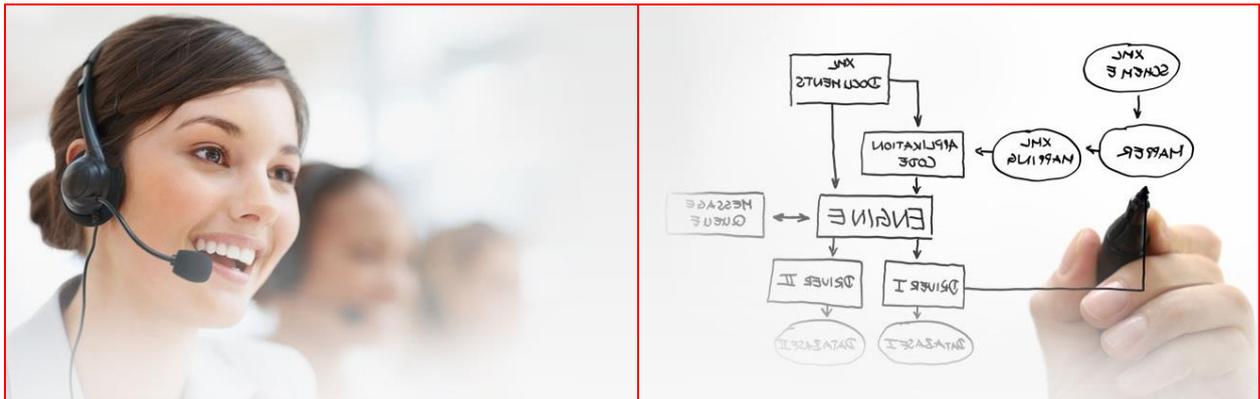


S5000-Enterprise

User manual for the enterprise telephony



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The last update of this manual is available at: <http://www.m2msoft.com/en/download-documentation>

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2. Introduction

This manual aims to describe the generic IPBX functions of the S5000-Enterprise for the Thomson-ST2030 / TB30, Aastra 6757i / 6731i phones and the standard SIP phones (or analog on FXS gateways).

Following functions:

- Call from a correspondent
- Reception of a call
- Multi-lines and two-way switch
- Put on hold
- Blind transfer
- Consultation hold
- Conferencing
- Interception of calls (barge-in)
- Shortened calls
- Lines supervision
- Simple call forwarding
- Advanced call forwarding
- Messaging M5000

3. Phones Thomson ST2030 / TB30

3.1. *Call from a correspondent*

Line pick up (elective)

- Pick up the phone
- Or
- Press the key  (amplified listening) or  (headphone mode)

Call

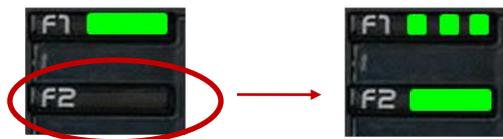
- Manually dial the number (press OK if no line pick up)
- Or
- Press the key for shortened call F3→F10 pre-programmed for the specific correspondent
The shortened calls keys are programmable by the user (v §3.11)
- Or
- Select a contact on the enterprise directory (v §3.14)

3.2. *Reception of a call*

- Pick up the phone
- Or
- Press the F1 flashing key that represents the line of the incoming call
- Or
- Press the key  (amplified listening) or  (headphone mode)

3.3. *Multi lines/ two-way switch*

The phone must be configured with at least 2 lines (see with the system administrator).
To establish a second call while a first communication is already running:



- The F1 key (1st line) is fixed green
- Press the F2 key and dial the second number
- The F1 key is flashing (1st line on hold) and the F2 key is fixed green

To allow a second incoming call while a first communication is already running:

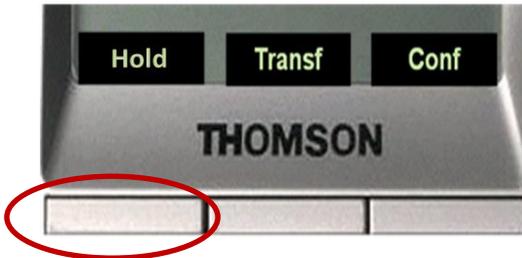


- The F1 key (1st line) is fixed green
- The F2 key (2nd incoming call) is flashing
- A call signal indicates the incoming call (it can be inactivated)
- Press the F2 key to accept the 2nd call
- The F1 key is flashing (1st line on hold) and the F2 key is fixed green

To switch between the two lines, press the flashing key (F1 or F2).
To end up the active communication, press the green fixed key (F1 or F2), to take the on-hold correspondent, press the other flashing key.

3.4. *Put on hold*

During a communication, you can put someone on hold by pressing the **Hold** key.



To take someone back, press the **Unhold** key.



3.5. *Blind transfer*

To transfer a correspondent during a communication, press the **Transf** key.



Then call the new correspondent (dial manually or use the shortened call key).
Press the **Transf** key to validate the transfer then hang up or press the **Back** key to leave the transfer and take the first correspondent back.



3.6. Consultation hold

To transfer a correspondent who is already in a communication, press the **Transf** key.



Then call the new correspondent (dial manually or by using the shortened call key), wait for him to pick up.

If he does accept the transfer, press the **Transf** key.

If he does not accept the transfer, press the **Back** key to take the first correspondent back.



3.7. Conferencing with 3 participants

To invite a second correspondent during a communication to establish a 3 participant's conference, press the **Conf** key.



Then manually dial the number of the second participant.

Wait for him to pick up.

If he does accept to participate to the conference, press the **Conf** key.

If he does not accept, press the **Retour** key.



3.8. **Interception of call (barge-in)**

You can intercept a call destined for the phone A from a phone B if the phones A and B are part of an interception call group defined by the system administrator.
From the intercepting phone, dial: ***01 + OK**

Or dial the phone number to intercept, or press the corresponding shortened call key if it has been programmed.

