



# *e*-Net 200 Communication System

## **IP580/IP500 IP Phone User Guide**

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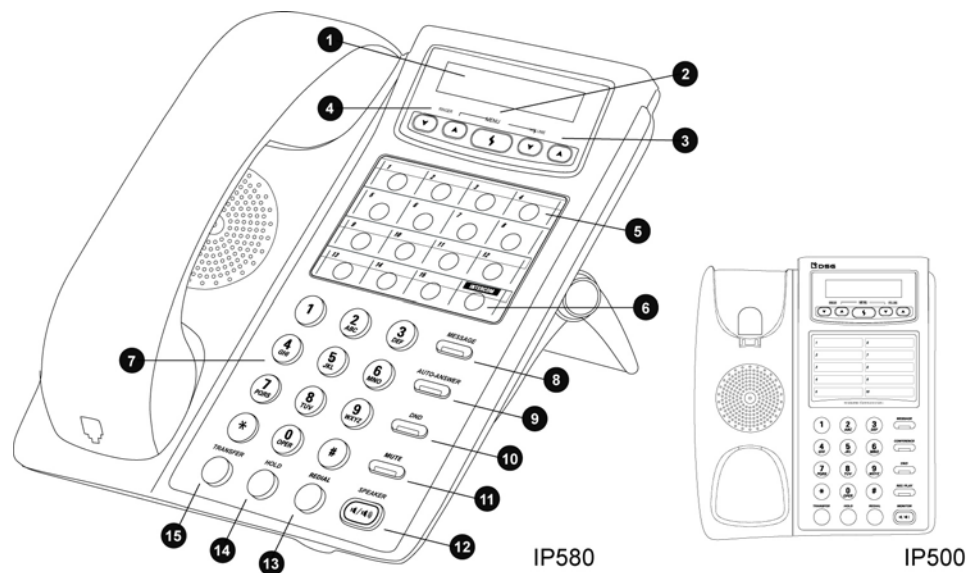
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## Chapter 1

### Using The IP Phone
















The IP580 is a feature-rich IP phone. Both the IP580 and IP500 provide 9 function keys for commonly used calling features. The IP580 also provides 15 programmable buttons allowing you to customize specific features. The LCD displays your extension number, name, time, caller ID and call status. On the bottom of the phone, there are three RJ-45 ports for connecting to LAN, your PC, and the Attendant Console.

#### Overview of IP Phone



**IP580 Phone**

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<b>1</b>	LCD Display	Displays information such as extension number, name, current time, call status, caller ID, number of new messages, number of missed calls and other settings.
<b>2</b>	Menu Buttons   	<ul style="list-style-type: none"><li>• Press and hold  to access call history mode, and then press  or  to select missed calls, received calls, or dialed calls. Press  again to display the further details of call status.</li><li>• Press  for 3 seconds to access setup mode. In setup mode, press  to edit or save settings, or press  or  to scroll through setting items.</li></ul>
<b>3</b>	Volume Buttons  	Increases or decreases the volume of handset, headset, or speakerphone.
<b>4</b>	Ringer Buttons  	Increases or decreases on-hook ringer volume.
<b>5</b>	Programmable Buttons	Can be programmed as CO line, CO group, extension, extension group or other functions such as conference, page, park, login or logout. When defined as CO lines or extensions, the LED displays different colors to indicate different status : <ul style="list-style-type: none"><li>• No light : The line is available to use.</li><li>• Steady green : The line is in use (off-hook or busy).</li><li>• Flashing amber : The line is on hold.</li><li>• Flashing red : The line is ringing.</li></ul> The programmable buttons can be configured through InterClient Button Mapping.
<b>6</b>	Intercom	When the Intercom Button flashes, it indicates an incoming call from another extension. You can also directly press the Intercom Button to place internal calls.
<b>7</b>	Keypad	Same as on traditional phones.
<b>8</b>	Message Button	When the Message Button light is on, it indicates that you have new messages. Press Message Button to access Voice Mailbox.
<b>9</b>	Auto-Answer Button	When selected, the phone answers calls automatically.

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10	DND Button	Press DND to activate Do-Not-Disturb function. Callers will be forwarded to your Ring-No Answer setting. When the lamp is on, you will receive no calls.
11	Mute Button	During a conversation, press Mute Button to turn off your microphone. The caller will not hear your voice.
12	Speakerphone Button	Be used to receive or make calls without using the handset.
13	Redial Button	Lift and handset and press the Redial button to redial the last external number you dialed.
14	Hold Button	Press to hold a call, or press again to retrieve the call.
15	Transfer Button	During a call, press to transfer a call to another extension. Or press again to retrieve the call.

### IP500 Phone

5	Phone Book	Uses as a record of personal phone book.
9	Conference Button	Press Conference Button to initiate a conference call with parties who are on hold.
11	Rec/Play Button	During a call, press Rec/Play Button to record the call. When on-hook, press Rec/Play Button to play the recording.

The other buttons of IP500 function the same as on IP580.

## Making Internal Calls{XE “Making Internal Calls”

1. Lift the handset or press Speakerphone button.
2. Wait for dial tone and dial the extension number. (Also applies to off-premises extensions or Joint Server’s extension.)

If the number to be reached is set on Button Mapping, simply press the corresponding programmable button to call. To edit Button Mapping, please refer to Chapter 4: InterClient Utility.

If the Administrator enables your Direct Outward Dialing function, which means when you lift the handset you will get an outgoing line, you may press the Intercom button for making internal calls.

## Making External Calls

1. Lift the handset or press Speakerphone button.
2. Wait for the dial tone and dial the CO line access code "0".
3. Wait for the dial tone and dial the phone number.

You may also press the specific programmable button mapping to CO Lines or CO Line Groups to get an outside line.

If the Administrator enables your Direct Outward Dialing function, simply lift the handset and dial the phone number.

## Answering Calls

When the phone rings, lift the handset to answer the call.


**Caller ID:** InterPBX system supports Caller ID. The LCD will display the extension number and caller's name when you have internal calls. External caller ID also displays caller's phone number when your telecom company enables the Caller ID service.

**Auto-Answer:** If you enable the Auto-Answer function, all the calls will be picked up automatically.

**Distinctive Ringing:** If the administrator enables the Distinctive Ringing function, you can distinguish the internal calls from the external calls by different ringing tones.

**Busy/Ring-No-Answer:** If you do not answer the call or if your line is busy, the call will be forwarded to your voice mailbox after a certain timeout. You may also forward calls to other extensions. You can set your personal Answering Option (call forwarding) through InterClient. Please refer to Chapter 4: InterClient Utility/ Answering Option for more details. As default, the system will redirect calls to AA or VMS Server when busy or Ring-No-Answer.


## Recent Calls

The IP phone provides recent calls records. The LCD can display missed calls, received calls and dialed numbers. You can press  to check recent calls records.


### Missed Calls

1. When you have missed calls, the LCD will display the message as follows:







2. Press  to access to Recent Calls Mode.






3. Press  again to select Missed Calls items. The LCD displays the extension number and user name of internal calls. If the outside line supports Caller ID, the LCD will also display the phone number of external calls. If the caller is unknown, the LCD will display "Withheld." At the bottom of the LCD, it shows call time (HH:MM).







