

Product Update
82000280, Rev A.
Oct. 11, 2002

MVP-210/410/810
MVP-2400/2410
MVP-3000/3010



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A. Introduction -- What’s new in the MultiVOIP 4.03/6.03 Software Release

This product update describes release-version 4.03 of the digital MultiVOIP software and release-version 6.03 of the analog MultiVOIP software. It is a supplement to the MultiVOIP Quick Start Guide (document # 82000251). All features and revisions introduced in the 4.03/6.03 software release are described fully in the User Guide that is included on the MultiVOIP product CD.

This update covers only those features that you encounter when doing a quick setup of a voip unit, as summarized below.

New Feature	Summary
1. Web Browser GUI	After an IP address has been locally assigned to the voip, configuration, management, and operation can be done over the IP network using the web browser interface instead of the Windows GUI.
2. SysLog Server Functionality in the MultiVOIP unit	New capability for event logging within the voip system.
3. Supplementary Services Features (H.450) <i>For H.323 operation only. Not applicable to SIP.</i>	Adds functionality of: Call Hold, Call Transfer, Call Waiting, and Call Name Identification
4. Call Forwarding (H.450) <i>For H.323 operation only. Not applicable to SIP.</i>	Forwarding can be general or based on specified condition (like a busy line or no answer after a specified number of rings).

We offer more details on each feature in the Feature Descriptions section (Section B).

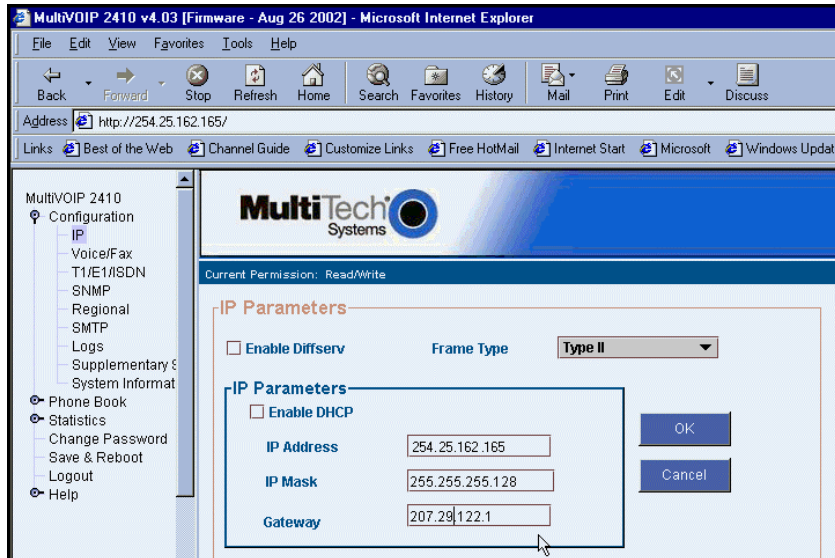
Section C is an updated version of the “Phone/IP Starter Configuration” procedure. It replaces and supersedes the procedure found on pages 14 and 15 of the MultiVOIP Quick Start Guide (document #82000251). Revised procedure steps are marked “NEW.”

B. Feature Descriptions

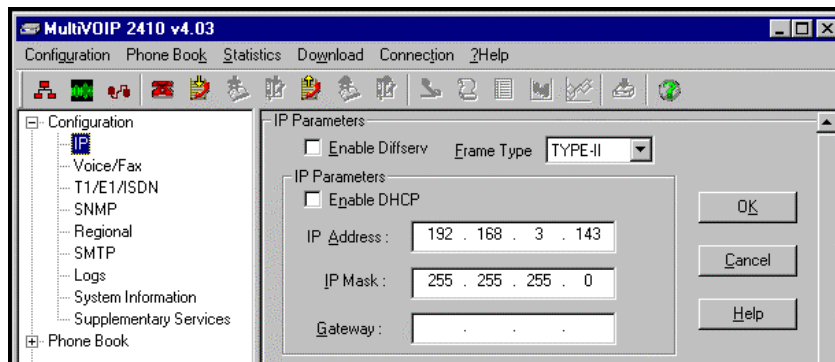
1. Web Browser Interface

Beginning with the 4.03/6.03 software release, you can configure and control the MultiVOIP unit with a graphic user interface (GUI) based on the common web browser platform (Internet Explorer6 or Netscape6 – or higher).

