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# CONVERSip EP300 Voice IP Endpoint for MPI1000

## User Guide



# **CONVERSip EP300 Voice IP Endpoint for MP1000 User Guide**

This manual supports models EP300-12 and EP300-24.

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**Comdial Corporation**  
**106 Cattlemen Road, Sarasota, FL 34232**  
**(941) 554-5000 or (800) 266-3425**

## **-Notice-**

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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**Revision History**

<b>Version</b>	<b>Changes</b>	<b>Date</b>
01	Initial Release	9/30/04

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# Introduction

This manual describes how to use the CONVERSip EP300 Voice IP Endpoint, models EP300-12 and EP-300-24.

This manual is intended to provide:

- basic knowledge of the functions and features of the EP300 LCD user interface.
- step-by-step procedures for processing calls and controlling individual extension settings.

## Audience Description

This manual is intended for persons who use CONVERSip EP300 endpoints on a day-to-day basis.

You should:

- read this manual in normal reading sequence before first using the EP300 User Interface.
- refer to this manual as necessary while modifying your endpoint settings.

## Related Publications

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

## 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*.

## Introduction

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- 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 button or LCD menu option, we italicize the name of the button/menu item because you are required to take the action of choosing it, even though the item may not appear in italics on the end-point 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

Before you start using your EP300, take a quick look at its layout. The endpoint has three soft keys, 12 or 24 programmable buttons, seven fixed function buttons, volume up and down buttons, an LCD, and a standard dial pad.

Figure 1-1 EP300-24



The EP300-24 and EP300-12 models are identical except for the number of programmable buttons available.

*Figure 1-2 EP300-12*



When your new EP300 arrives, the system installer unpacks the phone and connects the line cord to a network jack. The following sections describe a few initial adjustments that allow you to quickly begin making and answering calls.

## 1.1 Positioning the EP300

You should adjust the position of the EP300 on your desk or table to suit your individual needs and maximize the performance of the sound activated features. When using your EP300 as a speakerphone, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to consider include:

- For the microphone to best detect your voice, speak within three feet of it and face the speakerphone.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Place the EP300 on a hard surface and away from table edges. Do not place the EP300 in corners or enclosures. Do not let obstructions come between you and the microphone.

The EP300 has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the EP300, the pedestal is in its lowest position—flush against the pedestal.

## Overview

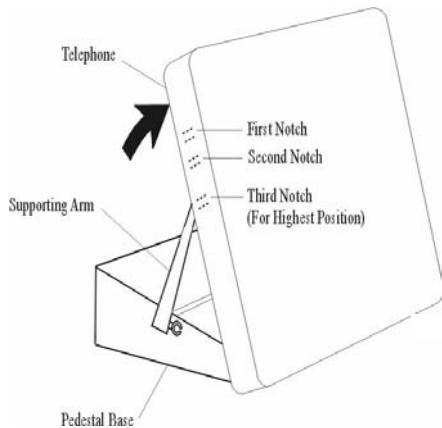
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To adjust the pedestal, perform the following tasks.

1. Grasp the rear of the pedestal base firmly with one hand and lift the rear portion of the EP300 upward with your other hand.
2. Lift the EP300 upward with one hand and raise the EP300 supporting arms upward with your other hand.

Notice there are three sets of notches under the EP300 corresponding to the three positions available.

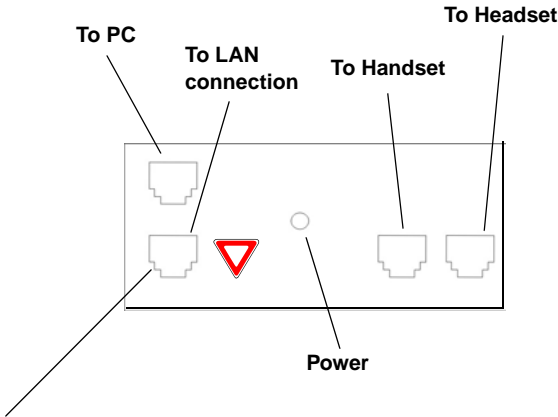
3. When the EP300 is at the desired height, select the closest pair of notches and insert the supporting arms in the notches. Press down slightly on the EP300 until you feel the supporting arms snap into place.