4. You can press  to directly dial to a missed call number. The Missed Calls list stores maximum 10 latest missed calls. You can press  or  to select any entries or "Clear All" or "Return", and press  again to record or return to the previous menu.

### Received Calls



1. Press  to access to Recent Calls Mode.
2. Press  and then press  to select Received Calls items.







3. The LCD can display the telephone number of received calls. If the outside line supports Caller ID, the LCD will also display the phone number of external calls or the extension number and name of internal calls. If the caller is unknown, the LCD will display "Withheld." At the bottom of the LCD, it shows the call time (HH:MM).
4. You can press  to directly dial to a received call number. The Received Calls list stores maximum 10 latest received calls. You can press  or  to select any entries or "Clear All" or "Return", and press  again to record or return to the previous menu.

### Dialed Numbers

1. Press  to access to Recent Calls Mode.

2. Press  twice and then press  to select Dialed Numbers items.



3. The LCD will display the dialed number of external calls or the extension number and name of internal calls.
4. You can press  to directly dial to a dialed call number. The Dialed Calls list stores maximum 10 latest dialed calls. You can press  or  to select any entries or “Clear All” or “Return”, and press  again record or return to the previous menu.

**Note:** When you are checking the recent calls records, your phone status is busy. The phones will automatically logoff the Recent Calls Mode if there is no further action in 30 seconds.

## Placing a Call on Hold

During a call, press the Hold button to put the caller on hold.

To retrieve the call you placed on hold, press the Hold button again. If the CO line or the extension number are set on a programmable button the correspondent LED will be flashing amber when on hold. You can directly press the flashing programmable button to retrieve the call.

If there is no any further action after holding the call, the call will be recalled to your station upon timeout.

You can place up to 5 calls on hold. When more than one calls are on hold, press #14 and the extension number to retrieve a specific internal call or press #13 and the CO line extension number to retrieve a specific external call (The administrator has to turn on the CO line extension number display function). When the phone rings, the LCD will display the internal or external call number.

## Transferring Calls

1. During a call, press the Transfer button.
2. Dial the extension number you want to transfer.
3. When the party answers, announce the call or simply hang up.

If the party is not available, the call will be bounced back to your station.

## Conference Call

1. During a call, press the Hold button to hold one party.
2. Call another party. Both internal and external phone number are applicable.  
To invite more parties, press the Hold button to hold the call and call the next one. You can place up to 4 people on hold at the same time.
3. After the call is connected, press the Transfer button and #40 to start the conference.
4. If you still want to invite more parties to join the conference, press the Hold button to hold the conference. Call the new party. Then press the Transfer button and #40 to start the conference.

The conference function allows up to 18 parties in different sessions. Only one party of each session is required to be in the InterPBX System.

Please consult your administrator for your conference authorization.

**Note:** Off-Premise extensions cannot initiate a conference but can be invited to join a conference.

## Call Waiting

If you enable the Call Waiting function, during a call you will hear a beep indicating that you have another incoming call. The LCD will also display the message of an incoming call. However, the caller will hear the normal ringing tone as usual.

To pick up the incoming call, press the Hold button to hold the current call and then it will switch to the incoming call. To switch back, press the Hold button again (For analog phone user, please press the hook flash).

The Call Waiting function only allows one call stays on queue. You can enable this function through InterClient. Please refer to Chapter 4: InterClient Utility/ Answering Option for more details.

## Accessing Voice Mailbox

1. Press the Message button to access to your mailbox.
2. Enter your password and then press #. (The default password is blank; you don't have to enter any passwords.)

3. Follow the system prompts to play the message or change the settings.

Please refer to Chapter 2: Voice Messaging for more detailed voice mailbox operation.

### **System Speed Dialing**

If your administrator has set up specific numbers for system speed dialing, you can use the defined speed dial numbers to call.

1. Lift the handset or press the Speakerphone button.
2. Press #20.
3. Press the system speed dialing number (00-49.) (Please consult your administrator for the available system speed dialing numbers.)

### **Personal Speed Dialing**

In addition to system speed dialing, you may also use your personal speed dialing to place calls.

1. Lift the handset or press the Speakerphone button.
2. Press #21.
3. Press the personal speed dialing number (00-49.)

You can edit maximum 50 personal speed dialing numbers. You may edit personal speed dialing through InterClient. For more details, please refer to Chapter 4: InterClient Utility/Personal Speed Dialing.

### **Call Pickup**

You can pick up any incoming call or a call for a specific extension.

- To pick up any external incoming call, lift the handset and press #10 when ringing.
- To pick up a call for a specific extension, lift the handset and then press #11 and the target extension number when ringing.
- To pick up a call for a group, lift the handset and press the specific group pickup code when ringing. You have to be one of the group members to pick up the call for the group. Consult your administrator for the group pickup code.

### **Call Park**

If you would like to transfer a call to a person not in sight but in the office, you can park the call at a specific parking slot. The parked call can be picked up from

any other extension.

1. During a call, press the Transfer button and #15.
2. Assign a slot number from 0 to 9.
3. Hang up the phone.
4. You can page and inform the assigned slot number to the correspondent person to pick it up. You can also move to another extension (in a meeting room or somewhere else) to pick it up.

If the parking slot you want to assign is occupied, you will hear the busy tone. In the meantime, try to assign another parking slot.

#### **To Retrieve A Parked Call:**

1. Lift the handset from any extension.
2. Press #15.
3. Input the assigned slot number to pick up the parked call.

### **Internal Paging**

You can broadcast over the speaker on each extension or extension group.

1. Lift the handset.
2. Press #38 and the specific extension number or extension group number.
3. Broadcast through the handset or microphone.
4. Hang up the phone after broadcasting.

**Note:** You may not broadcast through a remote extension group, but you can broadcast through an individual remote extension.

### **External Paging**

You can broadcast over the external amplifier or paging system if connected with the Voice Gateway.

1. Lift the handset.
2. Press the specific Voice Gateway paging code. (Consult your administrator for the paging code.)
3. Broadcast over the handset or the speakerphone.
4. Hang up the phone after broadcasting.

### **Member Login/Logout**

If your administrator enables the Member Login/Logout function, you will need to login to join a specific Extension Group like Customer Service or Sales Dept.

You can login to more than one Extension Group at the same time.

**To Login:**

1. Lift the handset or press the Speakerphone button.
2. Press #35.
3. Press the Extension Group Number to login. (Consult your administrator for the Extension Group Number.)

**To Logout:**

1. Lift the handset or press the Speakerphone button.
2. Press #36.
3. Dial the Extension Group Number to logout.

**To Check the Status of Login or Logout:**

1. Lift the handset or press the Speakerphone button.
2. Press #37.
3. Dial the Extension Group Number.
4. If you hear the dial tone, it means you have already logged in the extension group. If you hear the busy tone, it means you haven't logged in the extension group.

## **Making Calls to Joint Server Extensions and Local Phone Stations**

If your company installed InterServer in more than one location, you can directly call remote extensions of Joint Server directly as the way you make an internal call.