3.9. **Simple call forwarding**

You can schedule call forwarding in two different ways:

- Systematically
- If busy or not answering after a certain amount of time that you define

The call forwarding can be done:

- To a specific number (internal or external)
- To the phone messaging

The activation or inactivation of call forwarding can be done from the phone or from the user interface:

Activation and inactivation from the phone:

Activation of the systematic call forwarding to another phone:

***07<forward number>** (eg forwarding to the n°4567: *074567)

Activation of the systematic call forwarding to the messaging system:

***07999**

Activation of the call forwarding if busy/no answer to another telephone:

***07<forward number>*<delay>** (eg forwarding to the n°4567 after 12 seconds: *074567*12)

Activation of the call forwarding if busy/no answer to the messaging system:

***07999*<delay>** (eg forwarding to the messaging system after 12 seconds: *07999*12)

Inactivation of the call forwarding:

***07**

Activation and inactivation from the user interface:

Access to the user interface: see 3.16

Submit

Extension	5055	
Web user password	
Display	Natacha	
Timezone	Default ▼	
Language	English ▼	
Country Tone	Default ▼	
Melody	Default ▼	
Distinguished melody for external calls	<input checked="" type="checkbox"/>	
Call Waiting Tone disabled	<input checked="" type="checkbox"/>	
Forward type	Busy/NoAnswer ▼	
Forward to messaging	<input checked="" type="checkbox"/>	
Forward to other destination	<input type="text"/>	
Forward NoAnswer timer	15	
Shared line	<input type="text"/>	
Install shortcut on desktop	<input checked="" type="checkbox"/>	
Go to enterprise directory	<input checked="" type="checkbox"/>	

F1	Line	
F2	Line	
F3	<input type="text" value="5051"/>	SpeedDial ▼
F4	<input type="text" value="5052"/>	SpeedDial ▼
F5	<input type="text" value="5383"/>	SpeedDial ▼
F6	<input type="text" value="5151"/>	SpeedDial ▼
F7	<input type="text" value="5152"/>	Supervision ▼
F8	<input type="text" value="5153"/>	SpeedDial ▼
F9	<input type="text" value="5154"/>	SpeedDial ▼
F10	<input type="text" value="5999#5180#3"/>	SpeedDial ▼

Send a message

Target phones 

Message text 

3.10. ***Line sharing***

You can activate the line sharing in order to make ring your main phone and another one (internal or external), simultaneously (eg your mobile phone).

The activation and inactivation of the line sharing can be done from the phone or from the user interface.

Activation or inactivation from the phone:

Activation of the line sharing:

***08<number of the secondary phone>** (eg with the mobile number 0611221122:

***080611221122)**

Inactivation of the line sharing:

***08**

Activation and inactivation from the user interface:

Access to the user interface: see 3.16

Extension	<input type="text" value="5055"/>
Web user password	<input type="password" value="*****"/>
Display	<input type="text" value="Natacha"/>
Timezone	<input type="text" value="Default"/> ▼
Language	<input type="text" value="English"/> ▼
Country Tone	<input type="text" value="Default"/> ▼
Melody	<input type="text" value="Default"/> ▼
Distinguished melody for external calls	<input checked="" type="checkbox"/>
Call Waiting Tone disabled	<input checked="" type="checkbox"/>
Forward type	<input type="text" value="Busy/NoAnswer"/> ▼
Forward to messaging	<input checked="" type="checkbox"/>
Forward to other destination	<input type="text"/>
Forward NoAnswer timer	<input type="text" value="15"/>
Shared line	<input type="text" value="0611223344"/>
Install shortcut on desktop	<input checked="" type="checkbox"/>
Go to enterprise directory	<input checked="" type="checkbox"/>

F1	Line		
F2	Line		
F3	<input type="text" value="5051"/>	<input type="button" value="SpeedDial"/> ▼	
F4	<input type="text" value="5052"/>	<input type="button" value="SpeedDial"/> ▼	
F5	<input type="text" value="5383"/>	<input type="button" value="SpeedDial"/> ▼	
F6	<input type="text" value="5151"/>	<input type="button" value="SpeedDial"/> ▼	
F7	<input type="text" value="5152"/>	<input type="button" value="Supervision"/> ▼	
F8	<input type="text" value="5153"/>	<input type="button" value="SpeedDial"/> ▼	
F9	<input type="text" value="5154"/>	<input type="button" value="SpeedDial"/> ▼	
F10	<input type="text" value="5999#5180#3"/>	<input type="button" value="SpeedDial"/> ▼	

Send a message

Target phones

Message text

NB: The removal of the '**Shared line**' field content inactivates the sharing.

3.11. Shortened calls

You can affect the F3 to F10 keys of the ST2030 (TB30) phone to shortened calls. Access to the user interface: see 3.16

Extension	<input type="text" value="5055"/>	
Web user password	<input type="password" value="....."/>	
Display	<input type="text" value="Natacha"/>	
Timezone	<input type="text" value="Default"/>	▼
Language	<input type="text" value="English"/>	▼
Country Tone	<input type="text" value="Default"/>	▼
Melody	<input type="text" value="Default"/>	▼
Distinguished melody for external calls	<input checked="" type="checkbox"/>	
Call Waiting Tone disabled	<input checked="" type="checkbox"/>	
Forward type	<input type="text" value="Busy/NoAnswer"/>	▼
Forward to messaging	<input checked="" type="checkbox"/>	
Forward to other destination	<input type="text"/>	
Forward NoAnswer timer	<input type="text" value="15"/>	
Shared line	<input type="text"/>	
Install shortcut on desktop	<input checked="" type="checkbox"/>	
Go to enterprise directory	<input checked="" type="checkbox"/>	

F1	Line	
F2	Line	
F3	<input type="text" value="5051"/>	<input type="button" value="SpeedDial"/> ▼
F4	<input type="text" value="5052"/>	<input type="button" value="SpeedDial"/> ▼
F5	<input type="text" value="5383"/>	<input type="button" value="SpeedDial"/> ▼
F6	<input type="text" value="5151"/>	<input type="button" value="SpeedDial"/> ▼
F7	<input type="text" value="5152"/>	<input type="button" value="Supervision"/> ▼
F8	<input type="text" value="5153"/>	<input type="button" value="SpeedDial"/> ▼
F9	<input type="text" value="5154"/>	<input type="button" value="SpeedDial"/> ▼
F10	<input type="text" value="5999#5180#3"/>	<input type="button" value="SpeedDial"/> ▼

Send a message

Target phones

Message text

3.12. *Lines supervision*

On the F3 to F10 keys, you can supervise others phones' states and see if they are in a communication or not. This function can be added to the shortened calls of a correspondent. Once a phone is supervised, the associated key is fixed green to indicate one (or more) activated communication(s). Otherwise, it is turned off.

