



Nortel Mobile Communication Series 3100 Portfolio

# Nortel Mobile Communication Client 3100 for Nokia

## User Guide





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# New in this release

The following sections detail what is new in Mobile Communication Client 3100 for Nokia in MC 3100 Release 2.1.

## Features

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Nortel Mobile Communication 3100 Release 2.1 introduces an over the air installation and upgrade option.

## Other changes

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This document is up-issued for Release 2.1.

## Revision history

### May 2008

Standard 02.02. This document is issued to support Nortel Mobile Communication 3100 Release 2.1. Changes were made to [“Installing the MCC 3100 for Nokia software over the air” on page 17](#) and [“Upgrading the MCC 3100 for Nokia software over the air” on page 20](#).

### April 2008

Standard 02.01. This document is issued to support Nortel Mobile Communication Client Release 2.1.

### October 2007

Standard 01.02. This document is up-issued to contain fixes for configuring Mobile Communication Gateway 3100 addresses and revised Outgoing Call Service DN requirements.

**September 2007**

Standard 01.01. This document is issued to support the Nortel Mobile Communications 3100 Series Portfolio on Nortel Communication Server 1000 Release 5.0.

# How to get help

This chapter explains how to get help for Nortel products and services.

## Getting help from the Nortel Web site

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The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

[www.nortel.com/support](http://www.nortel.com/support)

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

## Getting help over the phone from a Nortel Solutions Center

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If you do not find the information you require on the Nortel Technical Support Web site, and you have a Nortel support contract, you can also get help over the telephone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the telephone number for your region:

[www.nortel.com/callus](http://www.nortel.com/callus)

## Getting help from a specialist by using an Express Routing Code

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To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

[www.nortel.com/erc](http://www.nortel.com/erc)

## Getting help through a Nortel distributor or reseller

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If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

# Introduction

This section contains the following topics:

- "MCC 3100 features" on page 11
- "Before you begin" on page 12
- "System and network requirements" on page 12
- "About this guide" on page 14

## MCC 3100 features

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The Nortel Mobile Communication Client 3100 (MCC 3100) for Nokia application allows you to achieve real-time communication with the Nortel Mobile Communication Gateway 3100 (MCG 3100) and Nortel Communication Server. The term Communication Server means all communication servers that MC 3100 supports. For more information, see the MC 3100 Product Bulletin at [www.nortel.com](http://www.nortel.com).

MCC 3100 extends the enterprise collaboration functionality to a Nokia mobile device using a data (Internet) connection over the cellular and WiFi network. With MCC 3100, you can perform the following tasks:

- Manage your friends using the MCC local directory.
- Search for friends in the Corporate Directory and the MCC local directory.
- Use the logs to view your most recent incoming and outgoing calls, voice mail indicator, and system events.
- Receive a message waiting indication (MWI) when you receive a new voice mail message.
- Create a friend group containing multiple friends and then initiate an ad hoc conference call to the group members.
- Redirect your incoming calls to alternative contact locations (for example, office, home, other).
- Associate a single number with all of your outbound calls.

- Use the following call modes:
  - Direct Outbound—This is the basic mode. You can initiate calls directly from your Nokia device to other parties by dialing or selecting friends to call. This direct mode uses an Outgoing Call Service DN to access the MCG 3100 in the enterprise. The MCG 3100 then dials the number entered in the MCC 3100 using the enterprise dial plan.
  - Call-me-First—This is a call option in the advanced mode, and you can change many other calling options (for example, outgoing prefix, calling locations). Call-me-First calls take two steps to complete. First, the MCG 3100 calls you at a chosen location. After you answer, the MCG 3100 initiates the call by calling the number you entered in the MCC 3100 using the enterprise dial plan.

For more information, see [“Call modes” on page 49](#).

**Note:** You must configure your Outgoing Call Service DN in the MCC 3100 settings before you can use the Direct Outbound call mode. Your system administrator provides the Outgoing Call Service DN to allow direct MCC 3100 calling from your Nokia device.

For more information, see [“Initial configuration” on page 23](#).

## Before you begin

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Before you install the MCC 3100 application, complete the following checklist:

- Install the Nokia PC Suite software and ensure it is working properly.
- Become familiar with navigation and data entry methods for your Nokia device.

## System and network requirements

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The MCC 3100 for Nokia has the following system requirements.

**Important Notice:**

Users are advised to select and use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks. Users should check that their headsets do meet their respective National or International Acoustic and Safety requirements.

**Table 1: System requirements**

Hardware and software	Type
Operating system	Symbian v7.0 operating system.
Nokia device	Nokia E60, E61, E62, or E65 series device.
Battery	Charged battery in your device.
Other hardware	A desktop or laptop PC with a USB port. A USB connection cable.
Other software	Nokia PC Suite software installed on your desktop or laptop PC (to transfer the files to the device).

For a list of the latest supported devices, see the MC 3100 Product Bulletin at [www.nortel.com](http://www.nortel.com).

A zipped file contains the MCC 3100 software and documentation. Extract the contents of this file to a folder on your computer before you install the software.

The zip file contains the following files:

- MCC3100-N.jad, the MCC 3100 auto configuration file
- MCC3100-N.jar, the MCC 3100 application
- MCC3100-N.sis, an enhancement support file

For installation information, see “[Software installation](#)” on page 15.

**Network specifications**

The following network specifications are required:

- Cellular network subscription
- Cellular Internet access (for example, GPRS, EDGE, CDMA 1xRTT, or EVDO)
- WiFi Internet access (Optional)

## Server specification

The corporate network requires a minimum of one Communication Server to support MCC 3100.

The corporate network must have an MCG 3100 to deploy MCC 3100 for Nokia. Dedicated commercial off the shelf (COTS) server platforms support the MCG 3100 software.

For MCG 3100 installation information, see *Nortel Mobile Communication Gateway 3100 Installation Guide* (NN42030-300).

## About this guide

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This guide is for users of the MCC 3100 for Nokia.

## Related publications

The following publications relate to the MCC 3100 for Nokia:

- *Nortel Mobile Communication Client 3100 for Nokia Quick Reference Card* (NN42030-106)
- *Nortel Mobile Communication 3100 Series Planning and Engineering Guide* (NN42030-200)
- *Nortel Mobile Communication Gateway 3100 Installation Guide* (NN42030-300)
- *Nortel Mobile Communication Gateway 3100 Release Notes* (NN42030-403)
- *Nortel Mobile Communication Gateway 3100 Administration Guide* (NN42030-600)

# Software installation

This section contains the following topics:

- “Installing the MCC 3100 for Nokia software from a computer” on page 15
- “Installing the MCC 3100 for Nokia software over the air” on page 17
- “Moving the MCC 3100 icon to the menu screen” on page 18
- “Upgrading the MCC 3100 for Nokia software from a computer” on page 19
- “Upgrading the MCC 3100 for Nokia software over the air” on page 20
- “Uninstalling the MCC 3100 for Nokia software” on page 20
- “CA root certificate installation” on page 21

This section describes how to install, upgrade, and uninstall the Nortel Multimedia Communication Client 3100 (MCC 3100) for Nokia on a supported Nokia device. There are two ways to install or upgrade the MCC 3100: from a computer or over the air.

Before you install or upgrade the MCC 3100 for Nokia software from a computer, ensure that your Nokia device and your PC are connected using a Universal Serial Bus (USB) cable and ensure that Nokia PC Suite software is installed on your PC.

**Note:** Ensure that your device has the correct date and time.

Use the following procedures to install, upgrade, and uninstall the MCC 3100 for Nokia software.

## Installing the MCC 3100 for Nokia software from a computer

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Prior to installation, obtain the MCC 3100 for Nokia software from your system administrator.

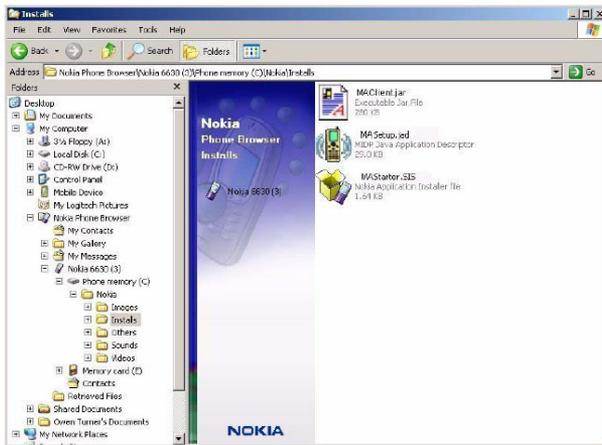
1. Connect the Nokia device to a PC using a Universal Serial Bus (USB) cable.
2. Extract the MCC 3100 files to any folder on your computer.
3. Locate the folder where you extracted the MCC 3100 files. You require the following files to install the application:
  - MCC3100-N.jar
  - MCC3100-N.jad
  - MCC3100Service-1-1-0.sis
4. Launch the Nokia PC Suite on your PC by selecting **Start > Programs > Nokia PC Suite > Nokia PC Suite**.
5. Click **File Manager**.