An IP address must first be assigned locally using the Windows GUI. Thereafter, all additional configuration can be done via the web GUI.



While its appearance differs slightly, the content and organization of the web GUI is essentially the same as that of the Windows GUI (except for logging).



The primary advantage of the web GUI is remote access for control and configuration. The controller PC and the MultiVOIP unit itself must both be connected to the same IP network and their IP addresses must be known.

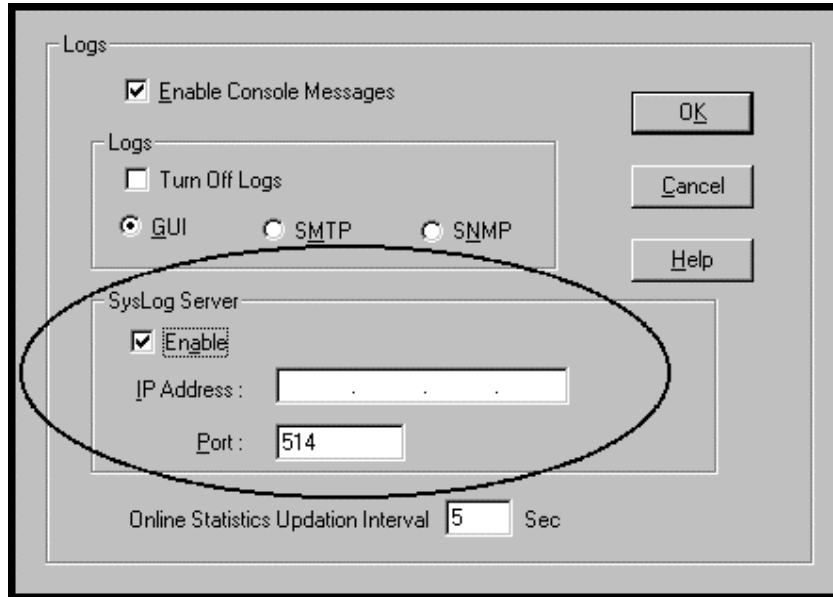
Once you've begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

See steps 3 & 4 in the "Revised Phone/IP Starter Configuration" procedure (Section C).

B. Feature Descriptions (continued)

2. SysLog Server Functions

Beginning with the 4.03/6.03 software release, MultiTech has built SysLog Server functionality into the software of the MultiVOIP units. SysLog is a *de facto* standard for logging events in network communication systems.



The SysLog Server resides in the MultiVOIP unit itself. To implement this functionality, you will need a SysLog client program (sometimes referred to as a “daemon”). SysLog client programs, both paid and freeware, can be obtained from Kiwi Enterprises, among other firms. See www.kiwisyslog.com. SysLog client programs essentially give you a means of structuring console messages for convenience and ease of use.

MultiTech Systems does not endorse any particular SysLog client program. SysLog client programs by any qualified provider should suffice for use with MultiVOIP units. Kiwi’s brief description of their SysLog program indicates the typical scope of such programs.

“Kiwi Syslog Daemon is a freeware Syslog Daemon for the Windows platform. It receives, logs, displays and forwards Syslog messages from hosts such as routers, switches, Unix hosts and any other syslog enabled device. There are many customisable options available.”

See step 10 in the “Revised Phone/IP Starter Configuration” procedure (Section C).

B. Feature Descriptions (continued)

3. Supplementary Services (H.450 Features)

The H.450 standard brings to voip telephony more of the premium features found in PSTN and PBX telephony. With the 4.03/6.03 release, MultiTech introduces four of these H.450 features: Call Transfer, Call Hold, Call Waiting, and Call Name Identification (not the same as Caller ID). Note that the first three features are closely related. All of these H.450 features are supported for H.323 operation only and are *not* supported for SIP.

