

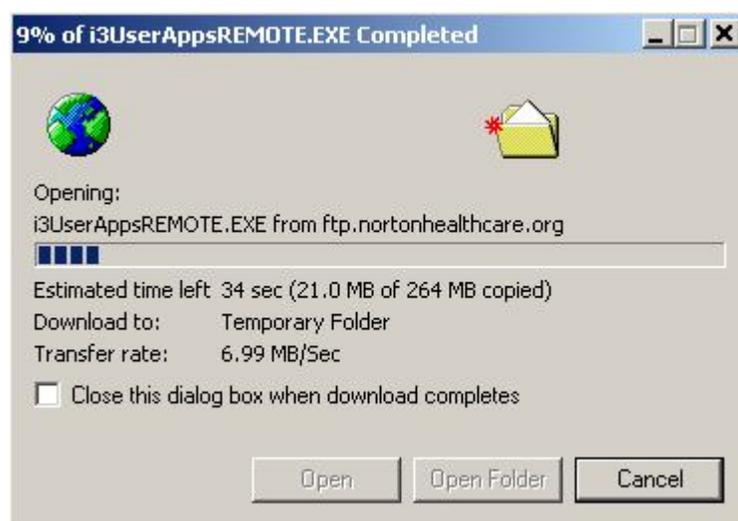
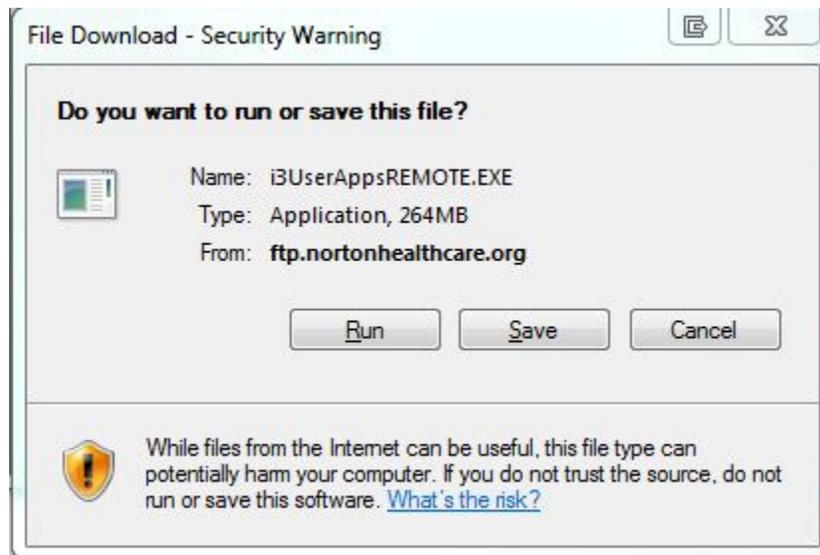
Install Instructions for Interaction Softphone.

Install Softphone Software

Navigate to <http://extranet.nortonhealthcare.org/HelpDesk/Remote/SoftPhone/> then press enter.

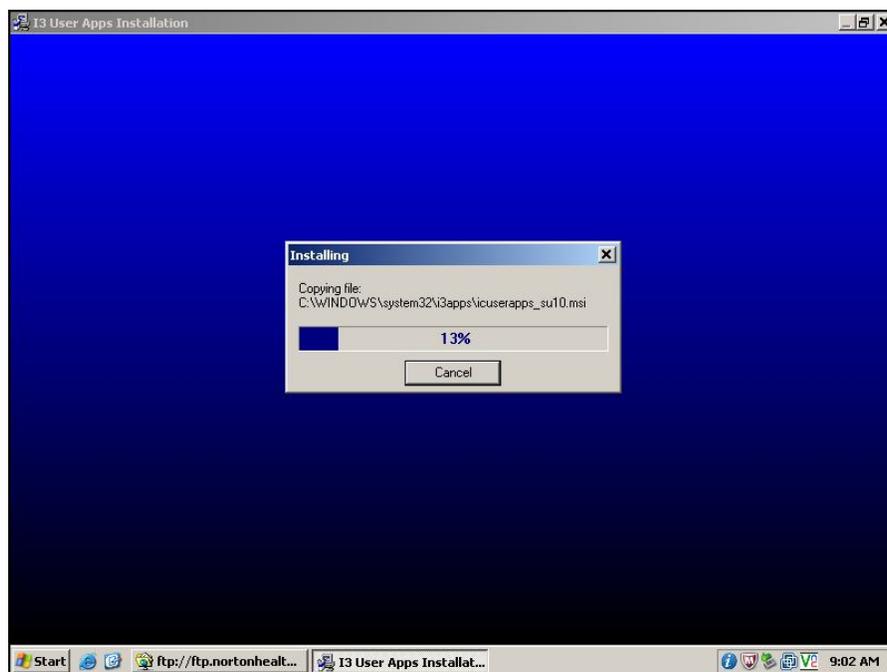
Once you're presented with the site scroll down and right click on i3userappsremote.exe and select "Save Target As", after that has saved to your desktop or download folder select Run.

