

UC for Enterprise (UCE) Mobility (UNIVERGE MC550)

MC550 Release 3.0

User Guide

NEC NEC Corporation

November 2010
NDA-31017, Revision 4

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1

Introduction

The UCE Mobility (UNIVERGE MC550) User Guide provides the information you need to operate the MC550.

The MC550 is a fixed mobile solution for the enterprise, delivering a Customer Premise Equipment (CPE) based or hosted solution. For end users, the MC550 twins with the user's enterprise telephone number on devices of their choosing. All incoming calls are routed through the PBX Trunks (PRI and/or SIP) to all twinned devices. This leverages the PBX infrastructure such as call distribution, call coverage, enterprise voice mail, call detailing recording, and least cost routing while providing mobility. With a mobile solution, the employees will never need to give out their mobile number for work purposes.

The solution has no dependencies on the mobile network operator. Users within an enterprise can use most cellular devices which have an enabled voice plan. The added functionality, of setting a status using a web interface, requires a mobile plan with data plan activation and browser integration on the mobile device. If a data plan is not available, the MC550 user can change their status by dialing predefined numbers (enterprise or DID) to change their status.

**NOTE**

Voice twinning will work whether a data plan is active for the mobile device or not.

Chapter Topics

The following topics are included in this chapter:

- [MC550 System Overview](#)
- [MC550 User Types Overview](#)
- [How This Guide is Organized](#)

MC550 System Overview

The MC550 system allows Enterprise users to have a single point of contact to take enterprise phone calls. By combining the use of UC700 contact rules and the ability to ring multiple devices simultaneously, the MC550 system provides users the flexibility needed to always be in touch in today's mobile world.

The MC550 system is composed of three major components:

- **OW5000 Platform**

The OW5000 Platform provides the overall database and administration of the MC550 system. This includes providing data to both the MC550 server and the MC550 Status Control Web Page.

- **MC550 Server**

The MC550 Server provides the call control features of the MC550 system, including Multi-Ringing and Voice Mail Avoidance (VMA).

- **MC550 Web Site**

The MC550 Web Site provides MC550 users the ability to change their Status and/or Presence remotely, to have access to corporate and personal directories, to have Contacts with Presence, and call history. It also allows enterprise dialing and advanced status control.

MC550 User Types Overview

This section explains the User types available for MC550. The MC550 application is capable of integrating with UC700 to take advantage of statuses and rules based routing. Refer to the UC700 Quick Start Guide for more information on rules and statuses.

MC550 can also exist without UC700.

MC550 Users Also Using UC700

Additional benefits are listed below if you are also using the UC700.

- UC700 Contact Rules are used to decide if a call should be presented to mobile contacts.
- Based on the user's contact rule, a desk phone and up to 5 external phone contacts and 4 internal extensions can ring on incoming calls.
- UC700 can be used to configure contact rules.
- For mobility contacts, the first contact method must be the Primary Extension of the user, then the next nine phone number contacts can also ring.
- Using the MC550 Web Site, you will also have access to similar data on the UC700. This data includes contact groups, call history, corporate and personal directories, and enterprise dialing.

MC550 Users Not Using UC700

- When MC550 users are not using UC700, the OW5000 Location Status Default Mobile status is used to route dual ring calls to the Primary Extension and the Mobile Phone of the user.



NOTE

The MC550 will only dual ring when the user is in the Default Mobile Status. Any other status will ring the Primary Extension only.

- The OW5000 Administrator must assign the Location Status Information Default Mobile status. Refer to the UNIVERGE OW5000 Configuration Guide for more information.
- These users will have access to call logs and minimal data from the MC550 web site.