Access to the user interface: see 3.16

Submit

Extension	<input type="text" value="5055"/>
Web user password	<input type="password" value="*****"/>
Display	<input type="text" value="Natacha"/>
Timezone	Default ▼
Language	English ▼
Country Tone	Default ▼
Melody	Default ▼
Distinguished melody for external calls	<input checked="" type="checkbox"/>
Call Waiting Tone disabled	<input checked="" type="checkbox"/>
Forward type	Busy/NoAnswer ▼
Forward to messaging	<input checked="" type="checkbox"/>
Forward to other destination	<input type="text"/>
Forward NoAnswer timer	<input type="text" value="15"/>
Shared line	<input type="text"/>
Install shortcut on desktop	<input checked="" type="checkbox"/>
Go to enterprise directory	<input checked="" type="checkbox"/>

F1	Line	
F2	Line	
F3	<input type="text" value="5051"/>	SpeedDial ▼
F4	<input type="text" value="5052"/>	SpeedDial ▼
F5	<input type="text" value="5383"/>	SpeedDial ▼
F6	<input type="text" value="5151"/>	SpeedDial ▼
F7	<input type="text" value="5152"/>	Supervision ▼
F8	<input type="text" value="5153"/>	SpeedDial ▼
F9	<input type="text" value="5154"/>	SpeedDial ▼
F10	<input type="text" value="5999#5180#3"/>	SpeedDial ▼

Send a message

Target phones

Message text

3.13. DTMF sequences

You can affect a DTMF codes sequences on the keys F3 to F10 in order to be able to use them while a communication is established such as the selection of recurrent steps on a interactive voice response.

Access to the user interface: see 3.16

Submit

Extension	<input type="text" value="5055"/>	
Web user password	<input type="password" value="*****"/>	
Display	<input type="text" value="Natacha"/>	
Timezone	<input type="text" value="Default"/>	▼
Language	<input type="text" value="English"/>	▼
Country Tone	<input type="text" value="Default"/>	▼
Melody	<input type="text" value="Default"/>	▼
Distinguished melody for external calls	<input checked="" type="checkbox"/>	
Call Waiting Tone disabled	<input checked="" type="checkbox"/>	
Forward type	<input type="text" value="Busy/NoAnswer"/>	▼
Forward to messaging	<input checked="" type="checkbox"/>	
Forward to other destination	<input type="text"/>	
Forward NoAnswer timer	<input type="text" value="15"/>	
Shared line	<input type="text"/>	
Install shortcut on desktop	<input checked="" type="checkbox"/>	
Go to enterprise directory	<input checked="" type="checkbox"/>	

F1	Line	
F2	Line	
F3	<input type="text" value="5051"/>	<input type="text" value="SpeedDial"/> ▼
F4	<input type="text" value="5052"/>	<input type="text" value="SpeedDial"/> ▼
F5	<input type="text" value="5383"/>	<input type="text" value="SpeedDial"/> ▼
F6	<input type="text" value="5151"/>	<input type="text" value="SpeedDial"/> ▼
F7	<input type="text" value="5152"/>	<input type="text" value="Supervision"/> ▼
F8	<input type="text" value="5153"/>	<input type="text" value="SpeedDial"/> ▼
F9	<input type="text" value="5154"/>	<input type="text" value="SpeedDial"/> ▼
F10	<input type="text" value="5999#5180#3"/>	<input type="text" value="DTMF"/> ▼

3.14. Enterprise directory

From the ST2030 phone:

You can access to the enterprise directory from the ST2030 phone and directly call a selected contact.

Press the  key and then select the item 'Enterp.Directory'.



Enter a search criterion and press OK.

The search criterion can be linked to the family name, the first name, the category.

To obtain the complete list of contacts (no filter), enter *.

To obtain first names or family names starting with AL for any category, dial **AL**.

To obtain first names or family names containing AL, dial ***AL**.

To obtain all the contacts of the categories starting with M2M, enter **#M2M**.

To obtain first names/family names containing AL in the M2M category, enter ***AL#M2M**.



Prefixed contacts with 't' or 'm' respectively represent the fixed phone or the mobile (those elements are linked to the information on the directory).



From the user interface:

You can also access to the enterprise directory from the user interface and directly call a selected contact. Once you click on a contact (fixed or mobile), the caller phone rings and then the call is launched.

Search criterions by first name/family name and/or category are available.

Access to the user interface: see 3.16

To access to the enterprise directory click on:

Go to enterprise directory 

Voice mode [SMS mode](#) [Back to phone settings](#)

Search 

Name	Firstname				Category
Deotui	Jacques	+33514141415	+33654545415	ide@m2msoft.com	M2msoft
Gitou	Albert	+33144417474	+33621458547		Cactus-Sa
Oroplu	Marie	+33241158745	+33659874147	trm@m2msoft.com	M2msoft

Select the search criterions and then click on the contact's phone number (fixed or mobile).

3.15. **SMS sending**

You can send SMS messages from the user interface to one or many IP phones. The addressee(s) phones rings (sound notification) and the message can be read on the screen with the following information too: date/time/sender.

Go to Send a message and click on the addressee:

Send a message

Target phones 

Message text 

You can add addressees (numbers separated with comas).
To cancel the message display on the addressee's phone, dial ***09**.

3.16. **Access to the user interface**

To access to the user web page from a HTML browser (Mozilla Firefox or Internet Explorer), enter the following URL:

http://<address_IP_s5000>:8000/

User: #<phone number>

Password: (see with your system administrator)

You can make a shortcut on your computer desktop (OS Windows/XP/Vista or Linux/Ubuntu) by clicking on:



4. Phones Aastra 6757i and Aastra 6731i



4.1. **Make a call**

You must pick up first:

- By taking the handset
- By clicking on  for Aastra 6757i or  for Aastra 6731i
- By clicking on a 'line/call' key 

Then dial the number you want when you hear the tone.

4.2. **Answer a call**

When you hear the incoming call's ringtone, you see the incoming number on the screen. The 'line/call' indicator (identified by the L1, L2, L3, L4 keys) is flashing fast for the incoming call.

- Pick up the handset for this mode or
- Press on the  or  button to pick up with the hands-free mode

If the phone is already on a communication, you automatically put it on hold (key 'line/call') to answer to a new one. To take your interlocutor back, press on the 'line/call' key that corresponds to your interlocutor's line.

If you cannot answer to a call, the caller will be directed to the voice mail when this feature has been configured from your phone.

Hands-free mode

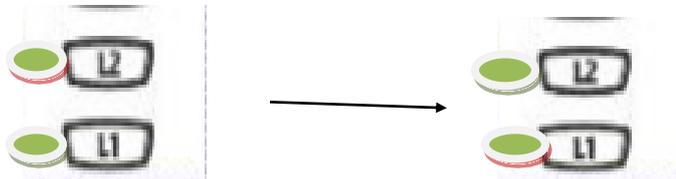
During a communication with your correspondent, you can activate the speaker from the handset.

- To switch between the handset mode and the hands-free mode, press on  or 

Be careful, in the hands-free mode, you have to hang up the handset otherwise you won't hear your interlocutor.