1. Lift the handset or press the Speakerphone button.
2. Dial the remote extension number. (Consult your administrator for your call authorization.)

You can also dial to a general landline phone via remote InterServer.

1. Lift the handset or press the Speakerphone button.
2. Dial the remote FXO extension number or group code. (Consult your administrator for the remote FXO extension number.)
3. If the password is required, please follow the system prompts to enter the password. (Consult your administrator for the password.)
4. Dial the phone number after you hear the dial tone. (If you would like to make a long distance call, please follow local dialing plans.)

## Chapter 2

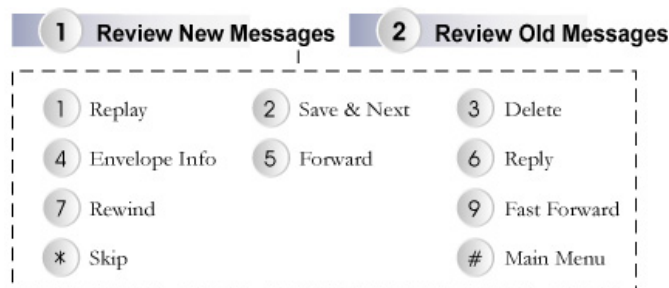
### Voicemail System

InterPBX Communication System provides a built-in VMS System. It allows callers to leave voice messages in your voice mailbox. You can play the voice messages or forward voice messages to someone else. You may also record your personal greetings or edit the message transfer function. Besides, the Unified Messaging function also allows you to listen to the voice messages from your e-mail.

#### Listening to Messages

If someone leaves a new message in your voice mailbox, the system will inform you by the way of your personal message notification settings. The LCD on IP phones will show the number of new messages and the Message lamp will be on. When you lift the handset or press the Speakerphone button, you will hear two short dial tones. If your phone is an analog phone, you will hear two short dial tones to alert you that you have new messages when you lift the handset.

1. Press Message button to access to the voice mailbox (For analog phone, please press ##).
2. Enter your voice mailbox password and then press # (The default password is blank).
3. The system will announce the number of new/old messages you have. Follow the system prompts and press 1 to play the new messages or press 2 to play the old messages.
4. When listening to messages, you can use the following options to assist you in reviewing your messages.



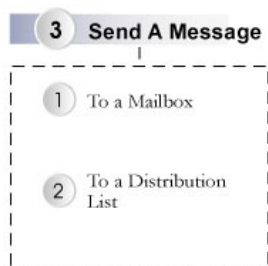
- ① Replay: To play the message from the beginning again.
- ② Save & Next: To save the message as an old message and continue to play the next new message. If you don't save the message as an old message or delete it, the message would still be identified as a new

message.

- ③ Delete: To delete the message permanently and continue to play the next message.
- ④ Envelope Info: To show the time when the message was recorded and to show if it is a personal or urgent message.
- ⑤ Forward: The system allows you to record an annotation and transfer the message to a mailbox or mailbox group; however, if it is a personal message, it can't be forwarded.
- ⑥ Reply: This option will be only available when the message was sent by another mailbox. When you receive the message, you can record an annotation and reply to the original message sender. The original message will be appended to your replied message.
- ⑦ Rewind: When you are listening to a message, press the button to rewind the message by 1 second and then continue to play the message.
- ⑨ Fast Forward: When you are listening to a message, press the button to fast forward the message by 1 second and then continue to play the message.
- \* Skip: Press the button to skip to the next message. If you press the button after you finish listening to a new message, it will be saved as an old message.
- # Main Menu: To stop playing the message and return to the main menu.

## Sending a Message

When you access to the voice mailbox, you can record and send a message to a mailbox or to a distribution list. When the receiver can reply to you directly, you can press \* to return to the previous menu or press # to exit in the Voice Mail.



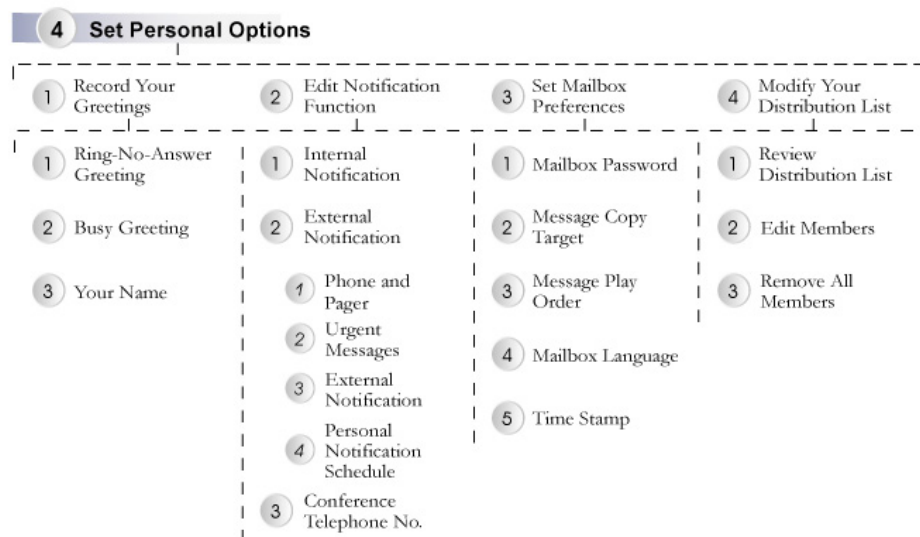
1. Press the Message button to access to the mailbox (For analog phone, please press ##).
2. Enter your password and then press # (The default password is blank).
3. Press 3 to send a message.
4. Follow the system prompts, press 1 to send a message to a mailbox, or press 2 to send a message to a distribution list.

5. Press the receiver's mailbox number or the distribution list code from 1 to 9.
6. Follow the system prompts to record and send your message.

Please be sure to edit the distribution list members before you send the message to them. For more details about distribution list, please refer to Chapter 2: Voice Mail System/Editing Your Voice Mailbox. You can also edit the distribution list via InterClient. Please refer to Chapter 4: InterClient Utility/Distribution List for more details.

## Change Personal Options

After you access to the voice mailbox, you can edit the settings, as you need. In the mailbox, you can press \* to return to the previous menu or press # to exit.



### Recording Your Greetings

1. Press the Message button to access to your mailbox (For analog phone, please press ##).
2. Enter your password and then press # (The default password is blank).
3. Press 4 to set personal options.
4. Press 1 to record your greetings.
5. Select the type of greetings you want to record. The system will play your recorded greetings to the caller. There are 3 types of mailbox greetings.
  - **Ring-No-Answer Greeting:** Press 1 to record the Ring-No-Answer Greeting, which will be played when no one answers the phone or the DND function is enabled.
  - **Busy Greeting:** Press 2 to record the Busy Greeting. This greeting will be played when the extension is busy.
  - **Your Name:** Press 3 to record your Name. If you enable this function, the

system will play your recording of name announcement before transferring a call to you.

6. Follow the system prompts to review, save or re-record your greetings. Be sure to save your greetings after the recording is finished.