Call Transfer. Call Transfer allows one party to re-connect the party with whom they have been speaking to a third party. The first party is disconnected when the third party becomes connected. Feature is invoked by a programmable phone keypad sequence (for example, #7).

Call Hold. Call Hold allows one party to maintain an idle (non-talking) connection with another party while receiving another call (Call Waiting), while initiating another call (Call Transfer), or while performing some other call management function. Feature is invoked by a programmable phone keypad sequence (for example, *2#).

Call Waiting. Call Waiting notifies an engaged caller of an incoming call and allows them to receive a call from a third party while the party with whom they have been speaking is put on hold. Feature is invoked by a programmable phone keypad sequence (for example, #459).

Call Name Identification. When enabled for a given voip unit (the 'home' voip), this feature gives notice to remote voips involved in calls. Notification goes to the remote voip administrator, not to individual phone stations. When the home voip is the caller, a plain English descriptor will be sent to the remote (callee) voip identifying the channel over which the call is being originated (for example, "Calling Party - Omaha Sales Office Line 2"). If that voip channel is dedicated to a certain individual, the descriptor could say that, as well (for example "Calling Party - Harold Smith in Omaha"). When the home voip receives a call from any remote voip, the home voip sends a status message back to that caller. This message confirms that the home voip's phone channel is either busy or ringing or that a connection has been made (for example, "Busy Party - Omaha Sales Office Line "). These messages appear in the **Statistics - Call Progress** screen of the remote voip.

See step 11 in the "Revised Phone/IP Starter Configuration" procedure (Section C).

B. Feature Descriptions (continued)

4. Call Forwarding.

Like the Call Forwarding feature commonly available over the PSTN, this premium H.450 feature allows call traffic to a particular station to be directed to a different station. The conditions for forwarding are configurable (like forwarding when the line is busy or when there's no answer). Like other H.450 features, Call Forwarding is supported only for H.323 operation and *not* for SIP.

The screenshot shows a configuration window titled "Add/Edit Inbound Phone Book". It contains several input fields and buttons:

- Remove Prefix :** [Text Input Field] [OK]
- Add Prefix :** [Text Input Field] [Cancel]
- Channel Number :** [Dropdown Menu: Hunting] [Help]
- Description :** [Text Input Field]

The **Call Forward** section is highlighted with a dashed oval and includes:

- Enable**
- Forward Condition**
 - Unconditional**
 - Busy**
 - No Response**
- Forward Address / Number :** [Text Input Field]
- Ring Count :** [Text Input Field: 0]

See step 11 in the "Revised Phone/IP Starter Configuration procedure (Section C).

C. Revised “Phone/IP Starter Configuration” procedure for MultiVOIP Quick Start Guide

This procedure replaces and supersedes the procedure found on pages 14 and 15 of the MultiVOIP Quick Start Guide (document #82000251).

Full details here:

MVP2400 MVP2410 MVP3010	<i>Chapter 5: Technical Configuration for Digital T1/E1 MultiVOIPs (User Guide)</i>
MVP210 MVP410 MVP810	<i>Chapter 6: Technical Configuration for Analog MultiVOIPs (User Guide)</i>

1. Open MultiVOIP program: **Start | MultiVOIP xxx | Configuration.**
2. Go to **Configuration | IP.** Enter the IP parameters for your voip site.

NEW 3. Do you want to configure and operate the MultiVOIP unit using the web browser GUI? (It has the same functionality as the local Windows GUI, but offers remote access.)
If NO, skip to step 5.
If YES, continue with step 4.

NEW 4. **Enable Web Browser GUI (Optional).** To do configuration and operation procedures using the web browser GUI, you must first enable it. To do so, follow these steps.

