



Nortel Mobile Communication 3100

Web User Interface User Guide



Nortel Mobile Communication 3100
Release: 3.1
Publication: NN42030-110
Document status: Standard 04.03
Document release date: November 2009

Copyright © 2009 Nortel Networks
All Rights Reserved

While the information in this document is believed to be accurate and reliable, except as otherwise expressly agreed to in writing NORTEL PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. The information and/or products described in this document are subject to change without notice.

Nortel, Nortel Networks, the Nortel logo, and the Globemark are trademarks of Nortel Networks.

All other trademarks are the property of their respective owners.

Contents

Welcome	5
Your Nortel MC 3100 Web UI	5
New in this Release	5
Features	5
Other changes	5
MC 3100 Web UI overview	6
Getting started	9
Enterprise requirements	9
Hardware requirements	9
Languages	10
Licensing	10
Configuring the MC 3100 Web UI	11
Accessing the MC 3100 Web UI	11
Prerequisites	11
Accessing the MC 3100 Web UI	11
Adding a phone number or device	13
Adding a phone number	14
Setting up a route schedule	16
Setting up a route schedule	16
Basic functions	17
Logging on to the Web UI	17
Prerequisites	17
Logging on to the Web UI	17
Exiting the application	20
Making calls	20
Making a call	20

Making a call from the History or Search Results screen	21
Recently Made Calls	21
Reviewing a list of Recent Calls	21
Searching the corporate directory	21
Searching the corporate directory	22
Adding more devices	24
Adding more devices	24
Activating call routing	26
Activating call routing	26
Working with voice mail	27
Checking voice mail	27
Retrieving voice mail	27
Configuring voice mail	27
Mobile Do Not Disturb mode	28
Enabling Do Not Disturb mode	28
Disabling Do Not Disturb mode	28
Mid Call features	28
Placing a call on hold	29
Releasing a call from hold	29
Placing a call on hold and making another call	29
Canceling a call	29
Swapping two calls	29
Executing a consultative transfer	29
Executing a blind transfer	30
Executing a consultative conference	30
Blind conference	30
Acronyms	31

Welcome

This section contains the following topics:

- [“Your Nortel MC 3100 Web UI” on page 5](#)
- [“New in this Release” on page 5](#)
- [“MC 3100 Web UI overview” on page 6](#)

Your Nortel MC 3100 Web UI

Operating in your mobile Web browser, you can use the Mobile Communication Client 3100 Web User Interface (MC 3100 Web UI) to access enterprise telephony features using the Mobile Communication 3100 solution.

Note: The MC 3100 Web UI panes you see on your device may differ from the illustrations in this document, due to variations in the way devices display data.

New in this Release

The following sections detail what’s new in *Web User Interface User Guide* (NN42030-110) in Nortel Mobile Communication 3100 Release 3.1.

Features

This release contains information about the following:

- [“Activating call routing” on page 26](#)

Other changes

There are no other changes to this document.

Revision history

November 2009

Standard 04.03. This document is issued to support Nortel Mobile Communication 3100 Release 3.1. Technical updates were made.

November 2009

Standard 04.02. This document is issued to support Nortel Mobile Communication 3100 Release 3.1. Route Schedule configuration and Do Not Disturb activation were updated.

October 2009

Standard 04.01. This document is issued to support Nortel Mobile Communication 3100 Release 3.1.

March 2009

Standard 03.02. This document is issued to support Nortel Mobile Communication 3100 Release 3.0. Changes were made to technical content.

March 2009

Standard 03.01. This document is issued to support Nortel Mobile Communication 3100 Release 3.0.

MC 3100 Web UI overview

With MC 3100 Web UI, you can perform the following tasks:

- Associate a single number-your office extension-with all of your outbound phone calls.
- Answer office calls on your mobile device or any defined device.
- Search for people in the corporate directory.
- See whether you have new voice mail messages in your mailbox.
- Statically redirect your incoming calls to an alternate contact number such as your home phone or another number.