If you would like to delete the greetings you recorded, you can select re-record and stop immediately. The old greetings will be automatically deleted. If no personal greeting is recorded, the system will play the default greetings.

### **Editing Notification**

You can set various message notifications to inform you of new messages.

1. Press the Message button to access to your mailbox.
2. Enter your password and then press #.
3. Press 4 to set Personal Options.
4. Press 2 to edit "Notification Function", which includes internal and external notifications.
  - **Press 1 to edit Internal Notification:** The Internal Notification is Extension Notification. Please follow the system prompts to enable or disable the extension notification. When a new message is received, the system will call your extension to notify you of the new message. This function allows those people whose phone has no Message button, such as assistant extension, analog extension or virtual extension) to be notified of new messages. You can set your extension or other extensions as notification target via the InterClient.
  - **Press 2 to edit External Notification:**
    - **Press 1 to Set Your Telephone and Paging Notification.** Please follow the system prompts to enter the Notification Entry Number, and its notification mode (Phone Mode, Pager Mode, or Close) and the phone number. You can set up to 5 entries. In the Phone Mode, the phone number can be landlines or cell phone. To activate the external notification, you have to set at least one entry of phone number and phone type.
    - **Press 2 to Edit Notify Urgent Message Only Function.** If you enable the "Urgent Notification Only" function, the system will notify you only when receiving urgent messages.
    - **Press 3 to Select External Notification Schedule.** You can assign the system to notify you of new messages in the office hours or personal hours.

- **Press 4 to set Personal Notification Schedule.** If you assign the system to notify you of new messages in personal hours, you can set your personal schedule here. The personal schedule is in 24 hours format.
- **Press 3 to set your Conference Telephone Number:** Please enter your external number. The administrator needs to enable Conference in Transfer Options Menu to activate this function. When no one answers the phone or the line is busy, the system prompts will lead the caller to the Transfer Options. The caller may press the assigned button to forward the call to the external number you set.

You can edit notification function via the InterClient. Please refer to Chapter 4: InterClient Utility/Notification for more details.

**Note:** Sending a notification to phone or pager may be limited by your Class of Service. Please consult your administrator for your Class of Service.

#### Setting Mailbox Preferences

1. Press the Message button to access to your mailbox.
2. Enter your voice mailbox password and then press #.
3. Press 4 to set Personal Options.
4. Press 3 to "Set Mailbox Preferences."
  - **Press 1 to Change Your Mailbox Password.** The system will announce your current password. Please follow the system prompts to change your password and then save it (The default password is blank).
  - **Press 2 to Set the Message Copy Target.** This function will copy your new messages to a target mailbox. Please follow the system prompts to enter the target mailbox number.
  - **Press 3 to Select Message Playing Order.** You can select the Message Playing Order between Least Recent play first or Most Recent Play first. Please follow the system prompts to select the Message Playing Order.
  - **Press 4 to Select Mailbox Language.** You can select the mailbox language you prefer. After you change the language, the system prompts will be played in the selected language when you access to your mailbox again. Please consult your administrator for the available languages.

- **Press 5 to Change Time Stamp Control Function.** You can allow the system plays the Time Stamp or not (the time while the message was recorded) when listening to the message. If you don't need this function, you can disable the Time Stamp.

You can also edit the above functions through the InterClient. Please refer to Chapter 4: InterClient Utility/Mailbox Parameter for more details.

### **Modifying Your Personal Distribution List**

1. Press the Message button to access to your mailbox.
2. Enter your password number and then press #.
3. Press 4 to set Personal Options.
4. Press 4 to **modify your Personal Distribution List.** You can set maximum 9 groups of distribution lists in your mailbox. Each groups contains up to 15 members. Please follow the system prompts to add or modify the distribution list.

You can also edit the above functions through the InterClient. Please refer to Chapter 4: InterClient Utility/Distribution List for more details.

### **Accessing Voice Mail Remotely**

If your administrator sets the remote access function on AA Menu, you can call to your company's phone number and follow AA prompts to enter your mailbox and listen to your new messages.

1. Dial your company's phone number. The Auto Attendant will pick up your call.
2. Enter the specific key to access to the mailbox. (Please consult your administrator for more details about the defined DTMF key).
3. Enter your extension number and password.
4. Follow the system prompts to listen to your message, send a message, or change your mailbox preferences.

You can also listen to your message from another extension in your office.

1. Dial the access code of AA Menu. (Please consult your administrator for the access code.)
2. Enter the specific key to access to your mailbox. (Please consult your administrator for more details about the defined DTMF key).
3. Enter your extension number and password.

4. Follow the system prompts to listen your message, send a message, or change your mailbox preferences.

This function also allows you to play the message of a virtual extension's mailbox.

### **Listening to Your Message via E-mail**

InterPBX supports Unified Messaging function that allows you to receive your voice message via e-mail. When you have new messages, the system will send you an attachment in wav format by e-mail. You can open the attachment to listen to the message.

Please be sure if the following settings are properly set in order to make this function work properly.

1. The administrator has to enable this function and also set the SMTP server on the System Parameter option.
2. Your e-mail address must be set on the Notification option. Please refer to Chapter 3: InterClient Utility/Notification for more details.



## Chapter 3

# Recording System

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The InterPBX system can improve enterprise operation. e-Net Series IP-PBX contains a built-in recording system offering Store on Demand function. The system will continue recording the conversation of specific extensions. Users can save or play the recording anytime during a call, as they need.

### Recording Calls

In E-Net IP-PBX System, if your extension is on the “Store-on-Demand” list, the Recording Server will keep on recording your calls but won’t store them. You may save the recordings manually upon necessary.

1. Press the Record button during a call, which can save the recording from the beginning of the call. On IP580 or SoftPhone, please press the specific programmable button, which needs to be set as Recording function via Button Mapping. On IP500, please press the REC/PLAY button.
2. After the call hangs up, the recording will be stopped automatically.

If your administrator enables the alerting function, you will hear a beep sound during recording. It reminds you and the other parties that the call is being recorded.

**Note:** Your phone conversation only can be recorded when your extension number is on the Store on Demand list. When you lift the handset, the programmable button light of recording will be on. The light will be flashing during recording. Please consult your administrator for the authorization of recording.

**Note:** Analog Phones and Off-Premises Extensions don’t support recording function.

### Playing the Recording

You can play the recording from your phone set directly.

1. Press the Play button to play the recording. On IP580 or SoftPhone, you can press a specific programmable button that is assigned via Button Mapping to play the recording. On IP500, please press the REC/PLAY button.

2. Enter the password and then press #. (The password for the recording system is same as your mailbox password. The default password is blank.)
3. Follow the system prompts, press 1 to play the latest recording or press 2 to check the recording by entering date and time. Please follow the procedure below to assist you in listening to the recording.

**1 Play the Last Recording**

**2 Search Date/Time**

Enter the Date (A.D. YYMMDD)

Enter the Time (24 Hours Format HHMM)

1 Play the Previous Recording	* Return to the Previous Option
2 Play the Next Recording	# Return to the Extension Option
3 Replay	

In the recording system, you can press \* anytime to return to the previous menu. When you play the recording, you can press 0 (zero) to skip the time stamp announcement of the recording.

