


MITEL NETWORKS™

5700 | Voice First Application

End Points Guide

Release 1.1



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Product Names

VCON product names may appear in the customer documentation and in the graphical user interface of this product.

Mitel Networks™ product names correspond to the following VCON product names:

VCON product name	Mitel Networks product name
Media Xchange Manager (MXM)	Mitel Networks 5700 Voice First Application (5700 VFA)
Falcon IP	Mitel Networks 5760 Video Conference Appliance (5760 VCA)
ViGO Personal	Mitel Networks 5750 Desktop Video Appliance (5750 DVA)
MediaConnect 9000	Mitel Networks 5770 Boardroom Conference Appliance (5770 BCA)

NOTE There are minor differences between Mitel Networks products and the equivalent VCON products.

Mitel Networks Technical Support

This Guide was designed to help you work with the Mitel Networks 5700 Voice First Application (5700 VFA) easily so that you can enjoy its many features.

If a situation occurs that is not covered by the supplied documentation, please request help from our Technical Support channels. Mitel Networks Corporation will make its strongest efforts to help you resume your videoconferencing as soon as possible.

- Contact your local Mitel Networks distributor, and request assistance from its technical support department.

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1 TELEPHONY EXCHANGE IN VIDEOCONFERENCES

Welcome to Mitel Networks™ 5700 Voice First Application - 5700 VFA telephony services, which provide additional telephony functions to your videoconferencing system. This user guide provides instructions for the following:

- Registering to the 5700 VFA
- Calling Other Videoconferencing Users
- Call Forward
- Call Pickup
- Call Transfer
- Ad-Hoc Conferencing
- Starting a Call Through a Gateway
- Connecting to an MCU Videoconference

2 REGISTERING TO THE 5700 VFA

The registration procedure varies slightly, depending on the user's videoconferencing application.

- MeetingPoint® 4.6 with 5700 VFA support
- Mitel Networks 5760 Video Conference Appliance
- Other H.323 Rev. 2-compliant videoconferencing systems

2.1 Registration by a MeetingPoint® 4.6 (or Higher) User

► To log in to the 5700 VFA

1. In the Windows Desktop, click **Start**, point to **Programs** and then click the **VCON MeetingPoint** command. The MeetingPoint Startup screen appears, followed by the Login dialog box.



Initial Login to 5700 VFA



Return Login to 5700 VFA

NOTE Running MeetingPoint disables the computer's screensaver.

2. Enter login information as follows:

5700 VFA (MXM) Login Name Your user name as listed in the 5700 VFA database and the 5700 VFA Administrator.

Password Password required for you to log in to the 5700 VFA. If you do not supply this password, the login request is rejected.

Verify Password When logging in to the 5700 VFA for the first time, you must type the password a second time.

Gatekeeper The IP address of the 5700 VFA. If you do not know it, ask your system administrator (when entering an IP address, do not enter leading zeroes).

NOTE If you want to log in to a non-5700 VFA gatekeeper, you must do this during the MeetingPoint startup. In the Login dialog box, enter anything in the **Password** box, then enter the gatekeeper's IP address (do not enter leading zeroes). Click **Connect**.

2.2 Registration by a 5760 VCA User

To register the 5760 VCA with a 5700 VFA, you must enter its address in the Network Configuration. Consult with your system administrator.

► To log in to the 5700 VFA

1. Press <Menu>. The Main Menu opens. Select **Network**.



5760 VCA Main Menu

2. In the Set Network dialog box, navigate to the **H.323** tab and press the right arrow button to access H.323 properties.

*H.323 Tab*

3. Select the 5700 VFA option.
4. In the 5700 VFA Server IP box, enter the IP address of the 5700 VFA (do not enter leading zeroes).
5. Press <OK> twice. A message states that 5760 VCA will restart in a few seconds.

If the 5700 VFA is in Open mode, it automatically permits the 5760 VCA to register or log in.

If the login attempt is unsuccessful, consult with the system administrator. The administrator must then grant login permission before the 5760 VCA can log in.

2.3 Registration by Other H.323 Videoconferencing User

If the 5700 VFA is in Open mode for all H.323 users, it automatically permits third-party (non-Mitel Networks) users to register.

