



*e*Net IP Communication System

IP590 Executive IP Phone User's Guide

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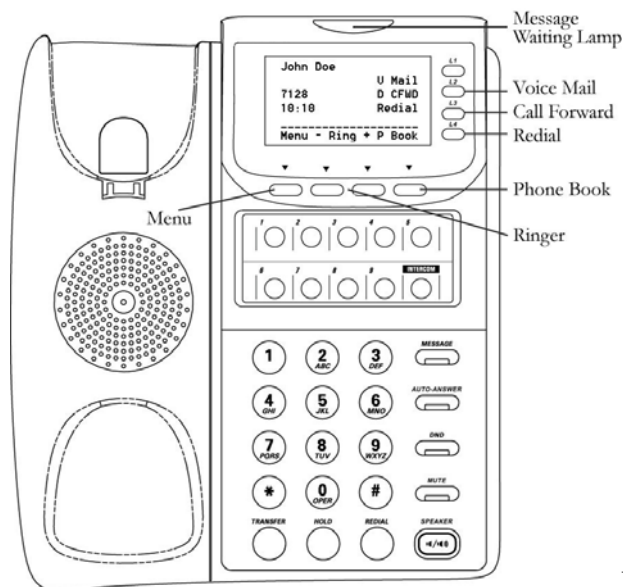
Chapter 1

Using The IP Phone

The IP590 IP Phone is a full-featured IP phone with a large LCD display. It provides a 6x21 LCD display, 9 programmable buttons and 9 function keys. The IP590 also provides a full-duplex speakerphone and PoE function. The LCD displays your extension number, name, time, caller ID and call status. At the rear of the phone, there are three RJ-45 ports for connecting to LAN, your PC, and the Attendant Console.

Overview of IP Phone

Please refer to the figure below to operate your phone.



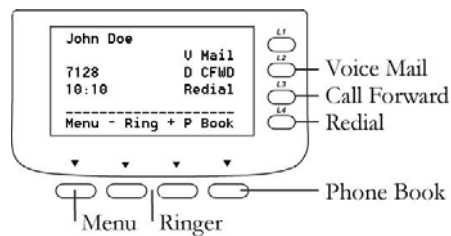
IP590 Front View

LCD Display	Displays information such as extension number, name, time, call status, caller ID, number of new messages, missed calls, forward destination and others.
Soft keys & Line buttons	<ul style="list-style-type: none"> • Press soft keys to access Menu, adjust ringer or enter Phone Book. • Press Line buttons (L2-L4) to select displayed features. • In Menu option or phone book, use Line buttons (L1-L4) or arrow soft keys to select items or scroll pages.
Message Waiting Lamp	<ul style="list-style-type: none"> • When the light is on, it indicates that you have new messages. Press Message Button or V Mail Line Button to access Voice Mailbox. • When there is an incoming call, the light is flashing.
Volume Buttons	When off-hook, you may increase or decrease the volume of handset, headset, or speakerphone.
Ringer Buttons	Increases or decreases on-hook ringer volume.

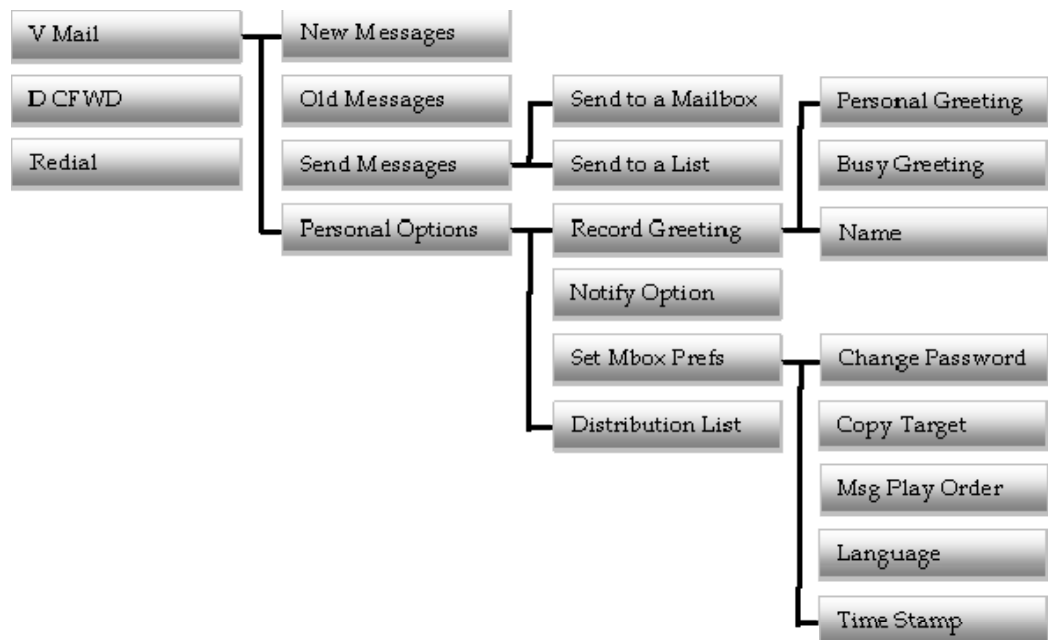
Programmable Buttons	<p>Can be programmed as CO line, CO group, extension, extension group or other functions such as conference, page, park, login or logout.</p> <p>When defined as CO lines or extensions, the LED displays different colors to indicate different status :</p> <ul style="list-style-type: none"> • No light : The line is available to use. • Steady green : The line is in use (off-hook or busy). • Flashing amber : The line is on hold. • Flashing red : The line is ringing. <p>The programmable buttons can be configured through Web-Based eNet PBX System Administration Interface Button Mapping.</p>
Intercom	<p>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.</p>
Keypad	<p>Same as on traditional phones.</p>
Message Button	<p>When the Message Button light is on, it indicates that you have new messages. Press Message Button to access Voice Mailbox.</p>
Auto-Answer Button	<p>When selected, the phone answers calls automatically.</p>
DND Button	<p>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.</p>
Mute Button	<p>During a conversation, press Mute Button to turn off your microphone. The caller will not hear your voice.</p>
Speakerphone Button	<p>Be used to receive or make calls without using the handset.</p>
Redial Button	<p>Lift and handset and press the Redial button to redial the last external number you dialed.</p>
Hold Button	<p>Press to hold a call, or press again to retrieve the call.</p>
Transfer Button	<p>During a call, press to transfer a call to another extension. Or press again to retrieve the call.</p>