- Force all calls to voice mail using the Do Not Disturb option.
- Communicate using of the following methods:
 - dial a number
 - select a contact from corporate search result
- Available outbound call modes:
 - Call-me-First—In this mode, your calls are set up in two stages. First, the system calls you at the location of your choice. After you answer, the system calls the other party
- Available telephony features (support varies by network):
 - call hold and retrieve
 - call mute
 - supervised and unsupervised call transfer
 - call swap
 - caller ID/caller name display (information varies by network)
 - conference call

Getting started

This section contains the following topics:

- **“Enterprise requirements” on page 9**
- **“Hardware requirements” on page 9**
- **“Licensing” on page 10**

Enterprise requirements

The Nortel Mobile Communication 3100 Web User Interface (MC 3100 Web UI) requires the following applications at the enterprise site:

- Mobile Communication Gateway 3100
- Nortel Communication Server 1000 (CS 1000) Release 5.5 programmed with an account for each user

Hardware requirements

The MC 3100 Web UI supports the following minimum requirements:

- Mobile devices with:
 - a color screen
 - a web browser
 - a minimum screen size of 160 X 120.

Web page rendering is dynamically optimized for higher resolution formats.

- Personal computer with a Web browser

The Nortel MCC 3100 Web UI was tested using the default browsers on the following platforms:

- Microsoft Windows Mobile 6.0 and 6.1
- Windows Internet Explorer
- RIM BlackBerry

- Nokia
- Apple iPhone
- Opera

Languages

English is the only supported language.

Licensing

Provided that there is sufficient capacity on the system, the first time you log in to the system you receive a license to use the MC 3100 Web UI. You retain this license regardless of your status on the network (logged in or out). Only the system administrator has the authority to revoke your license and make it available for another user.

Configuring the MC 3100 Web UI

This section describes how to configure the Mobile Communication 3100 Web User Interface (MC 3100 Web UI) and how to add a phone number or device.

Note: MCC 3100 Web UI provides enterprise mobility features using the existing web browser on client devices. You are not required to install new client software to use Web UI.

The following topics are discussed:

- **“Accessing the MC 3100 Web UI” on page 11**
- **“Adding a phone number or device” on page 13**

Accessing the MC 3100 Web UI

You can use any computer (desktop PC or laptop) or your mobile device to access the MC 3100 Web UI.

Prerequisites

- Obtain the following from your administrator:
 - the MC 3100 Web UI Uniform Resource Locator (URL)
 - your user ID and password

Accessing the MC 3100 Web UI

1. On your computer or mobile device, open a web browser.
2. In the **URL** box, type the MC 3100 Web UI URL provided by your administrator.

Examples:

`http://mc3100.customerxyz.com:8080/mp`

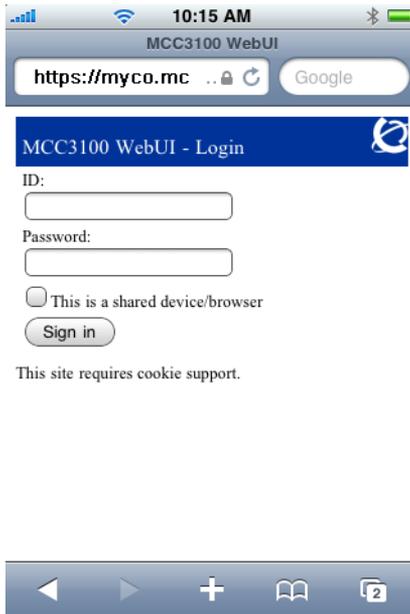
`https://mc3100.customerxyz.com:8443/mp`

The Login page appears.

3. Enter your ID and password provided by your system administrator.

Contact your administrator if you enter your ID and password correctly but cannot log on.

4. Optionally, select the **This is a shared device/browser** check box to automatically log a user off the MC 3100 Web User Interface when a Web session times out or is closed.