Also remember, as with any piece of electronic equipment, your EP300 may be damaged by contact with liquids. So please try to place the EP300 in an area that is free from the danger of spills.

## 1.2 Making the Connections

The connectors for attaching your EP300 to the network are located on the underside of the instrument. Here you will also find connectors for attaching the power supply and an optional headset. You can also connect a cable from the EP300 to your PC so that both devices can operate with a single network cable. The following diagram shows the cable connection locations.



**Caution:** Do not connect this jack directly to a central office line.

*Note:* Some types of network equipment can provide the power for the EP300 instrument through its Ethernet connection. In those instances, the external power supply is not required.

### 1.3 Adjusting the Volume

Adjusting the volume on the EP300 endpoint affects the loudness of the speaker, handset, and headset (if equipped). Refer to Figure 1-1 for the location of the volume control.

To adjust the volume during a call, press the volume up or volume down button on the EP300. The EP300 adjusts the volume incrementally each time you press the button. The volume setting remains in affect for the current call only.

If you want to adjust the volume for all calls, you can adjust your default settings by using the LCD menu structure. To do so, select *Menu>1 Hardware Settings>1 Handset Volume* and set the volume you want to use on all calls. The new setting remains in place until you make subsequent adjustments.

### 1.4 Using the LCD Menu

The EP300 menu allows you to view or modify the configuration settings of your EP300, and to view the call activity log. Some items are password protected and should only be changed by the installer or administrator, since doing so could adversely affect the operation of your phone.

Normal display on your EP300 LCD consists of the date and time on the first line, and the soft key labels on the second line.



You can change the display to replace the time and date on the first line with your extension number. To do so, press the *STA* soft key.



To enter the configuration submenus, press the *MENU* soft key.



Press *NEXT* to advance to the next menu choice. To select an item, press the *ENTER* soft key. To return to the previous level, press the *BACK* soft key. To advance to the next item on the current menu, press *NEXT*.

If the displayed results extend beyond the viewing area of the LCD, the soft key functions change to allow you to scroll to the left or right.



The following selections are available from the EP300 menu.

**Main  
Menu  
Option**

**1 HW Settings** -- sets the default volume level for the handset, speaker, headset, and ringer.

- **1 Handset Volume**-allows you to set the current volume setting for the handset, from 1 to 8, with 8 being the highest. The default is level 3.
- **2 Speaker Volume**-allows you to set the current volume setting for the speaker, from 1 to 8, with 8 being the highest. The default is level 3.
- **3 Headset Volume**-allows you to set the current volume setting for the headset, from 1 to 8, with 8 being the highest. The default is level 3.
- **4 Ring Volume**-allows you to set the current volume setting for the ringer, from 1 to 8, with 8 being the highest. The default is level 1.

**2 Info** - displays call lists, system information, and LAN information.

- **1 Received Calls**-displays the last 10 calls received at your EP300.
- **2 Sent Calls**-displays the last 10 calls placed from your EP300.

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**Main  
Menu  
Option**

**2 Info - (continued)**

- **3** *System Info*-displays the following system information.
  - **1** *Network Info* shows the MAC Address, VSP Address, DHCP, IP Address, Net Mask, and GW Address.
  - **2** *Codecs* shows the default audio format of your EP300.
  - **3** *Serial Number* of your EP300.
  - **4** *HW Version* of your EP300.
  - **5** *SW Version* installed on your EP300.
  - **6** *Extension* assigned to your EP300.
  - **7** *Prog Buttons* allows you to check which programmable buttons are set. Some buttons may have been programmed by either the system administrator or the installing technician; any remaining buttons are free for you to set.
  - **8** *Build Date*-shows the time and date of your last EP300 build.

--CONTINUED ON NEXT PAGE--

**Main  
Menu  
Option**

**2 Info - (continued)**

- **4 LAN Info**-displays the following LAN information.
  - **1 Received Pkts** shows the network packets received by your EP300.
  - **2 Sent Pkts** shows the network packets sent by your EP300.