If the login attempt is unsuccessful, contact your system administrator. In this case, the administrator must grant you login permission manually.

► To log in to the 5700 VFA

1. In your videoconferencing application's Gatekeeper setup, enter the IP Address of the 5700 VFA (ask your system administrator). When entering an IP address, do not enter leading zeroes.
2. Continue your application's required procedure (such as exiting and restarting the application) for implementing setup changes.
3. If the first login attempt is unsuccessful, notify the system administrator, who will change the required login permission properties.
4. If your application requires, exit and log in again.

3 CALLING OTHER VIDEOCONFERENCING USERS

3.1 Videoconferencing with 5020/5220 IP Phones

► To place a call using a 5020/5220 IP Phone (Voice First Mode)

1. Place a conventional audio-only call.
Once connected with another video-capable 5020/5220 IP Phone, the light beside the VIDEO key will be illuminated in red to indicate that the call is capable of videoconferencing.
2. Press the VIDEO key to switch to videoconferencing.
The light beside the VIDEO key will flash red on both the originator's and recipient's VIDEO keys to confirm that the request for videoconferencing is being made.
3. The recipients must then press their VIDEO key to accept videoconferencing.
The light beside the VIDEO key flashes green during call setup.
4. The video signal is displayed in a new window on your monitor (full screen on a television) after videoconferencing is enabled.

► To end videoconferencing with 5020/5220 IP Phones

- To end both video and audio: hang up.
- To end video only: press the VIDEO key.

3.2 Videoconferencing in Non-Voice First Mode

NOTE This section is not applicable when the 5700 VFA is connected to a 3300 ICP (Voice First Mode).

Users that are registered with the 5700 VFA can freely make videoconferencing calls with other registered users and non-registered devices. A registered user is assigned an internal directory number (such as 715), for convenient dialing. To begin a videoconference, you only need to dial the destination's directory number, instead of its IP address, DNS name, or other E.164 number (although you may also use these dialing methods).

➤ To call another registered user

1. Open your application's Dialing utility.
2. Enter the destination's directory number and start the call.

If your videoconferencing system is registered with an online directory (if you're not sure, consult with your system administrator), you can start videoconferences with registered users by selecting their names from a list.

Non-registered devices do not initially have directory numbers. To call them, enter the IP address, DNS name, or other E.164 number of the device in your application's Dialer (when entering an IP address, do not enter leading zeroes). However, the administrator may subsequently assign directory numbers to them, which you may then use to call them. The administrator may also add the non-registered devices to your organization's online directory, where you can dial them by selecting them. If you're not sure, consult with your system administrator to find out if your destination has a directory number and/or is listed in the online directory.

4 CALL FORWARD

The Call Forward function enables the 5700 VFA to forward a call to a specific user unconditionally, or if the actual destination does not answer, or is busy.

The Call Forward settings for your system may be done by both you and the system administrator. The last changes, regardless of who made them, are valid.

NOTE When the 5700 VFA is connected to a 3300 ICP (Voice First Mode), you do not need to program these settings (the 5700 VFA uses the Call Forward settings of the 3300 ICP).

4.1 Setting Call Forward in MeetingPoint® 4.6

In MeetingPoint® 4.6, call forwarding properties for your system may be set in the System Calls Properties dialog box.

► To set Call Forward



1. In MeetingPoint's Conference Panel, click the **Services** arrow and then click **Call Forward Properties**. The Forward Calls Properties dialog box appears.
2. In the Forward Destination group, select each forwarding option that you want to enable. For a description of these options, see "Call Forward Options" on page 4-11.

In each option's accompanying box, enter the 5700 VFA directory number of a user by one of the following methods:

- Type the user's directory number, IP address, DNS name or E.164 number (when entering an IP address, do not enter leading zeroes).
 - or—
 - To select a user, click it in the list or click **Browse** at the end of the row. In the Select an Entry dialog box, select a user and click **OK**.
3. In the **Forward After** box, enter the number of seconds that will pass before the 5700 VFA forwards the call.
 4. Click **OK** to implement the settings.

