

Installation & Reference Manual

What's new in document ref v32/0111/7

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Contents

This document details the new sections that appear in the Installation & Reference Manual reference V3.2/0111/7. Each section has been listed in the same order that they appear in the manual.

Platform Overview	1
IP 530	1
Installing Licences.....	1
Increasing the number users on a 5108	1
Connecting an IP 530	2
Routing calls via a Department.....	4
Using an Alternate Distribution Group 2	4
Voicemail	4
Setting User Voicemail Notification	4
Setting Department Voicemail Notification	6
Maintenance & Troubleshooting.....	7
Upgrading the Software on the IP530.....	7
Default the IP 530	8
Field Descriptions.....	9
Contacts.....	9

Platform Overview

IP 530

This IP phone provides:



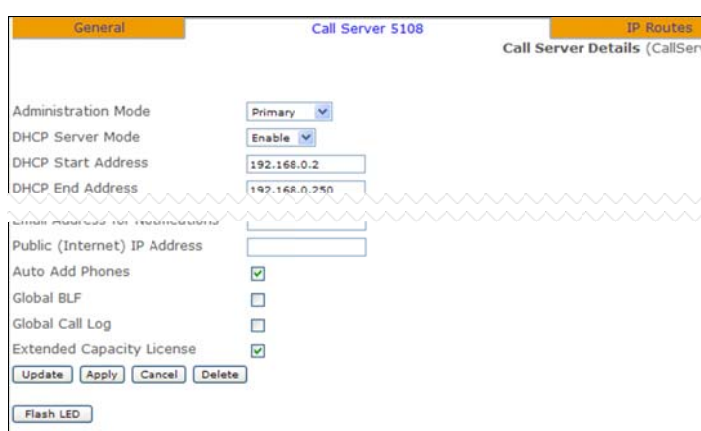
- Standard 12 button telephony functionality (0-9, #, *)
- Context sensitive graphics display
- 4 intuitive, multi-functional context sensitive keys
- Hands free operation
- Message waiting LED
- LAN port for PC
- Power via Power over Ethernet
- Voicemail guide on handset
- Hearing aid compatible
- Multi-position stand
- Can be partnered with VisionMobility for desktop PC control
- Configurable Intercom facility

Installing Licences

Increasing the number users on a 5108

The 5108Plus licence will increase the number of users supported on a 5108. Once this licence has been installed the following configuration is required:

1. In Manager, select Modules
2. From the Modules list select the entry for the 5108 Call Server
3. From the Call Server’s configuration form select the Call Server 5108 tab
4. Select the Extended Capacity Licence field
5. Select Update or Apply when ready.



The screenshot shows the 'Call Server 5108' configuration page. The 'Extended Capacity License' field is checked, indicating that the license is enabled. Other fields include Administration Mode (Primary), DHCP Server Mode (Enable), DHCP Start Address (192.168.0.2), and DHCP End Address (192.168.0.250). There are buttons for Update, Apply, Cancel, and Delete at the bottom.

The additional Users, up to 12, can now be created assuming the required number of IPUser licences have been installed.

Connecting an IP 530

Power to an IP 530 is supplied via Power over Ethernet (PoE). This can be provided either by a third party PoE switch or directly via a PoE LAN port available on a Call Server or 5300 Phone Module.

Please note before you start:

- **Ensure that Auto Add Phones has been turned off on the relevant Call Server**
- An IPUser licence is required and must be installed before registration
- The IP 530 is a DHCP client and must obtain its IP address from a DHCP server.