**3 Network - (requires password) - used to configure the IP address settings.**

- **1 IP Settings**-sets the IP address for this station.
- **2 SIP Server**-sets the IP address of the MP1000 unit.

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**Main  
Menu  
Option**

**4 System** - used to perform system functions.

- **1 Tests** (requires password) allows you to perform functional tests.
- **2 Change Passwds** allows you to change the password for this EP300.
- **3 Factory Defs** allows you to restore this EP300 to its factory defaults.
- **4 Download** downloads firmware changes.
- **5 Register Mode** specifies the type of registration
- **6 Register** manually registers the phone with the host.
- **7 Restart Phone** restarts the EP300.



## 2. MAKING CALLS

Comdial's EP300 is based on a technology called Session Initiation Protocol (SIP). This technology provides new ways to process calls not previously available with standard telephone systems.

### 2.1 Making a Call to Another Extension

You can make a call to another extension by dialing the number assigned to that extension, or by selecting the name of the intended party from your local address book or contact list.

To make an intercom call by dialing the extension number, perform the following steps.

1. When you lift the handset, or press the *SPEAKER* button, the system plays the dial tone. The LCD display prompts you to enter the number you want to call.



2. Enter the extension number using the dial pad. If you make a mistake, press the *BACK* soft key (to backspace one digit at a time) or *CLEAR* to erase all digits and cancel.



3. Press the *DIAL/ANSWER* button or the *DIAL* soft key.
4. The system begins placing your call. You can cancel the call before it is answered by pressing the *CLEAR* soft key.
5. The system rings the called extension (if idle), or plays a busy signal (if busy). If you dialed an invalid number, the system plays an audible tone indicating that the number you dialed is invalid.
6. When the called party answers, begin speaking.
7. When the call is complete, hang up the handset (or press the *SPEAKER* button if using the speakerphone).

## 2.2 Making a Call to an Outside Party

You can dial outside parties by including the outside line access code before dialing the number (95545000, where 9 is the access code), or by first selecting the outgoing line if you have direct access from a pre-programmed button. The default access code for outside lines is 9.

To dial an external number, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Dial the number, preceded by the line access code. If you make a mistake, press the *BACK* soft key or *CLEAR* soft key to re-enter the digits.



3. Press the *DIAL* soft button or the *DIAL/ANSWR* button.
4. If all outside lines are busy, the system plays a fast busy signal, indicating that there are no lines available.
5. When the called party answers, begin your conversation. Note that the system changes the soft key options on your EP300's LCD once the call connects.



6. When the call is complete, press the *END* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

### 2.3 Redialing a Previously Dialed Number

The system remembers the last ten numbers you dialed. If you want to redial any of those numbers, press the *REDIAL* button on the EP300.

By pressing the *PREV* or *NEXT* soft keys, you can scroll through the list of previously called numbers, and select the number from the list.

To redial a previously dialed number, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Press the Redial button.
3. Observe the LCD display and select the number to dial by pressing the *PREV* soft key.



4. When you have made your selection, press the *DIAL* soft key.
5. The system rings the called extension (if idle), or plays a busy signal (if busy). If you dialed an invalid number, the system plays an audible tone indicating that the number you dialed is invalid.
6. When the called party answers, begin your conversation. Note that the system changes the soft key options on your EP300's LCD once the call connects.



7. When the call is complete, press the *END* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

## 2.4 Making a Call Using a Speed Dial Button

You can program one of the available programmable buttons as a Direct Station Selection (DSS) button, and use that button as a one-touch speed dial access for a frequently-called number. To use this feature, you must have access to a web browser interface to program the buttons.

To use a speed dial button to make a call, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Press a pre-programmed speed dial button.
3. The system rings the called extension (if idle), or plays a busy signal (if busy). If you dialed an invalid number, the system plays an audible tone indicating that the number you dialed is invalid.
4. When the called party answers, begin your conversation.
5. When the call is complete, press the *END* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

### 2.5 Making a Call by Dialing a Speed Dial Bin

The system installer or administrator programs the EP300 numbers associated with the speed dial bin numbers. Normally, you dial a specific number by pressing one of the speed dial buttons on your EP300. However, if you do not have button access to the speed dial bin, you can still use the speed dial feature by entering the bin location from your dial pad.

