UC320 Lab 3: Phone Configuration

Task 1: Logging In and Accessing Configuration
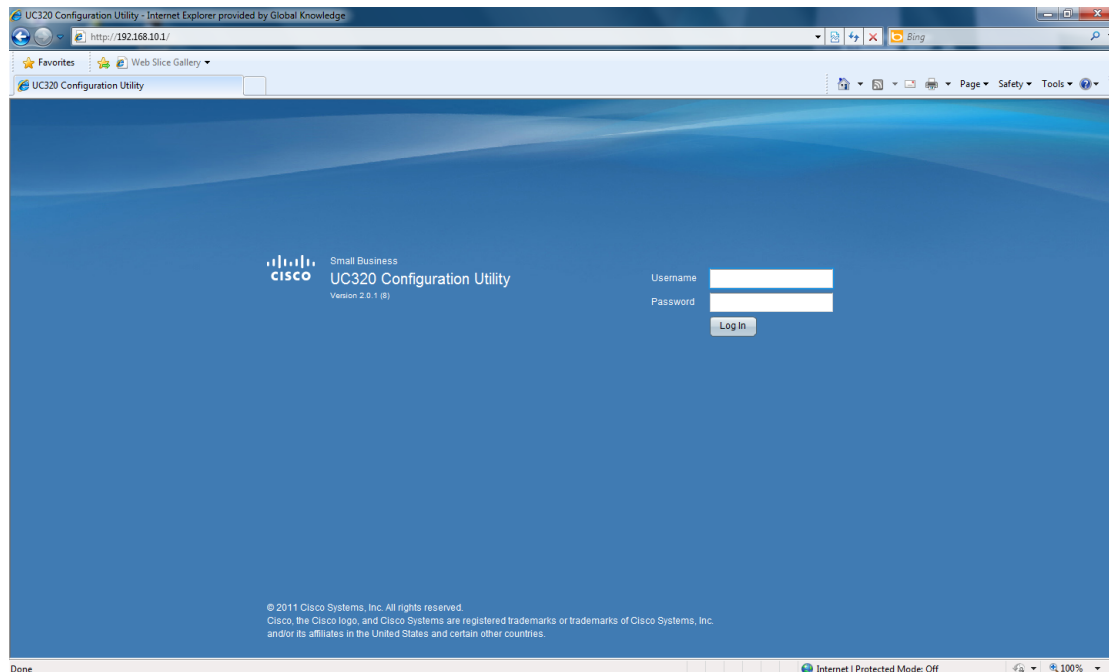
NOTE	This lab assumes you have completed UC320 Lab 1.

Here is our scenario:

- There are 4 employees at the office. Michael Scott - the Big Boss, Jim Halpert - Sales, Pam Beasley - Reception/Executive Assistant and Dwight Schrute - Assistant to the Regional Manager
- Pam's buttons on the main phone will have the main line, a her primary line and 2 park slots
- Pam's Phone has a side car that will have BLF buttons for the other employees, an intercom to each employee, voicemail for each employee so she can forward calls straight to their voicemail when unavailable, and some special buttons for Force Night (outside of the times we set in Lab 1), and an ALL PAGE button.
- Michael and Jim each have their primary extension and a shared line labeled MGR that will be used to backup Pam. They both have 2 park slots.
- Dwight has an analog phone that is plugged into the FXS port on the UC320 and is primarily used for the Lifeline service and to make test calls in our lab.

STEP 1 Open a web browser to **http://192.168.10.1**
STEP 2 Login with the username of **uc320admin** and password of **logmein**

STEP 3 Select the **Configuration** option in the top left tool bar
STEP 4 Under **Call Routing**, select **Hunt Groups** and delete the IN CALL hunt group by selecting the **X** next to it.

STEP 5   Under **User/Group Features**, select **Phone Buttons**

STEP 6   Michael's phone comes up first. Select **Call Park Slot for button 3 with Slot 1** as the Park Slot. Select **Call Park Slot for button 4 with Slot 2** as the Park Slot

STEP 7   Click **Next Set**

STEP 8   Jim's phone is up next. **Repeat Step 6** for Jim's phone

STEP 9   Click **Next Set**

STEP 10   Now to Pam's phone - this will be the bulk of the configuration.

STEP 11   Select **Call Park Slot for button 3 with Slot 1** as the Park Slot. Select **Call Park Slot for button 4 with Slot 2** as the Park Slot

STEP 12   There is a **right arrow** next to Pam's name at the top of the screen. **Click** that to access the configuration of the side car

STEP 13   The buttons are listed in order - the 16 left buttons, then the 16 right buttons.

STEP 14   For Left Button 1 **(LB1) set a BLF for Michael's 100 extension**

STEP 15   For **LB2 set a BLF for Jim's 101 extension**

STEP 16   For **LB3 set a BLF for Michaels's 200 MGR extension**

STEP 17   For **LB4 set a BLF for Jim's 200 MGR extension**

STEP 18   For **LB8 set an Intercom for Michael**

STEP 19   For **LB9 set an Intercom for Jim**

STEP 20   For **RB1 set a Speed Dial to Michael's voicemail**

STEP 21   For **RB2 set a Speed Dial to Jim's voicemail**

STEP 22   For **RB3 set a Speed Dial to Dwight's voicemail**

STEP 23   For **RB4 set a Speed Dial to MGR 200 group voicemail**

STEP 24   For **RB8 set the Force Night service**

STEP 25   For **RB9 set a Page Group to ALL PAGE group**

STEP 26   Click **Apply Configuration** on the bottom right

STEP 27   Click **Apply All Changes** and **OK**

STEP 28   You know the drill by now. It will take a few minutes for the UC320 to come back up and remember our note....

NOTE   From now on (anytime after the initial deployment) we need to consider that any application changes take a few minutes and reboot the UC320. Do not do this while calls are up, or they will be lost as well as Internet connectivity.

STEP 29   When the UC320 comes back up, click **Finish and View System Status** , leave the browser open for Lab 4.

STEP 30   To test your work use the analog phone to make test calls to Pam (102) and try some of the following tasks - be creative...you can add more test calls, these are just a few.

STEP 31   Call 102, put on hold then select one of the BLF buttons. This is a one button transfer to that extension.

STEP 32   Call 102, put on hold and select one of the Voicemail buttons. This will transfer the call to voicemail as if that person was unavailable.

STEP 33   Call 102, put on hold and intercom Michael.

STEP 34   Call 102, put on hold and press the MGR button

STEP 35   Go off hook on Michael's phone. What happens to Pam's BLF button?

STEP 36   We will configure call routing options next in Lab 4.

This completes Lab 3.