



CONVERSip EP300 Voice IP Endpoint for MP5000

User Guide



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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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Revision History

Version	Changes	Date
01	Initial Release	05/17/04

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1. INTRODUCTION

Before you start using your EP300, take a quick look at its layout. The endpoint has three soft keys, 24 programmable buttons, seven fixed function buttons, volume up and down buttons, an LCD, and a standard dial pad.



When your new EP300 arrives, the system installer unpacks the phone and connects the line cord to a network jack. The following sections describe a few initial adjustments that allow you to quickly begin making and answering calls.

1.1 Positioning the EP300

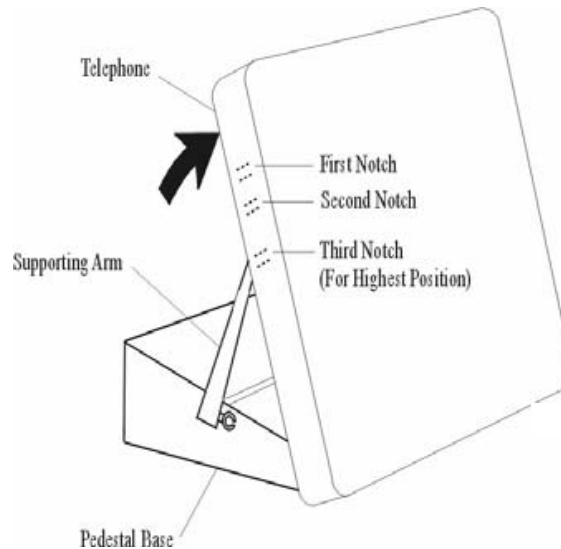
You should adjust the position of the EP300 on your desk or table to suit your individual needs and maximize the performance of the sound activated features. When using your EP300 as a speakerphone, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to consider include:

- For the microphone to best detect your voice, speak within three feet of it and face the speakerphone.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Place the EP300 on a hard surface and away from table edges. Do not place the EP300 in corners or enclosures. Do not let obstructions come between you and the microphone.

The EP300 has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the EP300, the pedestal is in its lowest position—flush against the pedestal.

To adjust the pedestal, perform the following tasks.

1. Grasp the rear of the pedestal base firmly with one hand and lift the rear portion of the EP300 upward with your other hand.
2. Lift the EP300 upward with one hand and raise the EP300 supporting arms upward with your other hand.



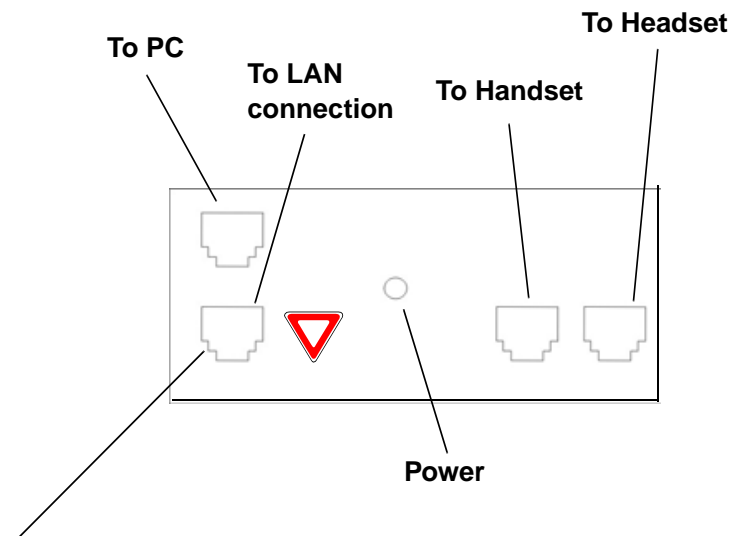
Notice there are three sets of notches under the EP300 corresponding to the three positions available.

3. When the EP300 is at the desired height, select the closest pair of notches and insert the supporting arms in the notches. Press down slightly on the EP300 until you feel the supporting arms snap into place.

Also remember, as with any piece of electronic equipment, your EP300 may be damaged by contact with liquids. So please try to place the EP300 in an area that is free from the danger of spills.

1.2 Making the Connections

The connectors for attaching your EP300 to the network are located on the underside of the instrument. Here you will also find connectors for attaching the power supply and an optional headset. You can also connect a cable from the EP300 to your PC so that both devices can operate with a single network cable. The following diagram shows the cable connection locations.



Caution: Do not connect this jack directly to a central office line.

Note: Some types of network equipment can provide the power for the EP300 instrument through its Ethernet connection. In those instances, the external power supply is not required.

1.3 Adjusting the Volume

Adjusting the volume on the EP300-24 instrument affects the loudness of the speaker, handset, and headset (if equipped). Refer to Figure 1-1 for the location of the volume control.