4.3. Multi lines/two-way switch

On the Astra phones, the different lines are marked by Li 
To allow a second incoming call while a communication has already started:



- The L1 key (marked as the 1st line) is fixed green. 
- The L2 key (marked as the line of the 2nd incoming call) is flashing. 
- A call signal indicated your incoming call
- Press the L2 key to allow the 2nd incoming call
- The L1 key is flashing (1st line on hold) and the L2 key is fixed green

To switch between the n lines, press one of FLASHING keys (Li, i<n). The actual communication is put on hold and the Li line becomes active.

4.4. Put on hold

During a call, the put on hold is made by taking a new line or by pressing the  key.

To take the correspondent back, press again on the  key.

You can put a communication on hold by picking a new line, if so, that will flash in green. To take the line back you have to select the line.

4.5. Make a transfer

You are on line with an interlocutor and wish to transfer the call to one of your colleague:

- Press on 'Xfer' (the client is on hold)
- Dial your colleague's number

Without consultation:

- Press on 'Xfer' once you hear the tone

With consultation:

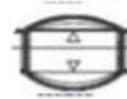
- If your correspondent accepts, press on 'Xfer'

4.6. Conferencing with 3 participants

While you are on line:

- Press on '**Conf**' key
- Dial the number of the third participant and press on '**Dial**'
- Once you are linked to him, press on '**Conf**' to start the conference

To take a participant off the conference, select a number on the screen via the keys and validate it with the key '**Drop**'.



4.7. Interception of calls (barge-in)

You can intercept a call for the phone A from the phone B if the A and B phones are both in the same interception group (created by the system administrator).

From the intercepting phone, dial:

***01 + OK**

Or you can also dial the phone number you want to intercept or the shortened call key if it is already programmed.

4.8. Simple call forwarding

You can program call forwarding:

- Systematically
- If busy or no answer after the delay you want

Forwarding can be done:

- To a specific number (internal or external)
- To the phone messaging

The activation or inactivation of the call forwarding can be done from the phone or from the user interface:

Activation and inactivation from the phone:

Activation of the systematic call forwarding to another phone:

***07<forward number>** (eg forwarding to the n°4567: *074567)

Activation of the systematic call forwarding to the messaging system:

***07999**

Activation of the call forwarding if busy/no answer to another telephone:

***07<forward number>*<delay>** (eg forwarding to the n°4567 after 12 seconds: *074567*12)

Activation of the call forwarding if busy/no answer to the messaging system:

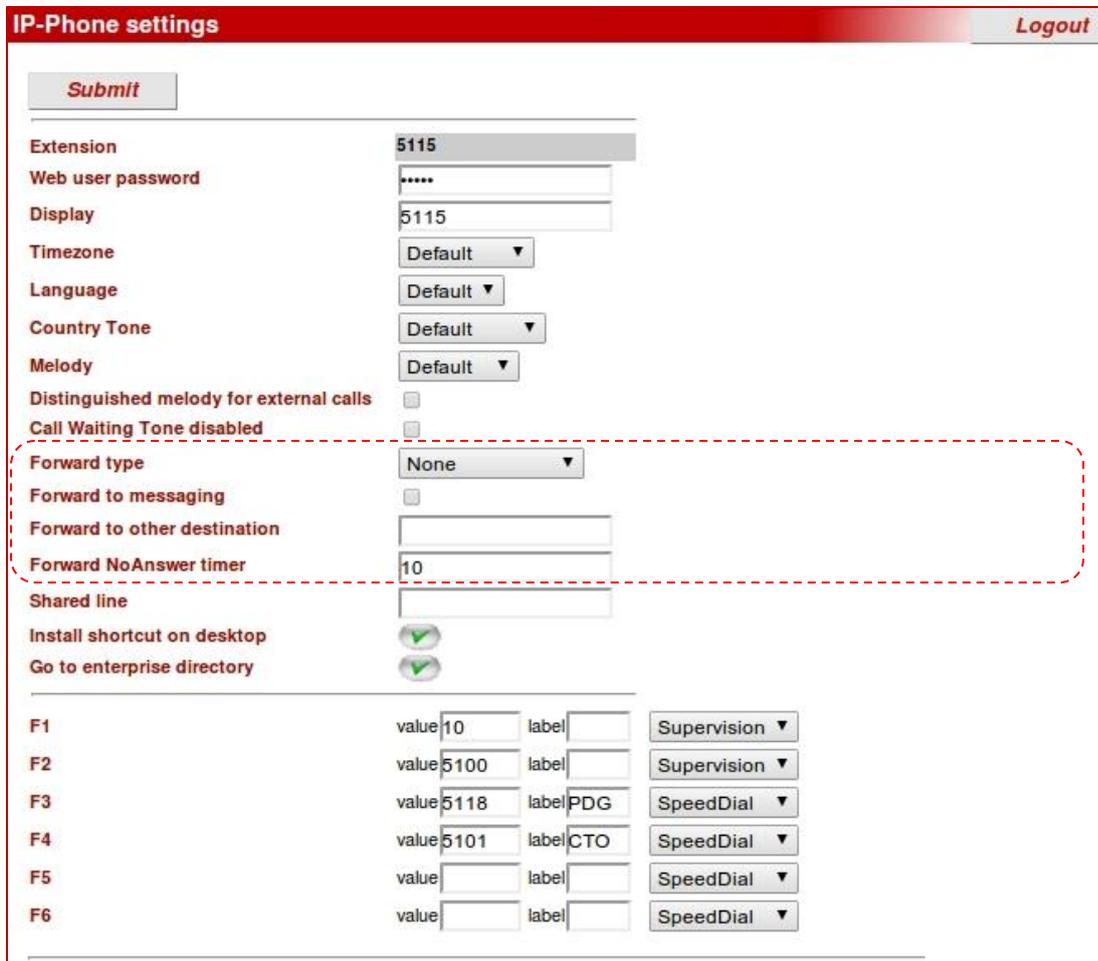
***07999*<delay>** (eg forwarding to the messaging system after 12 seconds: *07999*12)

Inactivation of the call forwarding:

***07**

Activation and inactivation from the user interface:

Access to the user interface: see 3.16



IP-Phone settings Logout

Extension: 5115

Web user password:

Display: 5115

Timezone: Default ▼

Language: Default ▼

Country Tone: Default ▼

Melody: Default ▼

Distinguished melody for external calls:

Call Waiting Tone disabled:

Forward type: None ▼

Forward to messaging:

Forward to other destination:

Forward NoAnswer timer: 10

Shared line:

Install shortcut on desktop:

Go to enterprise directory:

F1	value: 10	label: <input type="text"/>	Supervision ▼
F2	value: 5100	label: <input type="text"/>	Supervision ▼
F3	value: 5118	label: PDG	SpeedDial ▼
F4	value: 5101	label: CTO	SpeedDial ▼
F5	value: <input type="text"/>	label: <input type="text"/>	SpeedDial ▼
F6	value: <input type="text"/>	label: <input type="text"/>	SpeedDial ▼

4.9. Line sharing

You can activate the line sharing in order to make ring your main phone and another one (internal or external), simultaneously (eg your mobile phone).