- 1 Turn off the Auto Add Phones feature on the relevant Call Server
 - 2 Connect the IP 530 (via its LAN port) to the system via the network or directly to a LAN port on the Call Server or 5300 Phone Module
 - 3 The IP530 will display “Initializing Please wait...” until the phone has connected to the system. Wait for this to complete. During this process the IP 530 will obtain an IP address from the DHCP server
 - 4 Find out the IP address of the phone as follows:
 - a Note at the bottom of the screen on the phone a list of options is displayed
 - b Press the black button under the Menu
 - c 1. Status will be highlighted (if not use the Up or Down arrow to select this option)
 - d Press the black button under Enter
 - e Make a note of the phone’s IP address
 - f This display will automatically return to the default screen (alternatively select Back and then Exit)
- or
- Lift the handset and the IP address is displayed at the top left hand side of the screen.
- 5 Using the web browser on a PC connected to the same network as the IP 530 enter

http://ip address of the IP 530 eg http://192.168.0.23

- 6 At the Login prompt enter
User name = admin
Password = admin
- 7 The configuration pages for the IP 530 will be displayed
- 8 Select the Account tab
- 9 Complete the following fields:

Account Active = select On

Label = the text that will be displayed as the name on the phone’s display, eg Angela Brown

Display Name = enter any text required. The call server does use this field but is required by the phone.

Register Name = enter any number eg 123456

User Name = enter any number eg 123456. This will be the name given to the User and the Phone created during the install but these can be changed later.

Password = enter any number, eg 123456.

SIP Server = enter the IP address of the call server, eg 192.168.0.1

- 10 Select the Confirm button at the bottom of the form
- 11 When the configuration form returns the Register Status will display Registering
- 12 In Manager select Unassigned Phones
- 13 The IP 530 will be listed. Select this phone.
- 14 From the Status list box select Member

- 15 Select Update. This phone will be listed within the Phone section of Manager and a new User account will created.
- 16 Return to the IP 530’s configuration pages, select the Account tab and change the Register Name, User Name and Password field to match the extension number of the User assigned to this phone eg 2017
- 17 Select the Confirm button
- 18 When the configuration form returns the Register Status will display Registered.

Register Status	Registered	
Account Active	<input checked="" type="radio"/> On	<input type="radio"/> Off
Label	<input type="text" value="Angela Brown"/>	
Display Name	<input type="text" value="anytext"/>	
Register Name	<input type="text" value="2017"/>	
User Name	<input type="text" value="2017"/>	
Password	<input type="text" value="2017"/>	
SIP Server	<input type="text" value="192.168.0.1"/>	Port <input type="text" value="5060"/>
Enable Outbound Proxy Server	<input type="text" value="Disabled"/>	<input type="checkbox"/>

You can now return to Manager and change the User Name and Phone Name to something more relevant if required. (It is also recommended that the Label and Display Name fields within the IP 530’s configuration form are also changed to match the User Name in Manager to avoid confusion, but this is not essential to the running of the IP530.)

If you wish to reset the phone back to its factory default settings and start again please refer to the Default the IP 530 section.

Configure the Message Waiting Indicator

In order for the Message Waiting Indicator to light when a new message has been received the following should be checked:

- 1 Open the IP 530’s configuration pages (as described above in step 4 to 7)
- 2 Select the Account tab
- 3 Select Advanced>>. The Advanced options will be displayed
- 4 Ensure that the Subscribe for MWI is set to Enabled.
- 5 Ensure that the MWI Subscription Period is set to 3600
- 6 If a change is made to these fields select the Confirm button

Subscribe Register	<input type="text" value="Disabled"/>	
Subscribe for MWI	<input type="text" value="Enabled"/>	
MWI Subscription Period(Scope:0~84600) (seconds)	<input type="text" value="3600"/>	
Caller ID Header	<input type="text" value="FROM"/>	

Routing calls via a Department

Using an Alternate Distribution Group

Please note:

- It is highly recommended that if an Alternate Distribution Group is used that an Alternate Distribution Group 2 is also configured. Both fields can contain the same Group.

Using an Alternate Distribution Group 2

Please note:

- If the Max Ring Time before Alternate Distribution 2 field is left as 0 the value in the Max Ring Time Before Alternate Distribution field will be used.

