Configuring

G-Tek

HL-201 (aka QuickPhones QB-241) and HL-202 (aka QuickPhones QB-242) Version 1220X.27.1.02

for use with

Nortel

Software Communication System

(SCS) Release 3.0

Task Based Guide

Version: 1.0
Date: 11/01/09

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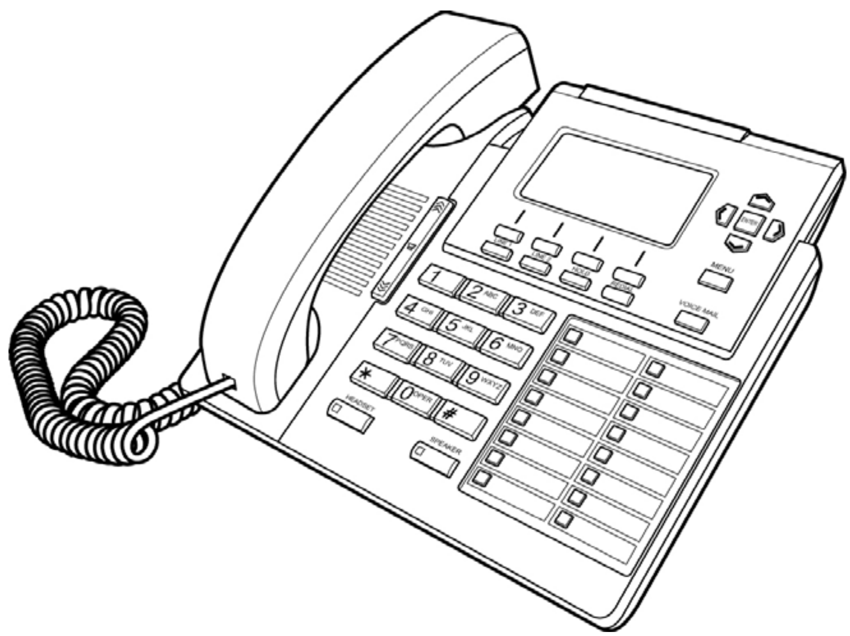
G-Tek HL-201 (aka QuickPhones QB-241) and HL-202 (aka QuickPhones QB-242)

Overview

The G-Tek HL-201 (aka QuickPhones QB-241) and HL-202 (aka QuickPhones QB-242) (hereinafter referred to inclusively as HL-201/202) are SIP user agent applications that provide VoIP capabilities through an Internet telephony server.

The purpose of this brief guide is to familiarize the reader with the G-Tek HL-201/202, and to guide the reader through the process of configuring the HL-201/202 for use with Nortel Software Communication System (SCS) release 3.0.

For comprehensive information on features and functionalities beyond initial configuration and pairing with SCS, please refer to SCS 'End User' guide and HL-201/202 User Manual.



Requirements

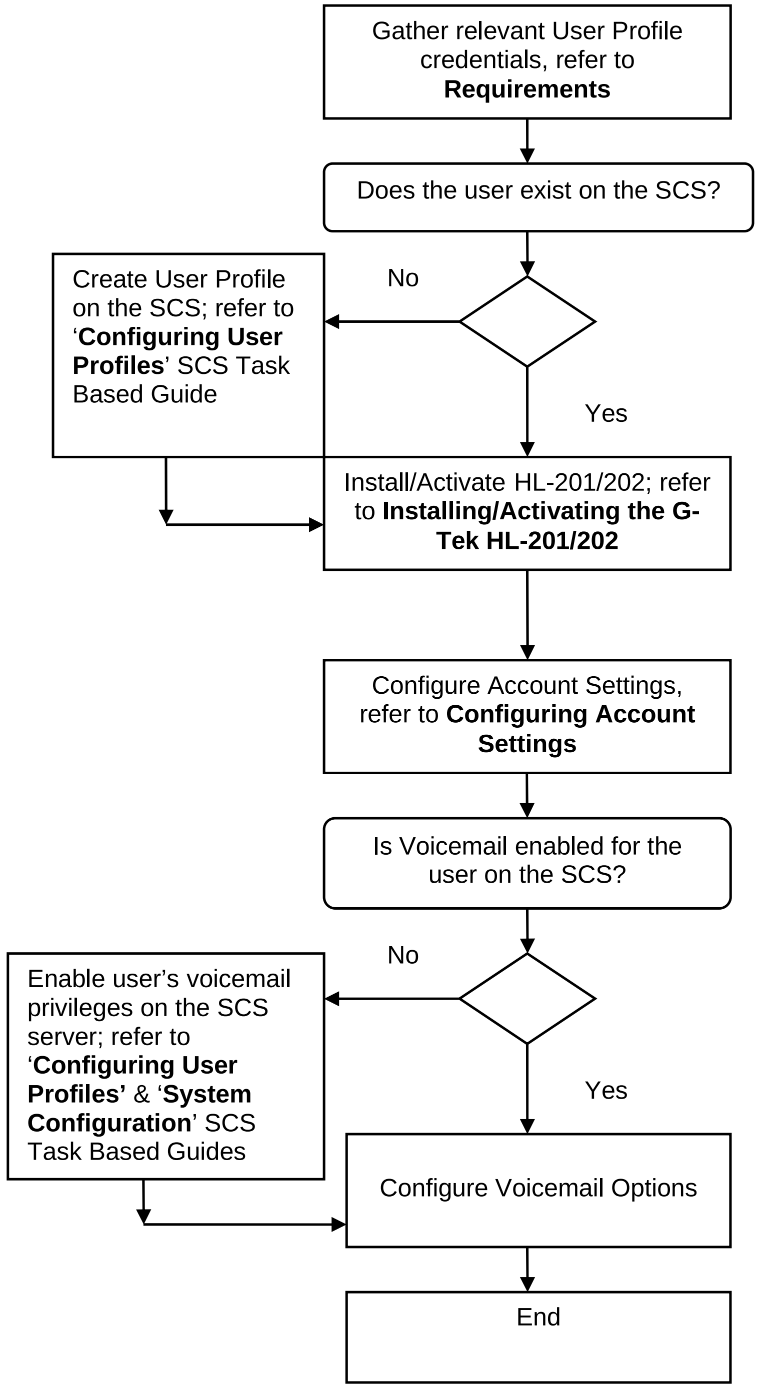
The following are the minimum requirements to successfully install and run the G-Tek HL-201/202.