The activation and inactivation of the line sharing can be done from the phone or from the user interface.

Activation or inactivation from the phone:

Activation of the line sharing:

***08<number of the secondary phone>** (eg with the mobile number 0611221122:
*080611221122)

Inactivation of the line sharing:

***08**

Activation and inactivation from the user interface:

Access to the user interface: see 3.16

IP-Phone settings
[Logout](#)

Submit

Extension	<input type="text" value="5115"/>
Web user password	<input type="password" value="*****"/>
Display	<input type="text" value="5115"/>
Timezone	<input type="text" value="Default"/>
Language	<input type="text" value="Default"/>
Country Tone	<input type="text" value="Default"/>
Melody	<input type="text" value="Default"/>
Distinguished melody for external calls	<input type="checkbox"/>
Call Waiting Tone disabled	<input type="checkbox"/>
Forward type	<input type="text" value="None"/>
Forward to messaging	<input type="checkbox"/>
Forward to other destination	<input type="text"/>
Forward NoAnswer timer	<input type="text" value="10"/>
Shared line	<input type="text"/>
Install shortcut on desktop	<input checked="" type="checkbox"/>
Go to enterprise directory	<input checked="" type="checkbox"/>

F1	value	<input type="text" value="10"/>	label	<input type="text"/>	<input type="text" value="Supervision"/>
F2	value	<input type="text" value="5100"/>	label	<input type="text"/>	<input type="text" value="Supervision"/>
F3	value	<input type="text" value="5118"/>	label	<input type="text" value="PDG"/>	<input type="text" value="SpeedDial"/>
F4	value	<input type="text" value="5101"/>	label	<input type="text" value="CTO"/>	<input type="text" value="SpeedDial"/>
F5	value	<input type="text"/>	label	<input type="text"/>	<input type="text" value="SpeedDial"/>
F6	value	<input type="text"/>	label	<input type="text"/>	<input type="text" value="SpeedDial"/>

4.10. Shortened calls

You can affect the F3 to F10 keys of your Aastra 6757i to shortened calls.

Access to the user interface: see 3.16

IP-Phone settings
[Logout](#)

Submit

Extension	5115		
Web user password	*****		
Display	5115		
Timezone	Default	▼	
Language	Default	▼	
Country Tone	Default	▼	
Melody	Default	▼	
Distinguished melody for external calls	<input type="checkbox"/>		
Call Waiting Tone disabled	<input type="checkbox"/>		
Forward type	None	▼	
Forward to messaging	<input type="checkbox"/>		
Forward to other destination			
Forward NoAnswer timer	10		
Shared line			
Install shortcut on desktop	<input checked="" type="checkbox"/>		
Go to enterprise directory	<input checked="" type="checkbox"/>		

F1	value	10	label		Supervision ▼
F2	value	5100	label		Supervision ▼
F3	value	5118	label	PDG	SpeedDial ▼
F4	value	5101	label	CTO	SpeedDial ▼
F5	value		label		SpeedDial ▼
F6	value		label		SpeedDial ▼

4.11. Lines supervision

On the F3 to F10 keys, you can supervise others phones' states and see if they are in a communication or not. This function can be added to the shortened calls of a correspondent. Once a phone is supervised, the associated key is fixed green to indicate one (or more) activated communication(s). Otherwise, it is turned off.

Access to the user interface: see 3.16

IP-Phone settings
[Logout](#)

Submit

Extension	<input type="text" value="5115"/>
Web user password	<input type="password" value="*****"/>
Display	<input type="text" value="5115"/>
Timezone	Default ▾
Language	Default ▾
Country Tone	Default ▾
Melody	Default ▾
Distinguished melody for external calls	<input type="checkbox"/>
Call Waiting Tone disabled	<input type="checkbox"/>
Forward type	None ▾
Forward to messaging	<input type="checkbox"/>
Forward to other destination	<input type="text"/>
Forward NoAnswer timer	<input type="text" value="10"/>
Shared line	<input type="text"/>
Install shortcut on desktop	<input checked="" type="checkbox"/>
Go to enterprise directory	<input checked="" type="checkbox"/>

F1	value <input type="text" value="10"/>	label <input type="text"/>	Supervision ▾
F2	value <input type="text" value="5100"/>	label <input type="text"/>	Supervision ▾
F3	value <input type="text" value="5118"/>	label <input type="text" value="PDG"/>	SpeedDial ▾
F4	value <input type="text" value="5101"/>	label <input type="text" value="CTO"/>	SpeedDial ▾
F5	value <input type="text"/>	label <input type="text"/>	SpeedDial ▾
F6	value <input type="text"/>	label <input type="text"/>	SpeedDial ▾

4.12. Enterprise directory

Search criterions by first name/family name and/or by category are available.

Access to the user interface: see 3.16

To go to the enterprise directory, click on:

Go to enterprise directory 

Voice mode [SMS mode](#) [Back to phone settings](#)

Name/Firstname Category
Search 

Name	Firstname				Category
Deotui	Jacques	+33514141415	+33654545415	jde@m2msoft.com	M2msoft
Gitou	Albert	+33144417474	+33621458547		Cactus-Sa
Oroplu	Marie	+33241158745	+33659874147	trm@m2msoft.com	M2msoft

Select your search criterions and then click on the phone number of your contact (fixed or mobile).

5. Standard SIP phones (fixed/DECT/wifi)

5.1. *Multi lines/two-way switch*

During a communication, you can establish other concurrent calls by a line taking (until 4 max per phone) through the following way:

***02**

The correspondent is on hold

A message invites you to dial a new number

Dial the number of your correspondent and press #

To switch between lines on hold:

#1 (to go back to the communication on the first line)

#2 (to go back to the communication on the second line)

In case of a call failure on a new line, a holding tone is displayed. The line selection of a correspondent on hold must be done (eg: #1).

5.2. *Put on hold*

During a communication, you can put on hold via the DTMF code:

***04**

A music (configured on the S5000) is displayed for the 2 participants. To take him back, press: ***04**

5.3. *Blind transfer*

The transfer of a new call (without consultation) is done through:

***02**

The correspondent is on hold

A message invites you to dial a new call

Dial the new correspondent number and #

Hang up the phone

5.4. *Transfer with consultation*

The transfer of a new call (without consultation) is done through:

***02**

The correspondent is on hold

A message invites you to dial a new call

Dial the new correspondent number and #

Wait for the new correspondent to pick up

If he does accept the transfer just hang up.