Figure 1-1 MC550 Mobile Browser Compatibility Chart

Device	Browser	3 rd Party Browser
IPHONE	Safari 3.1 (and above)	
WINDOWS MOBILE	IE 6.1 (and above)	Opera mobile 9.5 (and above)
BLACKBERRY (Non Touch Screen)	BlackBerry Browser 4.6 (and above)	Opera Mini 4.2 (and above)
BLACKBERRY (Touch Screen)	BlackBerry Browser 4.7 (and above)	Opera Mini 4.2 (and above)
NOKIA E60	E60 Browser	
PALM WEBOS	WebOS Browser 1.3.1 (and above)	
ANDROID	Android Browser 1.6 (and above)	

How This Guide is Organized

Chapter 1
Introduction

This chapter outlines how to use the manual including the organization and chapter layout of the MC550 User Guide.

Chapter 2
Using the MC550

This chapter guides you in using the MC550.

2

Using the MC550

User Status and Presence are the core concepts of the MC550 system. A user's status and presence controls how the user will be contacted.

The following topics are included in this chapter.

Chapter Topics

- [MC550 Web Site](#)
- [Using the MC550 Move Call Feature](#)

MC550 Web Site

The OW5000 system Administrator provides the user name and password to logon to the MC550. The URL is also provided by the system Administrator.

Example URL: `https://abccompany.com/MC550`

Example Logon: `jsmith` Password: `P@ssord1$`

The steps below describes the procedures for logging on from a mobile device ([Figure 2-1](#)), and from a personal computer ([Figure 2-2](#)).

The drop-down selection ([Figure 2-2](#)) is shown only if the device being used is not a mobile device. If using a mobile device, this option is hidden and by default **Mobile** is selected as the option.

If the application is unable to determine the type of mobile device being used and shows the drop-down selection, select **Mobile** from the drop-down selection ([Figure 2-3](#)) and login to Mobile Mode

The **PC** option is for users logging in using their personal computer. The main difference between Mobile and PC is real time updates. In PC option, the status and presence of buddies are updated in real time. There is no need to refresh the current view. Also, a pop-up dialog displays in the right-most corner of the page when there is an incoming call on the primary extension. The PC option is always tied to the primary extension.

Figure 2-1 MC550 Logon Page—Mobile

The screenshot shows the 'Logon Page' for the MC550 Mobile interface. At the top, there is a header bar with the 'NEC' logo on the left and the text 'Last Update : Mon May 10 2010 4:29:14 PM' on the right. Below the header, the title 'Logon Page' is displayed in a large blue font. Underneath the title, there is a section titled 'Account Information' in blue. This section contains two input fields: 'Username:' followed by a text box, and 'Password:' followed by a text box. Below these fields is a button labeled 'Logon'.

Step 1 Enter your **User Name** and **Password**.

Step 2 Click **Logon**. [Figure 2-2](#) displays.

Figure 2-2 MC550 Logon Page—PC Mode

The screenshot shows the 'Logon Page' for the MC550 PC Mode interface. At the top, there is a header bar with the 'NEC' logo on the left and the text 'Last Update : Wednesday, September 22, 2010 10:11:36' on the right. Below the header, the title 'Logon Page' is displayed in a large blue font. Underneath the title, there is a section titled 'Account Information' in blue. This section contains three input fields: 'Username:' followed by a text box, 'Password:' followed by a text box, and 'Device:' followed by a dropdown menu currently showing 'PC'. Below these fields is a button labeled 'Logon'.

Step 3 Enter your **User Name** and **Password**.

Step 4 Choose the **Device** to login. If you choose **Mobile** as the Device, [Figure 2-3](#) displays.

Figure 2-3 MC550 Logon Page—Mobile Mode

NEC

Logon Page

Account Information

Username:

Password:

Device: Mobile ▼

Step 5 Click **Logon**. [Figure 2-4](#) displays.