The Nokia Phone Browser appears.

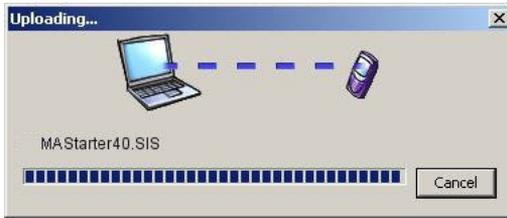
6. Using the Nokia Phone Browser, first browse to the folder that contains the installation software files you extracted, and then select and copy them.
7. Paste the files into the **Nokia Phone Browser > Nokia E60 | E61 > Phone memory > Data > Installs** directory. See [“Nokia phone browser installs”](#) on page 16.

**Figure 1: Nokia phone browser installs**



An Uploading progress dialog box appears indicating a transfer of the files to your device. See [“Uploading progress”](#) on page 17.

**Figure 2: Uploading progress**



The remainder of the installation is performed from your Nokia device.

8. On your Nokia device, press the **Menu** key. 

The Menu screen appears.
9. Select **Tools > App. mgr**

The Applications Manager appears.
10. Scroll to the MCC3100-N.jad file, then select **Options > Install**.
11. Follow the prompts to complete the installation.
12. Scroll to the MCC3100-N.sis, then select **Options > Install**.
13. Follow the prompts to complete the installation.
14. Optionally, move the MCC 3100 application icon to the menu screen of your Nokia device. For more information, see [“Moving the MCC 3100 icon to the menu screen”](#) on page 18.

After completing these steps, you configure the MCC 3100 for Nokia by following [“Initial configuration”](#) on page 23.

## Installing the MCC 3100 for Nokia software over the air

1. On your Nokia device, press the **Menu** key. 

The Menu screen appears.
2. On the Menu screen, select **Web**.

3. Use the following address format to access the Mobile User Portal web page:  
http://<hostname or IP address>:8080/m  
or  
https://<hostname or IP address>:8443/m
4. Click the Installable load.
5. Select **Open**.
6. Select **Yes**.
7. Select **Continue**.
8. Follow the prompts to complete the installation.
9. After the installation completes, exit the web browser and ignore prompts.
10. Optionally, move the MCC 3100 application icon to the menu screen of your Nokia device. For more information, see [“Moving the MCC 3100 icon to the menu screen” on page 18](#).

After completing these steps, you configure the MCC 3100 for Nokia by following [“Initial configuration” on page 23](#).

## Moving the MCC 3100 icon to the menu screen

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Complete this procedure to make the MCC 3100 application icon available on the menu screen of the Nokia device.

1. On your Nokia device, press the **Menu** key.   
The Menu screen appears.
2. Select **Installat**.
3. Highlight the MCC 3100 icon, and then press **Options > Move to folder**.
4. Select **Move To: Menu**.
5. Press **Back** to return to the Menu screen.

6. Highlight the MCC 3100 icon, and then press **Options > Move**.

A check mark appears in the upper right corner of the icon.

7. Use the five-way scroll key to select the screen position where you want to place the MCC 3100 icon, and then press the scroll key.

The MCC 3100 icon moves to the position you selected.

**Note:** If you do not move the application icon to the Main screen, then the MCC 3100 is available in the installat folder.

## Upgrading the MCC 3100 for Nokia software from a computer

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This section describes how to upgrade or reinstall the MCC 3100 for Nokia software. When you upgrade the software, your data is saved automatically.

1. Connect the Nokia device to a PC using a Universal Serial Bus (USB) cable.
2. Exit the MCC 3100.
3. Perform the following steps:

- a. On your Nokia device, press the **Menu** key.

The Menu screen appears.

- b. Select **Tools > App. Mgr.**

The Application Manager screen appears.

- c. If you are upgrading from MC 3100 Release 2.1, scroll to MCC3100-N.sis and select **Options > Remove**.

**Note:** Do not remove MCC3100-N.jad.

- d. Restart the device.

4. Connect the device to the computer.
5. Perform the procedure in “[Installing the MCC 3100 for Nokia software from a computer](#)” on page 15.

## Upgrading the MCC 3100 for Nokia software over the air

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1. On your Nokia device, press the **Menu** key.   
The Menu screen appears.
2. On the Menu screen, select **Web**.
3. Use the following address format to access the Mobile User Portal web page:  
http://<hostname or IP address>:8080/m  
or  
https://<hostname or IP address>:8443/m
4. Click the Installable load.
5. Select **Open**.
6. Select **Yes**.
7. Select **Continue**.
8. Select **OK** to start the upgrade.
9. Follow the prompts to complete the installation.
10. After the installation completes, exit the web browser and ignore prompts.
11. Optionally, move the MCC 3100 application icon to the menu screen of your Nokia device. For more information, see ["Moving the MCC 3100 icon to the menu screen"](#) on page 18.

## Uninstalling the MCC 3100 for Nokia software

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This section describes how to remove the MCC 3100 for Nokia from your device.

1. Exit the MCC 3100 application if it is running.
2. On your Nokia device, press the **Menu** key.

The Menu screen appears.

3. Select **Tools > App. Mgr.**

The Applications Manager appears.

You must remove the files and applications one at a time.

4. Highlight the MCC3100-N.sis file, and select **Options > Remove.**
5. Select **Yes** to confirm file removal.
6. Highlight the MCC3100-N.jad file, and select **Options > Remove.**
7. Select **Yes** to confirm file removal.
8. Highlight the MCC 3100 application and select **Options > Remove.**
9. Select **Yes** to confirm application removal.
10. After you remove the files and applications, turn the device off, and then on.

## CA root certificate installation

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When your administrator e-mails the root certificate to you, you must install the certificate on your mobile device.

After you install the root certificate, your mobile client communicates with the MCG 3100 using TLS security.

**Note:** If you attempt to log on and the root certificate is not installed, a prompt appears asking for permission to allow access to the MCG 3100 Server. If permission is granted and the connection fails or times out, the user must install the root certificate on the mobile client device.

To install a root certificate on a Nokia mobile device

1. Connect the Nokia device to a PC using a Universal Serial Bus (USB) cable.
2. Save the root certificate attached to the e-mail from your administrator to a folder on the PC.
3. On the PC, open the Nokia PC Suite by choosing **Start > Programs > Nokia PC Suite > Nokia PC Suite.**

4. Click **File Manager**.
5. In the Nokia Phone Browser, browse to the folder that contains the root certificate, and then select and copy the root certificate.
6. Paste the root certificate into the **Nokia Phone Browser > Nokia <E6x> > Phone memory > Data > Documents** folder.
7. On the Nokia phone, press the **Menu** key.
8. On the Menu screen, select **Office > File mgr > Documents**.
9. In the Documents folder, select the certificate.
10. Select **Options > Open**.  
You receive a prompt to save the certificate and a security warning appears.
11. Click **Yes**.
12. Specify a label for the certificate and click **OK**.
13. After the **Certificate Uses** prompt appears, select Internet.

The root certificate installs in the Tools > Settings > Security > Certif. Management directory.

# MCC 3100 configuration

This section contains the following topics:

- "Initial configuration" on page 23
- "System settings" on page 26
- "Personal preferences" on page 29
- "Call settings" on page 31

## Initial configuration

---

The first time you start the Mobile Communication Client 3100 (MCC 3100) after you install it on your Nokia, you must configure the following parameters provided by your system administrator:

- your account username and extension
- your account password
- the Mobile Communication Gateway 3100 (MCG 3100) IP address
- your Outgoing Call Service Directory Number (DN)
- your Nokia telephone number

The next time you start MCC 3100, you automatically log on to the network.

### Configuring initial Nokia parameters

1. Obtain your user name, password, Mobile Communication Gateway IP address, Outgoing Call Service DN, and Nokia telephone number from your system administrator.
2. Start the MCC 3100 application. See ["Starting and exiting the MCC 3100 application" on page 33](#).

The System Settings screen appears. See ["System Settings" on page 24](#).

Figure 1: System Settings

System Settings	
Username:	<input type="text"/>
Password:	<input type="text"/>
Primary MGC3100 Address	<input type="text"/>
Secondary MGC3100 Address	<input type="text"/>
Voicemail DN/SIP Address	<input type="text"/>
Outgoing Call Service DN:	<input type="text"/>
Back	Menu

**Note:** If the Main screen appears, then your basic settings are already configured, and you can start using the application.