If he does not accept the transfer, dial #1 to take the correspondent on hold (line 1).

5.5. Conferencing with 3 participants

To start a conference with 3 participants:

- Call the first correspondent
- Once the communication starts, press ***02**
- The correspondent is on hold
- A message invites you to dial a new call
- Dial the third participant number and then #
- When he picks up, if he accepts to join, press ***03**

5.6. Interception of calls (barge-in)

You can intercept a call to the phone A from a phone B if the phones A and B are part of a same interception group (defined by the system administrator).

From the intercepting phone, dial ***01#**

Or dial the number of the phone to intercept (press # to send the call).

5.7. Simple call forwarding

You can program call forwarding:

- Systematically
- If busy or no answer after the delay you want

Forwarding can be done:

- To a specific number (internal or external)
- To the phone messaging

The activation or inactivation of the call forwarding can be done from the phone or from the user interface:

Activation and inactivation from the phone:

Activation of the systematic call forwarding to another phone:

***07<forward number>** (eg forwarding to the n°4567: ***074567**)

Activation of the systematic call forwarding to the messaging system:

***07999**

Activation of the call forwarding if busy/no answer to another telephone:

***07<forward number>*<delay>** (eg forwarding to the n°4567 after 12 seconds: ***074567*12**)

Activation of the call forwarding if busy/no answer to the messaging system:

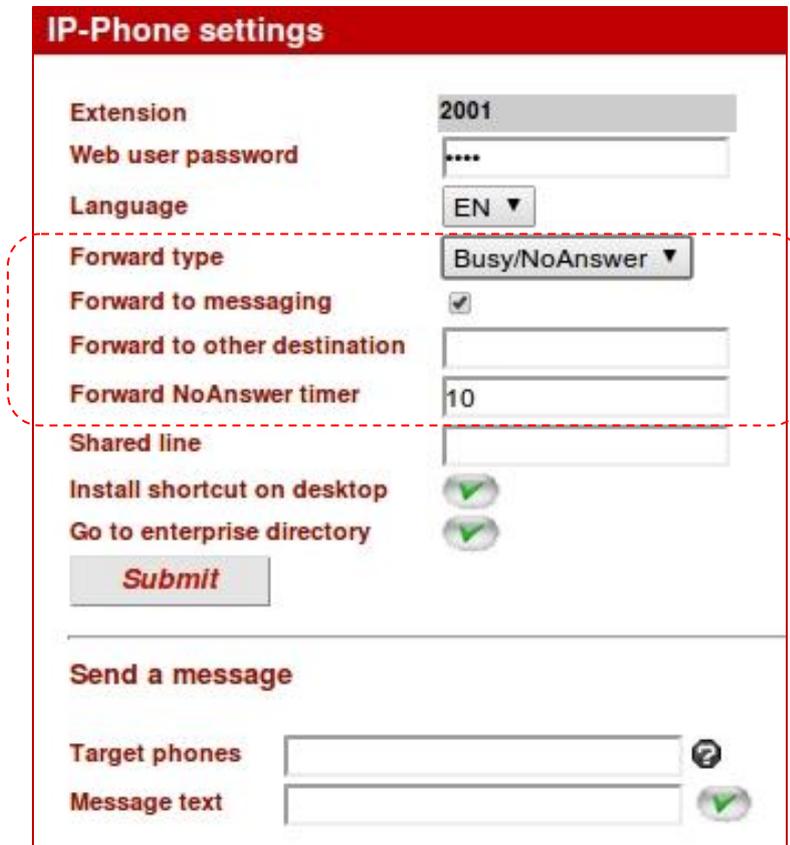
***07999*<delay>** (eg forwarding to the messaging system after 12 seconds: ***07999*12**)

Inactivation of the call forwarding:

***07**

Activation and inactivation from the user interface:

Access to the user interface: see 3.16



The screenshot shows the 'IP-Phone settings' interface. The settings are as follows:

Extension	2001
Web user password
Language	EN ▼
Forward type	Busy/NoAnswer ▼
Forward to messaging	<input checked="" type="checkbox"/>
Forward to other destination	
Forward NoAnswer timer	10
Shared line	
Install shortcut on desktop	<input checked="" type="checkbox"/>
Go to enterprise directory	<input checked="" type="checkbox"/>

Below the settings is a 'Submit' button. Underneath is a section titled 'Send a message' with two input fields: 'Target phones' and 'Message text'. The 'Message text' field has a green checkmark icon to its right.

5.8. Line sharing

You can activate the line sharing in order to make ring your main phone and another one (internal or external), simultaneously (eg your mobile phone).

The activation and inactivation of the line sharing can be done from the phone or from the user interface.

Activation or inactivation from the phone:

Activation of the line sharing:

*08<number of the secondary phone> (eg with the mobile number 0611221122:

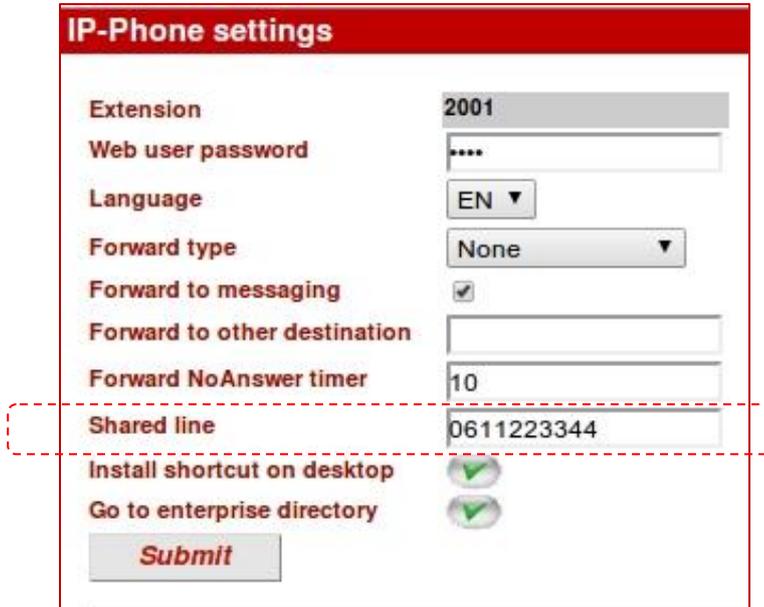
*080611221122)

Inactivation of the line sharing:

*08

Activation and inactivation from the user interface:

Access to the user interface: see 3.16



The screenshot shows the 'IP-Phone settings' form. The fields and their values are:

Field	Value
Extension	2001
Web user password	****
Language	EN
Forward type	None
Forward to messaging	<input checked="" type="checkbox"/>
Forward to other destination	
Forward NoAnswer timer	10
Shared line	0611223344
Install shortcut on desktop	<input checked="" type="checkbox"/>
Go to enterprise directory	<input checked="" type="checkbox"/>

A red dashed box highlights the 'Shared line' field, which contains the value '0611223344'. Below the fields is a 'Submit' button.