Figure 2-4 MC550 Default Mobile Page

NEC

Last Update : Friday, September 24, 2010 10:40:26 AM

Michael Taylor [Logoff](#)

[Add/Update Comment](#)

Available ▼

[Simple Search](#)

Title Organization

▼ My Contacts (2 Contacts)

Moore, Rick C.
Busy

Taylor, Michael
Available

MC550 Contact End Point

Primary Extension ▼

The MC550 default web page allows access to your current status, your contact groups (along with their current status), the ability to perform directory searches, the ability to perform an advanced search by title and organization, and the ability to set your MC550 Contact EndPoint.



NOTE

If you are not a UC700 user, you can only change your status. All other features on the website require you to be a UC700 user.

Figure 2-5 MC550 PC Mode

NEC Last Update : Friday, September 24, 2010 10:35:57 AM

Michael Taylor [Add/Update](#) [Logoff](#)
[Comment](#)

Available

Simple Search

Title

Organization

My Contacts (2 Contacts)

Moore, Rick C.
Busy

Taylor, Michael
Available










If logged in as PC mode, you are not given the option to use an endpoint. PC mode is tied to the primary extension. Only Mobile mode allows the MC550 user to change their endpoints.

The following topics are included in this section:

- [Contact Status](#)
- [Using the Phone Option](#)
- [Searching and Viewing the Directory](#)
- [Modifying Contact Membership](#)
- [Communication Logs](#)
- [Advanced Status Selection](#)
- [Add New Contact Selection](#)
- [Settings](#)
- [MC550 Contact EndPoint](#)
- [Incoming Call Popup](#)
- [Call Settings](#)

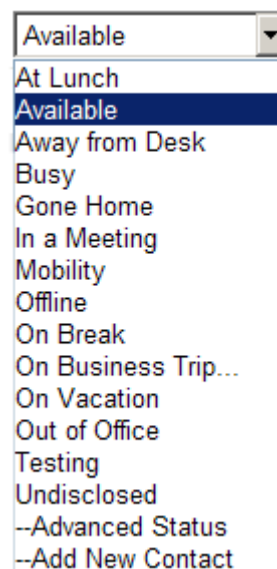
The icons on the MC550 Default Web Page ([Figure 2-4](#)) are explained below.

Table 2-1 MC550 Default Web Page Icons

	refreshes the screen.
	displays the contact list, also allows you to search on a name/group. Refer to “Searching and Viewing the Directory” on page 2-9 for more information
	displays the dial call screen. Refer to “Using the Phone Option” on page 2-6 for more information.
	displays the communications log (all, incoming, outgoing, or missed calls). Refer to “Communication Logs” on page 2-11 for more information.
	displays the Setting screen.
	allows you to search on a name/group. Refer to Searching and Viewing the Directory for more information.
	expands the contact list.
	displays the details of a contact.
	indicates you have voicemail.

Step 6 To change the current status, use the **Status** drop-down list.

Figure 2-6 Change Current Status



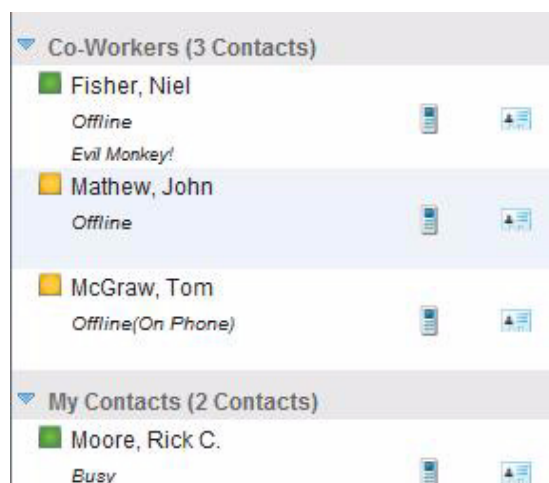
If **Advanced Status** is chosen, refer to “[Advanced Status Selection](#)” on [page 2-12](#) for more information.

If **Add New Contact** is chosen, refer to “[Add New Contact Selection](#)” on [page 2-13](#) for more information.

