows Start* menu, select *Accessories from the Programs* menu, and then select *Sound Recorder*.
  - **Windows 2000** — From the *Windows Start menu*, select *Entertainment* from the *Accessories* menu, and then select *Sound Recorder*.