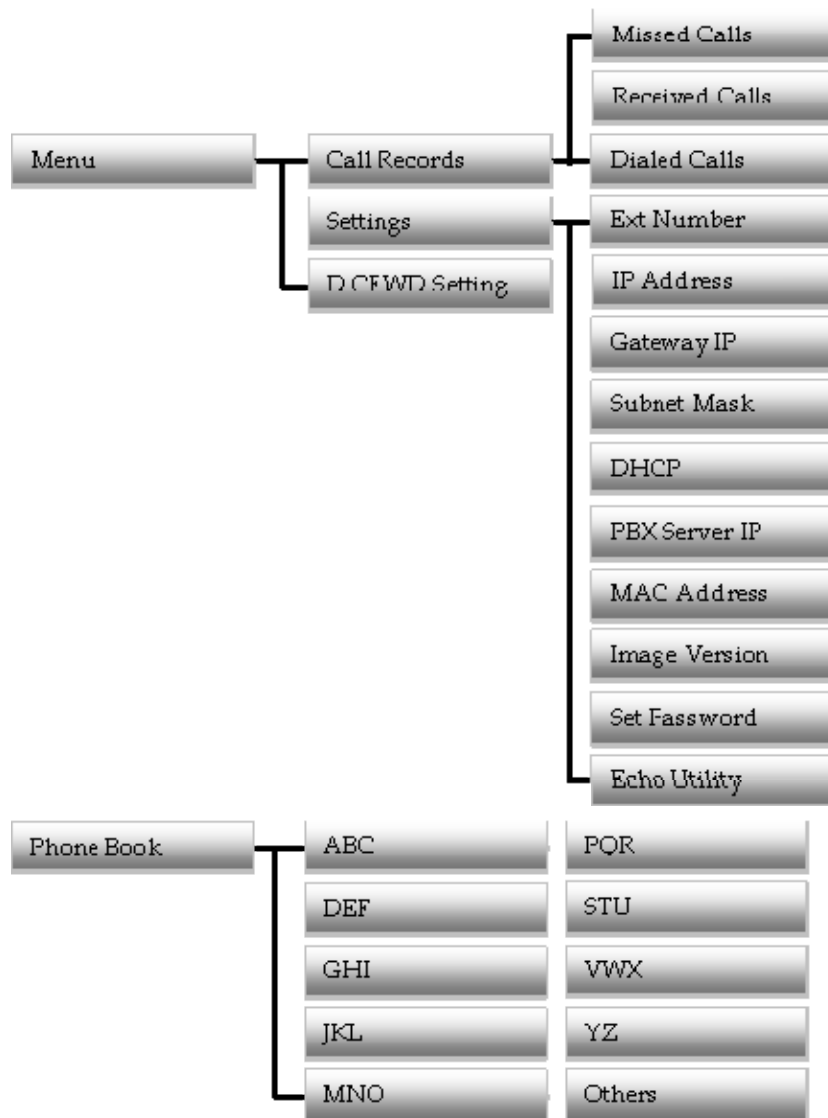
Navigating LCD Display

The IP590 provides a 6x21 large LCD display. You may follow the on-screen guidance and use the soft keys at the bottom and line buttons on the right side to select or edit setting items.



Below is the structure of features and settings.





V Mail: Press L2 Line Button to access Voice Mail System. You need to press the password to enter. The default password is blank.

- New Messages: Press L1 to listen to new messages.
- Old Messages: Press L2 to listen to old messages.
- Send Messages: Press L3 and follow the on-screen guidance to send messages to a mailbox or a group. For more details, please refer to Chapter 2 Voice Mail System.
- Personal Options: Press L4 and follow the on-screen guidance to record personal greetings, set notify option, mailbox preferences or edit distribution list. For more details, please refer to Chapter 2 Voice Mail System.
- Exit: Back to the main menu.

D CFWD: After you assign the Direct Call Forward target, you may press L3 to enable or disable this function. When enabled, you will see [Fwd to xxx] displayed on the display.

Redial: Press L4 to redial the last outgoing call you made.

Menu: Press Menu soft key to access settings as below.

- **Call Records:** Press L4 and follow the on-screen guidance to check Missed Calls, Received Calls and Dialed Calls. You may further select one entry and make calls.
- **Settings:** Press the password and you may configure the IP phone. For more details, please refer to Chapter 5 Maintenance.
- **D CFWD Setting:** Press L3 and press Edit soft key to assign the call forward extension or external number. Notice when entering an external phone number, please include your CO line access code, such as 0. When completes, you may enable the Call Forward function by pressing D CFWD button.

P Book: The Phone book syncs with Personal Speed Dial automatically. It displays names in alphabetic order as set in Comment. After you edit your Personal Speed Dial from the web-based administration tool, you may select the entry and dial directly. Notice that if you didn't assign the name of the speed dial, the entry goes to "Others". When setting outgoing call, remember to add the CO line access code (e.g. 0xxxxxxx.)

Ring: Press -Ring +to adjust ringing volume. When off-hook, press - Vol + to adjust the voice volume.

Flash: During a call with a trunk, you will see Flash displayed on the soft key. For some functions provided Centrex, you might need to press the Flash to send Flash signal.

Making Internal Calls

1. Lift the handset or press the Speakerphone button.
2. Wait for the 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 eNet PBX Management Website.

Direct Outward Dialing: If the Administrator enables your Direct Outward Dialing function, this means that 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 such as "0" or others as assigned by your administrator.
3. Wait for the dial tone and dial the phone number.

You may also press the specific programmable button mapped to a CO Line or a CO Line Group to get an outside line. When it is set as a CO Line Group, unless all lines of the group are busy, it will display available status to other extensions.

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

Hook Flash: In some circumstances, you might be required to send a Hook Flash signal to activate certain functions required by the Centrex or others. During a call, press the displayed Flash soft key to send a hook flash signal to continue the call.

Using Authorization Code to Make Calls

If you need to make calls from an extension with limited call permission, you may input a specific Authorization Code allowing you to place calls such as long distance or international calls.

1. Lift the handset or press Speakerphone button.
2. Wait for the dial tone and dial the CO line access code such as "0".
3. Dial the phone number. You will hear beep tones.
4. Input your Authorization Code. Your call will be connected.

Please consult your Administrator to know your Authorization Code. You could use the cancel symbol as assigned by the Administrator to cancel the error authorization code and try again without the need to hang up and dial the number from the beginning.

Note: Please make sure the Authorization Code is enabled by your administrator and your Class of Service is allowed to make the calls you desired.

Answering Calls

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

Caller ID eNet PBX 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 internal calls from external calls by different ringing tones.

Busy/Ring-No-Answer If you are not available or busy, the call will be forwarded to the voice mail system. Depending on the administrator setting, calls can be redirected to the operator or other locations. You can set your personal Answering Option (call forwarding). Please refer to Chapter 4 eNet PBX Management Website/ Answering Option for more details.

Call Screen: When you enable the Call Screen function, callers will be required to say the name and the Voice Mail System will announce the name to you and offer you options to answer or not to answer the call. For more details, please refer to Chapter 4 eNet PBX Management Website/ Answering Option.

Virtual Extensions

If you have associated Virtual Extension Number specified by the Administrator, you may set the Virtual Extension Number to your programmable button.

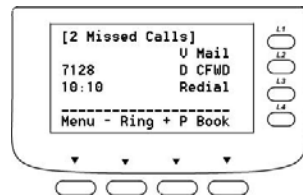
Making Calls: To place calls, simply press the specific button and dial the number.

Answering Calls: When the Virtual Extension receives calls, your phone will ring and the specific programmable button will be flashing. You may simply pick up the handset to answer calls.

Call Records

The IP phone provides calls history. Press the Menu soft key and select Call Records. You can view Missed Calls, Received Calls, and Dialed Numbers from the LCD display.

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



2. Press the Menu soft key and select Call Records.
3. Use the line buttons (L1-L3) to select entries.
 - Missed Calls: Displays the latest 10 missed calls.
 - Received Calls: Displays the latest 10 received calls.
 - Dialed Calls: Displays the latest 10 dialed numbers.
4. Use the soft keys and line buttons to scroll through and select entries. You can press the Dial soft keys to dial directly.

The LCD will display 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).

Note: When you are checking the Call Records, your phone status will be busy. The phone will automatically leave the Call Records menu if there is no action been done within 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 extension number is set on a programmable button the corresponding LED will flash amber when on hold. You can directly press the flashing programmable button to retrieve the call.