- In the **Username** field, enter user name provided by your system administrator.
- In the **Password** field, enter the password provided by your system administrator.
- In the **Primary MGC3100 Address** field, enter the IP address or domain name and port of the Mobile Communication Gateway provided by your system administrator:  
 http://<IP address or hostname>:8080  
 or  
 https://<IP address or hostname>:8443
- In the **Outgoing Call Service DN** field, enter the Outgoing Call Service DN number provided by your system administrator.
- From the menu, select **Save**.

- From the menu, select **Preferences**.

The Preferences screen appears. See “Preferences” on page 25.

**Figure 2: Preferences**

<b>Preferences</b>	
<b>First Name:</b>	<input type="text"/>
<b>Last Name:</b>	<input type="text"/>
<b>Display Name:</b>	<input type="text"/>
<b>Mobile Contact:</b>	<input type="text"/>
<b>Mobile Contact Default Prefix</b>	Local Prefix ▼
<b>Home Contact:</b>	<input type="text"/>
<b>Back</b>	<b>Menu</b>

- In the **Mobile Contact** field, enter the cell telephone number for your Nokia device.

**Note:** On some devices, the Mobile Contact field is automatically populated with the cell telephone number for your device.

- From the menu, select **Save**.

If you correctly enter the settings, you log on to the system.

- At the prompt Download Usability Enhancement?, select **Yes**.
- Select **OK**. The web browser overlays the application.
- Select **Yes** to download and install the usability enhancement software.
- After reviewing the details, select **Continue**.

15. After the installation complete, close the web browser and ignore prompts to accept the license agreement a second time.
16. On the Confirmation screen, select **No** and then **OK**.

If you have the latest usability enhancement, the Main screen appears. See [“Overview of the main screen” on page 35](#). If you made an error, you are prompted to re-enter the settings.

**Note:** The next time you start the MCC 3100, you log on to the network without being prompted to enter your user name, password, and mobile contact number.

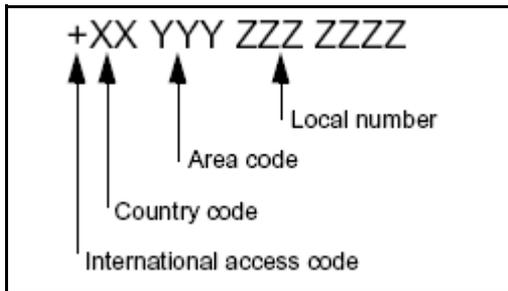
## System settings

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Use the System Settings screen to manage your connection to the network. As a minimum, you must enter your user name, password, Mobile Communication Gateway IP address, and Outgoing Call Service DN on this screen. See [“Initial configuration” on page 23](#).

Nortel recommends that the Outgoing Call Service DN includes the international access code (+) and your country code as part of the number to facilitate roaming. For example, +1 613 123 1111. See [“Outgoing Call Service DN structure” on page 26](#).

### Figure 3: Outgoing Call Service DN structure



Consult your system administrator to obtain your Outgoing Call Service DN and other system settings.

## Configuring your system settings

1. Go to the Main or Preferences screen.
2. From the menu, select **System Settings**.  
The System Settings screen appears. See “System Settings” on page 24.
3. Complete the fields on the System Settings screen using the information provided by your system administrator. Consult your system administrator if you need assistance.

**Table 2: System Settings fields**

Field	Settings
Username	Enter your MCG 3100 user name.
Password	Enter your MCG 3100 password.
Primary MCG3100 Address	<p>Enter the IP address or the domain name and port of the primary MCG 3100:</p> <p>http://&lt;IP address or hostname&gt;:8080</p> <p>or</p> <p>https://&lt;IP address or hostname&gt;:8443</p> <p>If you use a certificate on the mobile device to support HTTPS you must use an FQDN for this parameter and the FQDN must match the FQDN used to generate the certificate.</p> <p>For example:</p> <p>https://mcg3100.nortel.com:8443.</p> <p><b>Note:</b> If the system uses the default port (8080 for HTTP, or 8443 for HTTPS), then you do not need to configure a port number.</p>

**Table 2: System Settings fields**

Field	Settings
Secondary MCG3100 Address	<p>Enter the IP address or the domain name and port of the secondary MCG 3100:</p> <p>http://&lt;IP address or hostname&gt;:8080</p> <p>or</p> <p>https://&lt;IP address or hostname&gt;:8443</p> <p>If you use a certificate on the mobile device to support HTTPS you must use an FQDN for this parameter and the FQDN must match the FQDN used to generate the certificate.</p> <p>For example:</p> <p>https://mcg3100.nortel.com:8443.</p> <p><b>Note:</b> If the system uses the default port (8080 for HTTP, or 8443 for HTTPS), then you do not need to configure a port number.</p>
Voicemail DN/SIP Address	Enter the number (SIP address) to access the voice mail server.
Outgoing Call Service DN	<p>The Outgoing Call Service DN allows you to place calls directly from your Nokia to other parties in Direct Outbound mode.</p> <p>To place calls in Direct Outbound mode, leave your caller ID visible on the Nokia.</p> <p>An Outgoing Call Service DN is mandatory to support MCC 3100 call features.</p>
Max No. of recent (1 -10)	Specify the number of recent incoming and outgoing calls that appear in the recent window of the MCC 3100. You can choose from a range of 1 to 10 items (default is 3).

**Table 2: System Settings fields**

Field	Settings
No. of Visible Entries in Friends Popup (0 -50)	Specify the number of friends that display in the Friends preview page of the MCC 3100. You can choose from a range of 0 to 50 items (default is 7).
Best Performance for Call Delivery	Select this parameter to improve call delivery performance if you do not receive some of your incoming calls.  <b>Warning:</b> Enabling this feature increases your device's power consumption.

- From the menu, select **Save**.

You are logged on and the Main screen appears.

## Personal preferences

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Use the Preferences screen to enter personal information, such as your name, contact, and call prefix settings. As a minimum, you must enter your mobile telephone number on this screen after you perform the steps in [“Initial configuration” on page 23](#).

### Configuring your personal preferences

- Go to the Main or System Settings screen.
- From the menu, select **Preferences**.  
The Preferences screen appears. See [“Preferences” on page 25](#).
- Complete the fields on the Preferences screen using the information in the following table as a guide.

**Table 3: Preferences screen fields**

Field	Settings
First Name	Enter your first name

**Table 3: Preferences screen fields**

Field	Settings
Last Name	Enter your last name
Display Name	Enter the name that serves as your unique identifier on the MCC 3100. This name displays in the status bar of the main screen.
Mobile Contact	<p>Enter your Nokia telephone number.</p> <p>Your phone number must be configured.</p> <p>This is your default contact location. You can select other contact locations when you place an Advanced Call.</p>
Mobile Contact Default Prefix	<p>Select the mobile telephone default call prefix. Options include:</p> <ul style="list-style-type: none"> <li>• Use No Prefix</li> <li>• Local Prefix</li> <li>• Long Distance Prefix</li> <li>• International Prefix</li> <li>• Corporate Prefix</li> </ul> <p>When you execute a basic call, the system automatically inserts this prefix ahead of your mobile telephone number.</p>
Home Contact	Enter your home number.
Other1 Contact	Enter an additional number.
Other2 Contact	Enter an additional number.
Local Prefix	Enter the digits required to make a local call. For example, if the telephone dialing plan requires a prefix of 9 for local calls, enter 9.
Long Distance Prefix	Enter a long-distance prefix. For example, if your telephone company requires a prefix of 1 for long-distance calls, enter 1.

**Table 3: Preferences screen fields**

Field	Settings
International Prefix	Enter an international prefix. For example, if your telephone company requires a prefix of 011 for international calls, enter 011.
Corporate Prefix	Enter the digits required to make a call within the company. For example, if the telephone dialing plan requires corporate calls to use a specific trunk, configure the digits required to access that trunk. The corporate prefix is also known as the trunk steering code
Call Notification Repeat (0-9)	Specify the maximum number of notifications that you receive for incoming voice calls. You can choose from a range of 0 to 9 notifications (default is 2).
Call Notification Volume (0-9)	Specify the volume of the audible alert that plays for incoming voice call notifications. You can choose from a range of 0 to 9 (default is 5).

Only the MCC 3100 uses the information you enter on the Preferences screen. No information is uploaded to any other application.

- From the menu, select **Save**.

## Call settings

---

Use the Call Settings screen to select a call screening mode and configure the group call notification period.