Voicemail

Setting User Voicemail Notification

If a User has an assistant or colleague who will be permanently monitoring that User's voicemail messages and that assistant/colleague is a user of a PCS 580/570/560, PCS 410/400, PCS 100, PCS 60 or PCS 50, the assistant/colleague's User account can be configured so that all the voicemail messages are displayed and accessible via their handset. This is done as follows:

- 1 In Manager select Users
- 2 From the Users list select the User account for the assistant/colleague
- 3 Select the Voicemail page
- 4 Select [Department Voicemail by User] (or 2-8)
- 5 From the Select User list select the assistant/colleague's User name
- 6 This User will be entered into the Department Voicemail and [Department Voicemail by User] fields.



Please note that a User can only monitor up to 8 voicemail accounts at any one time. The [Department Voicemail by User] fields allow you to select a User’s voicemail account and the Department Voicemail fields allow you to select a Department’s voicemail account (as described in the Setting Department Voicemail Notification section from page 6). However the account selected will be displayed in both fields.

This User will be prompted to enter his/her manager/colleague’s Voicemail Access Code when attempting to listen to the manager/colleague’s messages. Alternatively, a voicemail contact similar to the following example can be entered within the manager/colleague’s Voicemail page. The User with the extension number entered in the Telephone Number field will not be prompted for the Voicemail Access Code.

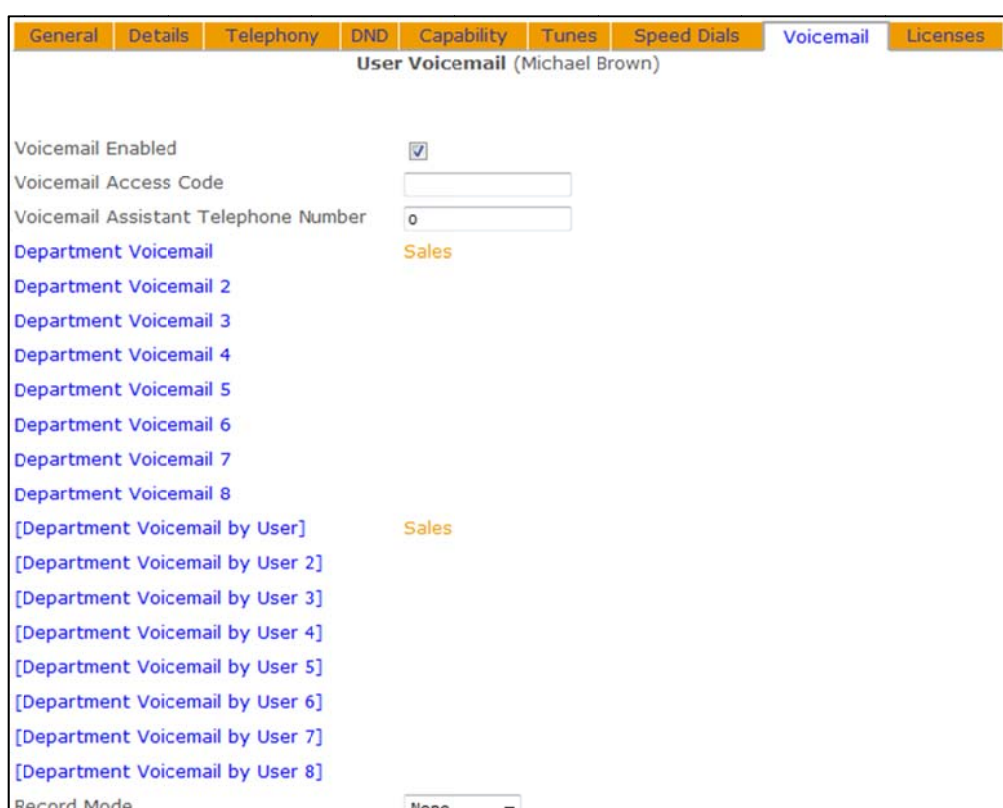


Please refer to the relevant PCS User manual for details on how to handle voicemail messages via a PCS. Incoming calls answered and missed by the manager/colleague will also be logged in the assistant/colleague’s Incoming Calls History.