NOTE To disable a call forwarding option, deselect the option and click **OK**.



Call Forward Calls Properties



Selecting an End Point for Forwarding Calls

Call Forward Options

In the Forward Destination group, the call forwarding options are:

- Unconditional forward** Select if you want to forward ALL calls intended for you to another user.
- Forward on busy** Select if you want to forward calls to another user if you are engaged in another videoconference.
- Forward on no answer** Select if you want to forward calls intended for you to another user, if you cannot answer the call.

4.2 **Setting Call Forward in Other H.323 Videoconferencing Applications**

In 5760 VCA and other H.323 videoconferencing applications, you can enable Call Forwarding by dialing a code. If you do not know the code, ask the system administrator.

➤ **To set Call Forward**

1. Open your application's Dialing utility.
2. Dial one of the following (bold values are factory defaults):

For this feature	Dial this number
-------------------------	-------------------------

Forward if No Answer	*70 (or other code number) followed by [<i>other destination directory number</i>]
-----------------------------	---

Activate if you want to forward calls intended for you to another user. The interval before transferring the call is set by the system administrator.

For example, *70751 will forward calls to user 751.

Forward if Busy	*71 (or other code number) followed by [<i>other destination directory number</i>]
------------------------	---

Activate if you want to forward calls to another user if you are engaged in another videoconference.

For example, *71751 will forward calls to user 751.

Unconditional forwarding	*72 (or other code number) followed by [<i>other destination directory number</i>]
---------------------------------	---

Activate if you want to forward all calls intended for you to another user.

For example, *72751 will forward calls to user 751.

NOTE After dialing, a “Call Rejected” message appears. However, the request is accepted by the 5700 VFA if the dialed number is valid.



Entering a Call Forwarding Dialing Code

► **To disable Call Forward**

1. Open your application's Dialing utility.
2. Dial one of the following (bold values are factory defaults):

To disable this feature

Dial this number

Forward if No Answer ***70*** (or other code number)

Forward if Busy ***71*** (or other code number)

Unconditional forwarding ***72*** (or other code number)

NOTE After dialing, a “Call Rejected” message appears. However, the request is accepted by the Administrator application anyway.

5 CALL PICKUP

The Call Pickup function enables a user to answer a videoconferencing call intended for another user. To do this, the user must be given Pickup Permission for the destination by the system administrator.

The available types of call pickup are *Specific* and *Non-specific*.

- Specific** - Picking up a call that's intended for another specific user.

For example, if a videoconferencing call comes for an absent neighboring colleague, you can pick up that call.

- Any Ringing Call** - Picking up a call that's intended for the longest-ringing destination for which you have pickup permission.

For example, if you have pickup permissions for two neighboring colleagues, and both receive videoconferencing calls at the same time, you can pick up the call that started ringing first.

NOTE When the 5700 VFA is connected to a 3300 ICP (Voice First Mode), you do not need to program these settings (the 5700 VFA uses the Call Pickup settings of the 3300 ICP).

5.1 Call Pickup in MeetingPoint® 4.6

In MeetingPoint 4.6, the **Services** menu provides commands for picking up calls to other users.

Pick Up Specific Call

➤ To pick up a call to a specific user



1. In MeetingPoint's Conference Panel, click the **Services** arrow and then click **Pick Up Specific Call**. The Specific Pickup dialog box appears.



Pick Up Specific Call Dialog Box

2. In the Destination box, enter the directory number of the user currently receiving a call by one of the following methods:
 - Type the number or click it in the list.
 - -or-
 - Click **Browse** at the end of the row. In the Select an Entry dialog box, select the user and click **OK** (see page 4-11 for an illustration).
The selected user name and number appears in the Specific Pickup dialog box.
3. Click **OK**. The call is routed to this user.

Pick Up Any Ringing Call

► To pick up any ringing call



1. In MeetingPoint's Conference Panel, click the **Services** arrow and then click **Pickup Any Ringing Call**.

The call is routed to you. The Conference Control dialog box notifies you that an incoming call arrived.