A. Be sure an IP address has been assigned to the MultiVOIP unit (this must be done in the MultiVOIP Windows GUI).	E. Open web browser. (Note: The PC being used must be connected to and have an IP address on the same IP network that the voip is on.)
B. Save Setup in Windows GUI.	F. Browse to IP address of MultiVOIP unit.
C. Close the MultiVOIP Windows GUI.	G. If username and password have been established, enter them when prompted by voip.
D. Install Java program from MultiVOIP product CD. <i>NOTE: Required on first use of Web Browser GUI only.</i>	H. Use web browser GUI to configure or operate voip.
Need more info?	See “Web Browser Interface” in <i>Operation & Maintenance</i> chapter of User Guide (on CD).

Once you’ve begun using the web browser GUI, you can go back to the MultiVOIP Windows GUI at any time. However, you must log out of the web browser GUI before using the MultiVOIP Windows GUI.

C. Revised “Phone/IP Starter Configuration” procedure (continued)

5. Go to **Configuration | Voice/Fax**. Select **Coder** | “Automatic.” At the right-hand side of the dialog box, click **Default**. If you know any specific parameter values that will apply to your system, enter them. Click **Copy Channel**. Select **Copy to All**. Click **Copy**. At main Voice/Fax Parameters screen, click **OK** to exit from the dialog box.
6. Enter telephone system information.

Analog MultiVOIPs MVP-210/410/810	Digital MultiVOIPs MVP-2400/2410/3010
Go to Configuration Interface . Enter parameters obtained from phone company or PBX administrator.	Go to Configuration T1/E1/ISDN . Enter parameters obtained from phone company or PBX administrator.

7. Go to **Configuration | Regional Parameters**. Select the **Country/Region** that fits your situation. Click **Default** and confirm. Click **OK** to exit from the dialog box.
8. Do you want the phone-call logs produced by the MultiVOIP to be sent out by email (to your Voip Administrator or someone else)?
If NO, skip to step 10.
If YES, continue with step 9.
9. Go to **Configuration | SMTP**.
SMTP lets you send phone-call log records to the Voip Administrator by email. Select **Enable SMTP**.
You should have already obtained an email address for the MultiVOIP itself (this serves as the origination email account for email logs that the MultiVOIP can email out automatically).

Enter this email address in the “Login Name” field.
Type the password for this email account.

Enter the IP address of the email server where the MultiVOIP’s email account is located in the “Mail Server IP Address” field.

Typically the email log reports are sent to the Voip Administrator but they can be sent to any email address. Decide where you want the email logs sent and enter that email address in the “Recipient Address” field.

C. Revised “Phone/IP Starter Configuration” procedure (continued)

9. (continued) Whenever email log messages are sent out, they must have a standard Subject line. Something like “Phone Logs for Voip N” is useful. If you have more than one MultiVoip unit in the building, you’ll need a unique identifier for each one (select a useful name or number for “N”). In this “Subject” field, enter a useful subject title for the log messages.

In the “Reply-To Address” field, enter the email address of your Voip Administrator.

10. Go to **Configuration | Logs**.

Select “Enable Console Messages.” (*Not applicable if using Web GUI.*)

To allow log reports by email (if desired), click **SMTP**. Click **OK**.

NEW To do logging with a SysLog client program, click on “SysLog Server – Enable” in the **Logs** screen. To implement this function, you must install a SysLog client program. For more info, see the “SysLog Server Functions” section of the *Operation & Maintenance* chapter of the **User Guide**.

- NEW** 11. Enable premium (H.450) telephony features.

Go to **Supplementary Services**. Select any features to be used.


For Call Hold, Call Transfer, & Call Waiting, specify the key sequence that the phone user will press to invoke the feature. For Call Name Identification, specify the allowed name types to be used and a caller-id descriptor.

If Call Forwarding is to be used, enable this feature in the **Add/Edit Inbound Phone Book** screen.

12. Go to **Save Setup | Save and Reboot**. Click **OK**. This will save the parameter values that you have just entered.

The MultiVOIP’s “BOOT” LED will light up while the configuration file is being saved and loaded into the MultiVOIP. Don’t do anything to the MultiVOIP until the “BOOT” LED is off (a loss of power at this point could cause the MultiVOIP unit to lose the configuration settings you have made).

END OF PROCEDURE.

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