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

You can place up to 5 calls on hold. When there is more than one call 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 after timeout.

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 eNet PBX 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 you will be switched 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 caller in queue. You can enable this function through eNet PBX Management Website. Please refer to Chapter 4 eNet PBX Management Website/ Answering Option for more details.

Accessing Voice Mailbox

1. Press the Message button to access to your mailbox. (Or press ##.)
2. Enter your password and press #. (The default password is blank; you don't have to enter any password.)
3. Follow the system prompts to play messages or change settings.

You may refer to the above Navigating LCD Display and select V Mail line button to access the Voice Messaging system. For more details about Voice Messaging System, please refer to Chapter 2 Voice Messaging System.

System Speed Dialing

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

1. Lift the handset or press the Speakerphone button.
2. Press #20.

3. Press the system speed dialing number such as 000. (Please consult your administrator for the available system speed dialing numbers.)

Personal Speed Dialing

In addition to P Book soft key to access Phone Book, you may also use your personal speed dialing function code to place calls.

1. Lift the handset or press the Speakerphone button.
2. Press #21.
3. Press the personal speed dialing number such as 00.

You may edit personal speed dialing through eNet PBX Management Website. For more details, please refer to Chapter 4 eNet PBX Management Website/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 that's 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 that's not in sight but in the office, you can park the call in 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 corresponding person to pick it up. You can also move to another extension (in a meeting room or somewhere else) for pick up.

If the parking slot you want to assign is occupied, you will hear a busy tone. In this instance, try assigning 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.

Call Forwarding

You may forward calls to an internal extension or the other external phone number for all calls or only when busy or no answer. You can set call forward options from eNet PBX Management Website. For more details, please refer to Chapter 4 eNet PBX Management Website/ Answering Option. Or you could enable Forward All Calls function from your IP phone directly.

Direct Call Forward:

You may press the D CFWD button to enable call forward.

1. Press Menu soft key and select D CFWD Setting.
2. Input the forward number for all calls. If the forward target is an external phone number, you need to input the CO line access code, such as 0.
3. To enable Direct Call Forward, press L3 button.
4. To disable, press L3 button again.

You will see the forward target displayed on the LCD screen.

Enable Forward All Calls:

1. Lift the handset.
2. Press #44 + phone number + #. If the forward target is an external phone number, you need to input the CO line access code, such as 0.

You will head beep tones and the forward target is displayed on the LCD screen.

Disable Forward All Calls:

1. Lift the handset.
2. Press #44 + #.

You will head beep tones and IP phone LCD displays normal status.

External Call Forward: If you set an external phone number as the forward number, you will need to have the external call permission in your Class of Service. When the call is from the other extension, that extension needs to have the external call permission as well. If the call comes from a CO line, the system Trunk to Trunk transfer function needs to be enabled by your administrator.

Note: The manual input Forward All Calls function is superior to the setting on eNet PBX Management Website.

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 it's 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 Through ARS or Joint Servers

If your company installed InterServer or Voice Gateway in more than one location, you can directly call remote extensions or PSTN using ARS or Joint Server.

1. Lift the handset.
2. Dial the number as instructed by your Administrator.

Using the Headset

You may use the headset to answer to make calls. Please attach one end of the plug (a 6PC4C plug to 4P4C) come with the phone set to your phone and the other end to the headset. The IP phone will detect the appearance of your headset automatically.

Making Calls

1. Press the Speaker button and dial the number.
2. Press the Speaker button again to end the call.

Answering Calls

1. When ringing, press the Speaker button to answer.
2. Press the Speaker button again to end the call.

Chapter 2

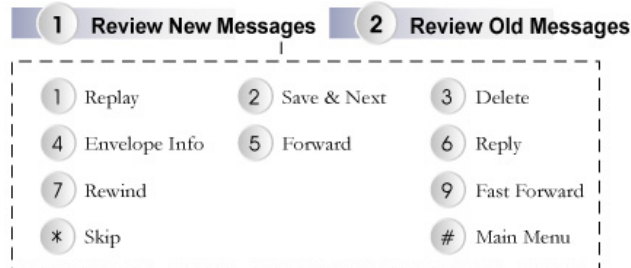
Voice Mail System

eNet PBX 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. With the Unified Messaging function included you can also listen to the voice messages from your e-mail.

Listening to Messages

If someone leaves messages in your voice mailbox, the system will inform you by the way of your personal message notification settings. In addition, the LCD on IP phones will show the number of new messages and the Message lamp will be lit. When you lift the handset or press the Speakerphone button, you will hear beep tones.

1. Press Message button to access to the voice mailbox (Or press ##).
2. Enter your voice mailbox password and then press # (The default password is blank).
3. The system will announce the number of 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.

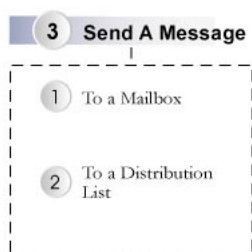


- ① **Replay:** To play the message from the beginning again.
- ② **Save & Next:** To save the message as an old message and continue to play the next new message. If you don't save the message as an old message or delete it, the message would still be identified as a new message.
- ③ **Delete:** To 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

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

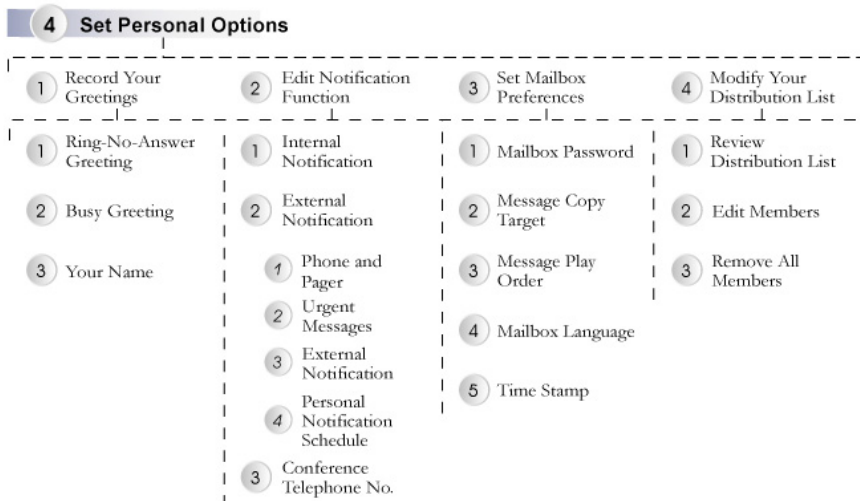


1. Press the Message button to access the mailbox (Or press ##).
2. Enter your password and then press # (The default password is blank).
3. Press 3 to send a message.
4. Follow the system prompts, press 1 to send a message to a mailbox, or press 2 to send a message to a distribution list.
5. Press the 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 eNet PBX Management Website. Please refer to Chapter 4 eNet PBX Management Website/Distribution List for more details.

Change Personal Options

You can edit personal settings when necessary. 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 (Or press ##).
2. Enter your password and then press **4** (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 has 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 people with no Message button phones, 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 targets via eNet PBX Management Website.
 - **Press 2 to edit External Notification:**(This item is available when the External Notification is enabled)
 - **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 Phone Mode, the phone number can be landlines or cell phones. To activate the external notification, you have to set at least one entry 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 office hours or personal hours.
 - **Press 4 to set Personal Notification Schedule.** If you assign the system to notify you of new messages during 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 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 eNet PBX Management Website. Please

refer to Chapter 4 eNet PBX Management Website/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 played 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 eNet PBX Management Website. Please refer to Chapter 4 eNet PBX Management Website/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 a maximum of 9 groups for distribution lists in your mailbox. Each group can contain up to

15 members. Please follow the system prompts to add or modify the distribution list.