5. Click **Sign In**. The initial setup page appears with the following message: You have no phone numbers configured yet.



Note: The initial setup page appears only after you log on for the first time or if you delete all the phone numbers associated with your MC 3100 Web UI account.

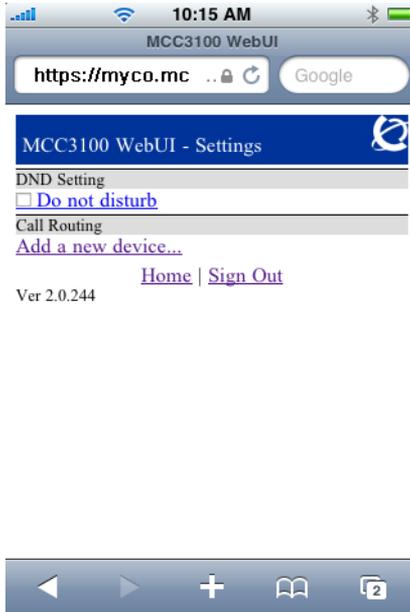
6. For future ease of use, bookmark this URL.

Adding a phone number or device

After you access the MC 3100 Web UI for the first time, you receive a prompt to add a phone number or device.

Adding a phone number

1. Click **Settings** to add the initial phone number or device. The Settings pane appears.



2. Click **Add a new device**.

The screenshot shows a mobile device screen with the title "MCC3100 WebUI - Settings". Below the title is a section titled "Add a new device:". Under this section, there are two input fields: "Device Name:" with the text "Home" entered, and "Number:" with the text "64161237654" entered. At the bottom of the form are two buttons: "Save" and "Cancel". The status bar at the top shows signal strength, Wi-Fi, the time "10:02 AM", and battery level.



3. In the **Device Name** box, type a unique name for the new phone number or device.
4. In the **Number** box, type the phone number associated with the device name.

Note: The format for the phone number must match the format for your enterprise infrastructure. If you are unsure of the format for your enterprise, contact your administrator.

5. Click **Save**.
6. Your voicemail service number is assigned a default value by your administrator. If your voicemail service number is different from the default, or you are instructed to change this number by your administrator, enter the voicemail service number and click **Save**.

Setting up a route schedule

You can optionally set up a route schedule so that at specific times you receive calls on a specific phone or device.

When call routing is selected, time periods that are not configured in the route schedule automatically receive Do Not Disturb mode. When in Do Not Disturb mode, you cannot place outgoing calls from the MC 3100 Web UI without reconfiguring Advanced Call Routing.

Setting up a route schedule

1. From the Settings page, click **Use Advanced call routing**.
2. Click the **Add a route schedule** link.
The Add new routing rule pane appears.
3. Create a rule.
 - a. Select one of the preconfigured devices from the **Send calls to** list.
 - b. Enter the time in the **From** and **To** boxes. Use 24-hour format or 12-hour format with am or pm suffix.
Examples: 23:59, 2359, 11:59pm, 1159pm
 - c. Place a check mark beside the days that this rule should be active.
4. Click **Save**.

You can create more than one schedule. For example, you might want one schedule for your normal working hours, and a second schedule for regular meetings or appointments.

If you create more than one schedule, the schedule may overlap with another schedule. Sort your schedules in priority order, so that the more important schedule is higher in the list.

Basic functions

This section contains the following topics:

- **“Logging on to the Web UI” on page 17**
- **“Exiting the application” on page 20**
- **“Making calls” on page 20**
- **“Recently Made Calls” on page 21**
- **“Searching the corporate directory” on page 21**
- **“Adding more devices” on page 24**
- **“Activating call routing” on page 26**
- **“Working with voice mail” on page 27**
- **“Mobile Do Not Disturb mode” on page 28**
- **“Mid Call features” on page 28**

Logging on to the Web UI

Complete this procedure to log on to the Mobile Communication 3100 Web User Interface (MC 3100 Web UI).

