

CONVERSip MPI000 Extension Owner's User Guide

MP1000 Message Manager - 1124 View All Msgs. 0 Urgent Msgs. 1 New Msgs. 0 Saved Msgs. 2 Read Msgs.

All Messages: 1-3 of 3 Used 2%

<input type="checkbox"/> All	Caller ID	Status/Delivery Type	Received Time	Duration	Delete
<input type="checkbox"/>	5-1416	Read	Fri Apr 23 16:05:24 2004	9 sec.	<input type="radio"/> Forward <input type="radio"/> Reply <input type="checkbox"/>
<input type="checkbox"/>	5-1416	New	Tue May 25 15:10:44 2004	7 sec.	<input type="radio"/> Forward <input type="radio"/> Reply <input type="checkbox"/>
<input type="checkbox"/>	5-1189	Read	Tue Jun 8 11:10:08 2004	10 sec.	<input type="radio"/> Forward <input type="radio"/> Reply <input type="checkbox"/>

Delete Checked Save Checked



MP1000

CONVERSip MP1000

Extension Owner's User Guide

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REVISION HISTORY

Version	Changes	Date
01	Initial version	09-30-2004

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Introduction

This manual describes how to set up the user interface of the CONVERSip MP1000 Media Platform system. It also contains procedures covering how to modify base settings entered by the System Administrator, when allowed.

This manual is intended to provide:

- basic knowledge of the functions and features of the MP1000 user interface.
- step-by-step procedures for controlling individual extension settings.

Audience Description

This manual is intended for persons who:

- use CONVERSip MP1000 extensions on a day-to-day basis.

This manual assumes:

- familiarity with using an Internet browser page, either Internet Explorer or Netscape 7.0 or later.

You should:

- read this manual in normal reading sequence before first using the MP1000 User Interface.
- refer to this manual as necessary while modifying your extension settings.

Related Publications

This manual refers you to related publications, when appropriate, for additional information.

- *CONVERSip EP300 Voice IP Endpoint User Guide for MP1000*, part number GCA70-398

Conventions Used in this Manual

Many of the procedures require you to enter settings or to choose from a list of variables. To signify when you are to act upon an item, parameter, button, etc. we italicize the name of the item being acted upon. For example, the following sentences instruct you to press a specific key on your keyboard.

- Press *Enter*.
- Press *Esc*.
- Press *Page Up* or *Page Down*.
- Press and hold the *Shift* and *Ctrl* keys simultaneously.

In contrast, the following sentence instructs you to type in a required response; notice the word “Enter” when used in this way is not italicized because you are not pushing a specific key name.

- Enter the value you want to use for this feature.

Similarly, when you select a menu option, we italicize the name of the menu item because you are required to take the action of choosing it, even though the item may not appear in italics on the system menu or display.

- Use the arrow keys to highlight *Programming* and press *Enter*.

At other times in the manual, we discuss prompts that the system displays to you. In these cases, we enclose the exact wording of the prompt in quotation marks to signify that the system is, in essence, speaking to you.

- The system prompts, “Enter your password now.”

If the system is actually playing a recording aloud, we enclose the exact wording of the prompt in quotation marks and italics to signify that the system is in actually speaking to you.

- The system says, “*You have no more new messages.*”

Italics and quotes are also of course used in their normal contexts, that is, for emphasis and to identify what words are spoken.

- This is called a *hot transfer*, that is, the system transfers the call without ringing the extension.

There are times when this manual will instruct you to enter a number from within a range of numbers. In this instance, we use the “~” character to indicate the range. For example, *05-01-1~3-001~100* tells you to enter:

- 05
- 01
- a 1, 2, or 3,
- a three-digit number that falls in the 001 to 100 range.