To dial a number by dialing the speed dial bin code, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Press # plus the speed dial bin number (1-20).
3. Press the *DIAL/ANSWER* button on your EP300. The system automatically dials the number associated with the selected speed dial bin.
4. When the called party answers, begin your conversation.
5. When the call is complete, press the *CLEAR* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

### 2.6 Calling the Attendant

During the initial system configuration, the system installer assigns the extension number for the attendant. To call the attendant, either dial their unique extension number, or you can simply press 0.

### 3. ANSWERING CALLS

When your EP300 receives an incoming call, it provides both an audible and a visual alert. The EP300 sounds a ringing tone from its speaker, and displays the Caller ID information about the call on its LCD display. If you are already on a call and another call comes in, the EP300 alerts you with series of short beeps. The system also changes the caller ID information to reflect the incoming call.

To answer a call, perform the following steps.

1. As an incoming call rings at your station, pick up the handset, or press the *ANS* soft key for handsfree communications.



You may also press the DND soft key to enter Do Not Disturb mode, or press the *DENY* soft key to send the call to voice mail (if activated) or return a busy signal to the caller.

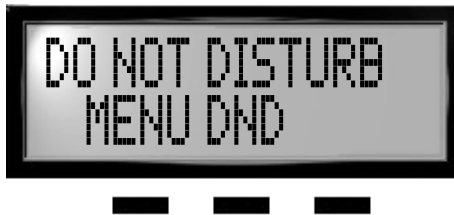
2. Begin your conversation.
3. Hang up the handset, or press the *SPEAKER* button (if hands-free) to end the call.

*Note: If you choose to ignore the new incoming call, the system treats that call as a no-answer condition, and follows the forwarding rules defined for your extension. For details on the forwarding rules for your extension, see your System Administrator.*

### 3.1 Using Do Not Disturb (DND)

When you turn DND mode on, the system plays a busy signal to all incoming calls until you turn DND mode off again.

With DND on, your EP300 display appears as follows to remind you that this mode is on.



To turn DND off again, simply press the DND button.

## 4. PROCESSING CALLS

### 4.1 Muting the Microphone

You can mute the microphone on the EP300 so that the distant party cannot hear any audio from your microphone. This setting affects the transmitter of the handset, headset, and the built-in microphone of the EP300. This condition remains in affect until the call ends, or until you press the button again, whichever occurs first.

To mute the microphone, press the *MUTE* button. To restore to normal operation, press the *MUTE* button again.

### 4.2 Using Call Hold

You can place a call on hold and retrieve it later. After the call has been on hold for the period of time, the EP300 plays a recall alert tone to your extension. *Note: If you place a call on hold, only you can retrieve that call from hold. If you want to place a call on hold that can be retrieved by someone else, use the call park feature instead. For details on call park, see Section 4.4, Parking Calls.*

To place a call on hold, perform the following steps.

1. While on an active call, press the *HOLD* button on your EP300. The lamp associated with this button blinks.

-Or-

Press the HOLD soft key under the LCD.



2. The system plays music on hold (if equipped) to the outside party.
3. The lamp extinguishes if the outside party hangs up before you retrieve the call. The LCD shows the number of calls on hold.



### 4.3 Retrieving a Held Call

You can only retrieve held calls that you have placed on hold. You cannot retrieve a held call that someone has placed on hold.

1. Press the *SPEAKER* button or pick up the handset (if you desire privacy).
2. Press the flashing *HOLD* button.
3. The system returns the call to your endpoint and the turns off the *HOLD* lamp. If multiple calls are on hold at your station, the system does not turn off the hold lamp until you have retrieved all held calls.

## 4.4 Parking Calls

You can place an outside call on hold in the system so that it can be answered from any endpoint even though it does not have a line appearance for the call. You do this by placing the call in a park orbit, where it remains until it is answered, or recalls to the originating endpoint.