Setting Department Voicemail Notification

If a User of a PCS 580/570/560, PCS 410/400, PCS 100, PCS 60 or PCS 50 wishes to handle voicemail messages for a Department via their PCS this Department should be entered in one of the User’s Department Voicemail fields as follows.

- 1 In Manager select Users
- 2 From the Users list select the User required
- 3 Select the Voicemail page
- 4 Select the Department Voicemail field
- 5 From the Select Department list select the Department required
- 6 Repeat steps 4 and 5 for the Department Voicemail 2, 3, 4, 5, 6, 7 and 8 fields, if required.
- 7 Select Update or Apply when ready.



Please note that a User can only monitor up to 8 voicemail accounts at any one time. The Department Voicemail fields allow you to select a Department’s voicemail account and the [Department Voicemail by User] fields allow you to select a User’s voicemail account (as described in the [Setting User Voicemail Notification](#) section from page 4). However the account selected will be displayed in both fields.

If this User is not a member of the Department(s) entered he/she will be prompted to enter the Department’s Voicemail Access Code when attempting to listen to the Department’s messages. Alternatively, a voicemail contact similar to the following example can be entered within the Department’s Voicemail page. The User with the extension number entered in the Telephone Number field will not be prompted for the Department’s Voicemail Access Code.



Voicemail Contact Details

Telephone Number

Type

Method

Please refer to the relevant PCS User manual for details on how to handle voicemail messages via a PCS. Incoming calls answered and missed by the Department will also be logged in the User's Incoming Calls History.

Maintenance & Troubleshooting

Upgrading the Software on the IP 530

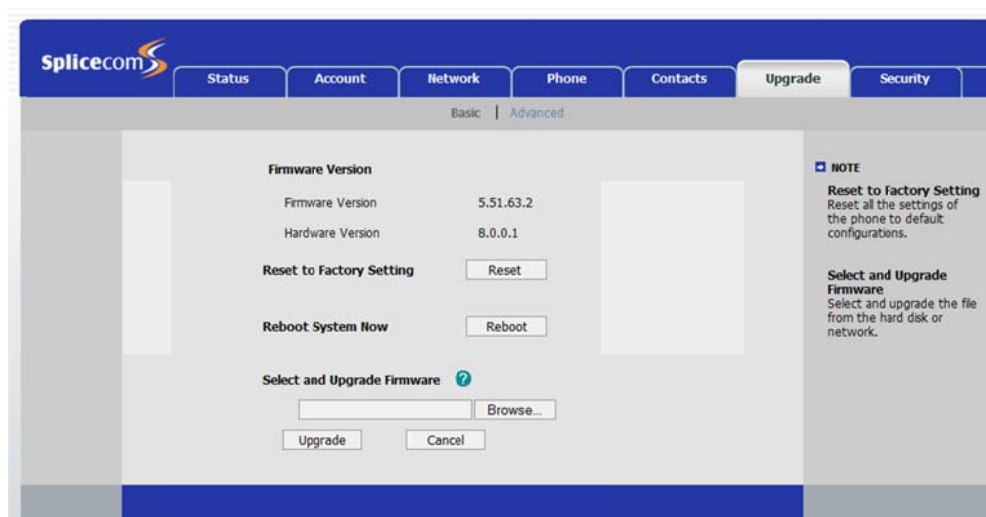
The software is supplied as eg ip_phone_5.43.63.1.zip, and can be downloaded from the SpliceCom Technical Forum. Once downloaded un-zip this file to a location of your choice. It will become eg 5.43.63.1.rom.

