

# COMMUNICATOR



**Communicator 3.1 Upgrade  
RELEASE NOTE**

**26<sup>th</sup> October 2007**

## 1 Introduction & Purpose

The Gamma Telecom Communicator service provides a Hosted IP Telephony solution to Gamma Channel Partners. The service is based on the Mitel 3600 Hosted Key System (HKS) platform.

To offer additional features and facilities for the service Gamma have upgraded the Mitel 3600 HKS and from the 26<sup>th</sup> October 2007 these features will be available within the Product.

This document provides details of the additional features that the upgrade will provide for the Communicator service. The additional features information is divided into three basic sections:

- End User Functionality
- Tenant Administrator Functionality
- New devices that can now be supported within the platform

In addition to the new features there are a number of existing issues that have been resolved in the new release and these are listed in Section 5 – Resolved issues

## 2 End User Functionality Enhancements

### 2.1 Auto Line Select

The system will now automatically select a line appearance when a user starts pressing keys on the key pad without requiring them to first select and activate a line appearance. This means that the user no longer has to select a line to make a call.

### 2.2 Caller's List as a Programmable Feature

End users can now access the caller's list from a programmable key. This allows the feature to be activated from phones without soft keys.

### 2.3 Enhanced Errors on Phones

An increased number of network errors are now reported directly back to the user's display set, if the user is connected with a Mitel Phone.

Previously, many of the error conditions were reported back to the user simply as "Network Busy". The error conditions the Mitel 3600 now reports to the user are: "Invalid Number", "Network Problem", "Call Not Supported" & "Busy"; as well as the original "Network Busy" error condition. These additional error codes can assist in fault finding and explaining user issues.

### 2.4 Feature Activation for Log-in

A user can now log-in to a phone by entering the log-in feature access code "\*00" on the keypad of the device they wish to be associated with. In the case of a phone that does not support soft keys, the feature access code must be followed by the extension number, the pin (in the case of a user log in) & then the "#" key. The cancel hard key can be used at any time to exit.

### 2.5 Forward to Prompt

Previously, when a user wanted to forward their phone to an entered destination, they were required to use soft keys to activate or deactivate this feature selection; this resulted in the feature being unusable on a Mitel 5212 IP phone given it does not have soft keys. A user can now precede the entered number with a "#" to activate call forwarding and they can deactivate the forwarding by entering a "\*".

### 2.6 Hands Free Answerback

When a user has Hands Free Answerback active all Intercoms to their extension will

automatically be answered resulting in a regular internal call. Hands Free Answerback can be activated through the web or through a programmable key on the phone.

## 2.7 Intercom

When the Intercom feature is invoked, a one way voice path is established between the originating phone and the targeted phone's speaker. The Intercom feature can be accessed by generic key, or via a pre-programmed key. The feature can be pre-programmed with a user or location extension; alternatively the user will be prompted if a pre-defined destination has not been saved.

## 2.8 My Phone Page Improvements

The My Phone page has been enhanced so that the button icons associated with the following features will change to indicate the state of the features:

- Forward to AA
- Forward to Coverage
- Forward to Co-Worker
- Forward to Number
- Forward to Prompt
- Join/Leave Group

A button icon with the LED OFF is used when the feature is inactive and with the LED ON when the feature is active allowing administrators and users to see the state of these features without having to see the phone or access the detailed settings for the associated memory key.

## 2.9 Support Join/Leave Group without Soft Keys

Previously, when a user joined or left a group, they were required to confirm the action through a soft key; this resulted in the feature being unusable on a Mitel 5212 IP phone given it does not have soft keys. The operation has been modified such that the soft key confirmation is not required.

# 3 Tenant Administrator Functionality

## 3.1 Configure coverage when adding/editing user/locations

If voice mail is enabled when adding or editing a user/location, the user/location call coverage is automatically set to voice mail.

## 3.2 Control of Direct Dial Access from Auto Attendant

This feature provides the Tenant Administrators with the ability to control which extensions are dial-able through the Auto Attendants. This will allow for providing more privacy to individuals; as well as support the use of door openers.

## 3.3 Pullback to Voice Mail

When a call is sent to voice mail, the voicemail box that will be chosen for message deposit will be the first user or location extension that was called (i.e. in a call forwarding chain) that had voice mail associated with it. Control of this feature (pull back to voice mail on/off) is through the Add/Edit Tenant web page.

## 4 New Supported Devices

### 4.1 Support for Mitel 5201 Single Line Device

The Mitel 5201 IP Phone addresses a new segment of the market, meeting the need for entry level desktop IP phones; the 5201 IP Phone is a low cost, single port telephone. More information on the Mitel 5201 can be found here:

<http://www.mitel.com/DocController?documentId=9558&c=9512&sc=9517>

Although the Mitel 5201 IP phone is not blocked from being used in the ways described below, it is not recommended that they be used this way.

- As a Monitor Group Primary
- As a Page recipient
- As an Intercom recipient
- With Click to Dial
- With Twinning

### 4.2 Support for Mitel 5485 Paging Unit

The Mitel 5485 Paging Unit is now supported in the new Mitel 3600 release. The device provides an Audio out, as well as a relay contact. The relay contact can be used to turn on an amplifier, or potentially other components such as door openers.

The Mitel 5485 Paging Unit can be used to achieve three different business functions:

- Overhead paging
- Overhead paging in conjunction with Site Page
- Loud Ringing bell

### 4.3 Support for Mitel Wireless Lan Stand

Mitel's Wireless Lan Stand is a commercial product which provides WiFi connectivity for Mitel IP phones. More information on the capabilities of this Mitel accessory can be found here:

<http://www.mitel.com/DocController?documentId=19401>.