To adjust the volume during a call, perform the following steps.

1. Press the volume up or volume down button on the EP300.
The EP300 adjusts the volume incrementally each time you press the button.
2. The volume setting remains in affect for the current call only.

If you want to adjust the volume for all calls, you can adjust your default settings by using the LCD menu structure. To do so, select *Menu, 1 Hardware Settings>1 Handset Volume* and set the volume you want to use on all calls. The new setting remains in place until you make subsequent adjustments.

1.4 Using the LCD Menu

The EP300 menu allows you to view or modify the configuration settings of your EP300, and to view the call activity log. Some items are password protected and should only be changed by the installer or administrator, since doing so could adversely affect the operation of your phone.

Normal display on your EP300 LCD consists of the date and time on the first line, and the soft key labels on the second line.



Introduction

To enter the configuration menu, press the *MENU* soft key.



Press *MENU* to advance to the next menu choice. To select an item, press the *ENTER* soft key. To return to the previous level, press the *BACK* soft key. To advance to the next item on the current menu, press *NEXT*.

If the displayed results extend beyond the viewing area of the LCD, the soft key functions change to allow you to scroll to the left or right.



The following selections are available from the EP300 menu.

**Main
Menu
Option**

- 1 HW Settings** -- sets the default volume level for the handset, speaker, headset, and ringer.
 - **1 Handset Volume**-allows you to set the current volume setting for the handset, from 1 to 8, with 8 being the highest. The default is level 3.
 - **2 Speaker Volume**-allows you to set the current volume setting for the speaker, from 1 to 8, with 8 being the highest. The default is level 3.
 - **3 Headset Volume**-allows you to set the current volume setting for the headset, from 1 to 8, with 8 being the highest. The default is level 3.
 - **4 Ring Volume**-allows you to set the current volume setting for the ringer, from 1 to 8, with 8 being the highest. The default is level 1.

- 2 Info** - displays call lists, system information, and LAN information.
 - **1 Received Calls**-displays the last 10 calls received at your EP300.
 - **2 Sent Calls**-displays the last 10 calls placed from your EP300.

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Main Menu Option

2 Info - (continued)

- **3** *System Info*-displays the following system information.
 - **1** *Network Info* shows the MAC Address, VSP Address, DHCP, IP Address, Net Mask, and GW Address.
 - **2** *Codecs* shows the default audio format of your EP300.
 - **3** *Serial Number* of your EP300.
 - **4** *HW Version* of your EP300.
 - **5** *SW Version* installed on your EP300.
 - **6** *Extension* assigned to your EP300.
 - **7** *Prog Buttons* allows you to check which programmable buttons are set. Some buttons may have been programmed by either the system administrator or the installing technician.
 - **8** *Build Date*-shows the time and date of your last EP300 build.

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**Main
Menu
Option**

2 Info - (continued)

- **4 LAN Info**-displays the following LAN information.
 - **1 Received Pkts** shows the network packets received by your EP300.
 - **2 Sent Pkts** shows the network packets sent by your EP300.

3 Network - (requires password) - used to configure the IP address settings.

- **1 IP Settings**-sets the IP address for this station.
- **2 VSP Address (MP5000 IP address)**-sets the IP address of the **MP5000** unit.

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Main Menu Option

4 System - used to perform system functions.

- **1 Tests** (requires password) allows you to perform functional tests.
- **2 Change Passwds** allows you to change the password for this EP300.
- **3 Factory Defs** allows you to restore this EP300 to its factory defaults.
- **4 Download** downloads firmware changes.
- **5 Register Mode** specifies the type of registration
- **6 Register** manually registers the phone with the host.
- **7 Restart Phone** restarts the EP300.

2. MAKING CALLS

Comdial's EP300 is based on a technology called Session Initiation Protocol (SIP). This technology provides new ways to process calls not previously available with standard telephone systems.

2.1 Making a Call to Another Extension

You can make a call to another extension by dialing the number assigned to that extension, or by selecting the name of the intended party from your local address book or contact list.

To make an intercom call by dialing the extension number, perform the following steps.

1. When you lift the handset, or press the *SPEAKER* button, the system plays the dial tone. The LCD display prompts you to enter the number you want to call.



2. Enter the extension number using the dial pad. If you make a mistake, press the *BACK* soft key (to backspace one digit at a time) or *CLEAR* to erase all digits and cancel.



3. Press the *DIAL/ANSWER* button or the *DIAL* soft key.
4. The system begins placing your call. You can cancel the call before it is answered by pressing the *CLEAR* soft key.
5. The system rings the called extension (if idle), or plays a busy signal (if busy). If you dialed an invalid number, the system plays an audible tone indicating that the number you dialed is invalid.
6. When the called party answers, begin speaking.
7. When the call is complete, hang up the handset (or press the *SPEAKER* button if using the speakerphone).