### Configuring your call settings

- Go to the Main or System Settings screen.
- From the menu, select **Call Settings**.

The Call Settings menu screen appears. See [“Call Settings” on page 32](#).

Figure 4: Call Settings

Call Settings	
<b>Call Screening Mode:</b> <input type="radio"/> Call Screening Enabled <input checked="" type="radio"/> Call Screening Disabled <input type="radio"/> Mobile Do-Not-Disturb	
<b>Group Call Notify Period (1-30min):</b>	<input type="text" value="5"/>
<input type="button" value="Back"/>	<input type="button" value="Menu"/>

- Use the radio buttons to select a Call Screening Mode:
  - **Call Screening Enabled**—When you receive an incoming call, the MCC 3100 displays a dialog that allows you to either accept the call on your Nokia, redirect the call to another number, or decline the call.
  - **Call Screening Disabled**—When you receive an incoming call, the MCC 3100 allows you to only accept calls on your Nokia device.
  - **Mobile Do-Not-Disturb**—When you receive an incoming call, the MCC 3100 forwards the call directly to your call no answered route (voice mail by default). You do not receive a missed call indication for forwarded calls.
- Configure your contact locations on the Preferences screen. See [“Personal preferences” on page 29](#).
- Configure the **Group-Call Notify Period** for a time period between 1 and 30 minutes (default is 5 minutes). This setting controls how often the MCC 3100 prompts you to join a group call after you have received the initial invitation and selected Join Later.
- From the menu, select **Save**.

# Basic functions

This section contains the following topics:

- “Starting and exiting the MCC 3100 application” on page 33
- “Logging on and logging off” on page 34
- “Hiding the MCC 3100 application” on page 34
- “Overview of the main screen” on page 35
- “Navigating screens” on page 37
- “Accessing Help” on page 38

## Starting and exiting the MCC 3100 application

---

This section describes how to start the MCC 3100 application.

To start the MCC 3100 application on a Nokia device, perform the following steps:

1. Press the **Menu** button. 
2. Select the **Nortel MCC 3100** application icon.
3. Select **Yes** to allow this application to use the network to send and receive data.

The MCC 3100 application starts.

On some Nokia devices, the application icon is available under Menu > Installation.

To exit the MCC 3100 application on a Nokia device, perform the following steps:

1. Go to the Main screen.
2. From the menu, select **Quit**.

The Quit confirmation screen appears.

3. Select **Yes** to exit the application, or **Cancel** to return to the application.
4. Select **Ok** to confirm your selection.

**Note:** Nortel recommends that you exit the MCC 3100 application before you shut off your device.

**Note:** On some Nokia devices, you can exit the application by selecting Quit from any menu.

## Logging on and logging off

---

To log on or log off the MCC 3100, perform the following steps:

1. Go to the main MCC 3100 screen.
2. Select **Options** to display the menu.
3. To log on the MCC 3100, select **Login**.

The status indicator changes to the status of the device before you last logged off.

4. To log off the MCC 3100, select **Logout**.

The MCC 3100 application remains active when you are logged off. To exit the application, see [“Starting and exiting the MCC 3100 application” on page 33](#)

## Hiding the MCC 3100 application

---

To use another application, you can temporarily hide the MCC 3100 application.

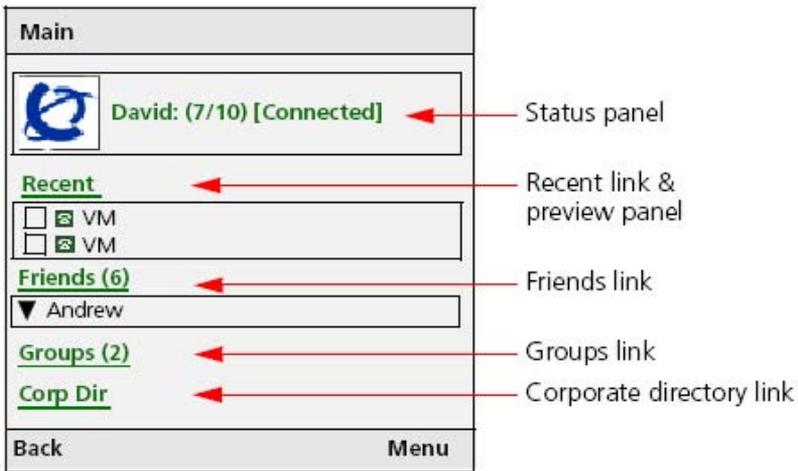
From any MCC 3100 screen menu, press the **Menu** key.

The application does not appear, but remains running in the background. When you access the Nortel MCC 3100 again, you return to the last screen you used.

## Overview of the main screen

After you configure the MCC 3100 (see “Initial configuration” on page 23), the Main screen appears whenever you start the MCC 3100. The Main screens menu provides access to the full functionality of the MCC 3100. See “Main screen” on page 35.

**Figure 5: Main screen**



### Status panel

The Status panel indicates your current presence status on the network. For example, if Connected appears, then you are logged on and available to take calls. The text color visually indicates your availability:

- Connected (green text)—You are logged on.
- Logged Out (grey text)—You are logged off.
- Logged Out by Admin (grey text)—The MCC 3100 administrator has logged you off.
- Logged out by Another Device (grey text)—You have been logged off because you logged on with another device.

- Logged out by Server (grey text)—You are logged off because the MCG 3100 is unavailable. You automatically log on when the server becomes available.

The status panel also displays the following information:

- (VM) if you have new voice mail messages
- an asterisk (\*) if you registered with the secondary Mobile Communication Gateway 3100

### Recent link and preview panel

Select the Recent link to go to the Logs screen, which provides a history of incoming and outgoing calls, voice mail messages, and system events. The Logs screen can contain up to 50 entries.

The Recent preview panel (below the link) displays up to 10 friends that you have recently communicated with. After you access the list, you can place a call to a friend.

### Friends link and preview panel

Select the Friends link to go to the Friends screen, which provides a complete list of contacts that you designated as friends. You can call, add, edit, and delete friends.

The Friends preview panel (below the link) displays a partial list of your friends (up to 50 entries visible) that you can quickly select and call.

### Groups link

Select the Groups link to go to the Groups Management screen, which provides a complete list of user groups that you added to the MCC 3100. You can call your groups, each of which can contain multiple friends.

### Corp Dir link

Select the Corp Dir link to initiate a search for contacts in your corporate directory. You can expand the search to include your local directory of friends on the MCC 3100.

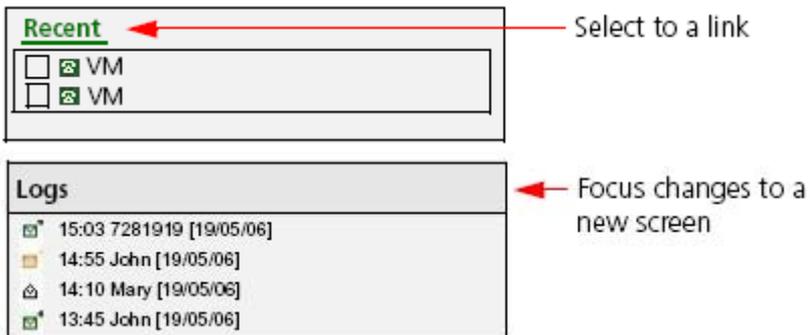
## Navigating screens

Use the five-way scroll key to scroll screens, select or navigate menus, and select settings. Use Selection keys to perform functions indicated by the text above the key (for example, to select from a menu). Use the keypad to enter numbers and characters. Use the Send key to initiate calls and the End key to terminate calls. Use the Menu key to open the main menu.

### Accessing screens

The Main screen contains links from which you can access other screens. See “[Selecting links](#)” on page 37.

**Figure 6: Selecting links**



You can access some screens by selecting menu commands. For example, you can access the System Settings and Preferences screens from the menu.

### Shortcut Keys

In addition to standard navigational aids, MCC 3100 provides shortcut keys to speed your workflow. See “[Shortcut keys](#)” on page 38.

**Note:** Some devices may not offer the full range of shortcut keys.

**Table 4: Shortcut keys**

Key	Action
a-z	While focus is on the Main screen or the Friends preview panel, press a key to search for friends with names that start with that letter.
space	Go to the Place Call screen to initiate a call. If focus is on the Friends preview panel when you press space, the highlighted friend's contact location is preconfigured.

## Green call and red hangup buttons

If your wireless device includes a green call button and a red hangup button, you can use them to quickly access key functions of the MCC 3100 for Nokia application.

Use the green call button to do the following:

- Accept an incoming call.
- Initiate a call after you have dialed a number, set up an advanced call, or highlighted a friend, contact, log entry, or search result.
- Go to the Place Call (dial) screen from a non-call screen.