1. OVERVIEW

The MP1000 system provides a User Interface that allows you to:

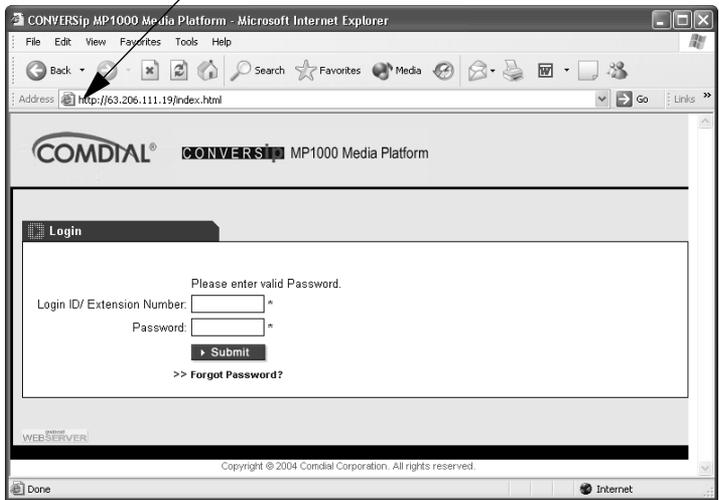
- Control Mail Box Settings
- Control EP300 Button Settings
- Add/Delete Members from your Address Book, and
- View listings of your voice mail messages and listen to the attached sound files.

You can perform all of these functions via the User GUI (Graphical User Interface). The GUI is browser-based, so that all you have to do is open your resident browser (Internet Explorer 6.0 or Netscape Navigator 7.0) and enter the URL of the MP1000.

1.1 Logging On

1. Open the browser window and enter the IP address of the MP1000 in the Address Bar. If you do not know this IP address, see your System Administrator. The MP1000 displays the Login Page.

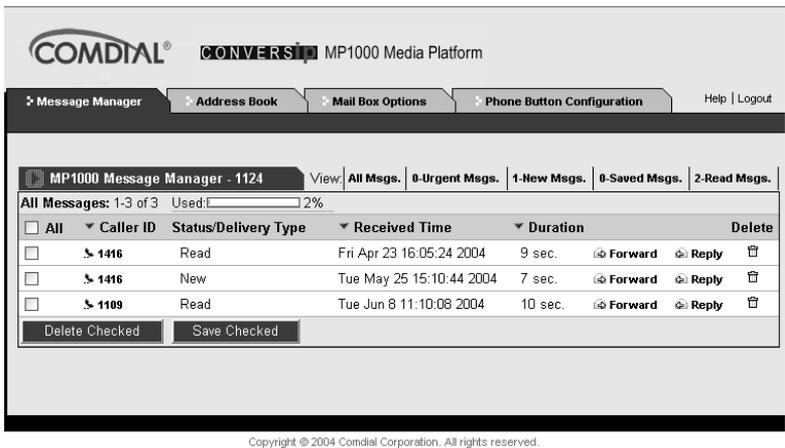
enter MP1000 IP address here



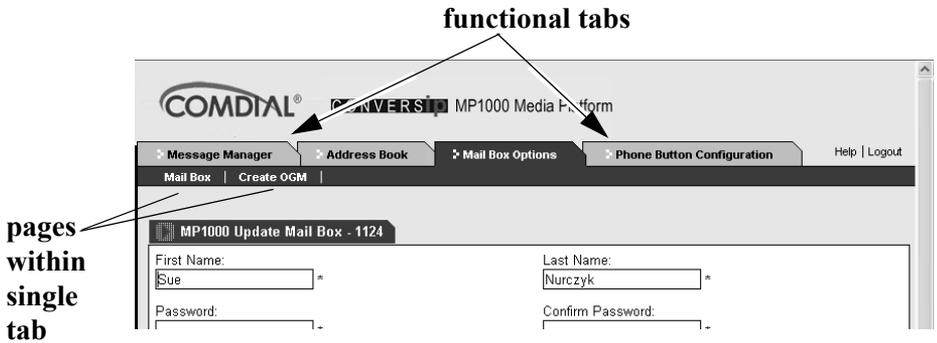
2. In the *Login ID/Extension Number* field, enter your extension number. This is a three or four digit number assigned by your System Administrator.
3. Enter your password in the *Password* field. If you have not yet customized your password, the default is 1234. **Note:** *If you have already set a custom password but have forgotten what it is, click on Forgot Password? and answer the security question. Keep in mind that the security question answer is case sensitive.*

- Click on *Submit*. The system then opens the user interface page for your extension at the Message Manager page.

Note: The first time you log on, the MP1000 may send you directly to the Mail Box Options page and ask you to complete the information on that page. For details on entering mail box information, see Section 2.1, Changing Your Personal Information. Once you have entered this information, when you log on subsequently the MP1000 opens at the Message Manager page.