2.2 Making a Call to an Outside Party

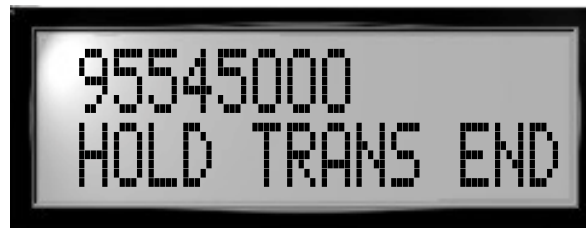
You can dial outside parties by including the outside line access code before dialing the number (95545000, where 9 is the access code), or by first selecting the outgoing line if you have direct access from a pre-programmed button. The default access code for outside lines is 9.

To dial an external number, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Dial the number, preceded by the line access code. If you make a mistake, press the *BACK* soft key or *CLEAR* soft key to re-enter the digits.



3. Press the *DIAL* soft button or the *DIAL/ANSWR* button.
4. If all outside lines are busy, the system plays a fast busy signal, indicating that there are no lines available.
5. When the called party answers, begin your conversation. Note that the system changes the soft key options on your EP300's LCD once the call connects.



6. When the call is complete, press the *END* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

2.3 Redialing a Previously Dialed Number

The system remembers the last ten numbers you dialed. If you want to redial any of those numbers, press the *REDIAL* button on the EP300.

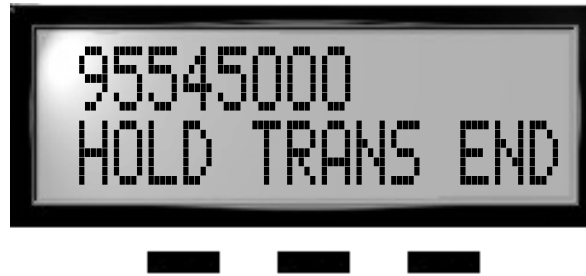
By pressing the *PREV* or *NEXT* soft keys, you can scroll through the list of previously called numbers, and select the number from the list.

To redial a previously dialed number, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Press the Redial button.
3. Observe the LCD display and select the number to dial by pressing the *PREV* soft key.



4. When you have made your selection, press the *DIAL* soft key.
5. The system rings the called extension (if idle), or plays a busy signal (if busy). If you dialed an invalid number, the system plays an audible tone indicating that the number you dialed is invalid.
6. When the called party answers, begin your conversation. Note that the system changes the soft key options on your EP300's LCD once the call connects.



7. When the call is complete, press the *END* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

2.4 Making a Call Using a Speed Dial Button

To use a speed dial button to make a call, perform the following steps.

1. Lift the handset, or press the *SPEAKER* button. The system plays the dial tone.
2. Press a pre-programmed speed dial button.
3. The system rings the called extension (if idle), or plays a busy signal (if busy). If you dialed an invalid number, the system plays an audible tone indicating that the number you dialed is invalid.
4. When the called party answers, begin your conversation.
5. When the call is complete, press the *END* soft key, hang up the handset, or press the *SPEAKER* button if using the speaker-phone option.

2.5 Calling the Attendant

During the initial system configuration, the system installer assigns the extension number for the attendant. To call the attendant, either dial their unique extension number, or you can simply press *0*.

3. ANSWERING CALLS

When your station receives an incoming call, your EP300 alerts you with an audible and visual indication. You will hear a ringing tone from the speaker and the LCD display will provide you with the Caller ID information about the call. To answer a call, perform the following steps.

1. An incoming call rings at your station.



2. Pick up the handset,

- or -

Press the *ANS* soft key for handsfree communications. You may also press the *DENY* soft key to send the call to voice mail (if activated) or return a busy signal to the caller.

3. Begin your conversation.
4. Hang up the handset, or press the *SPEAKER* button (if hands-free) to end the call.



Answering Calls

4. PROCESSING CALLS

4.1 Muting the Microphone

You have the option of muting the microphone on the EP300-24 so that the distant party cannot hear any audio from your microphone. This setting affects the transmitter of the handset, headset, and the built-in microphone of the EP300. This condition remains in affect until the call is disconnected, or you press the button again, whichever occurs first.

To mute the microphone, press the *MUTE* button. To restore to normal operation, press the *MUTE* button again.

4.2 Using Call Hold

You can place a call on hold and retrieve it later. To place a call on hold, perform the following steps.

1. While on an active call, press the *HOLD* button on your EP300. The lamp associated with this button blinks.
2. The system plays music on hold (if equipped) to the outside party.
3. The lamp extinguishes if the outside party hangs up before you retrieve the call. The LCD shows the number of calls on hold instead of the station number.