Use the red hangup button to do the following:

- Reject an incoming call.
- Minimize the MCC 3100 for Nokia application on the mobile device.

Selecting the red key does not exit the application.

## Accessing Help

---

The MCC 3100 includes embedded, context-sensitive help for the following topics:

- Log: describes the log icons

- Abbreviations: explains terms that appear in the Call screens
- About: provides the MCC 3100 software version number

1. From any screen, select **Help**.

The Help screen appears. See [“Help screen” on page 39](#)

The Help screen displays information related to the previous screen. For example, if you select help from the Logs screen, the Logs topic displays.

2. Change topics by selecting a different item from the menu or list.

**Figure 7: Help screen**





# Advanced functions

This section contains the following topics:

- “Friends” on page 41
- “Searching the corporate directory” on page 47
- “Placing Calls” on page 49
- “Groups” on page 55
- “Logging Events” on page 62
- “Managing voice mail” on page 66

## Friends

---

Friends are people that you call frequently. Each friend has a name and at least one contact location (extension or telephone number).

You can use the MCC 3100 to add, edit, and delete friends. You cannot upload the locally saved friend information.

### Adding a friend

You can create a new friend using the MCC 3100. The new friend is added to your MCC 3100 Local Address Book.

The telephone numbers that you enter for your friend's contact locations can include numeric, alphabetic, and special characters.

1. From the Main screen, select the **Friends** link; or, from the Main screen menu select **Friends**.

The Friends screen appears.

2. From the menu, select **New Friend**.

The New Friend screen appears. See [“New friend screen” on page 42](#).

**Figure 8: New friend screen**

<b>New Friend</b>
Display Name: <input type="text"/>
Extension: <input type="text"/>
Last Name: <input type="text"/>
First Name: <input type="text"/>
Office Contact: <input type="text"/>
Mobile Contact: <input type="text"/>
<b>Back</b> <span style="float: right;"><b>Menu</b></span>

- Complete the fields on the Edit Contact screen using the information in “Adding a friend” on page 42 as a guide.

**Table 5: Adding a friend**

Field	Settings
Display Name	Enter a display name for your friend. This name appears on the Friends screen.
Extension	Enter the office extension number associated with your friend.
Last Name	Enter the last name for your friend.
First Name	Enter the first name for your friend.
Office contact	Enter the office telephone number of your friend. When you place a call to this friend, you can choose this number from a list.

**Table 5: Adding a friend**

Field	Settings
Mobile contact	Enter the mobile telephone number of your friend. When you call this friend, you choose this number from a list.
Home contact	Enter the home telephone number of your friend. When placing a call to this friend, you can choose this number from a list.
Other1 contact	Enter an additional telephone number of your friend. When you call this friend, you choose this number from a list.
Other2 contact	Enter an additional telephone number of your friend. When placing a call to this friend, you can choose this number from a list.
Default contact	<p>Select the friend's default contact location. Options include:</p> <ul style="list-style-type: none"> <li>• Mobile Contact</li> <li>• Extension (default setting)</li> <li>• Office Contact</li> <li>• Home Contact</li> <li>• Other1 Contact</li> <li>• Other2 Contact</li> </ul> <p>When you initiate a basic call or group call, the system automatically calls this contact location.</p> <p>All contacts are regular telephone numbers except the Extension. If you select Extension, the system calls all of the friend's contact locations that are registered on the MCG 3100.</p>

**Table 5: Adding a friend**

Field	Settings
Default Prefix	<p>Select the friend's default prefix.</p> <ul style="list-style-type: none"> <li>• Use No Prefix</li> <li>• Local Prefix</li> <li>• Long Distance Prefix</li> <li>• International Prefix</li> <li>• Corporate Prefix</li> </ul> <p>When you initiate a basic call or group call, the system automatically inserts this prefix ahead of the call to contact number.</p>

**Note:** Provide at least one contact location: Extension, Office number, Mobile number, Home number, or Other number.

4. After you enter the information, select **Save** from the menu.  
Your friend is added to the MCC 3100 local address book.

## Importing a friend

You can import a friend to the MCC 3100 from other sources:

- Logs screen
- Search results screen

Importing saves you from manually entering a friend's contact information.

### To add a friend from the Logs screen

1. From the Main screen, select the **Recent** link; or, from the Main screen menu, select **Logs**.  
The Logs screen appears.
2. Highlight a call record.
3. From the menu, select **Add to Friends**.

4. Make changes if needed, and then select **Save** from the menu.

Your new friend is added to the MCC 3100 local address book.

**Note:** After you add a friend from the logs screen, check that the contact information is complete. You may need to add a prefix or special character that was removed from the original record.

### To add a friend from the Search Results screen

1. From the Main screen, select **Corp Dir** link: or, from the Friends screen select **Search** from the menu.

The Corp Dir screen appears.

2. In the **Last Name** field, enter as much of the person's name as you know.
3. To search for saved friends, select **Also search local friends**.
4. From the menu, select **Search Now**.

The Search Results screen appears. If you are searching in the local and corporate directories, your search results appear in two panels: local and corporate.

5. Highlight the person you want to add as a friend.
6. From the menu, select **Add to Friends**.

The friend is added to the MCC 3100 local address book.

**Note:** After you add a friend from the logs screen, check that the contact information is complete. You may need to add a prefix or special character that was removed from the original record.

### Editing a friend

To edit friends in the local address book, you can update the following information:

- Friend's extension
- Friend's name
- Friend's contact information

### To edit a friend

1. From the Main screen, select the **Friends** links.

The Friends screen appears.

2. Highlight the friend you want to edit.
3. From the menu, select **Edit Friend**.

The Edit Friend screen appears. See “[Edit friend screen](#)” on page 46.

### Figure 9: Edit friend screen

Edit Friend	
Display Name:	<input type="text"/>
Extension:	<input type="text"/>
Last Name:	<input type="text"/>
First Name:	<input type="text"/>
Office Contact:	<input type="text"/>
Mobile Contact:	<input type="text"/>
Back	Menu

4. Edit the friend information as required.
5. After you edit a friend, select **Save** from the menu.

The screen displays the friend’s updated information.

## Deleting a friend

You can delete a friend from the MCC 3100 local address book.

### To delete a friend from the MCC 3100 local address book

1. From the main screen, select the **Friends** link.  
The Friends screen appears.
2. Highlight the friend you want to edit.
3. From the menu, select **Delete Friend**.
4. Click **Yes** to confirm the deletion.

The friend is deleted from the MCC 3100 local address book.

## Searching the corporate directory

You can search for people in the Corporate Directory on the server. Optionally, you can widen the search to include friends you saved on the MCC 3100.

1. From the Main screen, select the **Corp Dir** link, or from the Friends screen, select **Search** from the menu.

The Corp Dir screen appears. See “[Corp Dir screen](#)” on page 47.

**Figure 10: Corp Dir screen**

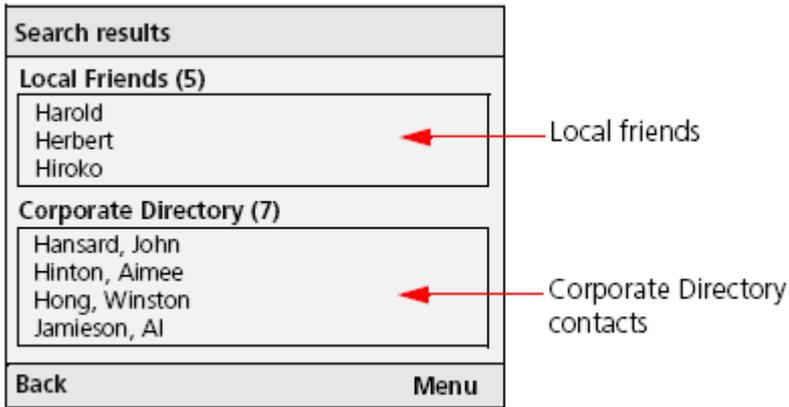
Corp Dir	
Last Name:	<input type="text"/>
First Name:	<input type="text"/>
<input checked="" type="checkbox"/> Also search local friends	
Back	Menu

Name

Search local friends in addition to Corporate Directory

2. Enter as much of the person's name as you know. You must enter at least one character.
3. To search for friends that you saved on the MCC 3100, select **Also search local friends**.
4. From the menu, select **Search Now**. Your search results appear on the Search Results screen. If you search in both the local and corporate directories, your search results appear in two panels: local and corporate. See ["Search results screen"](#) on page 48.