The MP1000 GUI contains four functional tabs across the top that allow you access to additional pages. Below each tab name are links to additional pages related to that tab.



Now that you have logged onto your user interface page, you can control the settings as follows.

Function	Refer to:
Updating Mail Box Settings	Section 2., Updating Mail Box Settings
Controlling EP300 Button Settings	Section 3., Assigning Your EP300's Programmable Buttons
Adding/Deleting Members from your Address Book	Section 4., Setting Up Your Address Book
Viewing lists of and listening to your voice mail messages.	Section 5., Using the Message Manager

2. UPDATING MAIL BOX SETTINGS

MP1000 allows you to change your mail box settings to best meet your needs. The settings you can change include:

- Personal Information (name, password, email addresses, security question and answer),
- Whether or not you want the system to attach a voice file to the email notification it sends you when you receive a new message,
- How you want the system to handle your calls when you do not answer after a specified number of rings,
- Which outgoing message (primary or secondary) you want to use.

2.1 Changing Your Personal Information

To change your personal information, perform the following steps.

Updating Mail Box Settings

1. Click on the *Mail Box Options* tab. The system displays the Mail Box page.

The screenshot shows a web browser window displaying the 'COMDIAL' logo and 'CONVERSION MP1000 Media Platform'. The navigation menu includes 'Message Manager', 'Address Book', 'Mail Box Options' (selected), and 'Phone Button Configuration'. The page title is 'MP1000 Update Mail Box - 1124'. The form contains the following fields and options:

First Name: Sue *	Last Name: Nurczyk *
Password: ***** *	Confirm Password: ***** *
Security Question: Mother's Maiden Name?	Security Answer: Fountain
Email Address1: Sue.Nurczyk@comdial.com *	Email Address2: [Empty]
Attach Message with email? Yes <input checked="" type="radio"/> No <input type="radio"/>	Call Forward <input type="checkbox"/> Always <input type="checkbox"/> On Busy <input type="checkbox"/> No Answer
Number of Rings: 3	To ext: [Empty]
OGM Type Primary: <input checked="" type="radio"/> Secondary: <input type="radio"/>	

Buttons: Submit, Cancel

2. In the *First Name* and *Last Name* fields, change your name as needed.
3. In the *Password* field, enter a new password if desired. Be sure to enter the same new password again in the *Confirm Password* field.
4. Enter the question you want MP1000 to ask you if you cannot remember your password in the *Security Question* field.
5. Enter the answer to the security question in the *Security Answer* field. Note that this field is case-sensitive, so the answer must match exactly what you enter here, including capitalization.
6. In the *Email Address1* and *Email Address2* fields, change your email addresses on file as needed.

2.1.1 CONTROLLING VOICE MAIL ATTACHMENTS

The *Attach message with email?* field allows you to instruct the system to attach sound files to email new message notifications.

If you set this field to *Yes*, the system attaches a file containing the voice mail message to the email notification it sends to your inbox. You can then click on this file from the email to listen to the voice mail message. Your other choices for listening to your voice messages include using the IP endpoint (EP300 or EP200) and using the Message Manager. The voice file is a .wav file; your PC uses whatever sound device it has installed to play the message.

If you set this field to *No*, the system sends only the email notification to your inbox when you receive a new voice mail message. You can only listen to the message by using your endpoint to retrieve the message, or by logging on to the User Interface and using the Message Manager tool.

For details on retrieving messages using your EP300, see the *CONVERSip EP300 Voice IP Endpoint for MP1000 User Guide*. For details on the Message Manager, see Section 5., *Using the Message Manager*.

2.1.2 FORWARDING CALLS

The MP1000 system allows you to specify where to forward incoming calls:

- when you are already on the phone,
- when you do not answer after a set number of rings, or
- when you want to automatically forward all of your incoming calls.

To set these options, use the *Call Forward* and *Number of Rings* fields on the Mail Box page.

1. In the *Number of Rings* field, set when you want the system to take action on unanswered incoming calls. Valid choices include 1 through 5 rings. The default is 3 rings.

2. Next, in the *Call Forward* field, choose the condition upon which you want the system to forward your calls. The available options include *Always*, *On Busy*, and *No Answer*. You may choose more than one option, i.e. you can tell the system to forward all busy calls AND all calls that you do not answer within the specified number of rings. The default is that Call Forward is turned off.
3. Enter where you want the system to forward your calls in the *To ext.* field. You can specify any valid extension number in the system.