4.3 Retrieving a Held Call

Calls on hold can be retrieved by any endpoint that has a line appearance for the held call.

1. Press the *SPEAKER* button or pick up the handset (if privacy is desired).
2. Press the flashing *HOLD* button.
3. The system returns the call to your endpoint and the extinguishes the *HOLD* lamp. If multiple calls are on hold at your station, the system does not extinguish the hold lamp until you have retrieved all held calls.

4.4 Transferring a Call

You can answer a call at your EP300 and transfer it to another endpoint. If you first identify the caller to the party receiving the transfer, you have made a *screened* or *consultative* transfer.

To screen and transfer a call to another endpoint in the system, perform the following steps.

1. Receive or place a call from/to another party.
2. Press the pre-programmed *TRANSFER* button on your EP300. The soft key designations reflect the choices available; either *TRANSfer*, *CONFERENCE*, or *CLEAR*.

The system automatically places the outside party on hold.

3. Enter the extension to which you want to send the call, and press the *DIAL* button.
4. When the new party answers, announce the call.
5. If the new party accepts the call, press the *TRANS* soft key.
6. If the new party rejects the call, press the *HOLD* button to retrieve the call.

If you transfer the call without first announcing it, you have made an un-screened or blind transfer.

To transfer an un-screened call to another system endpoint, perform the following steps.

1. While on a call, press the pre-programmed *TRANS* soft key or *TRANS/CONF* button on your EP300.

The system automatically places the outside party on hold.

2. Enter the number for the intended destination and press the *Dial* button on your EP300.
3. Press the *TRANS* soft key to transfer the call.

If the other party answers, the system connects the transferred call to that party. If the other party does not answer, the call follows the no-answer forward condition of the target destination.

4.5 Establishing a Multi-Party Conference

You may wish to create a conference call with other parties.

4.5.1 MEET-ME CONFERENCES

A Meet-Me conference is established when all participants dial a code to enter the conference room. If you want to use Meet-Me conferences, your system must use Comdial's voice mail system (see your System Administrator for more details).

To set up a Meet-Me conference, perform the following steps.

1. Dial the conference room mailbox number (default 5801, 5802, 5803, 5804, 5805).

The voice mail transfers the caller into the conference room.

2. If you are the first member to join the conference, the EP300 plays tone-on-hold beeps.

Processing Calls

3. When a second caller enters, the EP300 plays a double beep to announce their entry, and you can begin your conversation.
4. When additional parties enter the conference, the EP300 plays a double beep to announce their arrival; all parties in the room can then communicate.
5. When all parties are present, any endpoint in the conference can press ### while in the room to lock entrance to the room. You can enter ### again to toggle the lock.

When the room is locked, the EP300 plays a long beep-short beep that indicates that the room is locked. When the room is unlocked, the EP300 plays a short beep-long beep that indicates that the room is unlocked. *Note: For security reasons, external lines in the conference room are not permitted to lock the door.*

APPENDIX A SPECIFICATIONS

Technical Data:

- Certifications: FCC Part 15 Class B, RF emission compliant
- Safety Approved: OSHA Accredited NRTL (Nationally Recognized Test Laboratory) to UL 60950 and CSA C22.2 #60950.
- Dimensions: 9.5" w x 9.25"d x 7.5" h
- Weight: 2 lbs.
- Operating Humidity: 90% NC
- Operating Temperature: 0-50 degrees C
- Power: 9VDC 1A, 120 VAC external transformer

Connectors:

- Network: RJ45 (Ethernet)
- PC: RJ45 (Ethernet)
- Handset: RJ14 Standard Handset Connector
- Headset: RJ14 Standard Headset Connector
- Power: Center pin

Specifications

User Interface:

- 2 x 16 character display
- 24 programmable buttons with tri-color LEDs
- Phone buttons web configurable (via MP5000 or MP1000 platforms)
- 7 fixed feature buttons (hold, transfer/conference, redial, headset, speaker, mute, dial/answer)
- 3 soft keys
- Last calls (10 entries)
- Received calls, sent calls
- Call waiting indication
- Clock
- Caller-ID
- Call blocking
- Up to 5 lines
- Menu-driven user interface
- Log in/log out
- Speakerphone (Full Duplex)

Presence:

- Presence Indication
- Compatible with Microsoft Messenger

Codecs:

- G.711 aLaw, uLaw
- G.723
- Out-of-band DTMF (RFC2833)

SIP:

- RFC3261 compliant
- UDP and TCP support
- MWI events
- Inband DTMF
- REFER (RFC3525)

Installation:

- Static IP provisioning, DHCP
- Daylight saving time, time retrieval from server
- Dynamic field-upgradable software

Ethernet:

- 2 port with switch included (802.3 10/100 BT half duplex/full duplex with autosense)
- Power over LAN support & IEEE 802.3af

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