**Figure 11: Search results screen**



5. A maximum of 10 entries are returned at one time. If additional results are available, scroll to the bottom of the list, and select **More available**.
6. Once you obtain your search results, you can highlight an entry and select one of the following menu options:
  - Select **Call** to initiate a basic call to the person.
  - Select **View/Edit** to display the person's information.
  - Select **Add to Friends** to add the person to the MCC 3100.
  - Select **Add to Group** to add the person to a group.

**Note:** Corporate Directory search results do not remain in memory. When you select **More available**, or if you move to another screen, the results are cleared.

**Note:** To locate a friend, you require a first name or a last name. You cannot locate friends that have only a display name.

## Placing Calls

---

Your enterprise telephone system manages all calls that you place on the MCC 3100. You can quickly and easily call your co-workers either by selecting them from a friends list or by dialing their extension number. As well, one number is associated with all of your outbound calls, regardless of your actual location. At various times of the day, you can use the MCC 3100 to initiate calls from your desktop telephone, mobile telephone, or home telephone, but the people you call always see the same number.

### Important Notice:

Users are advised to select and use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks. Users should check that their headsets do meet their respective National or International Acoustic and Safety requirements.

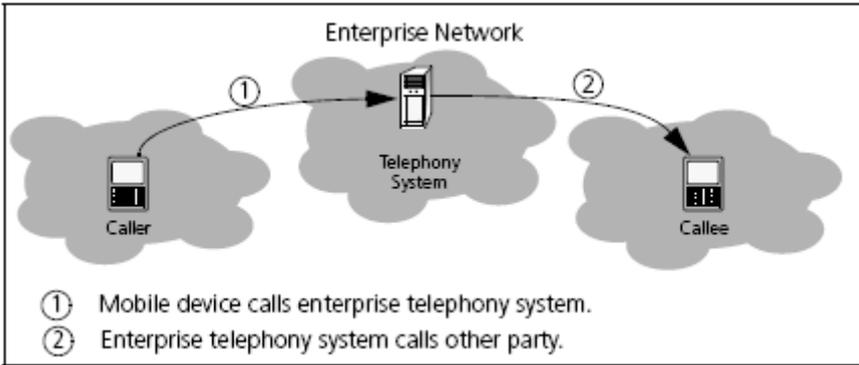
## Call modes

How the system handles calls depends on your MCC 3100 system configuration. An Outgoing Call Service DN is mandatory for MCC 3100 call features.

### Direct Outbound mode

In Direct Outbound mode, you can initiate calls directly from your device to other parties through the enterprise telephony system. See [“Direct outbound mode” on page 50](#).

**Figure 12: Direct outbound mode**



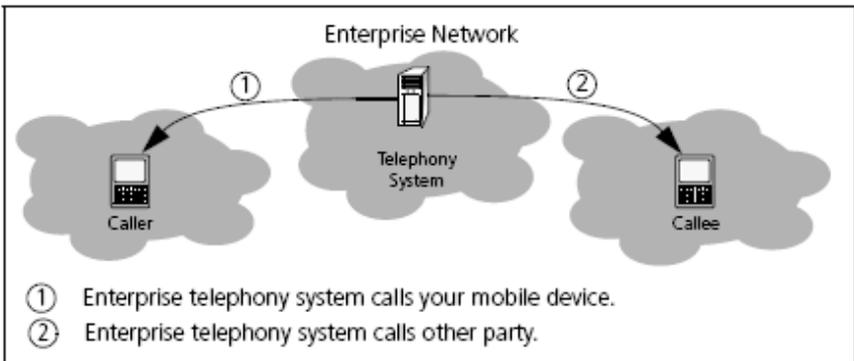
Direct Outbound mode requires an Outgoing Call Service DN configured in your MCC 3100 settings. For more information, see [“System settings” on page 26](#).

When the MCC 3100 is configured for Direct Outbound mode, you can switch from Direct Outbound mode to Call-me-First mode for advanced calls. See [“Advanced call” on page 52](#).

**Call-me-First mode**

In Call-me-First mode, your calls are completed in two steps. First the enterprise telephony system calls you. After you answer, the enterprise telephony system calls the other party. See [“Call-me-First mode” on page 50](#).

**Figure 13: Call-me-First mode**



## Calling a friend

You can place a call to a friend directly from your Nokia device. Your friend receives the call at their default contact location.

1. Go to the Main, Logs, Friends, or Search Results screen.
2. Scroll to log entry or click a shortcut key to select a friend.
3. Press the green call button or from the menu, select **Call**. Optionally press **Space** or **Enter** to place the call.

**Note:** The first time you place a call in Direct Outbound mode, you may receive a number of prompts that you must respond to.

## Calling from your extension

You can initiate a call on your Nokia device and have the conversation on your desktop phone extension.

1. Go to the Main, Logs, Friends or Search Results screen.
2. Scroll to a log entry, or click a shortcut key to select a friend.
3. From the menu, select **Call from Extension**.

The enterprise telephony system calls your desktop extension. After you answer, the enterprise telephony system calls your friend at their default contact location.

**Note:** Call from Extension always calls your desktop extension. Your MCC 3100 configuration setting of Call-me-First or Direct Outbound mode is ignored when you select Call from Extension.

## Dialing a number

You can place a call by dialing an extension or telephone number.

1. Go to the Main screen.
2. From the menu select **Dial**. Optionally press **Space** or **Enter**.

The Place Call screen appears.

3. Enter the person's telephone number in the **To** field. Two number formats are supported:

- Internal office extension numbers (for example, 4489).
  - External PSTN numbers (for example, +16131231111).
4. Press the green call button or from the menu, select **Call**. Optionally press **Space** or **Enter** to place the call.

You can also choose Call from Extension or Advanced Call from the menu. See [“Calling from your extension” on page 51](#) or [“Advanced call” on page 52](#).

## Advanced call

You can use Advanced call to:

- Use Call-me-First mode to use one device to start the call and another to hold the conversation. For example, you can initiate the call on your Nokia device, and then talk on your desktop telephone.
- Select the other friend's current contact location from a list.
- Dial the other party's extension or telephone number when the other party's contact location is unknown.
- Select a prefix (for example, local or long distance) to insert ahead of your own or the other party's number.

### To place an Advanced Call

1. Go to the Main, Logs, Friends, or Search Results screen.
2. Scroll to a log entry, or click a shortcut key to find a friend.
3. From the menu, select **Advanced Call**.

The Place Call screen appears.

4. From the **To** list, select the number to call your friend.

### OR

Select enter a new number below the **To** list.

5. If required, select a call prefix to use to call your friend in the **To Prefix** field.
6. In the **Using** list, select your contact location or enter a number.
7. If required, select your call prefix from the **Using Prefix** list. See [“Place call prefix” on page 53](#).

Figure 14: Place call prefix

**To Prefix:**

▼ Use No Prefix  
Local Prefix: 9  
Corp Prefix: 77  
LD Prefix: 011

**Using:**

▼ [Extension: ]  
[office: ]  
[mobile: ]  
use number/user below

or:

**Using Prefix:**

▼ Use No Prefix  
Local Prefix: 9  
Corp Prefix: 77  
LD Prefix: 011

Select a prefix

Select a contact location

- or -

Enter a number

Select a prefix

8. Press the green Call button or from the menu, select **Call**.

The enterprise telephony system calls you at the contact location you specified.

9. Answer the call.
10. The enterprise telephony system calls your friend at the contact location you specified.
11. After your friend answers, you connect and the conversation can commence.

To use the telephone keypad during a call (for example to respond to voice mail prompts), switch to the telephone application on your Nokia device.

To reject an incoming call, use the Nokia End call button.

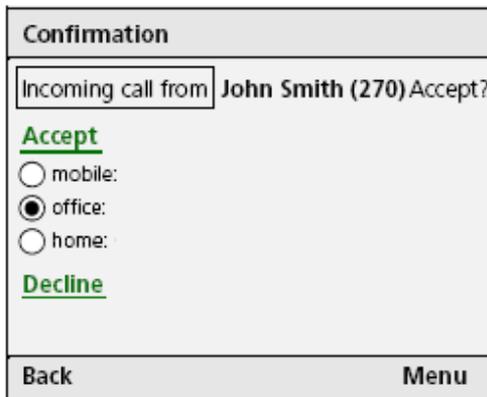
## Receiving calls

After you log on, you can receive audio calls from any MCC 3100 screen. If the MCC 3100 has call screening enabled, you can accept the call on the Nokia, redirect the call to another number, or decline the call. If the MCC 3100 has call screening disabled, the call can only be accepted from your Nokia device. If the MCC 3100 has Mobile Do-Not-Disturb enabled, the call is forwarded to voice mail.