Before attempting to configure an account on the HL-201/202, ensure that a valid user account has been set up on the SCS platform. The following credentials will be required during HL-201/202 account configuration:

- The fully qualified domain name of the SCS platform

- A valid SCS User ID
- The SIP Password associated with the User
- Voice Mail Access Number to SCS
- All MAC addresses of the HL-201/202
- Display Name, User Name, Register Name and Password
- Standard Configuration File
- Tool for creating multiple configuration files
- A TFTP Server which is pointed at by DHCP option 66

Flow Chart


Gather relevant User Profile credentials, refer to **Requirements**
Does the user exist on the SCS?
No
Create User Profile on the SCS; refer to '**Configuring User Profiles**' SCS Task Based Guide
Yes
Install/Activate HL-201/202; refer to **Installing/Activating the G-Tek HL-201/202**
Configure Account Settings, refer to **Configuring Account Settings**
Is Voicemail enabled for the user on the SCS?
No
Enable user's voicemail privileges on the SCS server; refer to '**Configuring User Profiles'** & '**System Configuration**' SCS Task Based Guides
Yes
Configure Voicemail Options
End

Installing/Activating the G-Tek HL-201/202

To install the G-Tek HL-201/202:

Refer to the following illustration which shows how to connect the VoIP phone to power, LAN, WAN, and the handset or headset.

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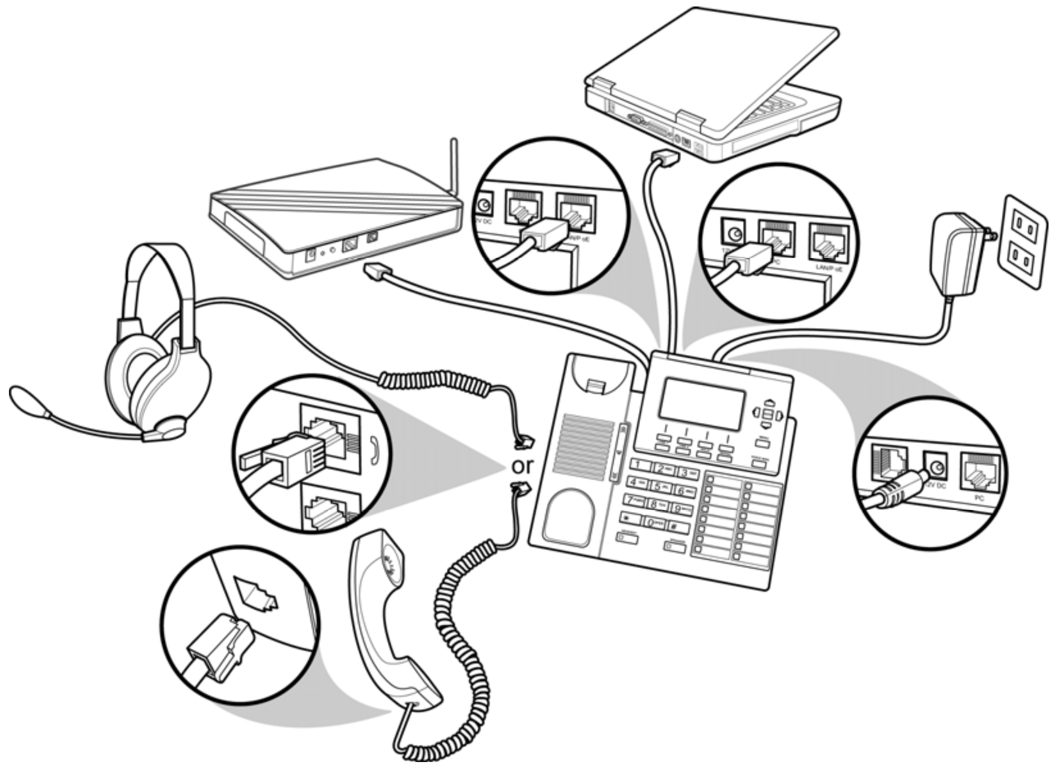


1. Power on the HL-201/202: You can use a power adapter (HL-201/202) or PoE (HL-202 only) to power up the phone.
2. Connect an Ethernet cable to the LAN/PoE of the HL-201/202.