When prompted click on run



When the download finishes it will launch an install. This install can take anywhere from 15 to 45 minutes depending on your computer.

If you get any security warnings during the process like below just click on run.

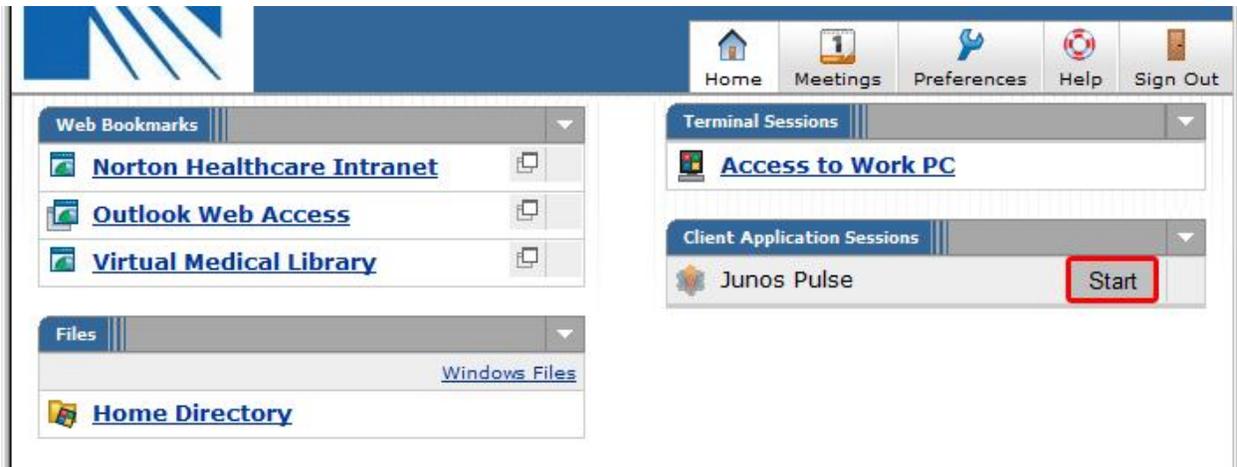


This install will sit at 100 percent for a long time. This is normal.

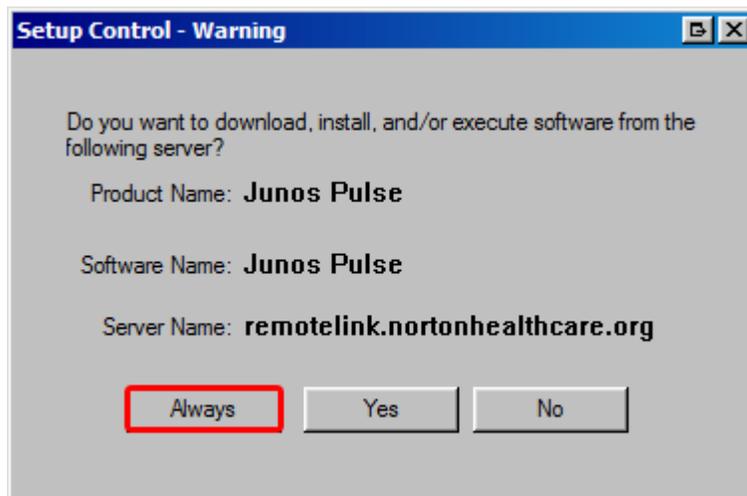
After the install finishes you will need to setup Juniper network connect for the Norton network.