Before you receive calls, configure your contact locations and your call settings. For more information, see [“Personal preferences” on page 29](#) and [“Call settings” on page 31](#).

1. When you receive an incoming call, the MCC 3100 Incoming Call Confirmation dialog box appears. See [“Incoming call” on page 54](#).

**Figure 15: Incoming call**



2. To accept the call, choose the contact location where you want to receive the call, then press the green Call button or select **Accept** from the menu. The call is forwarded to the contact location you specified where you can answer it.
3. To decline the call, select **Decline** from the menu. The call terminates.

## Groups

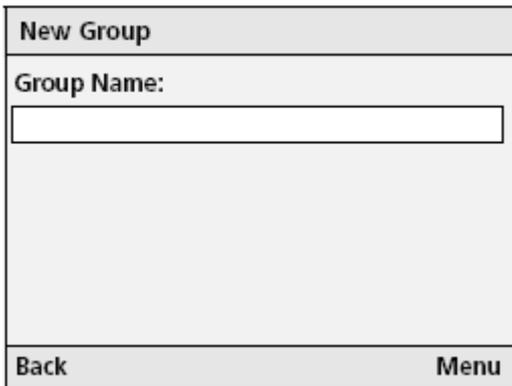
---

You can add and manage a group that contains multiple friends, and then initiate conference calls to the group.

### Adding a group

1. From the Main screen menu, select **Group Mgmt.**  
The Group Management screen appears.
2. From the menu, select **New Group.**  
The New Group screen appears. See “New group screen” on [page 55](#).

**Figure 16: New group screen**



New Group	
Group Name:	<input type="text"/>
Back	Menu

3. Enter the name of the group in the **Group Name** box.
4. From the menu, select **Save.**

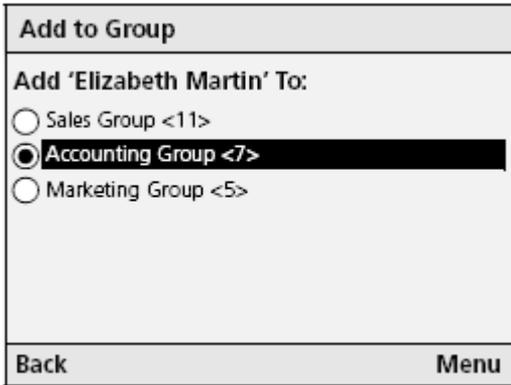
The new group is added and appears on the Group Management screen. You must add friends before you can call the group.

### Adding friends to a group

1. From the Friends screen, select a friend.
2. From the menu, select **Add to Group.**

The Add to Group screen appears. See [“Add to group screen” on page 56](#).

**Figure 17: Add to group screen**



Add to Group	
Add 'Elizabeth Martin' To:	
<input type="radio"/>	Sales Group <11>
<input checked="" type="radio"/>	Accounting Group <7>
<input type="radio"/>	Marketing Group <5>
Back	Menu

3. Select the group you wish to add the friend to.
4. From the menu, select **Add Now**.  
The friend is added to the group you selected.
5. Repeat steps 1 to 4 for all friends in the group.

You can select one or more friends in one group and add them to another group. For more information, see [“Managing friends in a group” on page 56](#). You can also add friends to a group after you search in the Corporate Directory. See [“Searching the corporate directory” on page 47](#).

## Managing friends in a group

You can manage friends in a group. You can view friends, delete friends and add friends to another group. You can also save your preferred selection settings for the friends of a group.

1. From the Main screen, select the **Groups** link; or, from the Main screen menu select **Group Mgmt**.

The Group Management screen appears. See [“Group management screen” on page 57](#).

**Figure 18: Group management screen**

Group Mgmt	
Group List:	
<input type="radio"/>	Sales Group <11>
<input checked="" type="radio"/>	Accounting Group <7>
<input type="radio"/>	Marketing Group <5>
Back	Menu

- From the **Group List**, select a group.
- From the menu, select **Group Details**.

The Group Details screen appears. See [“Group details screen” on page 57](#).

**Figure 19: Group details screen**

Accounting Group	
<input checked="" type="checkbox"/>	Arthur Treacher
<input checked="" type="checkbox"/>	Basil Simpson
<input checked="" type="checkbox"/>	Cindy Thopmson
<input checked="" type="checkbox"/>	Doris Wong
<input checked="" type="checkbox"/>	Fred Smith
<input checked="" type="checkbox"/>	Harold Bentum
<input checked="" type="checkbox"/>	Judy Vandergast
Back	Menu

- Select or deselect the friends you wish to manage.
- From the menu, select one of the following options:
  - Call** to initiate a group call to the friends.
  - Edit** to view or edit the selected friend on the Edit Friend screen. Only one friend at a time can be edited.

- **Add to Another Group** to add the selected friends to another group.
- **Select All** to select all friends in a group.
- **Clear All** to remove all selected friends in a group.
- **Delete Selected Users** to delete the selected friends from the group.
- **Save Selections** to save the current friend selections. The next time you enter the Group Details screen, the same friends are selected.

## Managing a group

You can manage groups by deleting groups and changing group names.

1. From the Main screen, select the **Groups** link; or, from the Main screen menu, select **Group Mgmt.**

The Group Management screen appears. See [“Group management screen” on page 57](#).

2. Select a group on the list.
3. From the menu, select one of the following options:
  - **Delete Group** to delete the Group.
  - **Change Group Name** to go to the Edit Group screen and change the group name.

## Placing and managing group calls

This section describes how to place and manage group calls.

When you start a regular group call, the system first calls you at your mobile contact location and prompts you to record a greeting message. The system then calls the friends in the group and provides the option to join the call, decline the call, or join the call later.

Before you initiate a group call, configure your default contact locations for all friends in the group (including yourself). To configure your own default contact location, see [“Personal preferences” on page 29](#). To configure the default contact locations of friends, see [“Friends” on page 41](#).

## Initiating a group call

With a group call, you can select a nonmobile contact location for yourself. You can set up the call on your Nokia device and then engage in the conversation on another device, such as your desktop telephone.

1. From the Main screen, select the **Groups** link, or from the Main screen menu, select **Group Mgmt.**

The Group Management screen appears. See “[Group management screen](#)” on page 57.

2. From the **Group List**, select a group.
3. From the menu, select **Group Details**.

The Group Details screen appears. See “[Group details screen](#)” on page 57.

4. Select the friends to call. Each friend's default contact location appears in brackets next to the friend's name.
5. From the menu, select **Call**.

The Group-Call screen appears. See “[Group-Call screen](#)” on page 59.

### Figure 20: Group-Call screen

Group-Call	
<b>Participants:</b>	
Arthur Treacher	
Basil Simpson	
Fred Smith	
Harold Bentum	
<b>Using:</b>	
▼ mobile:	
<b>Using Prefix:</b>	
▼ Use No Prefix	
<b>Back</b>	<b>Menu</b>

6. In the **Using** list, select your contact location for the group call, or accept the default.
7. In the **Using Prefix** list, select your call prefix for the group call, or accept the default.
8. From the menu, select **Call**.  
The Group-Call Session screen appears.
9. The enterprise telephony system calls you at the contact location you specified.
10. Accept the call, and then follow the prompts. As the group call initiator, you perform the following steps:
  - a. Record the conference greeting, then press pound (#) on your telephone dialpad.
  - b. Press **1** to review the greeting, press **2** to rerecord the greeting, or press any other key to accept the greeting and start the conference.
11. The enterprise telephony system calls the friends you selected at their default contact locations. They are prompted to select one of the following options on the MCC 3100.
  - **Join Now** to join the group call immediately.
  - **Join Later** to be prompted to join the group all at a later time. To set your reminder notification interval, see [“Call settings” on page 31](#).
  - **Decline** to reject the group call.

Friends can also join a group call by pressing # on their telephone dialpad. A tone is heard each time someone joins the group call.

### Managing group calls

During a group call, the following commands manage group calls:

- press \*\* to hear help
- press \*1 to end the conference
- press \*3 to dial another friend, then press #
- press \*5 to mute or unmute the conference

- press \*6 to mute or unmute your own voice
- press \*7 to lock or unlock the conference
- press \*8 to hear a list of participants
- press \*9 to stop the help

### Joining a group call that is in progress

You can join a group call that is in progress if you selected Join Later when you were initially invited to participate.

**Note:** If you are the group call initiator, you cannot join

1. Go to the Logs screen. See [“Logging Events” on page 62](#).
2. Select the group call entry that you want to join.
3. Select **Log Details** from the menu.

The Group Call Session screen appears and lists the group call participants.

4. To join the group call, select **Join Now** from the menu.
5. Press # when you are prompted.

If the group call is in progress, you join it. If the group call ended, you receive an error message.