Prerequisites

- Obtain the following from your administrator:
 - the MC 3100 Web UI URL
 - your user ID and password

Logging on to the Web UI

1. On your computer or mobile device, open a web browser.
2. Click the bookmark that you previously created.

OR

In the **URL** box, type the MC 3100 Web UI URL provided by your administrator.

For example, <http://mc3100.customerxyz.com:8080/mp>

3. Press **Enter**. The Login page appears.

Figure 1: Login page on an iPhone (with keyboard)



Figure 2: Login page on an iPhone (with no keyboard)

MCC3100 WebUI - Login

ID:
8772000

Password:
●●●●

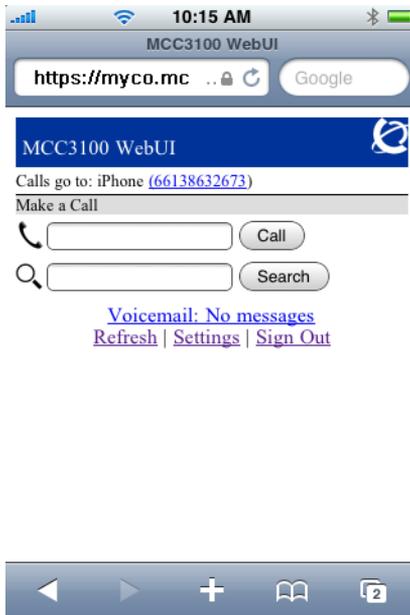
This is a shared device/browser

Sign in

This site requires cookie support.

4. In the **ID** box, type your SIP ID.
5. In the **Password** box, type your password.
6. Select the **This is a shared device/browser** check box to automatically log you off the MC 3100 Web UI when the Web session times out or is closed.

- Click **Sign In**. The home pane appears.



Exiting the application

- Go to the Home panel of the MC 3100 Web UI.
- Select **Menu, Quit**.

Nortel recommends that you exit from the MC 3100 Web UI before you shut off your device.

Making calls

After you log on to the MC 3100 Web UI, you can make calls.

Making a call

- On the **Home** page, check the contents of the **Calls go to** field.
If the **Calls go to** field specifies Do Not Disturb, see “**Mobile Do Not Disturb mode**” on page 28.

2. In the box to the right of the telephone icon, type the number to dial.
3. Click **Call**. The Home page lists the status of the call.
4. Answer the incoming call on the computer or your mobile device. You hear the far end ringing until your party (or their voice mail) answers the call.

Making a call from the History or Search Results screen

You can make a call from the History or Search Results screens. When you start from these screens, you receive more options for placing the call.

1. From the History screen, click a hyperlinked telephone number.
OR
From the Search Results Detail screen, click a hyperlinked telephone number.
2. On the Confirmation screen, click **Call**.

Recently Made Calls

The MC 3100 Web UI keeps track of recently made calls from the device and displays a maximum of five entries on the Main pane.

When the link to recent calls is selected, a list of the last 20 calls made from the device is displayed.

Reviewing a list of Recent Calls

1. On the Main pane, select the **Recently Made Calls** link.
The Recently Made Calls pane appears.
2. Recent calls are displayed as a link. Select the link for a number to start a call.
3. Select **Menu, Quit** to exit the application.

Searching the corporate directory

To search the corporate directory, complete this procedure.

Searching the corporate directory

1. On the **Home** pane, in the box located to the right of the magnifying glass icon, type a name (first or last) or search string.