Activation

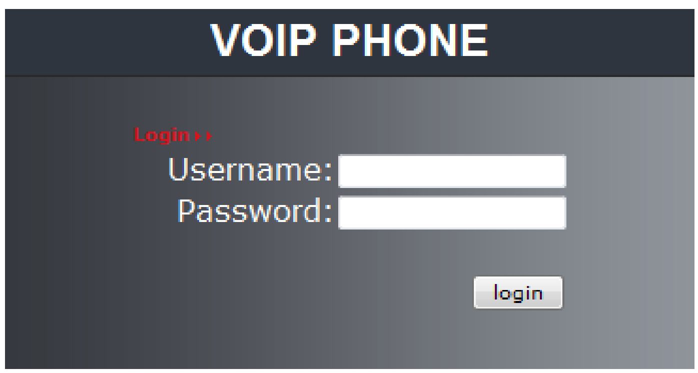
After the HL-201/202 is powered up and an IP address has been acquired from the DHCP server, the HL-201/202 is ready for configuration.

Configuring Account Settings

Note: Before attempting to configure SCS account settings on the HL-201/202, ensure that a valid user profile exists on the SCS.

If there is a pre-configured file on the TFTP server pointed at by DHCP option 66, the HL-201/202 will auto configure using this file after boot up.
Alternatively the HL-201/202 can be configured using the Web User Interface or telephone user interface.
To configure the HL-201/202 using the Web User Interface:

1. Check the IP address of the HL-201/202 by pressing **MENU**->**9.Network->1234(password)->1.LAN Port Settings->Info** on the phone.
2. Using a web browser, access the configuration page found at http://***IP.Address.of. HL-201/202***:8000. The login page (shown below) is displayed.
3. Enter the administrator's user name and password and click **login** (the administrator user name and password are "admin" and "1234" respectively).



The following section details the procedure for configuring an SCS user profile on the G-Tek HL-201/202. You will need to know the following user and domain information:

- **User SIP Address –** The user name of the SCS account holder in its full SIP address format , e.g., user@scshost.domain.com

- **SIP Password** – The password used by the user profile to initiate communication. This password is usually generated automatically by the SCS during profile creation, for instructions on retrieving the SIP password from the SCS read the next section, 'Locating the SIP Password'.

- **Domain Name -** The SCS server's domain name. If SRV records are not available on the DNS, the fully qualified domain name (host name and domain name, for example **scshost.scsdomain.com**) must be supplied.

If the user does not already have a profile configured on the SCS server, a new profile must be created before continuing. See the 'Configuring User Profiles' SCS Task Based Guide for full instructions on how to create a new profile.

Locating the SIP Password

Note: You will need 'superadmin' user privileges to access the SCS system administrator portal.

In order to successfully configure a link between the HL-201/202 and the SCS server, the HL-201/202 must be given a SIP user name and password. Typically, the SIP user name is made up of the SCS **User ID** and the host and domain name, similar to an email address:

abcde@scshost.domain.com

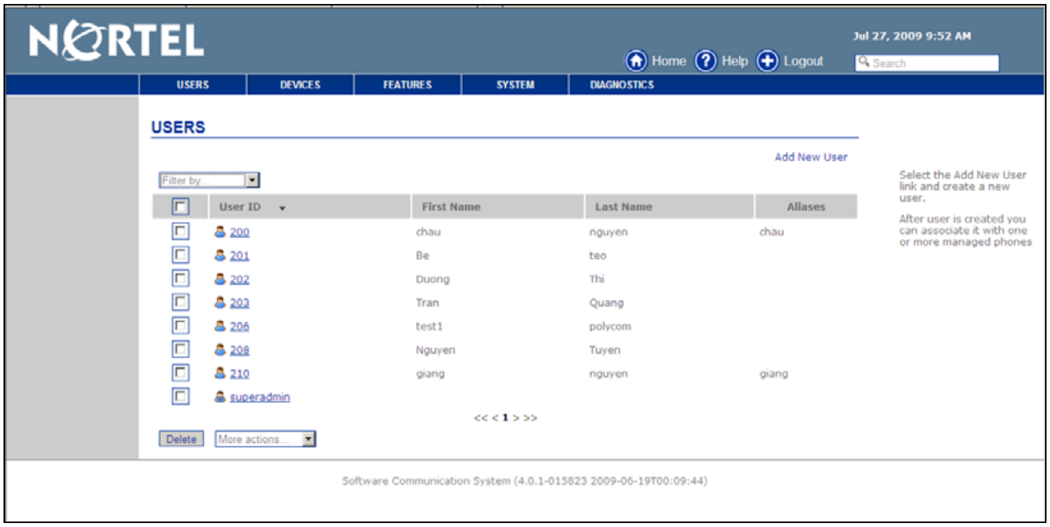
For the purpose of the HL-201/202 configuration, User ID refers to the value before the '@'.