Next, you will need to find out the IP address of the phone as follows:

- 1 Note at the bottom of the phone's screen a list of options is displayed
- 2 Press the black button under the Menu
- 3 1. Status will be highlighted (if not, use the Up or Down arrow to select this option)
- 4 Press the black button under Enter
- 5 The phone's IP address is displayed
- 6 This display will automatically return to the default screen after a couple of minutes (alternatively select Back and then Exit)

Once you have the software and the IP address of the handset you can upgrade the phone via the phone's configuration pages as follows:

- 7 Using the web browser on a PC connected to the same network as the IP 530 enter
http://ip address of the IP 530 eg http://192.168.0.23
- 8 At the Login prompt enter
User name = admin
Password = admin
- 9 The configuration pages for the IP 530 will be displayed
- 10 Select the Upgrade tab
- 11 Under the Select and Upgrade Firmware section select the Browse button



- 12 Locate the software file previously downloaded and un-zipped, eg 5.43.63.1.com
- 13 Select the Upgrade button. The IP 530 will be upgraded. Wait for the phone to return to its normal operational state before performing any other operation on this phone. This may take a while, please be patient.

Once the upgrade is underway **UNDER NO CIRCUMSTANCES** should the IP 530 or the PC you are using be turned off or removed from the network.

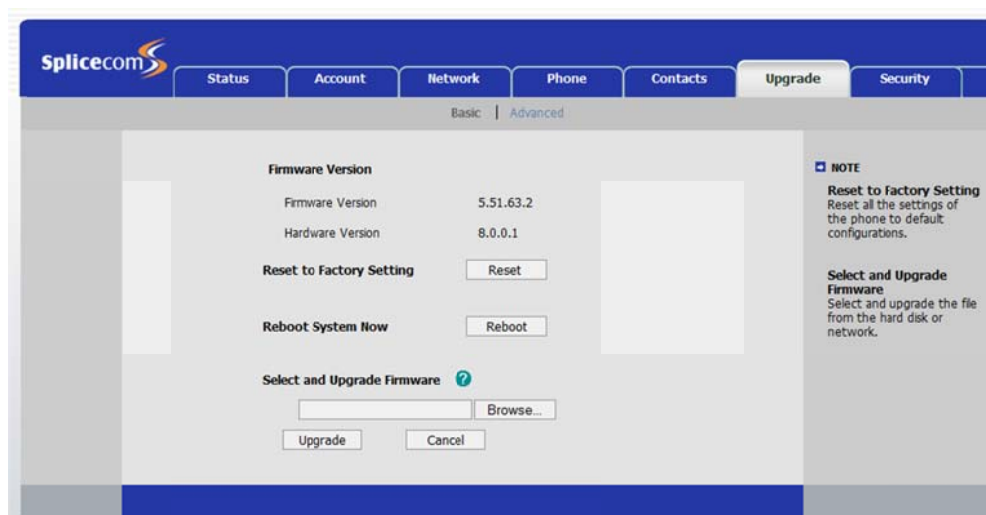
Default the IP 530

An IP 530 phone can be returned to its factory settings via the Reset option available within its configuration pages. Firstly, you will need to find out the IP address of the phone as follows:

- 1 Note at the bottom of the phone's screen a list of options is displayed
- 2 Press the black button under the Menu
- 3 1. Status will be highlighted (if not, use the Up or Down arrow to select this option)
- 4 Press the black button under Enter
- 5 The phone's IP address is displayed
- 6 This display will automatically return to the default screen after a couple of minutes (alternatively select Back and then Exit)

Open the phone's configuration pages as follows:

- 7 Using the web browser on a PC connected to the same network as the IP 530 enter
http://ip address of the IP 530 eg http://192.168.0.23
- 8 At the Login prompt enter
User name = admin
Password = admin
- 9 The configuration pages for the IP 530 will be displayed
- 10 Select the Upgrade tab
- 11 Select the Reset button



- 12 The IP 530 will reboot and display “Initializing Please wait...” until the phone has connected to the system.

The IP 530 can now be re-installed as detailed in the Connecting an IP Phone section.

Field Descriptions

Contacts

General Page

Priority Boost

The priority calls from this Contact will have over other incoming external calls. The higher the number entered the higher the priority.