Begin by going to <http://remotelink.nortonhealthcare.org>. Log into the RemoteLINK website using your AHSN and Password and let it install anything it may need to. Once the installs finish you will get a bookmarks page like below:

Under the "Client Application Sessions" section there should be a "Junos Pulse" option. Next to the Network Connect option there is a "Start" Button. Click the Start button and let it install anything it needs.



If you see a message to install and run Junos Pulse, select Yes or Always.

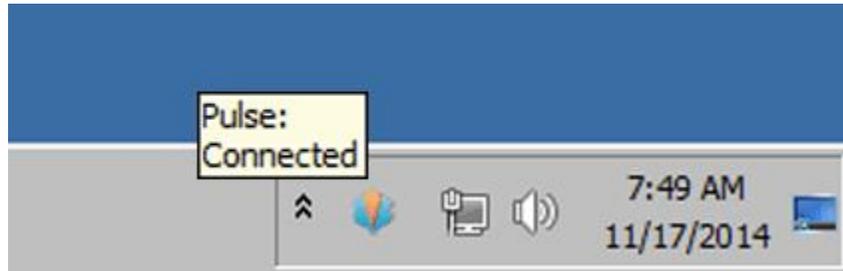


After clicking yes the Bookmarks page will come back up. However you should now have an icon in your system tray by your clock that looks like this:



Depending on the version of windows you have you may get some message stating that you need to reconnect If this happens simply click yes or OK depending on what it asks you to reconnect.

This icon when you hover over it will state that its connected. This means that your computer Is connected to the norton network.



Again, depending on the version of window you have you may get a message here about your windows firewall blocking some components of this application. You will need to click on the “Allow, or Always Allow” option as this application needs to have that access to work correctly.

After you are connected to the Norton network double click on the new icon that was created by the Interaction Client install on your desktop.

## You will need to make sure that you’re connected to RemoteLINK



**before you start interaction client. You will have to follow the connection instructions every time you’re going to work from home. Please reference the previous page for reminder of how to connect.**



First uncheck the use windows login authentication box

Type your AHSN number in as the username and your VOICEMAIL password as the password (This

is usually 4 digits that you setup when you first used Interaction Client at the office).

Then change the pull down that says Station Type to "**SIP Soft Phone**" and hit connect.



You will then get a popup that states the below. You will need to Click on the "Provision SIP Soft Phone" Link in this box.



The provision SIP Soft Phone Wizard will open up like the below screenshot.



Click Next

**If you have not already connected your USB Headset please do so and wait about 3 minutes before you click on the audio tuning wizard.** You need to wait after you plug your headset in so that windows can detect it as new hardware on your computer. Click on the audio Tuning Wizard.