The SIP password is slightly harder to find. The SIP password is used to register the user's phone with the SIP proxy, and it is therefore important that it is a secure password. Because of this security requirement, the SCS automatically generates an alpha-numeric SIP password when an account is created. The password is then 'hidden' from view when the account profile is opened for editing. To find out a user profile's SIP password:

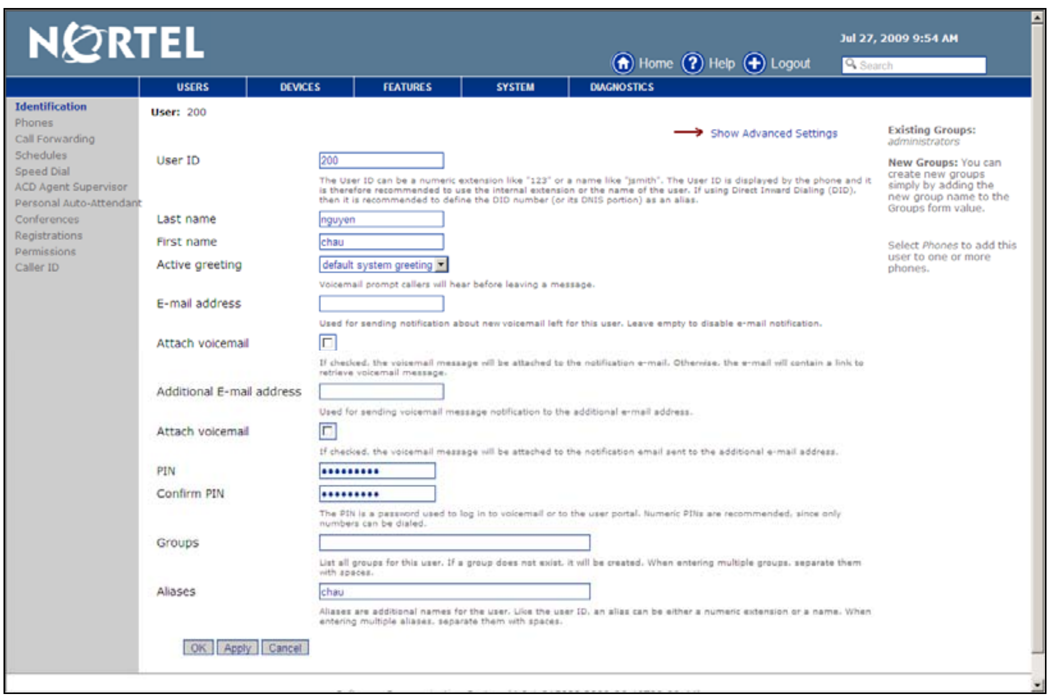
1. Open a web browser and log in to the SCS administrator portal. See 'Configuring User Profiles'.

2. Place the mouse pointer over the **Users** menu and then select **Users**.

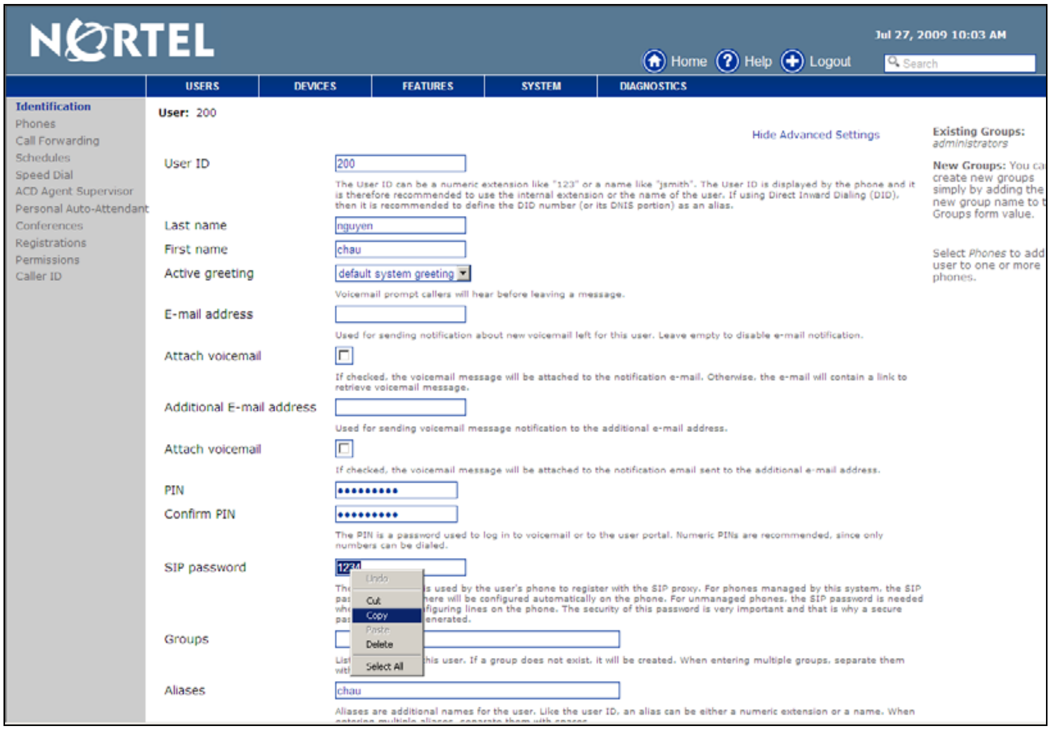
3. Select the required user profile from the list displayed on the screen.