Incoming Call

2. Click **Accept** to answer the call or **Reject** to reject it.

5.2 Call Pickup in Other H.323 Videoconferencing Applications

In 5760 VCA and other H.323 videoconferencing applications, you must enter a code in order to pick up calls for other users. If you do not know the code, ask the system administrator.

➤ To pick up a call to a specific user

1. If you hear or know of a current call to a specific user, open your application's Dialing utility.
2. Dial ***17** (or an administrator-defined value) followed by the [*specific destination directory number*]. For example, dial ***17751** to pickup a current call for end point 751.
3. After dialing, a "Call Rejected" message may appear. Click **Cancel**.

The Incoming Call notification then appears on your screen and your own end point can accept the call.

➤ To pick up any ringing call

1. If calls come to one or more neighboring users, open the application's Dialing utility.
2. Dial ***19** (or an administrator-defined value).
3. After dialing, a "Call Rejected" message may appear. Click **Cancel**.

The Incoming Call notification then appears on your screen and your own end point can accept the call.

6 CALL TRANSFER

In a transferred call, the videoconference is transferred from the initiator to another user. The conference continues between the original remote party and the user that received the transfer. The user that initiated the transfer is disconnected from the videoconference.

NOTE When the 5700 VFA is connected to a 3300 ICP (Voice First Mode), you do not need to program these settings (the 5700 VFA uses the Call Transfer settings of the 3300 ICP).

6.1 Call Transfer in MeetingPoint® 4.6

► To transfer a call to another user



1. In MeetingPoint's Conference Panel, click the **Services** arrow and then click **Transfer**. The Transfer dialog box appears.



Transfer Dialog Box

2. In the **Destination** box, enter the directory number of the user that will receive the call by one of the following methods:
 - Type the number or click it in the list.
 - or—
 - Click **Browse** at the end of the row. In the Select an Entry dialog box, select the user and click **OK** (see page 4-11 for an illustration).
3. Click **OK**.

The call is transferred to this user. If that party accepts the call, you are disconnected from the videoconference. The call continues between the original remote party and the newly-joined party.

6.2 Call Transfer in 5760 VCA

► To transfer a call to another user

1. Press any of the number keys on the remote control. The Call Control dialog box and SoftKey menu open.



2. Enter the directory number of the party to whom you want to transfer the call.
3. Press the red **TRANS.** SoftKey.
4. The call gets transferred to the party that you requested. If that party accepts the call, you are disconnected from the videoconference. The call continues between the original remote party and the newly-joined party.

6.3 **Call Transfer in Other H.323 Videoconferencing Applications**

In 5750 DVA and other H.323 videoconferencing applications, you must enter a code in order to transfer a current call to another free user. If you do not know the code, ask the system administrator.

► **To transfer a call to another user**

1. During an ongoing point-to-point videoconference, open your application's Dialing utility.
2. Dial ***45** (or an administrator-defined value) followed by the [*free user's directory number*]. For example, dial ***45751** to transfer the call to end point 751.
3. The call gets transferred to the party that you requested. If that party accepts the call, you are disconnected from the videoconference. The call continues between the original remote party and the newly-joined party.

7 AD-HOC CONFERENCING

The Ad-hoc Conference function lets you “invite and join” additional parties to an open videoconference.

7.1 Inviting Additional Users with 5020/5220 IP Phones

► To invite and join other parties into an ad-hoc videoconference

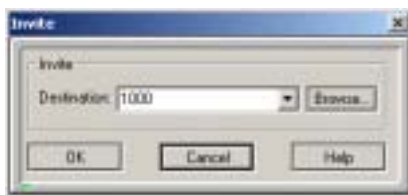
1. Set up a multi-party conference call using the **Trans/Conf** key (see your 5020/5220 User Guide for more information).
2. Press the VIDEO key to switch to videoconferencing

7.2 Inviting Additional Users from MeetingPoint® 4.6

► To invite and join other parties into an ad-hoc videoconference



1. In MeetingPoint's Conference Panel, click the **Services** arrow and then click **Invite**. The Invite dialog box appears.



Inviting Users from MeetingPoint 4.6

2. In the **Destination** box, enter the directory number of the user that will receive the call by one of the following methods:
 - Type the number or click it in the list.
 - -or-
 - Click **Browse** at the end of the row. In the Select an Entry dialog box, select the user and click **OK** (see page 4-11 for an illustration).