2.2 Customizing Your Outgoing Message (OGM)

The MP1000 allows you to use two outgoing messages. The first is called the Primary OGM, and is usually your standard message, such as “*You have reached Jane Doe. I am unavailable to take your call now, but if you leave a message I’ll get back to you shortly.*”

You can then use your Secondary OGM for special occasions, such as when you are out of the office or on vacation. You can control what OGM the system plays to your callers.

2.2.1 SETTING THE CURRENT OGM

To set the current OGM, perform the following procedure.

1. On the Mail Box page, scroll down to the bottom of the page.
2. Select whether you want the system to use the *Primary* or *Secondary* OGM under the *OGM Type* field. **Note:** *You must have previously recorded these messages and attached them to the system.* The default is Primary.
3. Click on *Submit*.

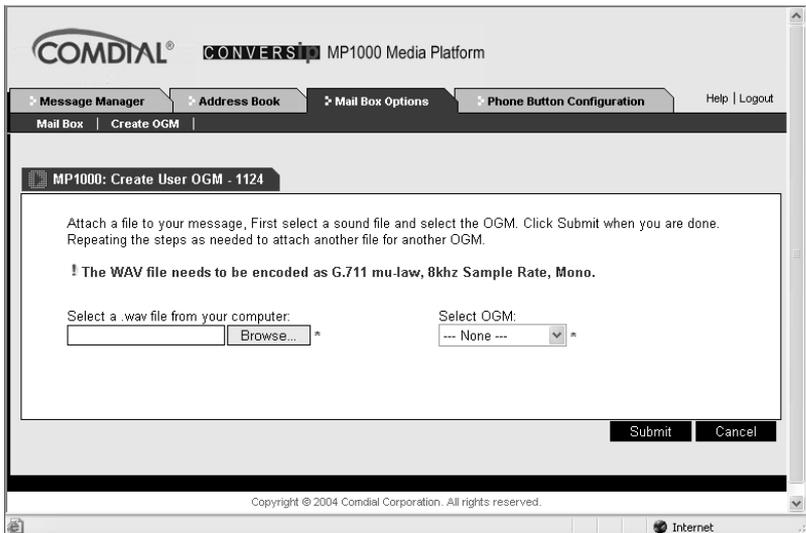
2.2.2 CREATING A NEW OGM USING YOUR PC

If you want to customize or change your OGMs, you can record the new greeting using an EP300 (for details see the *CONVERSiP EP300 Voice Endpoint for MP1000 User Guide*). Or, you can record your new OGM using your PC.

For example, you can use the Microsoft Sound Recorder resident on most PCs (via *Start/All Programs/Accessories/Entertainment/Sound Recorder*) and the microphone on your PC. Simply open Sound Recorder, record your message, and then save it in u-law (or mu-law) format.

Next, you must attach the new sound file to the MP1000 system; to do so, perform the following steps.

1. From the Mail Box page, click on *Create OGM*. The system displays the Create User OGM page.



2. Click on the *Browse* button to select the .wav file you just created and saved in u-law format. Navigate to the appropriate area and select the sound file.

Updating Mail Box Settings

3. Next, specify whether you want the greeting recorded in this file to be your primary or secondary OGM. In the *Select OGM* field, choose *Primary OGM* or *Secondary OGM* from the drop down list.
4. Click on *Submit* to save your assignment.
5. Add any other OGMs you want to create in the same manner.

You can use any recorder resident on your PC, as long as it produces a .wav file in u-law format.

3. ASSIGNING YOUR EP300'S PROGRAMMABLE BUTTONS

The MP1000 system allows you to customize your EP300 buttons to meet your specific needs.

The EP300 has either 12 or 24 programmable buttons located beneath the LCD display. All of these buttons may not be available to you because your System Administrator has priority in setting these buttons. If a button is not available for your personal settings, the system displays it as grayed out and does not allow you to select settings.

For each button, you can choose to set it to someone in your Address Book, or you can set it as a Direct Station Selector/Busy Line Field (DSS/BLF). If you set it as a DSS/BLF, the system lights the button when the line mapped to it is busy; you can also direct dial that line by pressing the button.