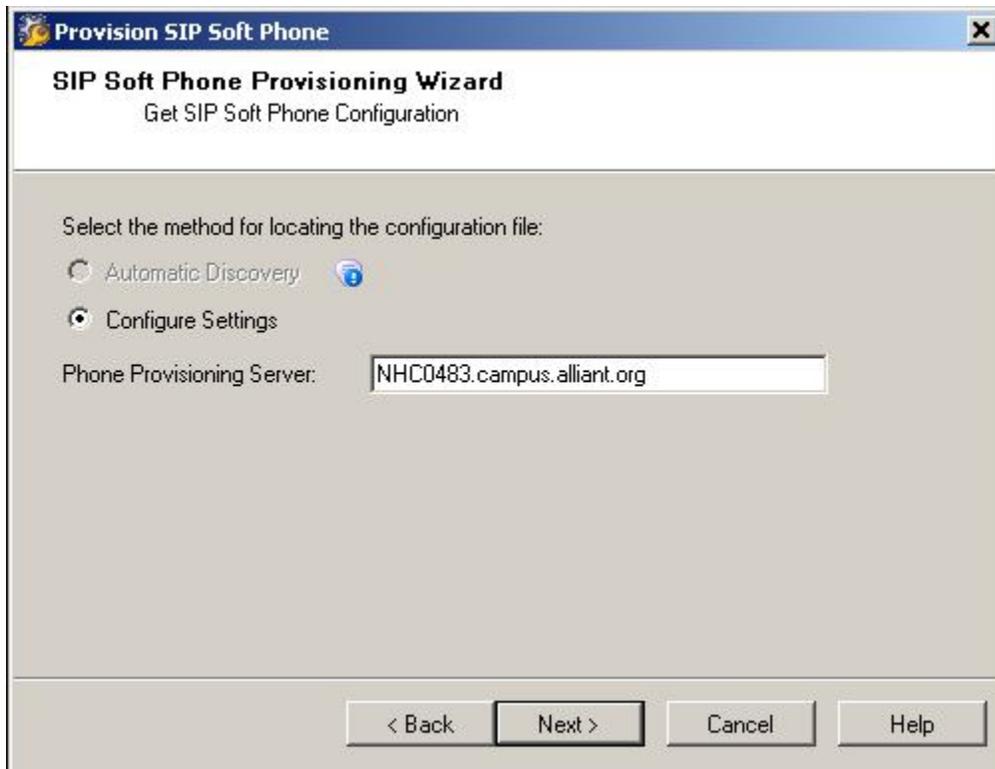


Click next

Select the microphone and speakers that show up as your headset and finish out the wizard as directed.



After the audio tuning wizard finishes you will be back at the provisioning wizard. Click next on that screen.



Leave everything here as default and click next.

If you get a certificate message please use your Normal AHSN and PASSWORD like so.



Please make sure to include the **ALLIANT\**



Click OK

After the certificate loads you will have to fill out how you connect on this screen. You will select that you connect using a VPN like the below screenshot.

Make sure that you select in both drop downs the connection that starts like "Local Area Connection | 172.18.". Its very important that you select a connection that start 172 as that is the Norton network and not your local internet connection.



Click next and you will see the finish screen.



Click finish and your client will open up as it does at work.

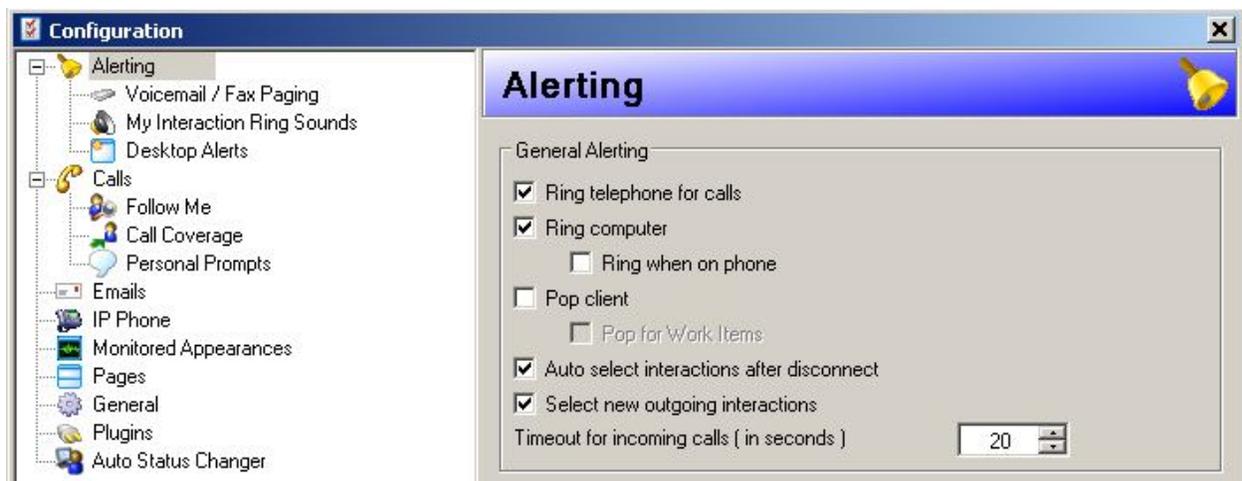
Your client is now installed and you should be able to make and receive calls using the software on your computer.

If you can not hear you phone ring when youre getting a incoming call you need to change an option in your client.

Click Options on the menu and select configuration.



On the screen that opens make sure the "Ring Computer" Box is checked.



After this software is installed on your computer it will keep itself up to date by downloading updates when your connected to the Norton network. It is normal for it to take regular updates from the "Interaction Update" application. Any time that it states it has an update you need to allow it to do that update.