4. The User Identification screen is displayed. By default, only basic settings are displayed. Click **Show Advanced Settings**.



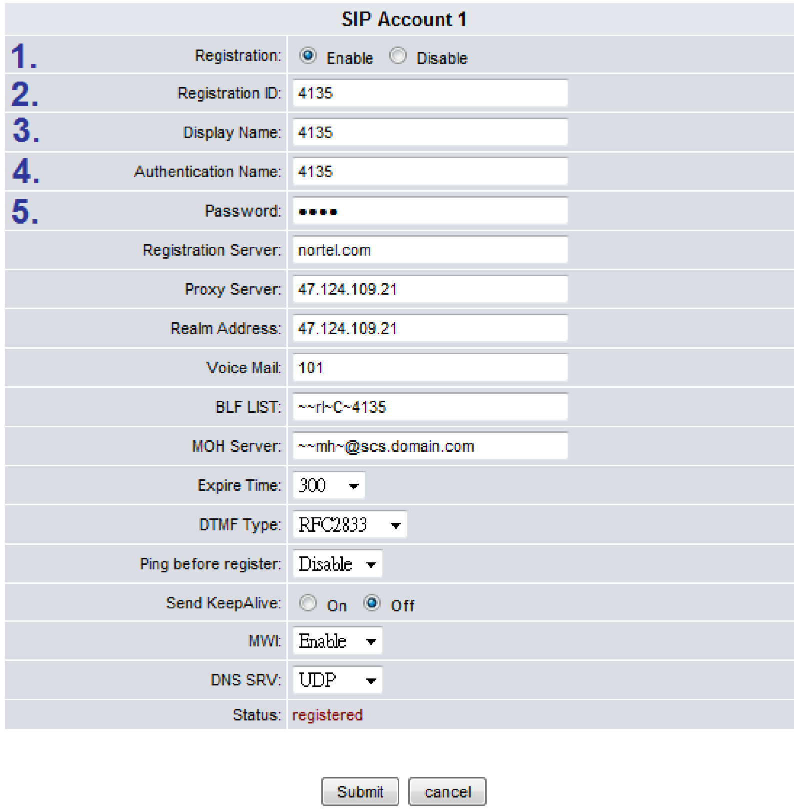
5. The SIP Password is now displayed among the other settings. Highlight the password, right-click and select **Copy**.



6. Login to HL-201/202 and configure user credentials.

Setting User Credentials

To set user credentials, select **SIP Settings→Service Domain** after logging in to the Web User Interface.



For SIP Account 1, refer to the figure above and:

1. Activate the account by selecting **Enable** for the **Registration** value.
2. Enter the Registration ID.
3. Enter the Display Name.
4. Enter the Authentication Name.
5. Enter the Password.