You are only able to play the latest or previous or next recording for the current day. When you enter the time of the reached recording, the system will play the recent recording after the time.

You can play the recording of another extension from your extension. Please press the Play button and enter the password to access to the system. Then press # and follow the system prompts to enter the extension number and password to play the recording.

## Chapter 4

### InterClient Utility

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The e-Net 200 system provides Personal Extension Management. This InterClient utility allows you to edit some features of your personal extension. You can edit options including Button Mapping, Station Speed Dialing, Answer Option, Mailbox, Message Notification, Distribution List, Change Password, and so on. You can login through the administrator website through the User Login feature.

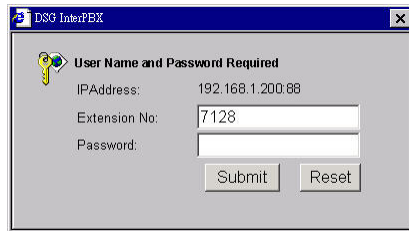
#### Login to the Web-based InterClient

The InterClient is provided in web-based format. You can login via your web browser.

1. Open the browser and type your InterServer IP address in the address bar. (Please consult your administrator for the InterServer IP address.)

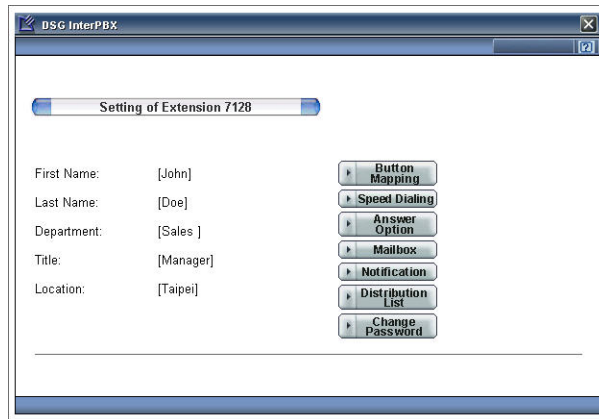


2. After you connect to the e-Net Administrator Website, please click the User Login icon.
3. On the pop-up window, key in the following information.  
**Extension No.:** Enter your extension number.  
**Password:** Enter your password to login to the InterClient. The default is blank if the extension is created by Auto Discovery. On the first login change your password.



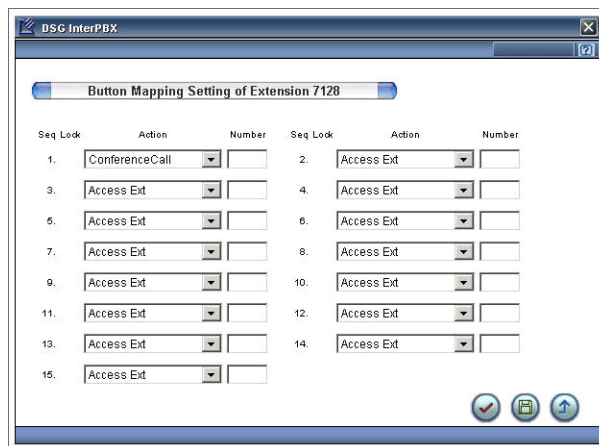
## Personal Information

After you login to the InterClient, it will show the Personal Information window. This page is only for browsing.



## Setting Button Mapping

The programmable buttons on IP phones can be assigned as a specific CO line, extensions, or other common functions such as Conference, Call Park, Page, and so on. Your system or group administrators may set some or all the buttons. You can set the unused programmable buttons according to your needs.



1. Select the Button Mapping item.
2. Select an unlocked entry of programmable button. If a programmable button is already assigned for system-wide or a group, it will display a lock icon. You can only set the unused programmable buttons. Please refer to the following table to select an action and input its correspondent number.

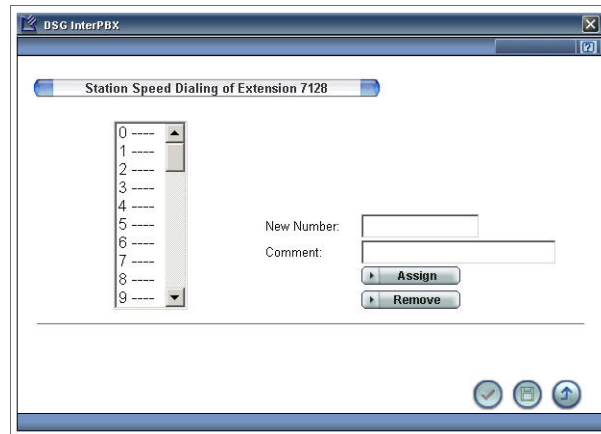
3. Choose a programmable button you want to edit and select an action from the action list.
4. Enter the assigned number in the "Number" box. If you keep the "Number" box empty, you need to enter the preferred number after pressing the programmable button. For example: If you set a programmable button, as "Personal Speed Dial" and key in a speed dial number, you can directly reach the phone number set on the speed dial number by pressing the programmable button. If the "Number" box is empty, you need to enter a specific speed dial number after pressing the programmable button.

<b>Action</b>	<b>Number</b>	<b>Function Description</b>
Access Extension	Number of an extension, extension group, CO line, CO line group, or an outside phone number	Dial to a number or get a CO line. To set an outside phone number, please add the CO line access code, e.g. 05551234.
Call Pickup CO Line	-	To answer the least recent incoming call ringing on the system.
Call Pickup Directed	An extension number	To pick up a call for a specific station.
Call Hold Retrieve CO	A CO line extension number	To retrieve an incoming call that is placed on hold. Users can directly press the flashing programmable button when properly configured.
Call Hold Retrieve Ext	A station's extension number	To retrieve an intercom call on Hold. Press the flashing programmable button to retrieve the call when the extension number is pre-defined.
Call Park	A park slot number (0 - 9)	To park a call in a specific slot.
DND Set	1 (DND On) 0 (DND Off)	To enable or disable the DND (Do Not Disturb) function.
Auto Line Access	-	To access a CO line automatically.
System Speed Dial	A system speed dial number	To dial the telephone number specified on the specific system speed dial.

<b>Action</b>	<b>Number</b>	<b>Function Description</b>
Personal Speed Dial	A personal speed dial number	To dial the telephone number specified on the specific personal speed dial.
Transfer to Ext Voice Mail	An extension number	To transfer a call to a specific extension's mailbox.
Retrieve Message	-	To access to the mailbox system.
Member Login	An extension group number	To login to become a member of the extension group.
Member Logoff	An extension group number	To logout the extension group.
Ask Member Login	An extension group number	To check your login status of a specific group. If you hear a dial tone, it means you are logged in. If you hear a busy tone, it means you are not logged in.
Internal Paging	An extension or extension group number	To page via a specific extension or extension group.
Conference Call	-	To initiate a conference with participants you put on hold.
Store on Demand	-	To store the active call's recording.
Retrieve Record	-	To play a saved recording.

### **Personal Speed Dialing**

In addition to the system-wide speed dialing, you can also edit frequently dialed phone number at "Station Speed Dialing" for individual usage.