You can also edit the above functions through eNet PBX Management Website. Please refer to Chapter 4 eNet PBX Management Website/Distribution List for more details.

Accessing Voice Mail Remotely

If your administrator sets the remote access function on AA Menu, you can call into 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 specified 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 specified 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 to 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

eNet PBX 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 make sure the following settings are properly set in order to make this function work properly.

1. The administrator has to enable this function and 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 4 eNet PBX Management Website/Notification for more details.

Chapter 3

Recording System

The eNet PBX system can improve enterprise operation with the built-in or stand-alone recording system. Extensions can listen to recordings directly from their phones.

Recording Calls

eNet PBX supports built-in Store-on-Demand or Recording-on-Demand functions and embedded professional recording system.

- **Store-on-Demand:** eNet 200 series provides built-in Store-on-Demand recording function. The system will keep on the recording activity for extensions on the list but not save. When recording is activated by extensions, calls will be saved.
 - **Record-on-Demand:** eNet 100 series supports built-in Record-on-Demand. When extensions activate this function, calls will be recorded since then and saved. The system supports up to 10 extensions enable the Record-on-Demand function.
1. During a call, press the specific programmable button or Rec/Play button to active the function.
 2. After the call is hung up, the system will stop recording.

Note: Please refer to your administrator to know your permission of recording function. During recording, the programmable button assigned as “Recording” will be flashing. If your administrator enables the alert function, you will hear a beep sound during recording. It reminds you and the other parties that the call is being recorded.

Note: The recording function does not apply to analog and off-premises extensions.

Playing Recordings

You can play the recording from your phone directly.

1. Press the Play button to play the recording. On programmable button supported phones, you can press a specific programmable button that is assigned via Button Mapping to play the recording. Or press the REC/PLAY button, if applicable.
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.



- In the recording system, you can press * anytime to return to the previous menu.
- When playing recordings, you can press 0 (zero) to skip the time stamp announcement of the recording.
- If your UMS is enabled and the e-mail is set, after playing a recording, you will be prompted to send the recording you just played to your email.
- For Store on Demand recording, you can only play the latest, previous or next recording for the current day.
- When you input the time for searching recording, the system will play the recent recording after the time.
- You can play recordings 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

eNet PBX Management Website

eNet PBX system allows extension users to edit personal extensions from the Web-Based Administration Tool. You can edit options including Button Mapping, Station Speed Dialing, Answer Option, Mailbox, Message Notification, Distribution List and Change Password.

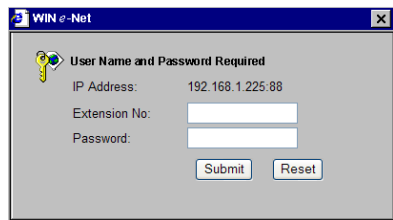
Login to the eNet PBX Management Website

Please login to the eNet PBX Management Website from your web browser.

1. Open the browser and type in your eNet Server's IP address in the address bar. (Please consult your administrator for the eNet Server IP address.)

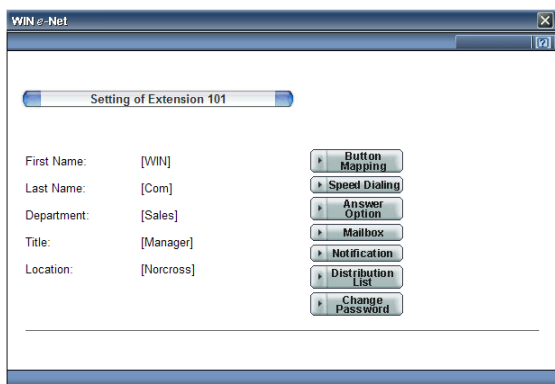


2. After you connect to the eNet PBX Management Website, please click the User Login icon.
3. On the pop-up window, please key in the following information.
 - **Extension No.:** Enter your extension number.
 - **Password:** Enter your password to login to the eNet PBX Management Website. The default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



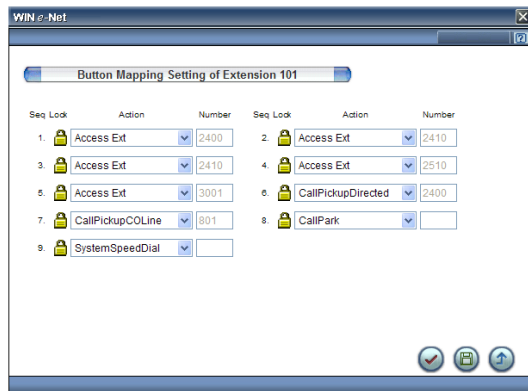
Personal Information

After you logged in, it will show the Personal Information window. This page is only for browsing.



Button Mapping

The programmable buttons on IP phones can be assigned as a specific CO line, CO Line Group, an Extension, or other common functions such as Conference or Speed Dial. Your system or group administrators may set some or all the buttons. You can set the unlocked programmable buttons based on your needs. The programmable buttons are available on certain IP phone models.



1. Select the Button Mapping item.
2. Select an unlocked entry of programmable button. If a programmable button is 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 corresponding number.
3. Choose a programmable button you want to edit and select an action from the action drop-down menu.
4. Enter the assigned number in the “Number” box. If you keep the “Number” box empty, you need to enter the required 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.

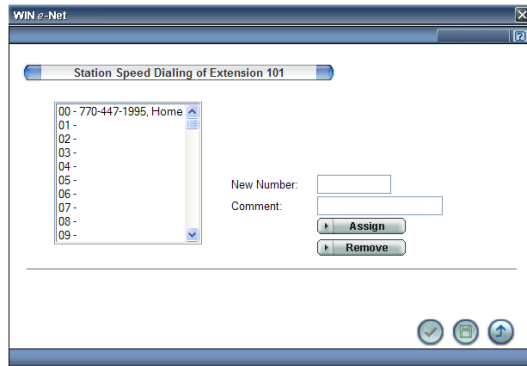
Action	Designated Number	Description
Access Ext.	An extension number of a station, extension group, CO line, CO line group, or an outside phone number	To make calls to the assigned number. Please note to add CO line access code, e.g. 05551234 for an outbound call. Notice that if Trunk Group is set on a button, when parts of trunks are available, the LED displays available status for other people.
After Call Work	-	To allow agents to have a period of after call work time between two calls.
Ask Member Login	An Extension Group Number	Check the login status of the extension group. Hearing a dial tone means members are logged-in successfully and a busy tone means not logged-in.
Auto Line Access	-	To get a CO Line
Auto-In	-	Agents' extensions will pick up the next call automatically.
Auxiliary Time	-	Agents can enable this function to notify the system stop assigning incoming calls to their extensions so that the agents can leave their seats temporarily without logging out the system.