Contact Status

Step 1 To view the current status of a contact, select the desired group/person to expand the information ([Figure 2-7](#)).

Figure 2-7 Current Status of Contact



From this screen, you can dial a contact, view the details of a contact, or modify contact groups.

Using the Phone Option

Follow the steps below to dial a number using Mobile mode ([Figure 2-8](#)) or PC mode ([Figure 2-9](#)).

Mobile Mode

Step 1 Click the **Phone** icon to display [Figure 2-8](#).

Figure 2-8 Dial Call—Mobile Mode dialog box

NEC Last Update : Friday, September 24, 2010 10:41:45 AM

Michael Taylor [Add/Update Comment](#) [Logoff](#)

Available

Dial Call

Enter a number to dial:

☐ as entered

Step 2 Enter a number in the **Dial Call** field. To dial the number as entered, click the **as entered** check box. If the check box is not selected, location rules will apply.

Step 3 Click **Dial**. A dialog box displays to confirm the number is correct and then the endpoint rings. Once the MC550 user answers the call, they are connected to the remote party.



NOTE

MC550 uses this type of dialing in all instances when dialing is done from the web site. This is **Call Me First** dialing.

PC Mode Dialing

Figure 2-9 Dial Call—PC Mode dialog box

NEC Last Update : Friday, September 24, 2010 10:38:07 AM

Michael Taylor [Add/Update Comment](#) [Logoff](#)

Available

Dial Call

Enter a number to dial:

☐ as entered

1	2	3	Answer
4	5	6	Release
7	8	9	Conference
*	0	#	Hold

Step 1 Enter a number in the **Dial Call** field. To dial the number as entered, click the **as entered** check box. If the check box is not selected, location rules will apply.

Step 2 Click **Dial**.

Using PC mode allows the MC550 user the option of answering an incoming call by clicking **Answer**, holding a call by clicking the **Hold** button, and to conference an existing call by clicking the **Conference** button.

Searching and Viewing the Directory

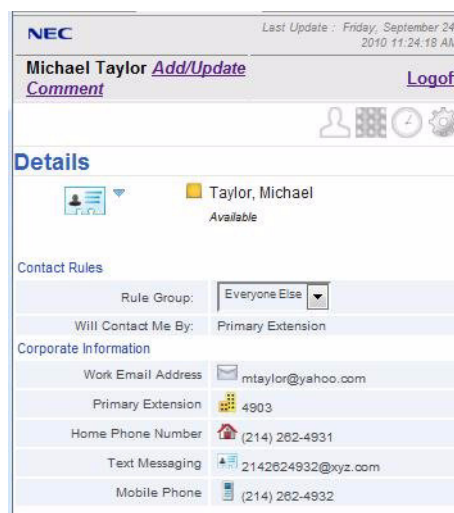
Step 1 To search the directory, enter a name (first or last) in the **Search** field and then click the **Search** icon (Table 2-1, magnifying glass). To perform an Advanced search, click **Advanced Search** to search by title and organization. A list of all names matching the criteria displays (Figure 2-10).

Figure 2-10 Search Results



Step 2 To view the details of a contact, click the **Card** icon. Figure 2-11 displays.

Figure 2-11 Contact Details



Step 3 If contact rules have been setup, the **Rule Group** can be changed by selecting a group from the drop-down list. Also displayed is how the contact can reach you.

The telephony contacts can be selected and dialed. The email contacts will launch the default email program.

Modifying Contact Membership

Use the steps below to modify a contact membership.

- Step 1** Click the down arrow next to the card icon of the desired member to modify. [Figure 2-12](#) displays.