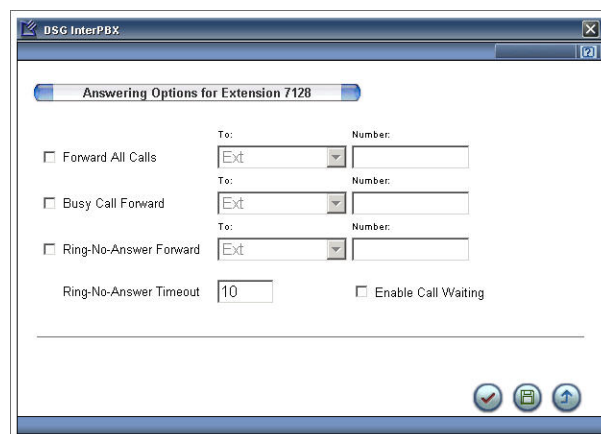


1. Select the Speed Dial item.
2. On the "Station Speed Dialing" list, select one speed dial number from 0 to 49.
3. Enter the destination phone number or extension number in the "New Number" box.
4. Enter the name or the description for this entry on the "Comment" box.
5. Click the Assign button to save.

You can create maximum 50 entries for station speed dialing. If you would like to set an outside phone number, please remember to add the CO line access code "0" in the front of the phone number (e.g. 05551234). For long distance calls, please add the long distance code (e.g. 2125551234). For international calls, please add the international code and country code (e.g. 00 11 886 2 8861558).

## Answering Option

When you are unavailable, the InterPBX Communication System will forward your incoming calls to your voice mailbox as default. In this section, you can set personal call forwarding (Answering Option).



1. Select the Answering Option item.
2. Check the options you need for All Calls, Busy, and Ring-No-Answer.
3. Select a location from the list in order to answer incoming calls.
  - **Ext:** When selected, calls will be forwarded to another extension. Enter the target extension number in the “Number” box. If the target extension is busy as well, the forwarded calls will be sent to the location as defined by the target extension’s call forward setting.
  - **Voice Mail:** When selected, incoming calls will be sent to your voice mailbox. Note: Your administrator needs to set a DTMF button in the Transfer Option” menu to allow callers to leave messages.
  - **Auto Attendant:** When selected, incoming calls will be forwarded to the voice mail system, but callers cannot leave messages.
  - **Ring-No-Answer Timeout:** When “Ring-No-Answer Forward” is enabled, you need to set the timeout allowing calls to be forwarded to the location you assigned. The unit of timeout is in second.
  - **Call Waiting:** You may enable the “Call waiting” function to pick up the second incoming call during a call. After the Call Waiting is enabled, if your line is busy, the second incoming caller will hear the normal ringing tone, and you will hear the “beep” tone indicating that you have a call waiting. The “Call Waiting” function can allow only one more incoming call to stay on queue.

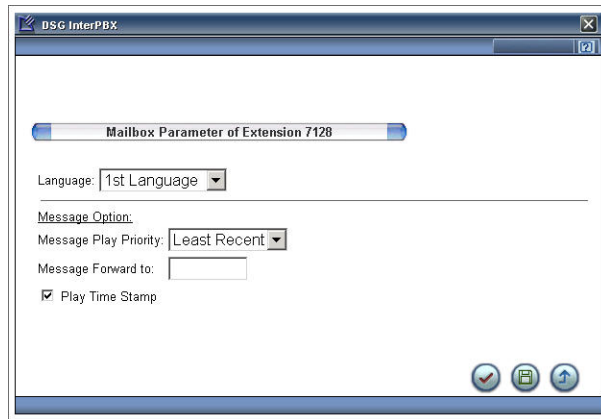
If you don’t edit the Answering Option, the system will send incoming calls to the Transfer Option of VMS Server when busy or Ring-No-Answer, but callers cannot leave messages. The Transfer Options is set by the administrator.

### Conference Telephone Number

You can also set Conference Telephone Number. The Conference Telephone Number only can be set from the phone. Please access to the voice mailbox, press 4 to change personal option, press 2 to edit notification function, press 3 to set your conference telephone number, and then enter your conference telephone number. The administrator needs to enable the Conference item on Transfer Options in order to activate this function. When you are not available, the system will guide the caller to Transfer Options. The caller can press a specific button to redirect to the assigned telephone number. Please refer to Chapter 2: Voice Mailbox System/Change Personal Options for more details.

## Mailbox Parameter

You can edit the Language, Message Play Priority, and Message Forward to in “Mailbox Parameter” item.



1. Click the Mailbox item.
2. Select the system language from the Language list. The system announcement will be played in the selected language. It provides up to 4 languages. Please consult your administrator for available language options.
3. Select the Message Play Priority. The system will play the Most Recent message or the Least Recent message according to the Message Play Priority setting.
4. Set the Message Forward Target. Enter the target extension number in “Message Forward to” box. This function will forward your new messages to the target extension’s mailbox you assigned.
5. Play Time Stamp: If you enable the “Play Time Stamp”, the system will play the time stamp when you play messages.

## Notification

The Notification allows you to assign several methods to notify you when receiving new voice messages.

**Notification of Extension 7128**

**Internal Notification:**  
 Notification Method: Disabled Ext Number:

**External Notification:**  
 Enabled External Notification  Urgent Messages Only  
 Notification Schedule:  During Business Hours  
 From:  :  To:  :

**Message Notification To:**

Sequence	Type	Phone/Pager Number	Interval	Try
1	Disabled	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	Disabled	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	Disabled	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	Disabled	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	Disabled	<input type="text"/>	<input type="text"/>	<input type="text"/>

Enable UMS  msg after e-mail notification  
 E-Mail:

### Internal Notification

The Internal Notification is Ring Notification. When the extension receives new messages, the system will notify the receiver by ringing the extension. This function can be used on different kinds of extensions such as assistant extensions, analog phones, and virtual extensions.

1. Click the Notification item.
2. Setting the Notification Method: You can disable or enable by selecting extension from the Notification Method list. If you select Extension, you have to key in the extension number on the next step.
3. Setting the Notification Target: Input the extension number. The system will ring the extension number you assigned when receiving new messages. If you want to enable your station's notification function, please input your extension number or leave it at blank.

### External Notification

1. Click the "Enabled External Notification" check box to enable the External Notification function, or click the "Urgent Messages Only" check box to notify you of urgent messages only. The notification of urgent messages will be delivered even when you disable the external notification.
2. Set the "Notification Schedule" according to your requirements. The notifications will be sent during the hours you set.
3. Set the notification sequence from 1 to 5. Select Phone or Pager from the Type list.
4. Enter the destination's phone number or pager ID. You don't need to add the

CO line access code "0" here.

5. Enter the interval. The system will notify you of new messages after the interval time.
6. Enter the number of times allowing system to repeat the notification action. The system will stop notification in the following situations. (1) The system reaches the notifications times. (2) The user saves the new message as an old one or deletes it.

The system will send notification to the destination's phone/page numbers from 1 to 5. If the number in sequence 1 is busy or unavailable, the system will retry after the interval time you set. If failed, the system will start from sequence 2 to repeat until it reaches the "Try Times."