Action	Designated Number	Description
Call Hold Retrieve CO	An extension number of a CO line	To retrieve an incoming call from a specific CO line placed on hold. (You should be able to see the CO line extension number for using this function.) If this CO line is set on the programmable button, users can directly press the flashing button to retrieve the incoming calls
Call Hold Retrieve Ext	An extension number of a station	To retrieve an internal call placed on hold. If this extension number is set on the programmable button, users can directly press the flashing button to retrieve the call.
Call Park	A slot number (0-9)	To park a call to a specific slot.
Call Pickup CO Line	-	To answer the least recent incoming call ringing on the system.
Call Pickup Directed	An extension number	To answer a call ringing at another extension.
Conference Call	-	Start Conference with the callers placed on Hold.
Forward All Calls	An extension number + #	To forward all the incoming calls to a specific extension automatically. Press again to disable.
Headset	-	Press to allow voice been transmitted from the attached headset, instead of the handset.

Action	Designated Number	Description
Internal Paging	An extension number or extension group number	Broadcast for members through the extension or the extension group.
Manual-In	-	To allow agents to pick up the next incoming call manually by pressing the specific button of Manual-In function.
Member Login	An Extension Group Number	Login to be one of the members in the Extension Group.
Member Logoff	An Extension Group Number	Logout from the Extension Group.
Personal Speed Dial	A personal speed dial number	To dial a number defined on the Personal Speed Dial Number.
Record on Demand	-	Press to save the recording or start recording. When recording, the LED will be flashing.
Retrieve Msg	-	To access mailbox.
Retrieve Record	-	To play the saved recordings.
System Speed Dial	A system speed dial number	To dial a number defined on the speed dial number.
Transfer to Ext VM	An extension number	To transfer a call to the extension's voice mailbox.
Transfer to AA Tree	An AA menu access code	To transfer a call to the AA menu.
Virtual Extension	A virtual extension no.	Press to act as the assigned virtual extension to make calls.

Personal Speed Dialing

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

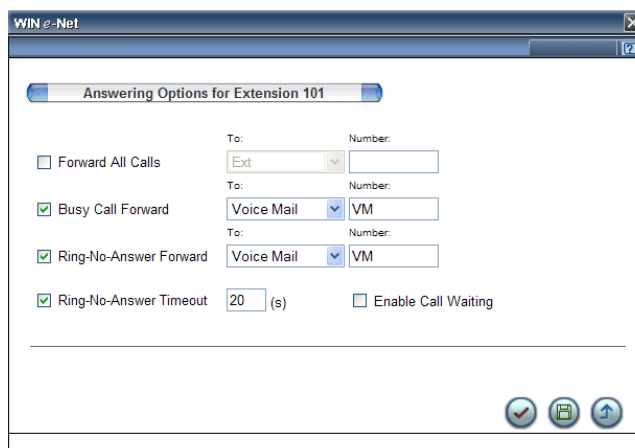


1. Select the Speed Dial item.
2. On the “Station Speed Dialing” list, select one speed dial number.
3. Enter the destination phone number or extension number in the “New Number” box.
4. Enter the name or the description for this entry in the “Comment” box.
5. Click the Assign button to save.

You can create up to 100 entries. If you would like to set an outside phone number, please remember to add the CO line access code such as “0” in front of the phone number (e.g. 05551234). For long distance calls, please add the long distance code (e.g. 02125551234). For international calls, please add the international code and country code (e.g. 001188628861558).

Answering Option

You can better manage your incoming calls by setting the forward targets for all calls or when not available.



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 to answer incoming calls.
 - **Ext:** When selected, calls will be forwarded to the other extension or an external phone number. Enter the target extension number or phone number in the “Number” box. If the target extension is busy as well, the forwarded calls will be redirected to the location as defined on the target extension’s call forward setting.

Note: When setting an external phone number, remember to input your CO line access code.
 - **Voice Mail:** When selected, incoming calls will be sent to your voice mailbox. Note: Notice that your administrator needs to set a DTMF button in the Transfer Option menu allowing callers to leave messages.
 - **Auto Attendant:** When selected, incoming calls will be forwarded to the voice mail system, but callers cannot leave messages.
4. 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.
5. Call Waiting: You may enable the “Call waiting” function to pick up the second incoming call during a call. After 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 the Answering Option is not defined, when busy or ring-no-answer the system will send incoming calls to Transfer Option of VMS Server, but callers cannot leave messages. The administrator needs to set The Transfer Options.

Enable Call Forward from Phone: If you have preset forward number, you may press D CFWD soft key to enable call forward. Or you may also press #44 + forward number +# from IP phone directly to enable Forward All Call function. For more details, please refer to Chapter 1 Using The IP Phone.

External Call Forward: If you set an external phone number as the forward number, you will need to have the external call permission in your Class of Service. When the call is from the other extension, that extension needs to have the external call permission as well. If the call comes from a CO line, the system Trunk to Trunk transfer function needs to be enabled by your administrator.

Mailbox Preferences

You can edit personal voice mailbox settings in this section.

1. Click the Mailbox item.
2. **Language:** Select the system prompt language from the Language list. It provides up to 4 different languages. System prompts will be played in the selected language. Please consult your administrator for available language options.
3. **Message Play Priority:** The system will play the most recent or the least recent message according to the Message Play Priority setting.
4. **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. **Time Stamp:** If you enable the “Play Time Stamp”, the system will play the time stamp when you play messages.
6. **Call Screen:** This function allows you to filter callers before answering calls. When enabled, the voice mail system will require callers to say the name, hold the call, and then make calls to the receiver and announce the name of the caller. Receivers will be offered options to answer or not to answer the call. If the receiver chooses to answer, the call will be connected. If not, the voice mail system will reply the caller that the receiver is not available.
7. **External Forward:** When you are not available, incoming calls will be bounced back to the VMS. Depending on the Transfer Options settings, callers can connect to the operator, voice mail or a desired external phone number if this option is enabled by the Administrator. Set your external forward number here allowing the VMS to forward your incoming calls. You may also set the external forward number from your IP phone. For more details, please refer to Chapter 3 Voice Mail System/Change Personal Options.

Notification

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

The screenshot shows the 'Notification of Extension 101' configuration window. It is divided into several sections:

- Internal Notification:** Notification Method is set to 'Disabled' and Ext Number is '101'.
- External Notification:** 'Enabled External Notification' is unchecked, and 'Urgent Messages Only' is also unchecked. The Notification Schedule is set to 'During Business Hours' with a range from 08:30 to 19:00.
- Message Notification To:** A table with 5 rows. Each row has columns for Sequence, Type (all set to 'Disabled'), Phone/Pager Number, Interval, and Try.
- Enable UMS:** This is checked. Below it, there is a 'Save as old' dropdown and a 'msg after e-mail notification' checkbox. There are three E-Mail fields, with the first containing 'lwhite@win-phone.com'.

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. Internal Notification Method: Select "Extension" from the drop-down menu to enable the internal notification.
3. Setting the Notification Target: If you enable the internal notification, input the desired 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 simply leave it 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 only when receiving urgent messages. The notification of urgent messages will be delivered even when you disable the external notification.

2. Set the “Notification Schedule” to deliver notification during business hours or specified hours to avoid interruptions.
3. Set the notification sequence. Set the destination type and its associated phone number or pager ID. You don’t need to add the CO line access code such as “0” here.
4. Set the interval and trial times. The system will repeat the notification, if failed, after the interval period.

The system will send notification to the destination’s phone/pager 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 and repeat until it reaches the “Try Times.”

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

Note: Sending a notification via phone or pager is limited by your call permission in the Class of Service. Please consult your administrator for your Class of Service.

Unified Messaging

You may enable the unified messaging function allowing the system to forward the voice messages to your e-mail. The new voice messages will be saved as a WAV file and sent to your e-mail address.