Figure 3: Home page on an iPhone (no keyboard)

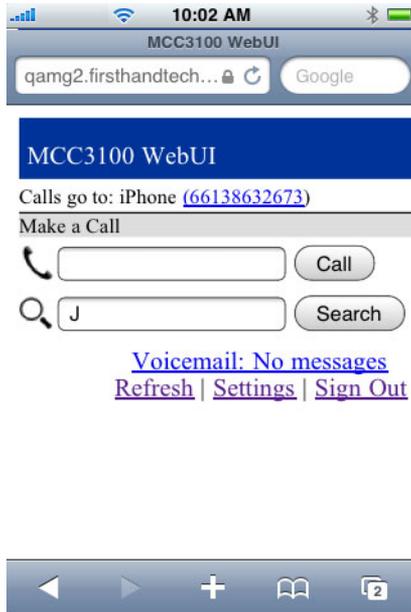
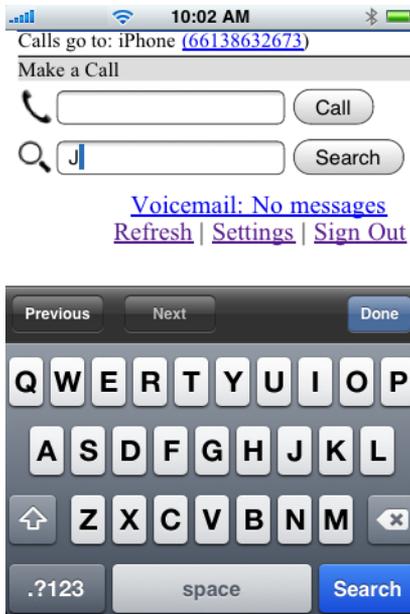


Figure 4: Home page on an iPhone (with keyboard)



2. Click **Search**. The search results appear on the Directory Search page.

The search results include all contacts where the first or last name match the entered search string. If no matches are found, the following message appears: Nothing found.

3. Up to 25 entries appear on the screen. If there are more than 25 entries, click the right arrow (>) to navigate forward in the list to the additional entries. Use the left arrow (<) to navigate backward in the list.
4. Select an entry in the list. The details screen shows the list of numbers for that person, and you can click a number to dial the person.
5. To search again, in the box at the top of the page, modify or delete the previous search criteria and enter new search criteria, and then click **New Search**.

Adding more devices

Add more phone numbers or devices where you can be reached.

Adding more devices

1. On the **Home** pane, click **Settings**.



2. Click the **new** link. The Add a new device pane appears.



The screenshot shows a mobile device screen with the title "MCC3100 WebUI - Settings". Below the title is a section titled "Add a new device:". Under this section, there are two input fields: "Device Name:" with the value "Home" and "Number:" with the value "64161237654". At the bottom of the form are two buttons: "Save" and "Cancel".



3. In the **Device Name** box, type a unique name.
4. In the **Number** box, type a number that is reachable from within your enterprise infrastructure.

Note: The format for the phone number must match the format for your enterprise infrastructure. If you are unsure of the format for your enterprise, contact your administrator.

- Click **Save**. The Settings pane appears listing the device.



Activating call routing

Activate call routing to select a device as the default device for all incoming calls to your enterprise extension. You can select only one device at a time as your default device. For information on setting up a Route schedule, see **“Setting up a route schedule” on page 16**.

Activating call routing

- From the **Home** page, click **Settings**.
- On the **Settings** page, select the device that you want for your default device.

Working with voice mail

You can use your Web UI with your Enterprise voice mail system.

Checking voice mail

1. On the **Home** pane, click **Refresh**. The Home page refreshes and one of the following messages appear:
 - Voicemail: No messages
 - Voicemail: New messages

Retrieving voice mail

1. On the **Home** pane, click the **Voicemail: New messages** link.
2. Answer the incoming call. You are connected to your Enterprise voicemail system.
3. Enter your PIN when prompted.

Configuring voice mail

The voice mail service number is provided by your administrator. You can change the service number if requested to do so by your administrator.

1. On the **Home** pane, select **Settings**.

The voice mail service number is displayed at the bottom of the Settings pane.
2. Choose the new voicemail service number from the drop down menu, and click **Save**.