### 4.4.1 PLACING AN OUTSIDE CALL IN A PARK ORBIT

1. While on an outside call, press the *TRANS/CONF* button. The system places the call on hold.

*Note: If your EP300 has been assigned a pre-programmed Call Park button, you can also press that button to park the call. Each park button assignment uses a dedicated park orbit number.*

2. Enter the Call Park zone number where you wish to park the call, then press the *DIAL* button. The default Call Park numbers are 500 through 519.
3. The system parks the call in the orbit number you specified. Note the assigned park orbit number.

If you page another user to pick up the call, tell them the orbit number where they can retrieve the call.

### 4.4.2 RETRIEVING AN OUTSIDE CALL FROM A PARK ORBIT

1. Pick up the handset or press the *SPEAKER* button.
2. Dial the park orbit number where the call was previously parked. The default Call Park retrieval numbers are #910 through #990.
3. Press the *DIAL/ANSWR* button. The system connects you to the call.

### 4.4.3 HANDLING PARK RECALLS

When a parked call times out, the system returns the call to your endpoint in the form of a park recall.

To answer a park recall, pick up the handset or press the *SPEAKER* button. The system returns the held party to your extension.

You can re-park a park recall and restart the park timer. To do this, when a previously parked call recalls to your station, press the *HOLD* button to return the call to the original park orbit.

## 4.5 Transferring a Call

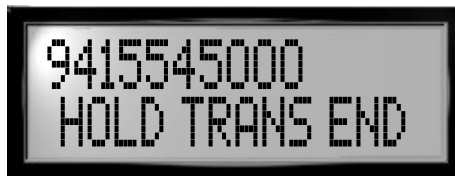
You can answer a call at your EP300 and transfer it to another endpoint. If you first identify the caller to the party receiving the transfer, you have made a *screened* or *consultative* transfer.

To screen and transfer a call to another endpoint in the system, perform the following steps.

1. Receive or place a call from/to another party.
2. Press *TRNS/CONF* button on your EP300.

-Or-

Press the *TRANS* soft key under the LCD display.



The system automatically places the outside party on hold, and displays the following.



3. Enter the extension to which you want to send the call, and press the *DIAL/ANSWR* button.
4. When the new party answers, announce the call.
5. If the new party accepts the call, press the *TRNS/CONF* button.
6. If the new party rejects the call, press the *HOLD* button to retrieve the call.

If you transfer the call without first announcing it, you have made an un-screened or blind transfer.

To transfer an un-screened call to another system endpoint, perform the following steps.

1. While on a call, press the *TRANS* soft key or *TRANS/CONF* button on your EP300.

The system automatically places the outside party on hold.

2. Enter the number for the intended destination and press the *Dial* button on your EP300.
3. Press the *TRANS* soft key to transfer the call.

If the other party answers, the system connects the transferred call to that party. If the other party does not answer, the call follows the no-answer forward condition of the target destination.

### 4.6 Establishing a Local 3-Party Conference

You can set up a conference call between three parties. To establish a conference call, perform the following steps.

1. Call the first party you want to include in the conference.
2. When they answer, press the *TRNS/CONF* button.
3. Dial the extension of the second party you want to include in the conference call.
4. When they answer, press the *TRNS/CONF* button again.
5. You now are in a conference with three parties (the first party you called, the second party, and yourself).

### 4.7 Forwarding Calls to Another Extension

You can forward all calls that normally ring at your extension to another extension. When enabled, this setting overrides the forwarding scheme defined in the system level programming. *Note: To use this feature, your EP300 must have a Call Forwarding button that was programmed by your System Administrator for that purpose. For more details, see your System Administrator.*

To forward all calls to another extension, perform the following steps.

1. Press the pre-programmed *Call Forwarding* button.
2. When prompted on the LCD, enter the extension number to which you want to forward your calls.
3. Press the *OK* soft key. The system then forwards all incoming calls to the designated extension.

To turn off call forwarding, perform the following steps.

1. Press the pre-programmed *Call Forwarding* button.
2. When prompted on the LCD display, select the *OFF* soft key.  
The system no longer forwards all incoming calls to the designated extension.