1. Please click the “Enable UMS” check box to enable this function.
2. Select “Keep as new” or “Save as old” to treat the sent messages.
3. Enter your e-mail address in the “E-mail” box. You can input up to 3 different e-mail addresses.

When the “Unified Messaging” is enabled, if you select “Save as old”, the internal and external notifications won’t be delivered due to all new messages will be switched to old messages.

Note: If you are on the recording list, when Unified Messaging is enabled, you will be prompted for asking if you want to send recordings to e-mail when finish listening recordings.

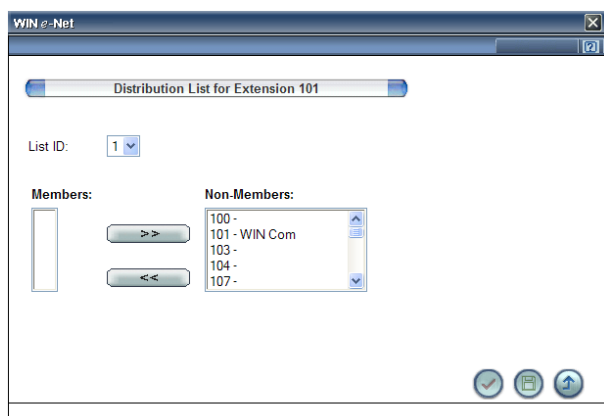
Note: When using UMS, please make sure your administrator has enabled the “Unified Messaging” function and the SMTP server is set on the system.

Distribution List

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

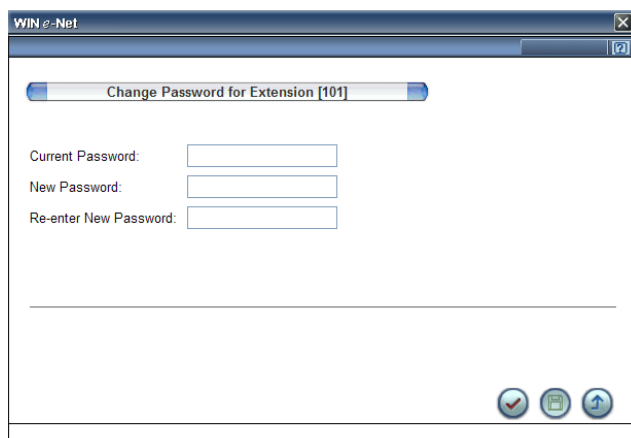
1. Click the Distribution List item.
2. Select a List ID from the list.
3. Edit members list by selecting extensions from the Non-Member list.

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



Change Password

You can change your login password of the Web-Based Administration Tool. The default password is blank. If you forget your password, please ask your administrator to reset it for you.



1. Click on 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.

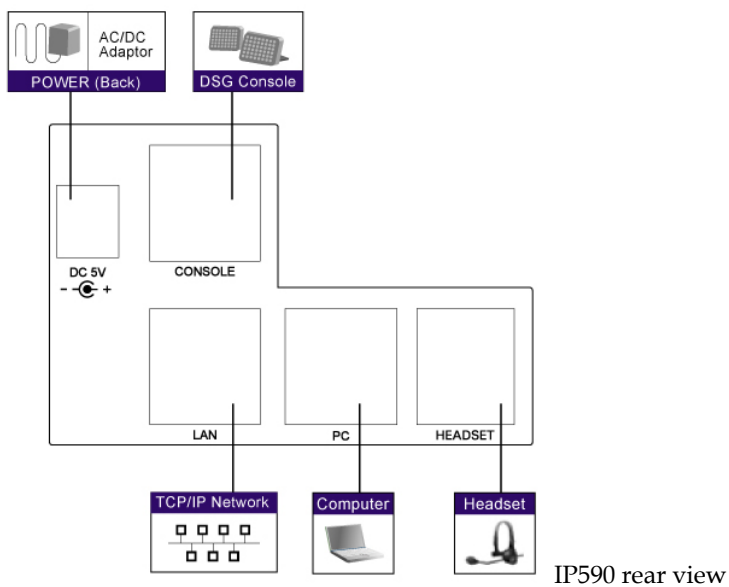
Chapter 5

Maintenance

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

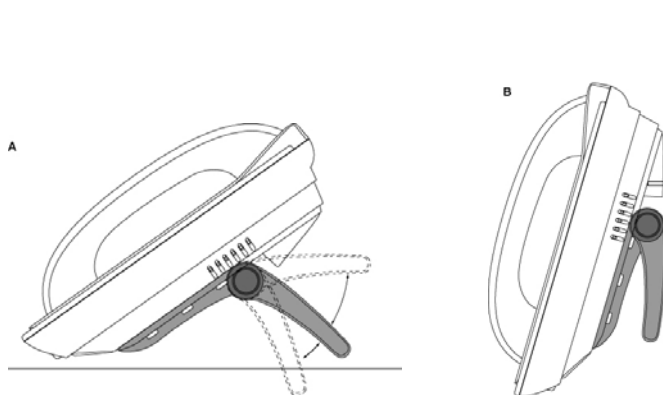
Connecting the IP Phone

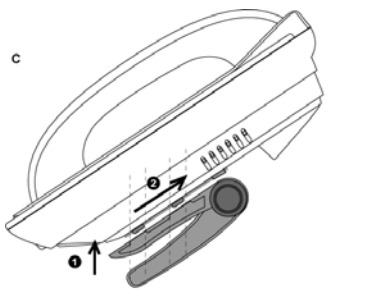
There are two RJ45 ports on the rear of the IP590 for connecting to LAN and PC. IP590 supports PoE. If your switch support PoE function, you do not need to connect the power cord. If you would like to use the headset, please connect the plug come with the phone set and attached the headset to it. When using DSS, connect it to the Console port.



Adjusting the Supporting Bracket

The IP590 IP phone provides a multi-angle supporting bracket, which can be adjusted in different angles (Figure A). When adjusting the bracket, press and hold the joints at two sides, set the height and release the joints. You can also install your phone on a wall (Figure B). If you want to re-install the bracket, please refer to Figure C.





IP Phone Setup

The IP Phone Settings of IP590 are as follows. Please don't change the settings unless required by your administrator.

1. Follow the on-screen guidance, press Menu soft key and press L2 line button to enter the setting mode.
2. Input your password. The default password is "1234".
3. In the setting mode, using soft keys and line buttons to scroll pages and setting items.
 - Ext Number: Your extension number.
 - Network Settings: IP590 supports static IP and DHCP.
 - Static IP: If a static IP can be provided, input the IP Address, Gateway IP and Subnet Mask of your phone.
 - DHCP: If your network is under DHCP, you need to enable DHCP.
 - PBX Server IP: The IP address of your eNet Server.
 - MAC Address: The hardware address of your phone. It cannot be changed.
 - Image Version: It displays the current software version of your IP phone.
 - Set Password: You may change the password for logging in to the phone. If it is blank, the password will not be required when entering the setting mode. The default password is "1234".
 - Echo Utility: You may input the PBX Server IP here and press Test. The phone set will send testing packets to the assigned IP address and reply the round trip time. This can help you test the connection status with the PBX server.