NB: The removal of the 'line sharing' field content inactivates the sharing.

5.9. Enterprise directory

You can access to the enterprise directory form the user interface and directly call a selected contact.

Once you click on a contact (fixed or mobile), the caller's phone rings and then the call is launched.

Search criterions by first name/family name and/or by category are available.

To access to the user web page from a HTML browser (Mozilla Firefox or Internet Explorer), enter the following URL:

http://<address_IP_s5000>:8000/

User: #<phone number>

Password: (see with your system administrator)

You can also access to the enterprise directory by clicking on:

Go to enterprise directory 

Voice mode [SMS mode](#) [Back to phone settings](#)

Name/Firstname
Category

Search



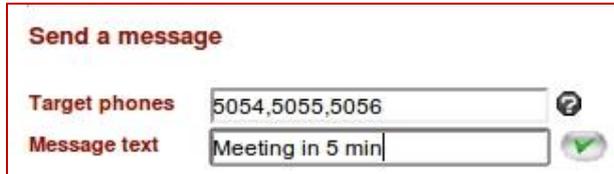
Name	Firstname				Category
Deotui	Jacques	+33514141415	+33654545415	jde@m2msoft.com	M2msoft
Gitou	Albert	+33144417474	+33621458547		Cactus-Sa
Oroplu	Marie	+33241158745	+33659874147	trm@m2msoft.com	M2msoft

Enter your search criterions and click on the contact number (fixed or mobile).

5.10. SMS sending

You can send SMS messages from the user interface to one or many IP phones. The addressee's phone rings (sound notification) and the message is displayed on the screen (date/time/sender).

Then select the '**SMS mode**' and click on the addressee:



The screenshot shows a web form titled "Send a message". It contains two input fields: "Target phones" with the value "5054,5055,5056" and "Message text" with the value "Meeting in 5 min". There are small icons to the right of each field, and a green checkmark icon at the bottom right of the form.

You can add other addressees (numbers separated with comas).
To cancel the display on the phone screen, press ***09**

6. Advanced call resending (for the administrator)

The system administrator can define advanced resending rules such as:

- Automatic resending of all the calls coming from the outside everyday between 7pm to 8am to the messaging voice
- Automatic resending of calls for the 5151 on Tuesdays and Thursdays between 9am and 1pm only for a certain period (June 10th to September 30th) to the 0610203040
- Resending on demand for the calls of 5152 to 5151
- Etc...

To ask for the activation of a rule:

<Number_IVR>* <Rule code>* <Value>

Value=1 to inactivate the automation of the rule and delete the resending

Value=2 to activate the automation of the rule

Value=3 to activate the resending and the automation of the rule

(*) For value=2:

- If the resending is inactive at that point, it will be active
- If the resending is active at that point, it will be inactive

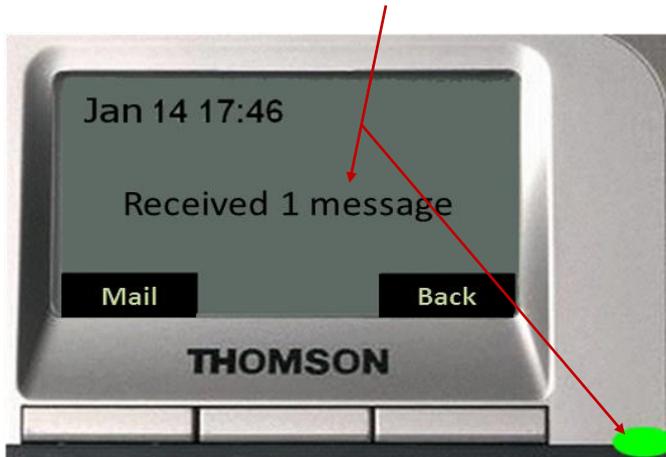
Note: The resending rules are established by the system administrator

7. Messaging (M5000 server)

7.1. Received message notification

Notification on the ST2030 phone

The ST2030 phone gives an indication when a message appears in the messaging box of the user.



Email notification

A notification email is also sent to the user (if configured).

Object: **Message from 0122334455 - 20090114 - 17:19:36**

M2Msoft-M5000 IP Messaging System has received a message for user pbi

Voice call from : 0122334455

Date : 2011-01-14

Time : 17:19:36

You can hear (and delete) this message either

- by web browser clicking here <http://mail.company.com:8072/login&uid=pbi> and login with pbi account

- by phone calling M5000 Messaging System dialing 5000 extension

By clicking on the link, the user accesses to his user account where he can download and listen to his messages.

7.2. Access to the messaging system from the phone

The access to the messaging system needs 2 steps:

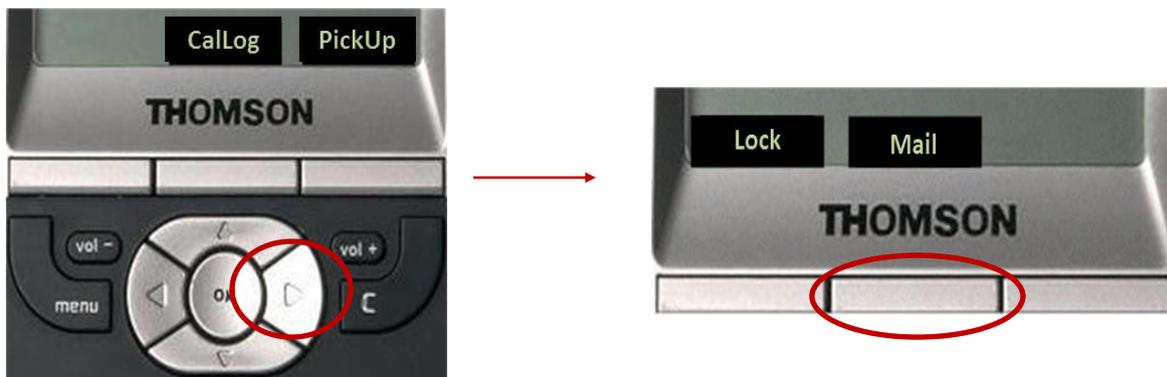
- A call to the messaging service
- Identification

Call to the messaging system from a ST2030 phone:

If a message notification is displayed on the screen, press the 'Mail' key to call the service:



If there isn't any notification, press on the right arrow then on the 'Mail' key to call the consultation service.