3. Click **OK**.

After several seconds, the additional party is added to the session, which is now a multipoint conference. The parties' video is displayed in *Continuous Presence* (multiple users' video on screen at all times) or *Voice-Activated Switching* (speaker's video only on screen), in accordance with the MCU configuration.

7.3 Inviting Additional Users from 5760 VCA

► To invite and join other parties into an ad-hoc videoconference

1. Press any of the number keys on the remote control. The Call Control dialog box and SoftKey menu open.



Inviting Users from 5760 VCA

2. Enter the directory number of the party that you want to invite.
3. Press the green **INVITE** SoftKey.

After several seconds, the additional party is added to the session, which is now a multipoint conference. The parties' video is displayed in *Continuous Presence* (multiple users' video on screen at all times) or *Voice-Activated Switching* (speaker's video only on screen), in accordance with the MCU configuration.

7.4 *Inviting Additional Users from Other H.323 Videoconferencing Applications*

In 5760 VCA and other H.323 videoconferencing applications, you must enter a code in order to invite other users to an ad-hoc videoconference. If you do not know the code, ask the system administrator.

► **To invite and join other parties into an ad-hoc videoconference**

1. During an ongoing point-to-point videoconference, open your application's Dialing utility.
2. Dial *77 (or an administrator-defined value) followed by the [*additional user's directory number*]. For example, dial *77751 to invite end point 751 into the videoconference.
3. After dialing, an Incoming Call message may appear. Accept the call.

The session is now a multipoint conference. The parties' video is displayed in *Continuous Presence* (multiple users' video on screen at all times) or *Voice-Activated Switching* (speaker's video only on screen), in accordance with the MCU configuration.

8 STARTING A CALL THROUGH A GATEWAY

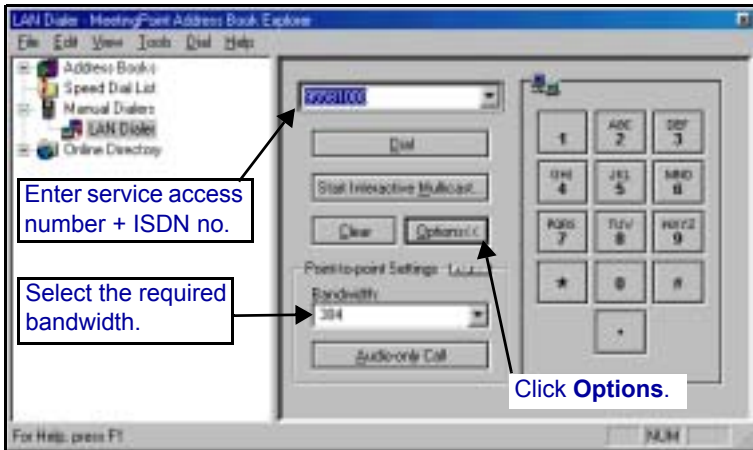
You can start a videoconference from a LAN connection to an ISDN destination through a gateway. The default function code for starting a call through a gateway is 9. The system administrator may change this code, if necessary (see the Mitel Networks 5700 Voice First Application *Administrator's Guide*).

NOTE You cannot make an external call in Voice First mode.

► To start a LAN-to-ISDN call through a gateway

- In the LAN Manual Dialer, dial [gateway's service access number][1st ISDN number].

Set the required **Bandwidth** or use the default bandwidth. To display the Bandwidth, click **Options**.



Dialing a LAN-to-ISDN Call Through a Gateway (in MeetingPoint 4.6)

9 **CONNECTING TO AN MCU VIDEOCONFERENCE**

Registered users may join videoconferences that are managed by an MCU that has registered and is logged in to the 5700 VFA. In order to connect, you only need to dial the directory number (assigned by the system administrator) of the required conference.

NOTE This section does not apply when the 5700 is connected to a 3300 ICP (Voice First Mode).

➤ **To dial a videoconference through an MCU**

1. Open your application's Dialing utility.
2. Dial the directory number of the appropriate MCU conference.

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