Figure 2-12 Modify Contact Membership

NEC Last Update : Friday, September 24, 2010 11:03:47 AM

Michael Taylor [Add/Update Comment](#) [Logoff](#)

Modify Contact Membership

Modify Contact Membership for Fisher, Niel

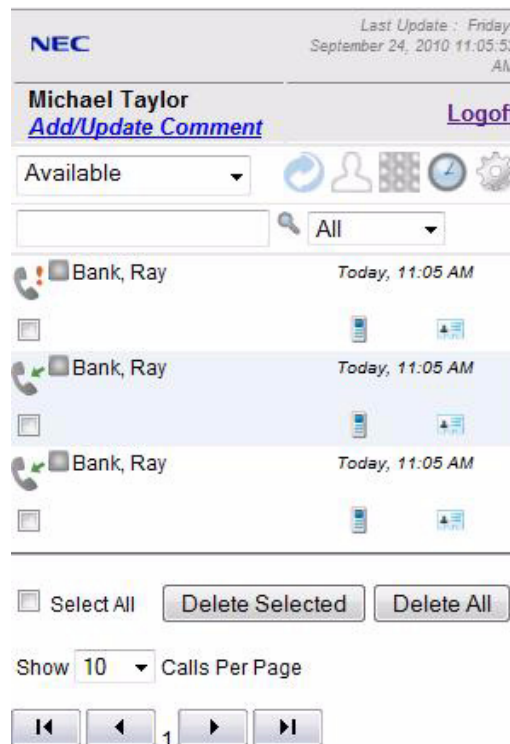
☐ My Contacts
☒ Co-Workers

- Step 2** Click the desired **Contact** to add or delete a contact from your list of contacts.
- Step 3** Click **Update** to save your option or **Cancel** to return to the previous screen.

Communication Logs

Selecting the **Clock** icon in the navigation bar directs you to the call history (Figure 2-13). If the Clock Icon has a Red ! overlay, you have missed calls.

Figure 2-13 Communication Logs dialog box



The following options are available on the call history page:

- search call history by entering a name in the search field and clicking the **Search** icon (magnifying glass)
- filter call history by clicking the down arrow and selecting **All**, **Incoming**, **Outgoing**, or **Missed**
- make a call by clicking the **Phone** icon on a call history entry to call the user directly
- view the details page of an entry or add and edit a contact by clicking on the **Card** icon
- delete an entry by clicking the checkbox underneath the desired name and clicking the **Delete Selected** button
- delete all the call logs by clicking **Delete All**
- select the desired number of call logs to be viewed per page by selecting the number from the **Show** drop-down list

Advanced Status Selection

Selecting **Advanced Status** (Figure 2-6) allows you to control the length and time for your status to be active (Figure 2-14).

Figure 2-14 Advanced Status dialog box

Advanced Status

Status
Available ▼

Return Date:

September, 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Return Time:
02:00 PM ▼

☐ Auto Expire

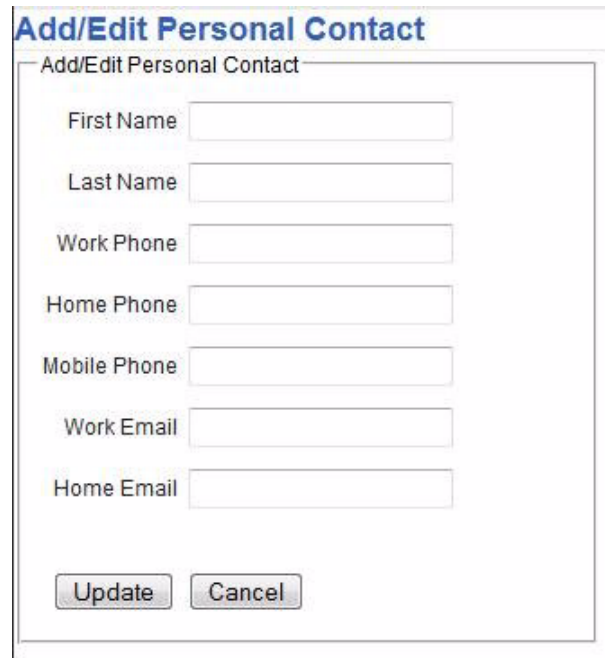
Update Cancel

- Step 1** Select the desired **Status** from the drop-down list.
- Step 2** Select the **Return Date** on the calendar and then select the **Return Time** from the drop-down list.
- Step 3** Check the **Auto Expire** check box to automatically cancel your Advanced Status at the specified date/time.
- Step 4** Click **Update** to accept the changes or **Cancel** to return to the previous page.