**Note:** If the Answer Options of the destination's phone or extension are set, the notification will also follow the settings.

**Note:** Sending a notification via phone or pager may be restricted by your Class of Service. Please consult your administrator for your Class of Service.

### **Unified Messaging**

If your administrator enables the unified messaging function, you can also forward the contents of voice mail to your e-mail address. The new voice messages will be as saved as a WAV file and sent to you via e-mail.

1. Please click the "Enable UMS" check box to enable this function.
2. Select "Keep as new" or "Save as old" after e-mail notification.
3. Enter your e-mail address in the "E-mail" box.

When the "Unified Messaging" is enabled, if you select "Save as old" after e-mail notification, the internal and external notifications won't be delivered.

**Note:** Please consult your administrator if the "Unified Messaging" function is enabled and the SMTP server is set on the system.

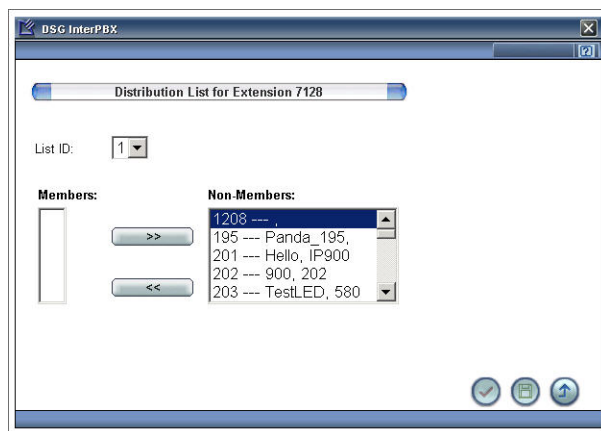
### **Distribution List**

You can record or transfer the voice message to a personal mailbox or a distribution list. Please edit your distribution list as follows.

1. Click the Distribution List item.
2. Select a List ID from 1 to 9.

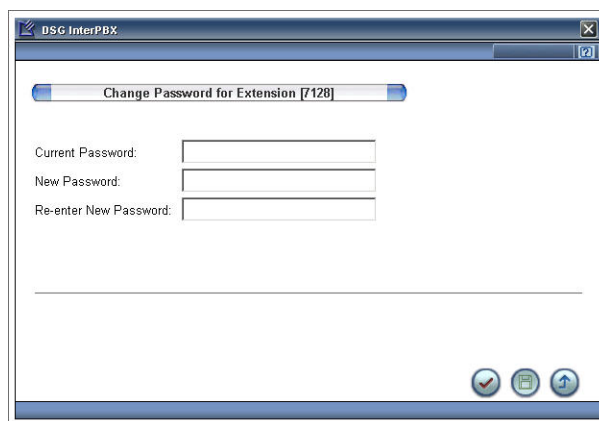
3. Edit members list by selecting extensions from the Non-Member list.

You can set up to 9 sets of distribution list. Each list can hold up to 15 members.



## Change Password

You can change your login password for the InterClient. The default password is empty. If you forget your password, please ask your administrator to reset for you.

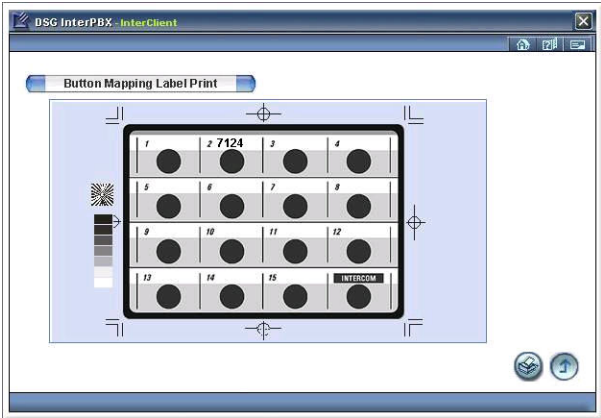


1. Click the Change Password item.
2. Enter your current password in the "Current Password" box.
3. Enter a new password in the "New Password" box.
4. Enter the new password again in the "Re-enter New Password" box to confirm.

## Phone Book

You can edit your personal contact list in Phone Book and import the contact list from Microsoft Outlook Express automatically. You can review the complete contact list from the Phone Book. This function is provided on InterClient software.





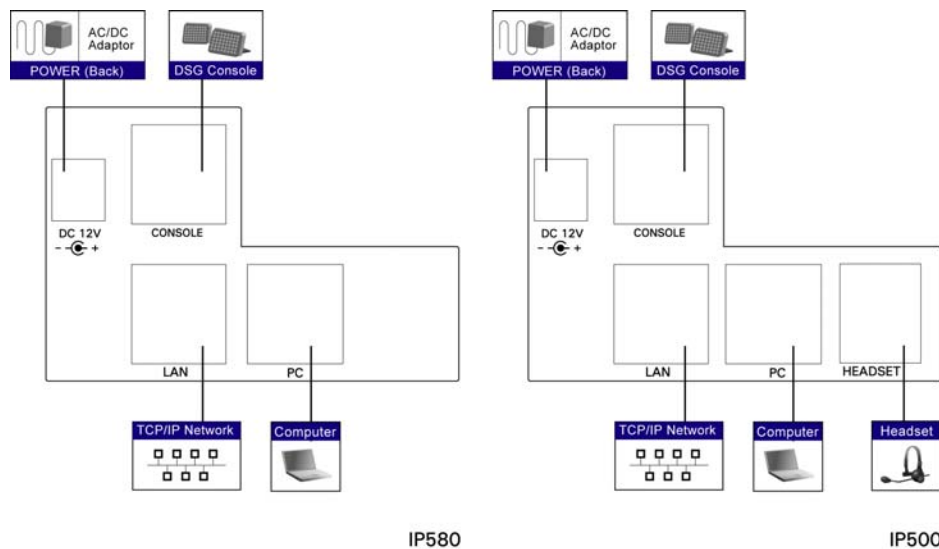


## Chapter 5 Maintenance

You can learn how to connect IP phones, adjust the supporting bracket or edit IP phones settings in this chapter.

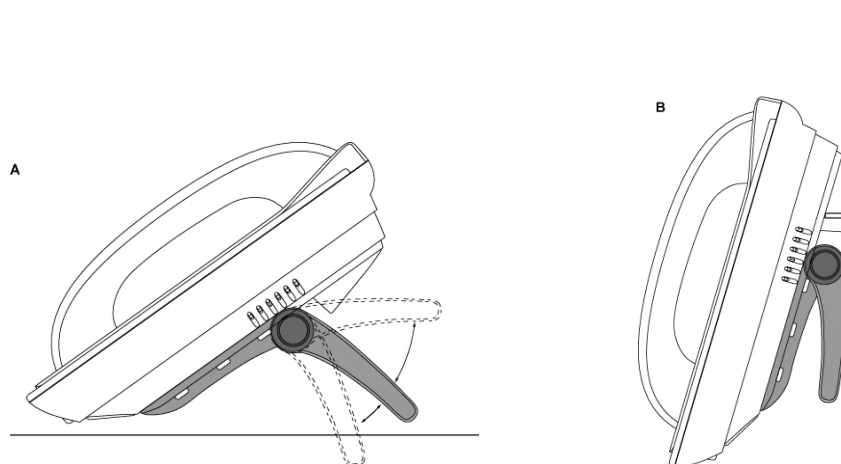
### Connecting the IP Phone

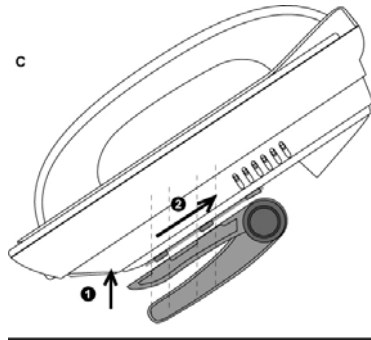
There are two RJ45 ports on the rears of IP580 and IP500 for connecting to LAN and PC. Please refer to the following diagram to connect your phone.