Appendix A: Specifications

LCD Display	6 lines by 21 characters with backlight
Interface	2 x 10/100 BaseT RJ45 for LAN and PC 1 x 10/100 BaseT RJ45 for attendant console 1 headset jack (6P4C) with a plug to 4P4C
CODECs	G.723.1, G.711, G.729a
Protocols	TCP/IP, DHCP client, 802.3af, FTP, 802.1p/Q
Voice Quality	VAD, silence suppressions, CNG, jitter buffer
Dimensions	190x170x160 mm (7.5x6.7x6.3 in)
Weight	0.85 kg (1.8 lb)
Power Input	Power over Ethernet via PoE switch or Locally from DC 5V 2A adapter
Temperature	0 -50 C (32 -122 F)
Humidity	18% to 90% (non-condensing)

Appendix B: Quick Start Guide

Function 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. Function codes can be customized by the system administrator. Below are the default settings of function access code.

Note: Some functions require proper settings or enabled by the system administrator before you can access them.

Function	Feature access code	Description
Access Ext.	An extension number of a station, group, CO line, CO line group or a phone no.	To make calls to the assigned no. For an outbound call, start with your CO line access code.
After Call Work	#48	To allow agents to have a period of after call work time between two calls.
Ask Member Login	#37 + Ext. Group No.	Check the login status of the extension group. Hearing a dial tone means you are logged-in successfully and a busy tone means not logged-in.
Auto Line Access	CO Line Access Code	To get a CO line. In most cases, it is "0" or "9".
Auto-In	#46	Allow agents to pick up the next call automatically.
Auxiliary Time	#45	Allow agents to notify the system stop assigning incoming calls so that the agents can leave their seats temporarily without logging out the system.
Call Hold	Hold Button or #12 (on analog phones)	To place a call on hold. Press again to retrieve the call.
Call Hold Retrieve CO	#13 + CO Line Extension No.	To retrieve an incoming call placed on hold. (You should be able to see

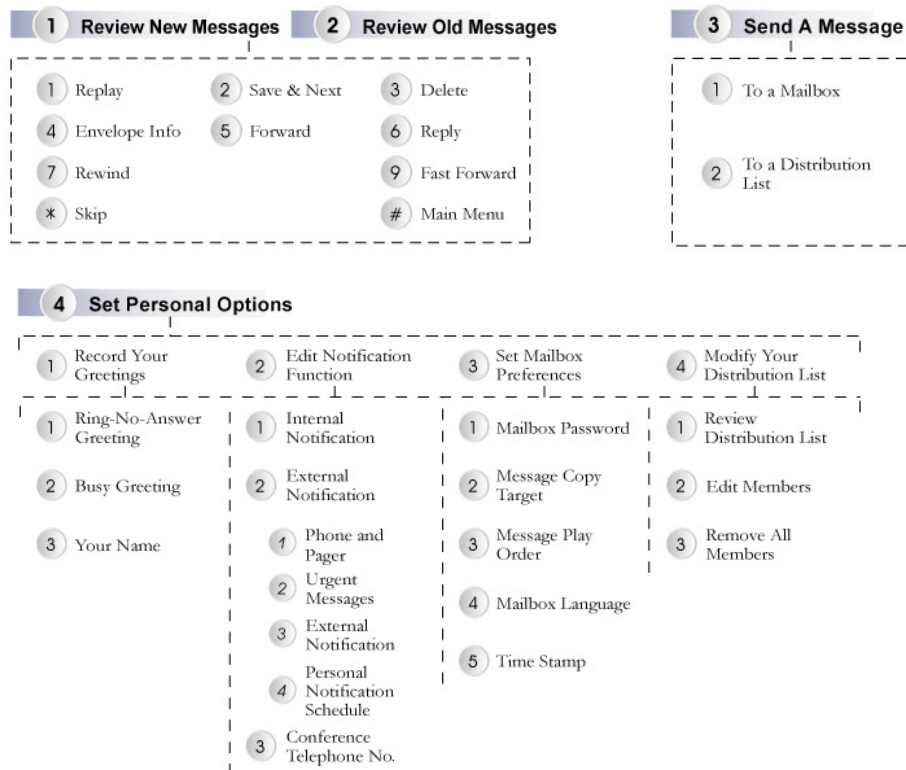
Function	Feature access code	Description
		the CO line extension number for using this function.) If this CO line is set on the programmable key, you can directly press the flashing button to retrieve the incoming call.
Call Hold Retrieve Ext.	#14 + Extension Number	To retrieve an internal call placed on hold. If this extension number is set on the programmable key, you can directly press the flashing button to retrieve the call.
Call Park	Transfer + #15 + Slot Number (0-9)	To park a call to a specific slot. To retrieve, press #15 and the specific slot number.
Call Pickup CO Line	#10	To answer the least recent incoming call ringing on the system.
Call Pickup Directed	#11 + Extension Number	To answer a call ringing at another extension.
Call Pickup Group	Group Call Pickup Code	To answer a call ringing at another extension in your call pickup group. (Please consult your administrator for Extension Group Call Pickup Code.)
Call Waiting	Hold or Hook Flash (on analog phones)	Users can place the current call on Hold and answer another incoming call. Press Hold button again to retrieve the previous call on Hold. (Please enable Call Waiting function.)
Conference Call	Transfer + #40	Start Conference with callers placed on hold.
DND Set	#17 + 1 (Enable DND) #17 + 0 (Disable DND)	Enable or disable Do-Not-Disturb function.
External Paging	The External Paging Code of a specific Voice Gateway	Broadcast through an external amplifier connected to Voice Gateway. Please consult your administrator for the external paging code.

Function	Feature access code	Description
Forward All Calls	#44 + Extension Number + #	To forward all the incoming calls to a specific extension automatically. Press #44# to disable call forward.
Headset	A specified programmable button	Press to allow voice been transmitted from the attached headset, instead of the handset.
Internal Paging	#38 + Extension Number or Extension Group Number	Broadcast through the extension or the extension group.
Manual-In	#47	To allow agents to pick up the next incoming call manually by pressing the specific button.
Member Login	#35 + Extension Group No.	Login to be one of the members in the extension group.
Member Logoff	#36 + Extension Group No.	Logout from the extension group.
Personal Speed Dial	#21 + Personal Speed Dial Number(e.g. 00)	To dial a number defined on the Personal Speed Dial Number.
Record/Play (Store or Record on Demand)	#41	To save recorded calls or start recording. For Store on Demand, recordings from the beginning of the call will be saved. For Record on Demand, recording will start after enable the function.
Retrieve Message	Message button or ## (on analog phones)	To access mailbox.
Retrieve Record	#42	To play the saved recording. This function needs to be enabled before accessing.
System Speed Dial	#20 + System Speed Dial Number (e.g. 000)	To dial a number defined on the System Speed Dial Number.
Transfer to Ext VM	#24 + Extension No.	To transfer a call to the extension's voice mail.
Transfer to AA Tree	#25 + AA Menu Access Code	To transfer a call to the specific AA menu.
Night Service	#43	To switch the operation mode to Night. AA menu and operators will be changed accordingly. This

Function	Feature access code	Description
		function needs to be enabled before accessing.
Virtual Extension	A specified programmable button	Press to act as the assigned virtual extension to make calls.

Voice Mailbox System Function

1. Press the Message button to access mailbox. (Or press ##)
2. Enter your password and then press #. (The default password is blank.)
3. The system will announce the number of messages you have. Please follow the system prompts and 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.

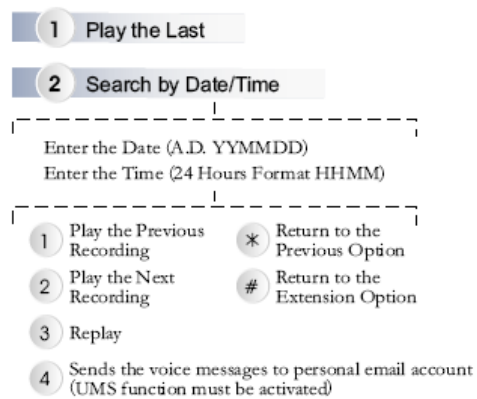


Activate the Recording

1. During a call, press the specific programmable button or REC/PLAY button to save or start recording.
2. After the call completes, the system will stop recording automatically.