Add New Contact Selection

Selecting **Add New Contact** (Figure 2-6) allows you to add a new contact or edit existing information (Figure 2-15).

Figure 2-15 Add New Contact



The screenshot shows a web form titled "Add/Edit Personal Contact" in blue text. Below the title is a subtitle "Add/Edit Personal Contact" in black text. The form contains several input fields with labels to their left: "First Name", "Last Name", "Work Phone", "Home Phone", "Mobile Phone", "Work Email", and "Home Email". At the bottom of the form are two buttons: "Update" and "Cancel".

Step 1 Enter information in each of the desired fields. Click **Update** to add the information or click **Cancel** to exit the screen without saving.

Settings

Use the Settings dialog box to modify User Settings, Call Settings, to modify, add, or delete contact Rule Groups, and Contact Rules.

The following topics are included in this section:

- [User Details](#)
- [Call Settings](#)
- [Rule Groups](#)
- [Contact Rules](#)
- [Contacts Groups](#)

Step 1 Click the **Settings** icon from the MC550 Default page ([Figure 2-4](#)) to display [Figure 2-16](#).

Figure 2-16 Settings dialog box



User Details

To view your personal details, click **User Details** from the Settings dialog box (Figure 2-16). Figure 2-17 displays.

Figure 2-17 Card Icon—User Details

NEC Last Update : Friday, September 24, 2010 11:12:05 AM

Michael Taylor [Logoff](#)
[Add/Update Comment](#)

User Details

Taylor, Michael
Available

First Name	Michael
Last Name	Taylor
Work Email	mtaylor@yahoo.com
Primary Extension	4903
Wireless	
VoiceMail Pilot Number	Unassigned ▼
Dual Mode Number	
Home Phone Number	2142624931
Home Email	
Text Messaging	2142624932@xyz.com
Mobile Phone	2142624932
External Primary Number	
External Secondary Number	
External Tertiary Number	
Free Form Number	
Instant Messaging	

- Step 1** Click **Update** after modifying or adding any information. If you are changing your password, use the steps below.

Changing a Password

Clicking **Change Password** from the Card Icon—User Details dialog (Figure 2-17) displays Figure 2-18.

Figure 2-18 Card Icon—Change Password

Change Password

Password must be at least 8 characters
It must consist of the following:

1. - A capital letter
2. - A number from 0-9
3. - A special character i.e. !@#\$%^&*()

Account Information

Current Password:

New Password:

Confirm New Password:

- Step 1** Type the **New Password** and enter it again in the **Confirm New Password** field.
- Step 2** Click **Update** to reflect the changes or **Cancel** to exit without saving the changes.

Call Settings

Use this option to modify the call settings. Any change made will override the current call settings.

- Step 1** Select **Call Settings** from the Settings dialog box (Figure 2-16). Figure 2-19 displays.

Figure 2-19 Call Settings dialog box

NEC Last Update : Friday, September 24, 2010 11:23:06 AM

Michael Taylor
[Add/Update Comment](#) [Logoff](#)

Call Settings

SMS Voice Mail Notification: Enable ☒ (2142624932@xyz.com))

Connect The Call if Answered After: 3 (Default) seconds

Connect The Call if Answered Before: 24 (Default) seconds

Caller ID To Be Displayed for Click-to-Call:

Dial 2500	At Lunch (Default:At Lunch)
Dial 2501	Away from Desk (Default:Away from Desk)
Dial 2502	Gone Home (Default:Gone Home)
Dial 2503	On Break (Default:On Break)
Dial 2504	On Vacation (Default:On Vacation)
Dial 1069	Busy (Default:Busy)

Update

Step 2 Make the desired changes and click **Update** to reflect your changes.