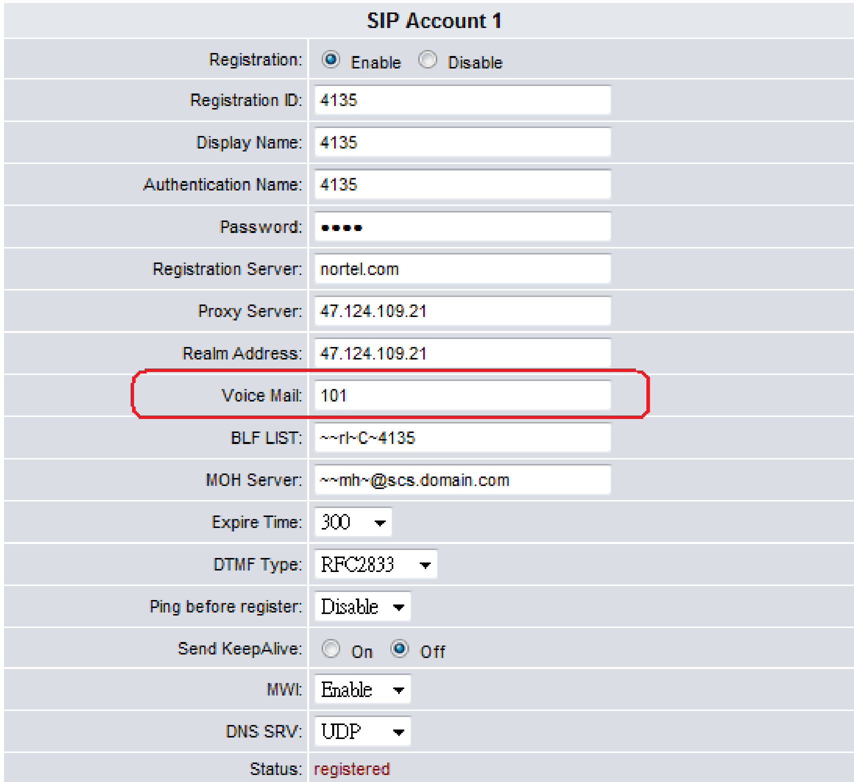
Voicemail Settings

Note: Call forwarding to voicemail is controlled by the SCS. Ensure that voicemail has been activated on the SCS for the user in question.

To set call forwarding to voicemail, see the SCS ‘Voicemail Setup and Operation’ SCS Task Based Guide. Some settings can be configured within the HL-201/202 interface.

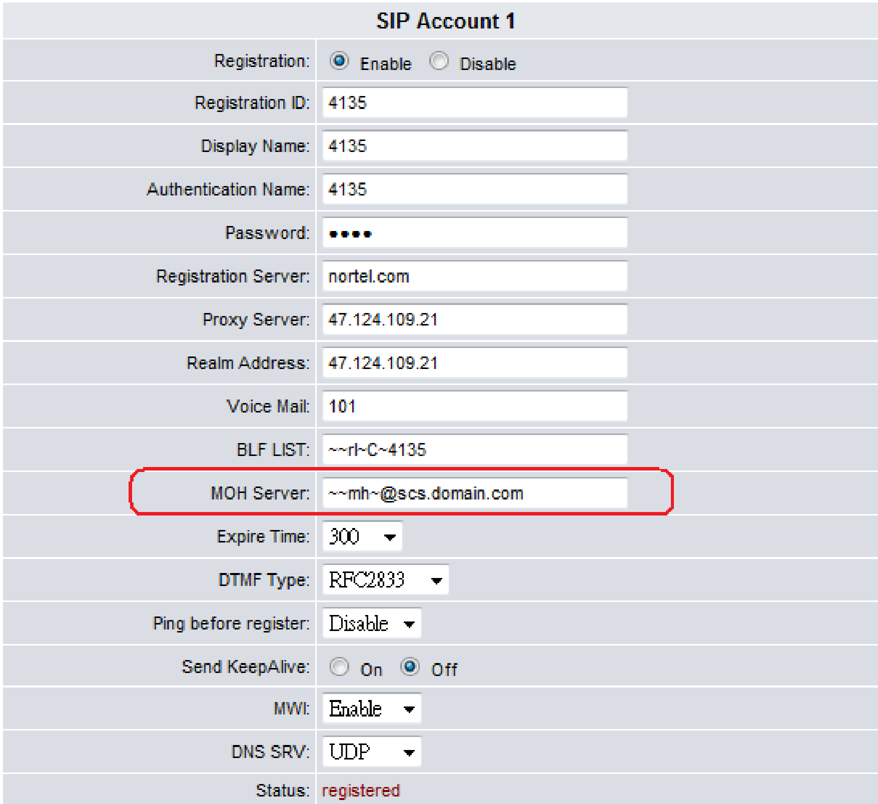
After logging in to the Web User Interface, select **SIP Accounts→ ID 1→Voice Mail**.

Enter the voice mail extension into the box labelled **Voice Mail:** and click **Submit**.