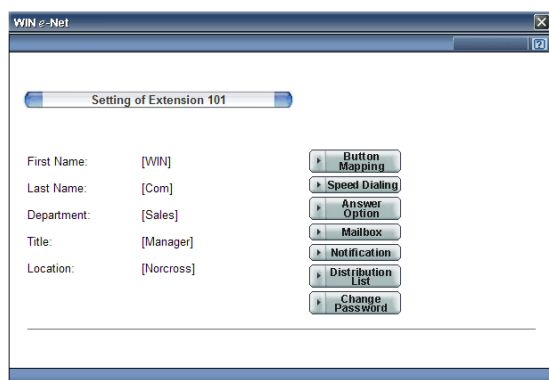
Play Recordings

1. Press the specific programmable button or REC/Play button or function code #42 to play recordings.
2. Input the password followed by the # key to access the system. (The default password is blank.)
3. Follow the system prompts to retrieve or search recordings.



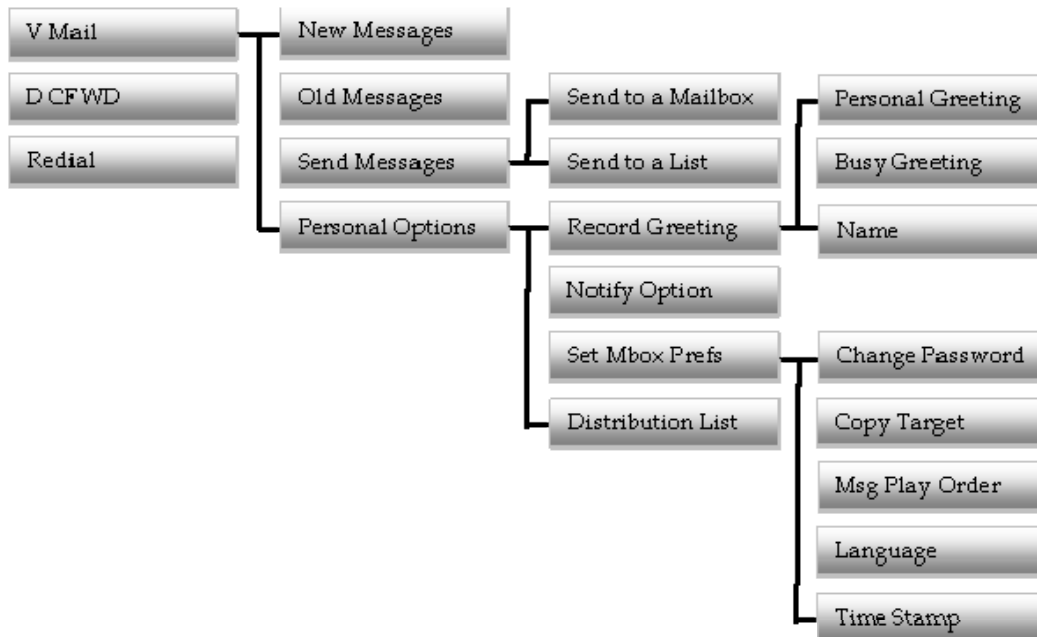
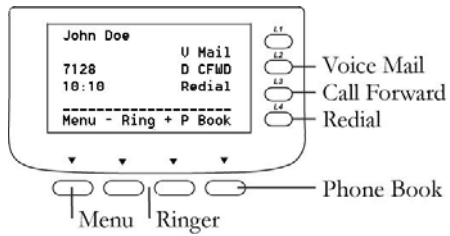
eNet PBX Management Website

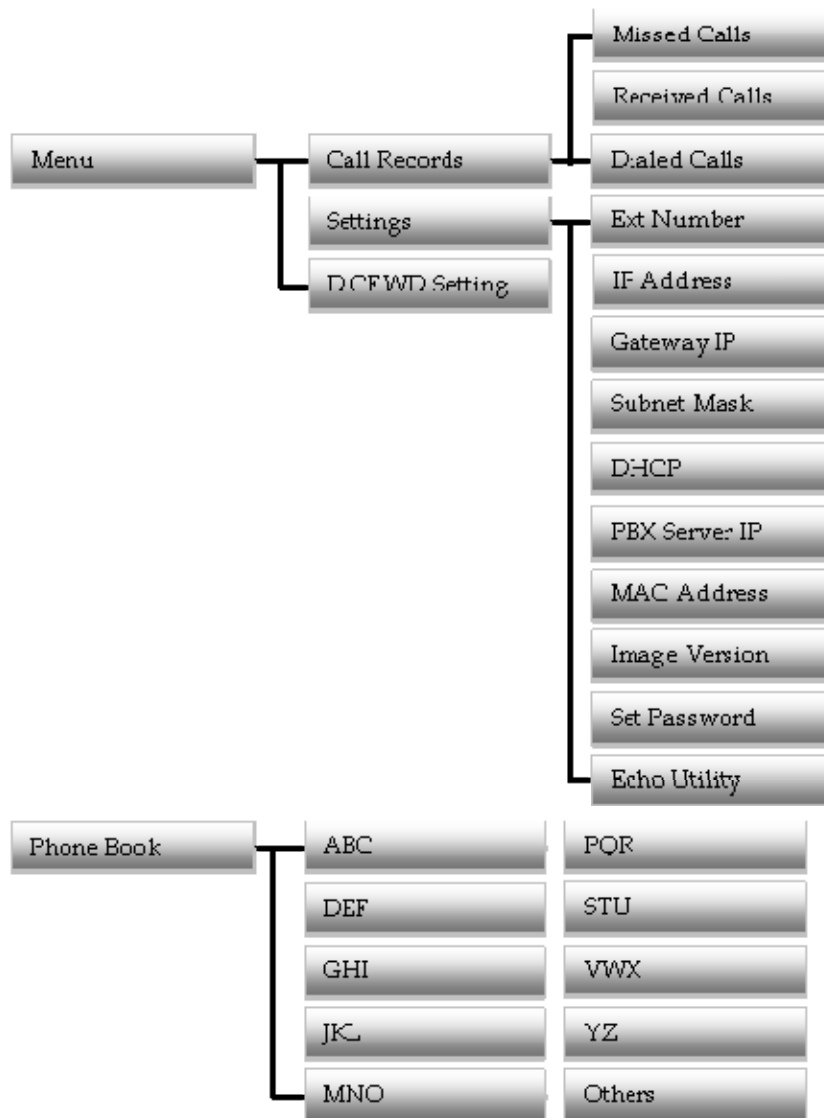
1. Enter the eNet Server IP in the address bar of the web browser and click the User Login icon. (Please consult the administrators for the eNet Server IP address.)
2. Enter your extension number in the “Extension No.” box.
3. Enter your password. (The default password is blank.)
4. A list of available features of Button Mapping, Speed Dial, Answer Option, Mailbox, Notification, Distribution List and Change Password will be available.



Appendix C: Navigating the LCD Display

IP590 provides a 6x21 large LCD display. You may follow the on-screen guidance and use the soft keys at the bottom and line buttons on the right side to select or edit setting items.





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