Rule Groups

Selecting **Rule Groups** from the Settings dialog box (Figure 2-16), displays Figure 2-20.

Figure 2-20 Rule Groups

NEC Last Update : Friday, September 24, 2010 11:15:10 AM

Michael Taylor [Add/Update Comment](#) [Logoff](#)

Manage Rule Groups

☐ Everybody

Use the steps below to rename, delete, or add a Rule Group.

- Step 1** To rename an existing Rule Group, click the Pencil icon next to the Group Name. Click **Update** to submit any changes made.
- Step 2** To delete a Rule Group, mark the check box next to the name and click **Delete**.
- Step 3** Click **Add** to add a Rule Group. Enter the new Rule Group name in the textbox and click **Update** to apply the changes.

Contact Rules

Selecting **Contact Rules** from the Settings dialog box (Figure 2-16), displays Figure 2-21.

Figure 2-21 Contact Rules

NEC Last Update : Friday, September 24, 2010 11:16:50 AM

Michael Taylor [Add/Update Comment](#) [Logoff](#)

Contact Rules

Priority	When i am at	and these groups	contact me by	Edit	Delete
1	Any Status	Any Group	Primary Extension , Mobile Phone		<input type="checkbox"/>

- Step 1** To edit an existing rule, click the **Edit** (Pencil icon) button.
- Step 2** To delete a rule, mark the rule to be deleted and click the **Delete Selected** button.
- Step 3** To add a new rule, click **Add a Rule** button and make your selection on the Manage Contact Rules page.
- Step 4** To change the priority order of a contact rule, modify the priority order drop-down and click **Update**.

Figure 2-22 Manage Contact Rules

NEC Last Update : Friday, September 24, 2010 11:17:32 AM

Michael Taylor [Add/Update Comment](#) [Logoff](#)

Manage Contact Rules

Status

☐ Any Status

<input type="checkbox"/> At Lunch	<input type="checkbox"/> Available	<input type="checkbox"/> Away from Desk
<input type="checkbox"/> Busy	<input type="checkbox"/> Gone Home	<input type="checkbox"/> In a Meeting
<input type="checkbox"/> Offline	<input type="checkbox"/> On Break	<input type="checkbox"/> On Business Trip...
<input type="checkbox"/> On Vacation	<input type="checkbox"/> Out Of Office	<input type="checkbox"/> Undisclosed

Rule Group

☐ Any Group

☐ Everyone Else ☐ Everybody

Contact Methods

Contact Order 1

Contact Order 2

Contact Order 3

Contact Order 4

Contact Order 5

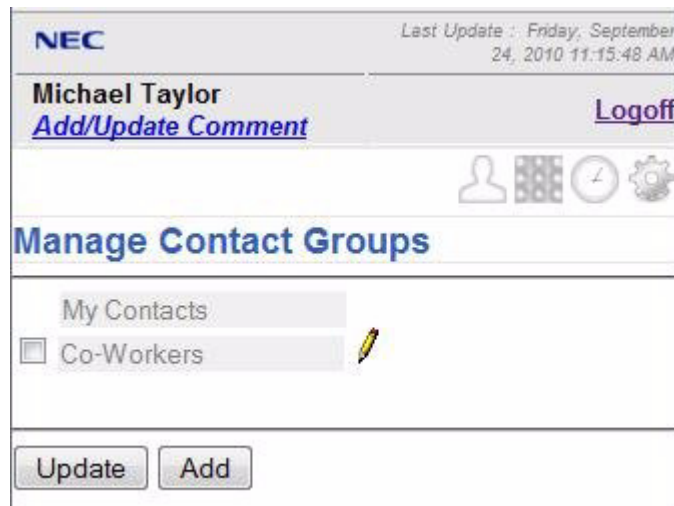
- Step 5** Select the desired Status. To select all statuses, select the option **Any Status**.
- Step 6** Select the desired Rule Group. To select all rule groups, select the option **Any Group**.
- Step 7** Select the Contact Methods starting from the highest priority to be the point of contact for this rule.