1. Click on the Phone Button Configuration tab. The system displays the Phone Button Configuration page.

Assigning Your EP300's Programmable Buttons

COMDIAL® **CONVERSE** MP1000 Media Platform

Message Manager Address Book Mail Box Options Phone Button Configuration Help | Logout

MP1000 Programmable Phone Button - 1124

24 buttons below the LCD screen are programmable. Buttons which are grayed out are programmed by admin, user can configure any buttons, which are not programmed by admin, but admin has right to reprogram. For more information click on **HELP** button.

Submit Cancel

1 DSS/BLF	2 DSS/BLF	3 DSS/BLF	4 DSS/BLF	5 -- Unused --	6 -- Unused --
Taylor-1109	Kirby-1416	Mark-1600	1343		
7 -- Unused --	8 -- Unused --	9 -- Unused --	10 -- Unused --	11 -- Unused --	12 -- Unused --
13 -- Unused --	14 -- Unused --	15 -- Unused --	16 -- Unused --	17 -- Unused --	18 Voice Mail:8000
19 Trunk Line:1	20 Trunk Line:2	21 Trunk Line:3	22 Trunk Line:4	23 Trunk Line:5	24 Trunk Line:6

2. For the button you wish to program, click on the arrow to view the drop down list. You can only program those buttons that are not grayed-out.
3. To program a button to someone on your address book, select *Addr. Book*. In the *Addr. Book* dropdown list, select the extension to which you want to assign this button.
4. To program a button as a DDS, select *DSS/BLF*. In the *DSS/BLF* dropdown list, select the extension to which you want to assign this button. Whenever that extension is in use, the BLF button on your EP300 lights. To dial that extension, simply press the corresponding DSS button.
5. When you have finished setting your available programmable buttons, click *Submit* to save your changes.

4. SETTING UP YOUR ADDRESS BOOK

The MP1000 system provides you with an address book that you can use to store frequently-used extension numbers, SIP addresses, and email addresses. You can then use this address list when assigning buttons on EP300s via the Phone Button Configuration tab (see Section 3., *Assigning Your EP300's Programmable Buttons*), and when forwarding voice mail messages to other extensions in the system (see Section 5.2, *Forwarding Messages*).

You can also use your address list when programming the EP300 through its LCD display. For details on programming through the LCD, see the *CONVERSip EP300 Multimedia IP Endpoint for MP1000 User Guide*.

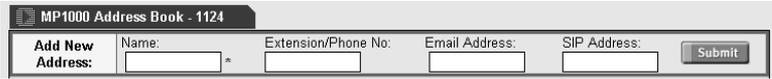
1. Click on the *Address Book* tab. The system displays the IP-PBX Address Book page.

MP1000 Address Book - 1124

Name	St/Ph Number	Email Address	SIP Address	Edit	Delete
Anne Brames	1122	anne.brames@comdial.com		[Edit]	[Delete]
Kirby Keim	1416	kirby.keim@comdial.com		[Edit]	[Delete]
Sam Aldrich	1204	sam.aldrich@comdial.com		[Edit]	[Delete]
Taylor Anderson	1109	taylor.anderson@comdial.com		[Edit]	[Delete]

2. The system lists the members of your address book in alphabetical order. For each member, it lists the extension number, email address, and SIP address.
3. To add a new member to your list, enter the required information in the *Add New Address* section of the Address Book page.

Setting Up Your Address Book



MP1000 Address Book - 1124

Add New Address:	Name: <input type="text"/>	Extension/Phone No: <input type="text"/>	Email Address: <input type="text"/>	SIP Address: <input type="text"/>	<input type="button" value="Submit"/>
-------------------------	----------------------------	--	-------------------------------------	-----------------------------------	---------------------------------------

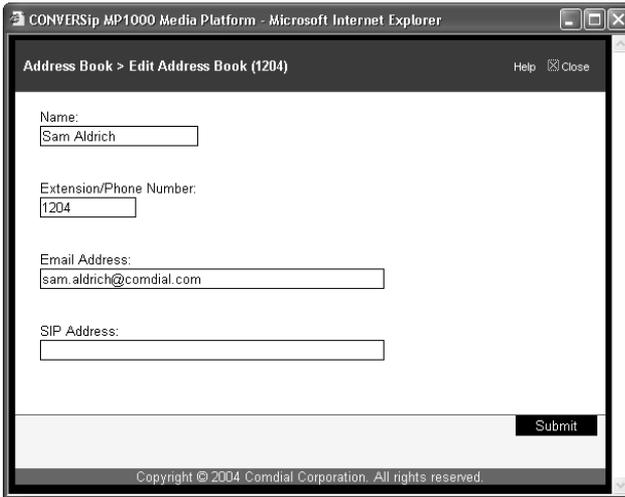
4. You can delete any member simply by clicking on the delete icon to the right of the member line.