Call from the messaging system from another phone:

- Dial the messaging service's number (by default 5000)

Identification:

The identification phase might be different according to the access way

- From the user's phone (owner of the messaging system)
- From another user's phone (that also has a messaging system)
- From another phone (without messaging system)

Once the messaging system has been called from the **user's phone** (owner of the messaging service), the system will display a welcoming message indicating the extension (or phone number) of the caller's phone and ask you to type the PIN (*) code of the user's account linked to this phone.

-If you want to access to the messaging system of this user's phone, directly type the **PIN code** and end it with **#**.

-If you want to access to the messaging system of the user but from another phone, type the following sequence: ***#**. The system asks you to enter the phone's extension linked to the messaging system you want to consult, end it with **#**, enter the **PIN code** of the account and press **#**.

Once the messaging system has been called from **a phone without messaging system** (or from outside), the system will not recognize the caller extension. Therefore the system will directly ask for the phone's extension (linked to the messaging system you want to consult), end it with **#** and then enter the account's **PIN code** and press **#**.

If the identification phase fails, the system indicates it and end up the communication.

(*) PIN code: The PIN code (or numeric password) is 12345 (by default). It must be customized by the user from the messaging system.

IMPORTANT: It is strongly advised to avoid entering the PIN codes and extensions' numbers you want while you are on the speaker mode with handset hung up. That might engender echo and diaphony.

7.3. **Vocal guides and selections of services**

Welcome and identification

Enter the PIN code / Extension + PIN code

Main menu

- 1= Consultation of the new messages
- 2= Consultation of saved messages (already consulted)
- 3= Customization of the messaging box

Sequential listening of new messages or saved ones

Messages are organized by date

- 1= Re-listening of current message
- 2= Go to the next message
- 3= Delete the current message
- *= Main menu

NB: A new read and undeleted message directly goes on the saved messages list.

Customization of the messaging system

- 1= Change the PIN code
- 2= Customization of the welcoming announcement
- *= Main menu

Change the PIN code

Type the new PIN code

Type the new PIN code again

➔ Auto return to the menu '**Customize your messaging system**'

Customization of the welcome announcement

- 1= Listen to the current announcement
- 2= Change the announcement
- *= Main menu

Listen to the current announcement

Listen to the announcement + Auto return to the menu '**Customize your welcoming announcement**'

Customization of the welcoming announcement

Record the announcement

Listen to the new announcement

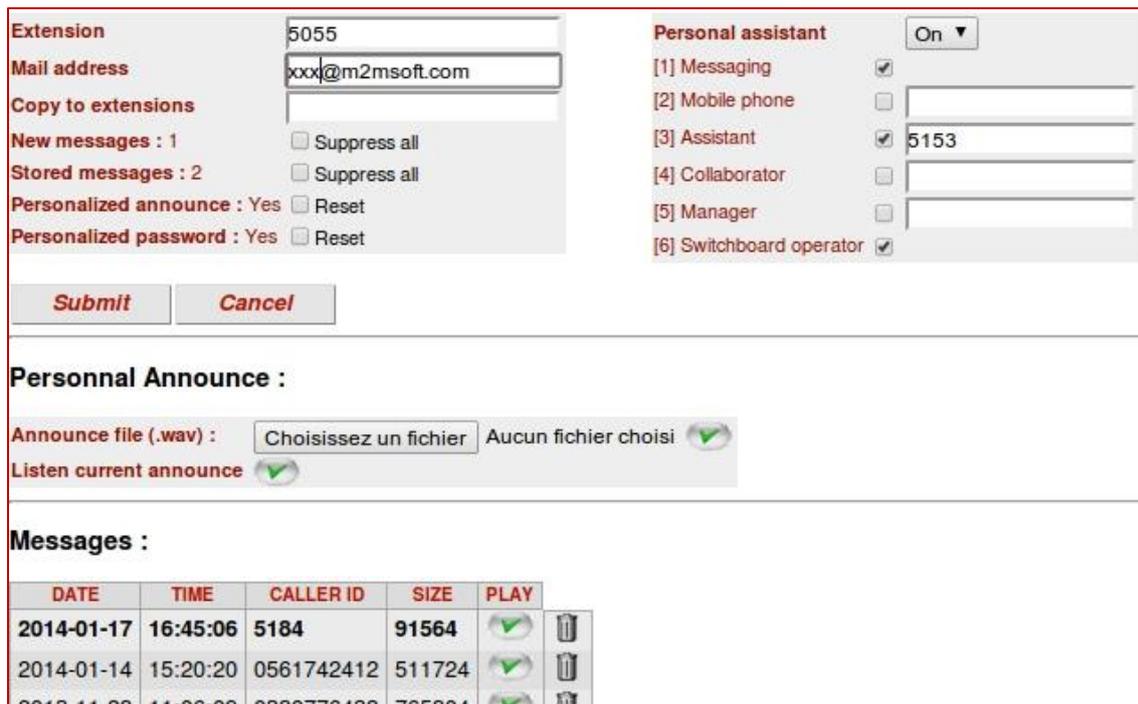
- 1= Valid the new announcement
 - 2= Invalid the new announcement
- Return to the main menu

7.4. Access to the messaging system from a HTTP browser

If you receive a notification email, just click on the hyperlink and access to the user account.

The URL (from an internet browser) is `http://<M5000-address>:8072/login&uid=<userID>`
 <M5000-address> is provided by the system administrator
 <userID> is provided by the system administrator

The access to the user account requests a password. Enter the corresponding PIN code.
 The user account's page is like this:



DATE	TIME	CALLER ID	SIZE	PLAY
2014-01-17	16:45:06	5184	91564	<input checked="" type="checkbox"/>
2014-01-14	15:20:20	0561742412	511724	<input checked="" type="checkbox"/>
2013-11-28	11:06:00	0280776438	765804	<input checked="" type="checkbox"/>

The user can:

- enter his email address to be notified if he has new messages
- know the number of new and saved messages
- delete all the new messages and/or delete the saved ones
- verify if the welcoming announcement is customized and delete it
- verify if the PIN code is customized and put the one by default back (12345)
- see every message (the new ones are on bold) with the date and time of reception and the size (16 Ko for 1 sec) and the caller number
- listen to every message (via the multimedia app linked to the internet browser)
- delete every message individually
- The set up of a Personal Assistant allows to go even further, offering various choices for the caller when he's leaving a message; be redirected on the mobile phone of his correspondent, on a colleague's phone or at the main switchboard. The choices can be modified or suppressed at any time.