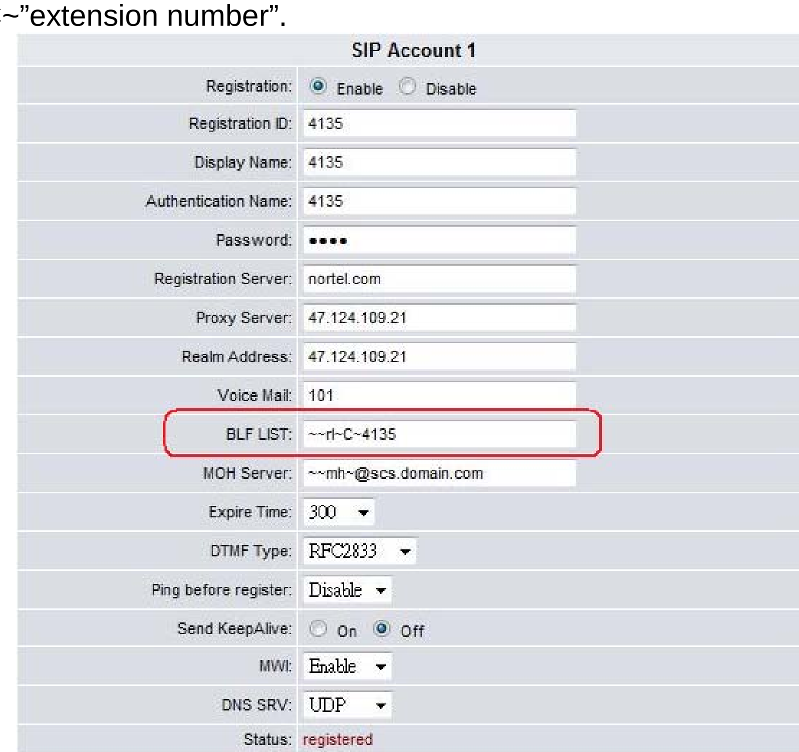
Music on Hold Settings

To activate Music on Hold, select **SIP Accounts→ ID 1→MOH Server**. Enter the MoH server using the format ~~mh~@scs.domain.com. Please refer to the figure below.

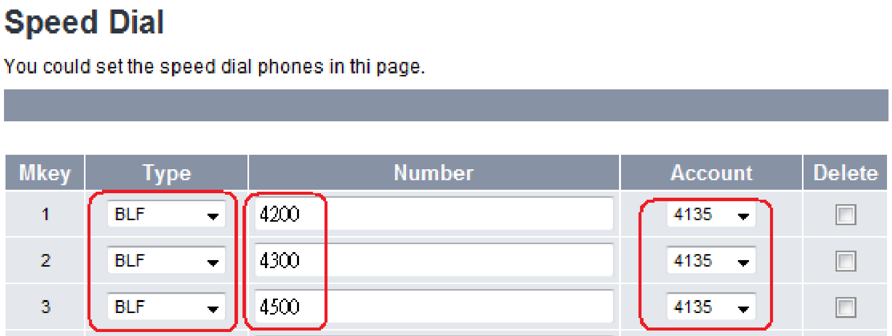


Busy Lamp Field Setting

To activate Busy Lamp Field, select **SIP Accounts→ ID 1→BLF LIST**. Referring to the figure below, enter the BLF LIST using the format ~~rl~C~"extension number".



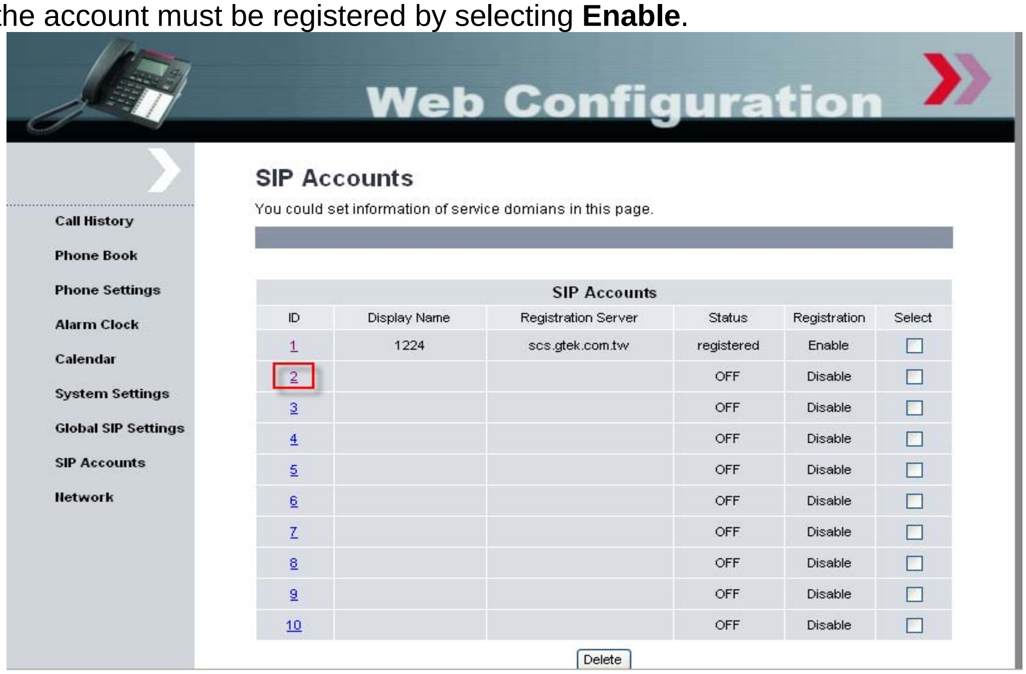
Select **Phone Settings**->**Speed Dial** and enter the numbers of the extensions which you wish to monitor, and select the Account for each one entered.