Click here to delete this member.

Sam Aldrich	1204	sam.aldrich@comdial.com	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
--------------------	------	-------------------------	-------------------------------------	---------------------------------------

Click here to edit this member.

5. You can change most of the settings for a member by clicking on the edit icon. The system displays the Edit Address Book page.



CONVERSip MP1000 Media Platform - Microsoft Internet Explorer

Address Book > Edit Address Book (1204) Help Close

Name:

Extension/Phone Number:

Email Address:

SIP Address:

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You can change all settings except the name. Make the changes you need, then click on *Submit*. **Note:** *If you need to change the name, delete the existing member and then add a new one with the correct name.*

5. USING THE MESSAGE MANAGER

The MP1000 system allows you to listen to your voice mail messages using your browser and whatever audio player is installed on your PC.

Your mailbox can hold up to a total of 150 voice mail messages. This total includes all types of messages: urgent, new, saved, and read. The system displays warnings when you are getting close to your limit: yellow warning at 100 messages, and a red warning when you reach 130 messages. When your mailbox contains 150 messages, MP1000 does not accept any more messages until you remove some from your mailbox.

5.1 Viewing and Listening to Your Messages

1. Click on the *Message Manager* tab. The system displays the Message Manager page.

The screenshot shows the MP1000 Message Manager interface. At the top, there is a navigation bar with tabs for "Message Manager", "Address Book", "Mail Box Options", and "Phone Button Configuration". Below the navigation bar, there is a header section with "MP1000 Message Manager - 1124" and a "View" dropdown menu. The main content area displays a table of messages with the following columns: "All", "Caller ID", "Status/Delivery Type", "Received Time", "Duration", and "Delete". The table contains three rows of message data. Below the table, there are two buttons: "Delete Checked" and "Save Checked".

All	Caller ID	Status/Delivery Type	Received Time	Duration	Delete
<input type="checkbox"/>	1416	Read	Fri Apr 23 16:05:24 2004	9 sec.	Forward Reply
<input type="checkbox"/>	1416	New	Tue May 25 15:10:44 2004	7 sec.	Forward Reply
<input type="checkbox"/>	1109	Read	Tue Jun 8 11:10:08 2004	10 sec.	Forward Reply

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2. The system displays all of your messages, but you can view only a subset of your messages if you like. To view only the urgent messages, click on *Urgent Msgs*. To view only your new messages, click on *New Msgs*. To view messages you have saved, click on *Saved Msgs*. To view all messages you have already read, click on *Read Msgs*.

For each message, the system lists the identification of the caller (if available), the status of the message (urgent, new, saved, read, etc.), the time that the message was received, and the length of the message.

3. To listen to a message, click on the *Caller ID* field for the message. The system initiates whatever sound player you have installed on your PC and plays the message.
4. The *Used* field towards the top of the menu shows you how much of your allotted space is currently used by your messages. Since you can have up to 150 messages, the MP1000 indicates when you are in danger of reaching that limit by changing the color of the bar in the *Used* field. When you reach 100 messages, the system changes the color of the bar to yellow; when you reach 130 messages the system colors the bar red. Once you reach 150 messages, the MP1000 cannot accept any new messages for your mailbox until you clean out your messages and reduce the number on the system.

5.2 Forwarding Messages

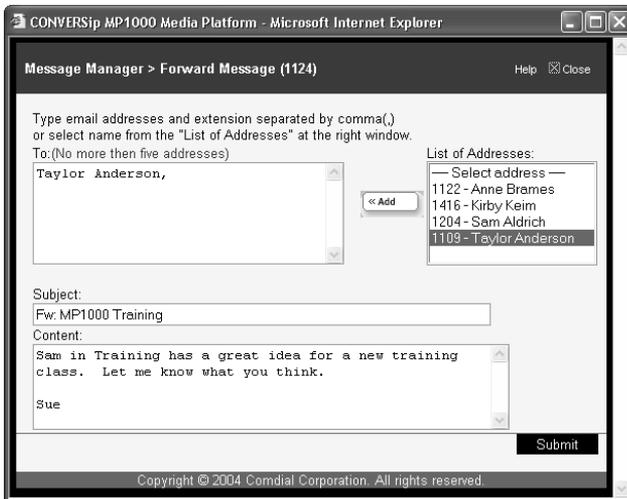
You can forward a message in your Message Manager to another extension on the system.