### 4.4 Support for Polycom 301 – Note if the Partner wants to deploy this phone please contact Gamma Telecom for Configuration details

This SIP based device is supported in the new Mitel 3600 release, further information can be found here: [http://www.polycom.com/products\\_services/1,1443,pw-34-182-10532,00.html](http://www.polycom.com/products_services/1,1443,pw-34-182-10532,00.html).

### 4.5 Support for Telematrix 3000 - Note if the Partner wants to deploy this phone please contact Gamma Telecom for Configuration details

The Telematrix 3000 IP Phone addresses a new segment of the market, meeting the need for entry-level desktop IP phones; the Telematrix 3000 IP Phone is a low cost, 2-line speakerphone with 10 programmable keys. Further information on this device can be found here

[http://www.telematrixusa.com/product\\_f.php?proid=74](http://www.telematrixusa.com/product_f.php?proid=74).

### 4.6 Communicator IP phone feature comparisons

The following table compares the summary features of the IP Phones supported in the Gamma Communicator Platform.

IP Phone	Plug and play deployment	Handsfree speaker duplex	LCD display	Context softkeys	Programmable keys	Mute & speaker keys	Peripherals support
Mitel 5224	Yes	Full	Yes	3	24	Yes	Yes (a)
Mitel 5220	Yes	Half	Yes	3	14	Yes	Yes (b)
Mitel 5212	Yes	Half	Yes	0	12	Yes	No
Mitel 5201	Yes	None	No	0	0	No	No
Telematrix 3000 #1	No	Half	No	0	12	Yes	No

Polycom IP 301	No	None	Yes	3	0	Yes	No
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- a) Mitel Programming Key Module and the Mitel IP Conference Unit.
- b) Mitel Programming Key Module

#1 – Note . The Telematrix 3000 is basically a Hotel System phone , Resellers should check suitability of the functionality of the Handset before connecting to the solution.

## 5 Resolved Issues in new Release

### 5.1 Internal Phone Directory

The internal phone directory limit has been removed; previously a limit of 150 had been imposed. There is no longer a limit to the number of Contacts that can be listed in the Internal Directory.

### 5.2 Race Condition with Twinned Calling & Call Coverage

**Previous issue :** If a twinned call was answered by the remote twinned device just as the call was being forwarded to Call Coverage, it was possible that the line appearance would not be updated to show the call as active on the remote device (i.e. red) resulting in the user not being able to pull back the twinned call to their local set.

**Resolution:** When a twinned call was ringing a station which is a member of a large group and was being forwarded to call coverage, there was a small glare where if the remote device answered the call, the local device status was not being updated. This glare situation has now been corrected to ensure proper handling is in place when dealing with group calls that interact with twinning and call coverage.

### 5.3 Unexpected Behavior of Monitor Group when logged out of phone

**Previous issue :** If a group primary logged out of their phone, there were cases where secondary members of the group were being presented with a call even though they were not programmed with a monitor key for the primary group.

**Resolution:** A conflict with the call coverage timer was corrected within the call processing module – the scenario where a group’s secondary members are presented with a call that is being routed to coverage has been corrected.

### 5.4 Paging Duration Inconsistency

**Previous issue :** The paging duration, as set in the system properties page, was not always what was experienced by the users accessing the paging feature.

**Resolution:** The page duration timer was in conflict with the digit collection timer which was inadvertently set to run during the paging call. This has been corrected.

### 5.5 Key Profile Function Locked

**Previous Issue :** If a key profile was built with any of the “Forward to...” options locked, all users who are assigned that profile have that key in the same position. The act of locking it into the profile also prevented the individual user from making their personal key ACTIVE or INACTIVE from their personal web interface.

**Resolution:** The web admin interface has been modified to enable the status change of locked functions.  
tone.

### 5.6 Auto Attendant Being Placed On Hold

**Previous Issue:** If a caller initiates a call to the auto attendant and then places the auto attendant on hold, they were not able to reconnect back to the auto attendant.

**Resolution:** Additional checking was put into place to ensure that if a user places and auto attendant on hold, they would be able to retrieve the held auto attendant call using the line appearance key.

## 5.7 Unable to allocate / de-allocate voicemail box

**Previous Issue:** If a Tenant administrator deleted a user who had voice mail, this caused the voice mail box to be marked for deletion. If the Tenant admin then added a new user using the same extension as the previously deleted user, we reported an allocation/de-allocation of voice mail box error.

**Resolution:** When a subscriber or a voice mail box is deleted from within the Mitel 3600 web administration application, that deletion is “flowed-through” to the Mitel 3600 voice mail system's account (ie: the account is deleted when the voice mail box is deleted).

Note that this does not delete the domain on the Mitel 3600 voice mail.

## 5.8 Auto Attendant Name Display

The phone display text has been modified when internal users initiate a call to an auto attendant; previously when calling an auto attendant the string “AA nnn” was displayed where “nnn” is the two to four digit number assigned to the auto attendant, the display has been modified to display the auto attendant name.

This change makes the display when calling an auto attendant consistent with the display when calling users and call groups. It also enables auto attendants to be used as answer points to provide visual feedback to internal callers on the status of the called parties – i.e. users can forward to an auto attendant with a name of “On Vacation” or “In a Meeting” and callers will receive a visual cue as to the status of the called party; as well as audible feedback based on the auto attendant menu recording.