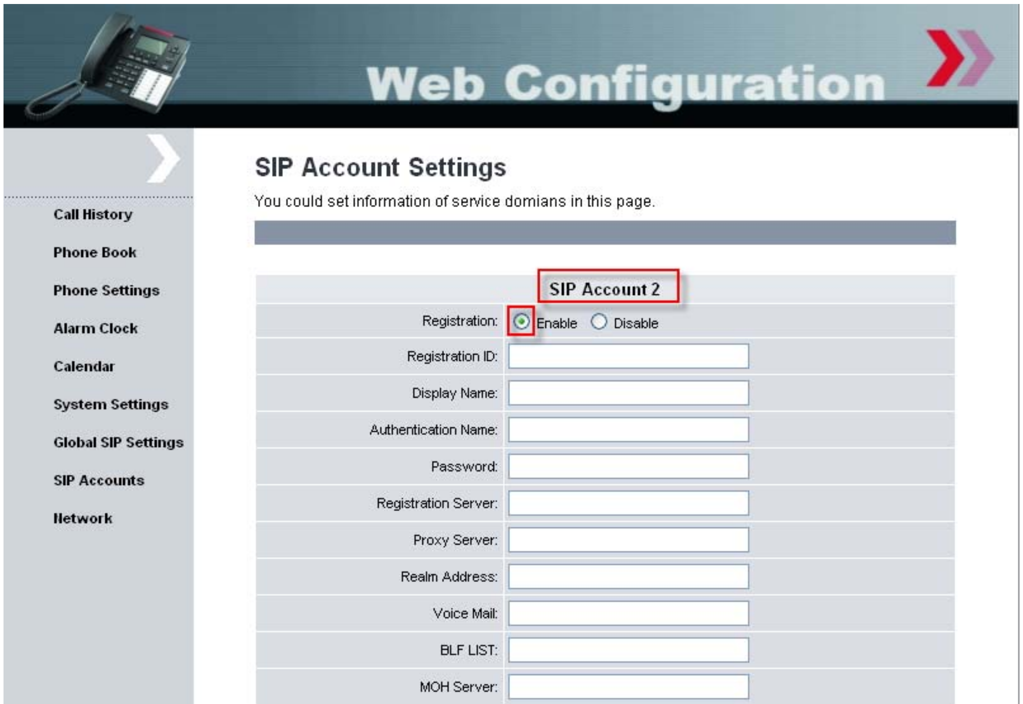


Configuring and Using Multiple Accounts

Enabling Accounts

There are a maximum of three supported SIP accounts,which can be associated with a single ID, and there are a maximum of 10 IDs per phone. Each SIP account can be configured by selecting **SIP Accounts** followed by the ID number, **e.g SIP Accounts -> ID 2**. After configuring each account, the account must be registered by selecting **Enable**.





Making and Receiving Calls

Dialing Using the Keypad

1. Enter the telephone number using the alphanumerical keypad of the HL-201/202. If you enter an incorrect digit, press the **Delete** soft key to erase the incorrect digit.
2. After entering the number you wish to call, press the # key to force dialing to begin immediately, otherwise the number will be dialed automatically after 5 seconds.

Making a Call Using a Different Registered SIP Account.

1. Press the “Down” key (labelled with a down arrow) or “Up” key (labelled with an up arrow) to choose an account to use. If the account is registered, the Registration ID is displayed.

Receiving a Call

Users are alerted to incoming calls by a ring tone and a red light on the incoming call indicator. Calls can be answered by doing one of the following:

1. Pick up the handset to answer the call.
2. Press the **HEADSET** key on the phone to answer the call.
3. Press the **SPEAKER** key on the phone to answer the call.

Other Features and Functions

Conducting a Three-Way Conference Call

To initiate a three-way conference call, follow the steps below:

1. Call the first participant of the conference call as described above in ***Making a Call***.
2. Put the first participant on hold by pressing the HOLD button on the HL-201/202.
3. Call the extension number of the second participant of the call.
4. Press the **Conf.** soft key on the phone to include all participants in the call.

To end the three-way conference call, hang up the call.

Transferring a Call

To transfer a call to another phone number, follow the steps below:

Blind Transfer

1. While a call is in progress, press the **Bxfr** key on the phone.
2. Dial the number to which you want to transfer the call and press **#** on the phone.
3. While the call is ringing, release the call (e.g. hang up the phone) to complete the transfer.

Consultative Transfer

1. While a call is in progress, press the **Trans.** soft key on the phone.
2. Dial the number to which you want to transfer the call. After the call is answered, release the call to complete the transfer.

Blocking All Calls Using the Do Not Disturb Feature

The **DND (Do not Disturb)** feature allows you to reject and block all incoming calls without ringing your phone.
To activate the DND feature, follow the steps below:

1. Press the **DND** soft key on the HL-201/202. A “DoNotDisturb” message is displayed on the screen and all incoming calls are blocked until you disable the DND function.
2. Press the **DND** soft key again to disable the DND function.

Checking Voice Messages

The “message indicator” on the HL-201/202 flashes to indicate that you have a new message in your voicemail box.
To listen to your voice message, press the **VOICE MAIL** key on the HL-201/202.

Referenced Documents

- SCS Configuring User Profiles Task Based Guide
- SCS System Configuration Task Based Guide
- SCS Voicemail Setup and Operation Task Based Guide
- SCS End User Task Based Guide
- SCS Troubleshooting Task Based Guide