### Adjusting the Supporting Bracket

IP580/IP500 phone provides a multi-angle supporting bracket, which can be adjusted in different angles (diagram A). When adjusting the bracket, press and hold the joints at two sides, set the height and release the joint. You can also install your phone on a wall (diagram B). If you want to re-install the bracket, please refer to diagram C.





## IP Phone Setup

The Phone Settings of IP580 and IP500 are listed as follows. Please don't change the phone settings unless it is required by your Administrators. If you need to change the settings, please press and hold the  button below the LCD screen for 3 seconds to enter the setting mode. In the setup mode, you can press  to edit or save the settings, or press  and  to move to the next or the previous item.

- **EXT NUMBER:** Your extension number.
- **IP ADDRESS:** The IP address of your phone.
- **GATEWAY IP:** The gateway IP address of your phone.
- **SUBNET MASK:** The subnet mask address of your phone.
- **DHCP:** If your network is under DHCP, you need to enable DHCP.
- **PBX SERVER IP:** The IP address of your InterServer.
- **MAC ADDRESS:** The MAC address of your phone. It cannot be changed.
- **OFF PREMISES:** If your phone is a remote extension, you need to enable this item.
- **IMAGE VERSION:** It displays the current software version of your IP phone.
- **EXIT SETUP:** To exit the setup mode.

## Appendix A: Quick Start Guide

### Function Code List

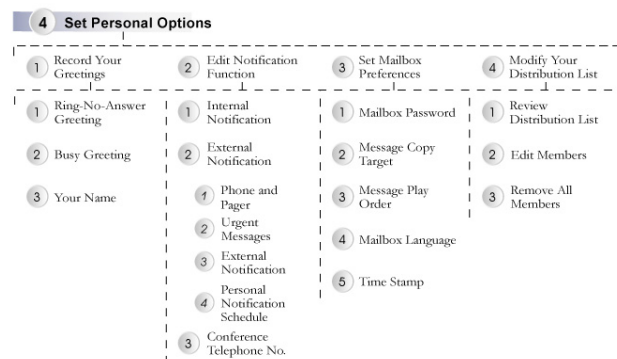
During a call, if you want to activate a function, please press the Transfer button first and then enter the function code. For example, if you want to initiate a conference call, please put all the members on hold. Then press the Transfer button and #40.

<b>Functions</b>	<b>Function Code + Designated Number</b>	<b>Description</b>
Call Pickup CO Line	#10	To answer the least recent incoming call ringing on the system.
Call Pickup Directed	#11 + Extension No.	To answer a call ringing at another extension.
Call Pickup Group	Extension Group Code	To answer a call ringing at another extension in your call pickup group. (Please consult administrators for Extension Group Code.)
Call Hold	Hold or #12 (On analog phone)	To place a call on hold by pressing Hold or #12. Press the button again to retrieve the call.
Call Hold Retrieve CO	#13 + CO Line Extension No.	To retrieve incoming calls those are placed on hold. Users can directly press the flashing programmable button when properly configured.
Call Hold Retrieve Ext.	#14 + Extension No.	To retrieve extension placed on Hold. Users can directly Press the flashing programmable button when properly configured.
Call Waiting	Hold or Hook Flash (On analog phone)	Users can place the incoming calls on hold and answer another incoming call at the same time. Press "Hold" button again to retrieve the previous call on Hold. (Please enable Call Waiting function.)
Call Park	Transfer + #15 + slot number (0-9)	Place the call on a specific slot and press #15 + the specific slot number

<b>Functions</b>	<b>Function Code + Designated Number</b>	<b>Description</b>
		to retrieve the call.
DND Set	#17 + 1 (enable DND) #17 + 0 (disable DND)	Enable or disable DND (analog phone).
System Speed Dial	#20 + Speed Dial Code (00-49)	Dial the pre-defined No.
Personal Speed Dial	#21 + Speed Dial Code (00-49)	Dial the pre-defined No.
Transfer to Ext Voice Mail	Transfer + #24 + Extension Number	Transfer a call to the extension's voice mailbox.
Transfer to AA Tree	Transfer + #25 + the access code of the AA menu	Transfer a call to the AA menu.
Retrieve Message	Message or ## (On analog phone)	Access mailbox.
Member Login	#35 + Extension Group Number	Login to be one of the members in the extension group.
Member Logoff	#36 + Extension Group Number	Logout from the extension group.
Ask Member Login	#37 + Extension Group Number	Check the login status of extension group. Hearing dial tone means you are logged-in successfully and busy tone means not logged-in.
Internal Paging	#38 + Extension Number or Extension Group Number	Broadcast through an extension or extension group.
External Paging	Broadcast codes for the Voice Gateway.	Broadcast through an external device such as Voice Gateway. Please consult the administrator for broadcast codes.
Conference	Transfer + #40	Start Conference with the callers placed on Hold.
Store on Demand	#41	Save the recording of a call.
Retrieve Record	#42	To play the saved recordings.

### Voice Mailbox System Function

1. Press the Message button to access mailbox.
2. Enter your password and then press #.
3. The system will announce the numbers of your messages. Please follow the system prompts: press 1 to play the new message, press 2 to play the old messages, press 3 to send a message, or press 4 to change personal options. In the mailbox, you can press \* to return to the previous menu or press # to return to the main menu.
4. When you are listening to the messages, you can refer to the following diagram.



### Play the Recording

1. On IP580 and SoftPhone: Please press the Play button to play the recordings (You have to assign a specific programmable button as the Play function). On IP500: Please press the REC/PLAY button to play the recordings.
2. Enter the password and then press #. (The default password is blank.)
3. Follow the system prompts and press 1 to play the latest recording or press 2 to check the recording by date and time. The following procedure will assist you of listening to the recording.



### InterClient

1. Enter the InterServer IP in the address bar of the web browser. Once the page is accessed, click on User Login to access to InterClient. If the InterClient you use is software version, please launch the InterClient program and enter the InterServer IP address in the "IP" box. (Please consult the administrators for InterServer IP address.)
2. Enter your extension number in the "Extension No." box.
3. Enter your password.
4. A list of available features such as: Button Mapping, Speed Dial, Answer Option,

Mailbox, Notification, Distribution List and Change Password will be available for you to setup.