Mobile Do Not Disturb mode

To stop calls from being sent to your mobile device, enable Do Not Disturb mode. When your device is in Do Not Disturb mode, you cannot place calls from the MC 3100 Web UI.

Enabling Do Not Disturb mode

1. On the **Home** pane, click **Settings**. The Settings pane appears.
2. On the **Settings** pane, select **Send Calls to, Do not disturb**.
3. Click **Save**.

Disabling Do Not Disturb mode

1. On the **Home** pane, click **Settings**. The Settings pane appears.
2. On the **Settings** pane, select **Send Calls to**, and then select your telephone number.
3. Click **Save**.

Mid Call features

While in an active enterprise call, you can invoke the following features:

- **“Placing a call on hold” on page 29**
- **“Releasing a call from hold” on page 29**
- **“Placing a call on hold and making another call” on page 29**
- **“Canceling a call” on page 29**
- **“Swapping two calls” on page 29**
- **“Executing a consultative transfer” on page 29**
- **“Executing a blind transfer” on page 30**
- **“Executing a consultative conference” on page 30**
- **“Blind conference” on page 30**

Ensure that you know the system prefix. By default, the prefix is *.

Placing a call on hold

While on a call, you can place a call on hold.

1. To place a call on hold, press **<prefix>6#**.

Releasing a call from hold

You can release a call that you placed on hold.

1. To release a call on hold, press **<prefix>7#**.

Placing a call on hold and making another call

After you place a call on hold, you can place another call.

1. To hold a call and dial another, press **<prefix>1<number to dial>#**.

Canceling a call

You can cancel a call. For example, if you place a call on hold and make a second call, you can cancel the second call.

1. To cancel a call, press **<prefix>2#**.

Swapping two calls

You can swap two calls. For example, if you have a call on hold and are on a second call, you can place the second call on hold and make the first call active.

1. To swap two calls, press **<prefix>3#**.

Executing a consultative transfer

You can consult with a third-party during a call and then transfer the call to the third-party.

1. To execute a consultative transfer, press **<prefix>1<number to dial>#**.
2. Consult with the third party.
3. To transfer the call, press **<prefix>4#**.

Executing a blind transfer

You can transfer a call directly to a third-party.

1. To execute a blind transfer, press **<prefix>1<number to dial>#**.
2. While the third party is ringing, press **<prefix>4# to transfer**.

Executing a consultative conference

You can consult with a third-party while on a call and then conference in the third party.

1. To execute a consultative conference, press **<prefix>1<number to dial>#**.
2. Consult with the third party.
3. To conference, press **<prefix>5#**.

Blind conference

You can directly conference in a third party.

1. To execute a blind conference, press **<prefix>1<number to dial>#**.
2. While the third party is ringing, press **<prefix>5#** to conference in.

Acronyms

Table 1 lists the acronyms used in this guide.

Table 1: Acronyms

Acronym	Full Name
MCC 3100	Mobile Communication Client 3100
MCG 3100	Mobile Communication Gateway 3100
SIP	Session Initiation Protocol
PBX	Private Branch Exchange
PSTN	Public System Telephone Network
URL	Uniform Resource Locator

Nortel Mobile Communication 3100

Web User Interface User Guide

Copyright © 2009 Nortel Networks.
All Rights Reserved.

While the information in this document is believed to be accurate and reliable, except as otherwise expressly agreed to in writing NORTEL PROVIDES THIS DOCUMENT "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND, EITHER EXPRESS OR IMPLIED. The information and/or products described in this document are subject to change without notice.

Nortel, Nortel Networks, the Nortel logo, and the Globemark are trademarks of Nortel Networks.

All other trademarks are the property of their respective owners.

Product: Nortel Mobile Communication 3100 Release 3.1

Publication Number: NN42030-110

Document Release: Standard 04.03

Date: November 2009

To provide feedback or to report a problem in this document, go to
www.nortel.com/documentfeedback