## 4.8 Using Call Pickup

Call pickup provides you with a method to answer another ringing extension from your extension. *Note: To use this feature, your EP300 must have a Pickup button that was programmed by your System Administrator for that purpose. For more details, see your System Administrator.*

To answer a call ringing at another station in your pickup group, perform the following tasks.

1. When you hear ringing at another station in your pickup group, pick up your handset, or press the *Speaker* button.
2. Press the *Pickup* button on your EP300. The system connects you to the calling party.

## 5. USING VOICE MAIL

Your system's voice mail records a message from a caller and places it in your voice mail box. You can then retrieve the message and take the necessary action.

### 5.1 Audio Message Count

The system automatically keeps track of new messages and reports the quantity to you on the LCD display. You can retrieve your messages from any internal extension, or by placing a call into the system from an outside line.

When you dial into the voice mail system, you are presented with a series of menu choices. These menus are structured as follows.

#### **Main Menu**

Press 1 to Listen to Urgent Messages

Press 2 to Listen to New Messages

Press 3 to Listen to Saved Messages

Press 4 to Listen to Read Messages

Press 5 to Change Mailbox Options

Press \* to Go to the Auto Attendant

## 5.2 Retrieving Messages (Internal)

To retrieve your messages from an internal extension, perform the following steps.

1. Dial the Message Manager extension (default 800).
2. Enter your extension number.
3. Enter your password (default 1234).
4. To retrieve your messages:
  - Press 1 to listen to Urgent messages
  - Press 2 to listen to New messages
  - Press 3 to listen to Saved messages
  - Press 4 to listen to Read messages.

## 5.3 Retrieving Messages (External)

To retrieve your messages from outside the system, perform the following steps.

1. Dial your main telephone number.
2. When your number answers, press \* to go to the Message Manager.
3. Enter your extension number.
4. Enter your password (default 1234).
  - Press 1 to listen to Urgent messages
  - Press 2 to listen to New messages
  - Press 3 to listen to Saved messages
  - Press 4 to listen to Read messages.

## 5.4 Setting Up Your Mailbox

To change your password from an internal extension, perform the following steps.

1. Dial the Message Manager extension (default 800).
2. Enter your extension number.
3. Enter your password (default 1234).
4. Press 5 to “Change Personal Options”.
5. Press 1 to “Change Your Password”.
6. Enter your new password from the telephone dial pad.
7. Re-enter your new password.
8. Wait for change confirmation, and then hang up, or follow the prompt to return to the main menu.

To change your password from outside the system, perform the following steps.

1. Dial your main telephone number.
2. When your number answers, press \* to go to the Message Manager.
3. Enter your extension number.
4. Enter your password (default 1234).
5. Press 5 to “Change Personal Options”.
6. Press 1 to “Change Your Password”.
7. Enter your new password from the telephone dial pad.
8. Re-enter your new password.
9. Wait for change confirmation, and then hang up, or follow the prompt to return to the main menu.

## 5.5 Custom Greetings

To personalize your telephone greeting from an internal extension, perform the following steps.

1. Dial the Voice Mail Attendant extension (default 800).
2. Enter your extension number
3. Enter your password (default 1234).
4. Press 5 to “Change your mailbox options”.
5. Press 2 to record a greeting.
6. Select the greeting you want to record:
  - Press 1 to Record Primary Greeting
  - Press 2 to Record Secondary Greeting.
7. Record the greeting, and then press #.
8. Press 1 to replay, Press 2 to erase and re-record, Press 3 to save the greeting.
9. Wait for confirmation, and then hang up, or press 3 to return to the main menu, or press \* to go to the Auto Attendant.

To personalize your telephone greeting from an external location, perform the following steps.

1. Dial your telephone number.
2. When the Auto Attendant Answers, dial 800 to go to the Message Manager.
3. Enter your extension number.
4. Enter your password (default 1234).
5. Press 5 to “Change your mailbox options”.
6. Press 2 to record a greeting.
7. Select the greeting you want to record:
  - Press 1 to Record Primary Greeting
  - Press 2 to Record Secondary Greeting.
8. Record the greeting, and then press #.