If you selected Join Later when the group call started, you receive periodic reminders to participate in the call. You can select Join Now, Join Later, or Decline in response to these reminders. To configure the reminder notification interval, see [“Call settings” on page 31](#).

### Leaving or ending a group call

To leave a group call, hang up the handset or end the call.

A tone is heard each time someone leaves the group call.

A call automatically ends when all friends leave a group call.

## Logging Events

The MCC 3100 retains a record of your recent communication sessions. The following events are logged:

- Incoming calls (answered, missed)
- Outgoing calls (successful, unsuccessful, in progress)
- System event notifications

You can view an abbreviated list of log events on the Main screen. For a complete list and for details concerning individual events, you must access the Logs screen.

If for any reason you lose your network connection, the system retains a record of your missed calls, voice mail notifications, and system event notifications. When you reconnect to the network, these events are downloaded for you to view on the Logs screen.

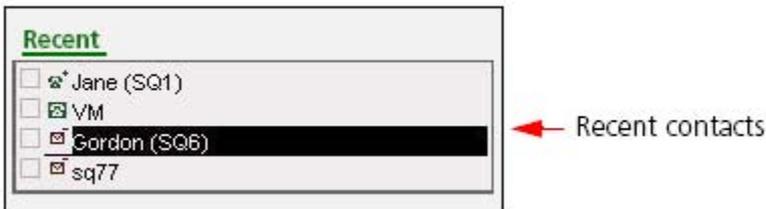
## Viewing entries on the main screen

The Recent preview panel on the Main screen displays a list of the friends you recently communicated with, along with icons that represent their calls and voice mail messages.

To change the number of friends that appear in the Recent preview panel (three by default), update the system settings. For more information, see [“System settings” on page 26](#).

1. From the Main screen, select the **Recent** preview panel.

**Figure 21: Recent preview panel**



The Recent preview panel displays up to 10 friends that you recently communicated with.

- Optionally, select an entry and select a menu command such as **Call**.

## Viewing entries on the Logs screen

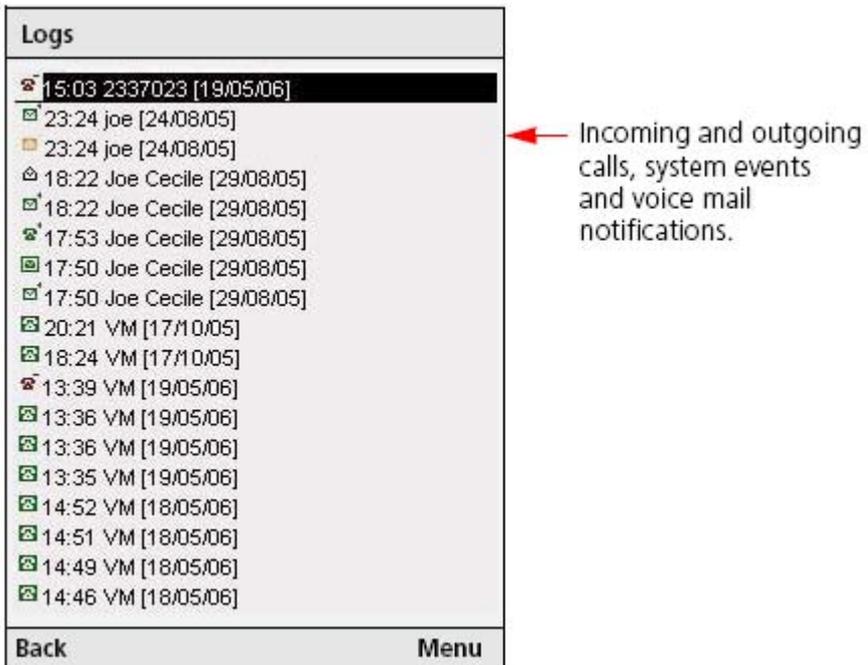
The Logs screen provides a history of your most recent incoming and outgoing calls, voice mail messages, and system event notifications. The Logs screen can contain a maximum of 50 entries.

By default, the entries are organized by time and date, but you can reorganized them by name. You can delete all of the entries. You can also select an individual entry to view details, to place a call, or to delete the entry.

- From the Main screen, select the **Recent** link; or, from the Main screen menu, select **Logs**.

The Logs screen appears. See “Logs screen” on page 63.

**Figure 22: Logs screen**



For call icon explanations, see ["Call icons"](#) on page 64.

### Figure 23: Call icons

-  Incoming call accepted
-  Incoming call declined
-  Incoming call missed
-  Outgoing call made successfully
-  Outgoing call failed
-  Outgoing call received no response
-  Outgoing call status unknown

For group call icon explanations, see ["Group call icons"](#) on page 64.

### Figure 24: Group call icons

-  Group call: In progress
-  Group call: Made successfully
-  Group call: Joined successfully
-  Group call: You selected "Join Later" when invited to join
-  Group call: You selected "Decline" when invited to join
-  Group call: You missed the invitation to join

For system notification icon explanations, see ["System notification icons"](#) on page 64.

### Figure 25: System notification icons

-  System notification received
-  System notification read

2. To view the details concerning an individual entry, select the entry, and select **Log Details** from the menu.

The Details screen appears. See “Logs details screen” on page 65.

**Figure 26: Logs details screen**

<b>Call Detail</b>	
Date: 8:35 pm 04/10/06 From: Martin, Josphine	
<b>Back</b>	<b>Menu</b>

## Sorting entries on the Logs screen

You can sort items in the Logs screen by the name of the individual associated with the log or by the time and date. You can also re-sort the list to only display missed calls or voice mail notifications.

1. Go to the Logs screen.
2. From the menu, select **Sort by Time (default)** or **Sort by Date**.  
The entries are sorted according to your selection.
3. From the menu, select **All Logs (default)** or **Missed Call Logs**.

The entries are displayed according to your view preference.

## Deleting entries in the Logs screen

You can delete individual entries in the Logs screen, or you can delete all entries.

### To delete one entry

1. Go to the Logs screen.
2. Highlight the entry you want to delete.
3. From the menu, select **Delete Selected**.

The entry is deleted.

### To delete all entries

1. Go to the Logs screen.
2. From the menu, select **Delete All**.
3. Select **Yes** or **Cancel** in response to the prompt.

If you selected Yes, all entries are deleted.

## Managing voice mail

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In addition to checking whether you have any messages, you can quickly and easily call the voice mail system to access your mailbox.

### Voice mail message waiting indication

When you receive a new voice mail message, the voice mail indicator (VM) appears on the Main screen.

**Note:** Before using this feature, you must configure the Voicemail DN/SIP Address number on the System Settings screen. For more information, see [“System settings” on page 26](#).

## Calling voice mail system

The Main screen contains the message waiting indicator and provides a quick and easy way to access the voice mail system.

1. Go to the Main screen.
2. From the menu, select **Call VM**.
3. The MCG 3100 calls the voice mail server:
  - If an Outgoing Call Service DN is configured, the MCG 3100 initiates a direct call from your Nokia device to the voice mail server.
  - If an Outgoing Call Service DN is not configured, the MCG 3100 calls you at the last number that you used to place a call. After you answer, the MCG 3100 calls the voice mail server.
4. When you are prompted, enter your voice mail mailbox number and password using the Nokia telephone application.

5. The MCG 3100 calls the voice mail server.

**Note:** You must use the Nokia telephone application to generate DTMF tones.

**Note:** You can also call voice mail from the Recent preview panel by selecting the voice mail entry, and choose Call from the menu. The Recent preview panel can contain up to 10 voice mail and call entries.



# Acronyms

Table 6 lists the acronyms used in this guide.

**Table 6: Acronyms**

Acronym	Full Name
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
COTS	Commercial off the Shelf
DND	Do Not Disturb
DTMF	Dual Tone Multi Frequency
EDGE	Enhanced Data rates for Global Evolution
EVDO	Evolution Data Only
FQDN	Fully Qualified Domain Name
GSM	Global System for Mobile Communications
LAN	Local Area Network
MCC 3100	Mobile Communication Client 3100
MCG 3100	Mobile Communication Gateway 3100
RAM	Random Access Memory
SIP	Session Initiation Protocol
SMS	Short Message Service
PBX	Private Branch Exchange
PSTN	Public System Telephone Network
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Serial Bus

**Table 6: Acronyms**

Acronym	Full Name
VM	Voice Mail
VPN	Virtual Private Network
WiFi	Wireless Fidelity



Nortel Mobile Communication Series 3100 Portfolio

# **Nortel Mobile Communication Client 3100 for Nokia User Guide**

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