1. Click *Forward* on the line where the message appears. The system displays the Message Manager > Forward Message page.

The screenshot shows a web browser window titled "CONVERSip MP1000 Media Platform - Microsoft Internet Explorer". The main content area is titled "Message Manager > Forward Message (1124)". Below the title, there is a "Help" link and a "Close" button. The form contains the following elements:

- A "To:" label with a note: "Type email addresses and extension separated by comma(,) or select name from the 'List of Addresses' at the right window. To: (No more than five addresses)".
- A large text input field for the "To:" address.
- An "Add" button next to the "To:" field.
- A "List of Addresses" dropdown menu with the following options: "Select address", "1122 - Anne Brames", "1416 - Kirby Keim", "1204 - Sam Aldrich", and "1109 - Taylor Anderson".
- A "Subject:" label with a text input field containing "Fw:".
- A "Content:" label with a large text area for the message content.
- A "Submit" button at the bottom right.
- Copyright text at the bottom: "Copyright © 2004 Comdial Corporation. All rights reserved."

2. In the *To* box, enter the email address to which you want to forward this message. You can use your address book by selecting an extension in the *List of Addresses* field and clicking on *Add*. To forward this message to multiple email addresses, simply separate email addresses with a comma.
3. In the *Subject* box, enter a subject for your email.
4. In the *Content* box, enter a description of the contents of the voice message that you are forwarding.



5. Click on *Submit*. The system then forwards the voice mail message with your comments to the email address you specified.

5.3 Replying to Messages

The MP1000 system allows you to respond to voice mail messages. The person to whom you are replying must have a mail box on the MP1000 system. Therefore, you cannot use the reply feature when responding to outside callers.

1. Click on *Reply* for the message. The system displays the Message Manager > Reply Message page.



The screenshot shows a web browser window titled "CONVERSip MP1000 Media Platform - Microsoft Internet Explorer". The page content is titled "Message Manager > Reply Message (1124)". It features a form with the following fields and controls:

- To:** A text input field containing "Kirby.Keim@comdial.com".
- Subject:** A text input field containing "Re:".
- Attach Message:** A checkbox that is checked.
- Message Body:** A large, empty text area for entering the reply content.
- Submit:** A button located at the bottom right of the form.

At the bottom of the browser window, a copyright notice reads: "Copyright © 2004 Comdial Corporation. All rights reserved."

2. The system automatically fills in the *To* and *Subject* fields for you, based on who left you the message to which you are replying. If the message is from an outside caller (who does not have a mailbox on the MP1000 system), the *To* and *Subject* fields are blank, and you cannot use reply.
3. In the *Attach Message* field, you can control whether or not the system attaches the original voice mail sound file to your reply. If you do not want this file attached, simply uncheck this field.
4. Enter your comments in the box below the *Attach Message* field, then click on *Submit* to send the reply.

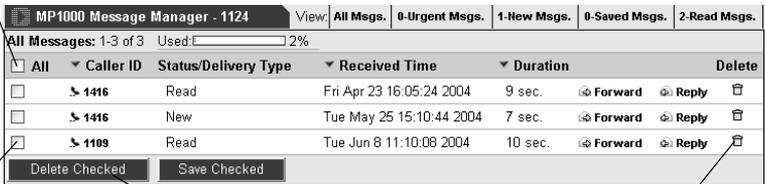
5.4 Deleting Messages

From the Message Manager page you can delete voice mail as necessary.

1. On the line containing the voice mail, click on the box to the left of the Caller ID field to select the voice mail. Then click the *Delete Checked* button.

Select All

Box



Click here to select this message

Click here to delete selected messages

Single Click Delete

If you prefer, you can delete a message in a single click by clicking on the trashcan icon to the right of the Reply field.

2. You can also delete all messages at once by clicking on the *All* box; the system selects all messages. Then click the *Delete Checked* button.

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