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9. Press 1 to replay, Press 2 to erase and re-record, Press 3 to save the greeting.
10. Wait for confirmation, and then hang up, or press 3 to return to the main menu, or press \* to go to the Auto Attendant.

To select and activate a personalized telephone greeting from an internal extension, perform the following steps.

1. Dial the Voice Mail Attendant extension (default 800).
2. Enter your extension number.
3. Enter your password (default 1234).
4. Press 5 to “Change mailbox options”.
5. Press 4 to Select a Personal Greeting.
6. Select the greeting you want to activate.
  - Press 1 to select the primary greeting
  - Press 2 to select the secondary greeting.
7. Wait for confirmation, and then hang up, or press 3 to return to the main menu, or press \* to go to the Auto Attendant.

To select and activate a personalized telephone greeting from an external location, perform the following steps.

1. Dial your main telephone number.
2. When the auto attendant answers, dial the Voice Mail Attendant extension (default 800).
3. Enter your extension number.
4. Enter your password (default 1234).
5. Press 5 to “Change mailbox options”.
6. Press 4 to Select a Personal Greeting.
7. Select the greeting you want to activate.
  - Press 1 to select the primary greeting
  - Press 2 to select the secondary greeting.
8. Wait for confirmation, and then hang up, or press 3 to return to the main menu, or press \* to go to the Auto Attendant.

## **6. ABOUT UNIFIED MESSAGING**

Unified Messaging is a feature that allows you to reduce the number of places you must check for incoming voice, fax, and email messages. From a single interface, you can check for all message types.

### **6.1 Single Message Store**

When a mailbox is setup as a Single Message Store Unified Messaging mailbox, the system converts all your voice mail messages into email messages with audio file attachments. You can access the converted voice mail messages using the same interface you use to access email messages (for example, Outlook).

You can also call into your mailbox over the telephone to access voice messages, even though these messages have been converted and forward on to the email server.

### **6.2 Message Arrival Email Notification**

Whenever you receive a new email, the system sends a visual notification to your LCD display.



# APPENDIX A SPECIFICATIONS

## Technical Data:

- Certifications: FCC Part 15 Class B, RF emission compliant
- Safety Approved: OSHA Accredited NRTL (Nationally Recognized Test Laboratory) to UL 60950 and CSA C22.2 #60950.
- Dimensions: 9.5" w x 9.25" d x 7.5" h
- Weight: 2 lbs.
- Operating Humidity: 90% NC
- Operating Temperature: 0-50 degrees C
- Power: 9VDC 1A, 120 VAC external transformer

## Connectors:

- Network: RJ45 (Ethernet)
- PC: RJ45 (Ethernet)
- Handset: RJ14 Standard Handset Connector
- Headset: RJ14 Standard Headset Connector
- Power: Center pin

### **User Interface:**

- 2 x 16 character display
- 24 or 12 programmable buttons with tri-color LEDs
- Phone buttons web configurable (via MP5000 or MP1000 platforms)
- 7 fixed feature buttons (hold, transfer/conference, redial, headset, speaker, mute, dial/answer)
- 3 soft keys
- Last calls (10 entries)
- Received calls, sent calls
- Call waiting indication
- Clock
- Caller-ID
- Call blocking
- Up to 5 lines
- Menu-driven user interface
- Log in/log out
- Speakerphone (Full Duplex)

### **Presence:**

- Presence Indication
- Compatible with Microsoft Messenger

### **Codecs:**

- G.711 aLaw, uLaw
- Out-of-band DTMF (RFC2833)

**SIP:**

- RFC3261 compliant
- UDP and TCP support
- MWI events
- Inband DTMF
- REFER (RFC3525)

**Installation:**

- Static IP provisioning, DHCP
- Daylight saving time, time retrieval from server
- Dynamic field-upgradable software

**Ethernet:**

- 2 port with switch included (802.3 10/100 BT half duplex/full duplex with autosense)
- Power over LAN support & IEEE 802.3af



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