Step 8 Click **Update** to reflect the changes or **Cancel** to exit without saving the changes.

Contacts Groups

To access Contact Groups, select the **Settings** icon and then select the Contact Groups button.

Figure 2-23 Contact Groups



Renaming an Existing Contact Group

Step 1 Click the **Pencil** Icon next to the Group Name to rename the existing Contact Group.

Step 2 Click **Update** to submit the changes.

Deleting a Contact Group

Step 1 To delete a Contact Group, mark the check box next to the name.

Step 2 Click **Delete** to apply the changes.

Adding a New Contact Group

Step 1 Click **Add** and then enter the new Contact Group name in the text box.

Step 2 Click **Update** to apply the changes.

MC550 Contact EndPoint

To change your contact end point, select the desired option from the drop-down list and then click **Set**.



NOTE

The Endpoint can only be changed via the Mobile Mode login. When logged in as PC Mode, the endpoint is the primary extension and it will override previous endpoint settings.

User Comments

To enter a comment, click on **Add/Update comment** next to the name on the top menu of the Default page (Figure 2-4).

Figure 2-24 User Comments

The screenshot shows the NEC User Comments web interface. At the top, it displays 'NEC' and 'Last Update : Friday, September 24, 2010 11:19:43 AM'. Below this, the user's name 'Michael Taylor' is shown with links for 'Add/Update Comment' and 'Logoff'. A navigation bar contains icons for user profile, calendar, clock, and settings. The main section is titled 'User Comments' and includes a text area for 'Enter your comment' with a character count of 0. Below this is a text input for 'Enter your comment Url (Optional)' with a character count of 0. Then, another text input for 'Enter your comment Url Description (Optional)' with a character count of 0. At the bottom, there is a 'Previous Comments' section and two buttons: 'Update' and 'Delete All'.

Step 1 Enter the comment.

Step 2 Enter the comment Url (Optional).

- Step 3** Enter the comment url Description (Optional).
- Step 4** Click **Update** to apply the changes.
- Step 5** Click **Delete All** to delete all comments entered to date.

Incoming Call Popup

An Incoming Call popup displays when a call is incoming on the primary extension of the MC550 user (Figure 2-25). This option is available only on the PC mode.

Figure 2-25 Incoming Call dialog box



- Step 1** Click **Answer** to accept a call on your primary extension when an incoming call displays on the screen.
- Step 2** Click **Release** to release the call.
- Step 3** Click **Redirect** to transfer the call to another telephonic contact by selecting the desired contact method from the drop-down list.

Using the MC550 Move Call Feature

A call can be moved *from* an endpoint or *to* an endpoint by using the **Move Call** Key on the User Desk station or on a SP350 softphone.

After receiving a call or making an outbound call from the desk set, simply press the **Move Call** key to move the call to the user's endpoint.

The display on your desk set will read **Dialing Mobile**, and the endpoint will begin to ring. Once the endpoint is answered, the call is automatically moved.

When a call is answered on the endpoint, the **Move Call** key on the desk phone will flash red. Pressing this key moves the call to the desk phone.



NOTE

Moving a mobile call to a desk phone is possible only if the original call was made from or to the desk phone (an enterprise number), or if the call was moved to the mobile by MC550, or if a call was established using the MC550 web site.

***For additional information or support on this NEC Corporation product,
contact your NEC Corporation representative.***



UCE Mobility (UNIVERGE MC550) User Guide

NDA-31017, Revision 4