PCS 5xx v3.3.73

Installation & Configuration Notes

WARNING: When upgrading PCS 5xx IP Phones to v3.3.73 the following SpliceCom system components must also be simultaneously upgraded to the software levels outlined below;

- S716/S8000 Soft PBX – v3.3.73
- 4100/4140/5100/5108 Call Server – v3.3.73
- 5500 Network Service Gateway – v3.3.73
- SSL Gateway – v3.3.73
- External Voicemail - v3.3.73
- Navigate – v1.0.70
- PCS 60 for Mac OS X – v3.3.6
- PCS 60 for Windows – v3.2.255

Failure to follow this procedure will result in the incorrect time being shown for voicemail/missed call information on PCS 5xx IP Phones and Navigate/PCS 60 IP Softphones & Phone Partners.

Introduction

SpliceCom's PCS 5xx IP Phones have been designed to work with and perfectly complement all Maximiser OS based business telephone systems; be they implemented as soft, hard or virtual PBXs.

The immediate availability of PCS 5xx v3.3.73 sees the unification of software version numbering across Maximiser OS, SSL Gateway and PCS 5xx IP Phones. PCS 5xx v3.3.73 adds support for the following new features;

- SSL on PCS 5x1/5x2
- PCS 5xx/SSL Update Server

- Configurable Screen & LED Brightness
- USB WiFi Adapter Support for PCS 571G/572G and PCS 582G
- New Answer Button on PCS 5xx Incoming Call display
- Customer name displayed on PCS 5xx phones
- Alert Tone for Paging on PCS 5xx

SSL on PCS 5x1/5x2

Through the addition of a Secure Socket Layer (SSL) connectivity option for the PCS 5x2 range of IP Phones, SpliceCom have made their deployment for remote office and homeworking applications quicker and easier to roll-out, whilst simultaneously increasing voice security.

PCS 5x2 software version 3.3.73 sees the introduction of a Secure Socket Layer (SSL) connectivity option for the majority of SpliceCom's PCS 5x2 IP phones. The following PCS IP Phones now support SSL;

- PCS 542 (check with your SpliceCom account manager for availability)
- PCS 552
- PCS 552G
- PCS 561/PCS 562
- PCS 571G/PCS 572G

Please note: The PCS 582G does not currently support SSL

SSL support allows PCS IP Phones deployed in remote office or homeworking environments where an on-site 5100 Call Server, S8000/S716 Soft PBX or 5500 Network Service Gateway does not exist to create a secure SSL link back to the host PBX through the Internet. A Virtual Private Network (VPN) tunnel is not required when utilising SSL for site-to-site connectivity.

SSL is far more efficient than VPN for remote connectivity. Figures show SSL results in a 1% increase in CPU load, consuming a mere 10kB of memory per connection and adding just 2% to network bandwidth requirements. By contrast VPN connections can add up to 40% overhead on a standard voice call.

Once installed, configured and active a PCS 5x2 phone running SSL operates in exactly the same manner as a phone connected directly over the LAN to a 5100 Call Server or S8000/S716 Soft PBX. However, at present a Navigate or PCS 60 Phone Partner cannot be used in conjunction with a PCS 5x2 IP Phone running SSL.

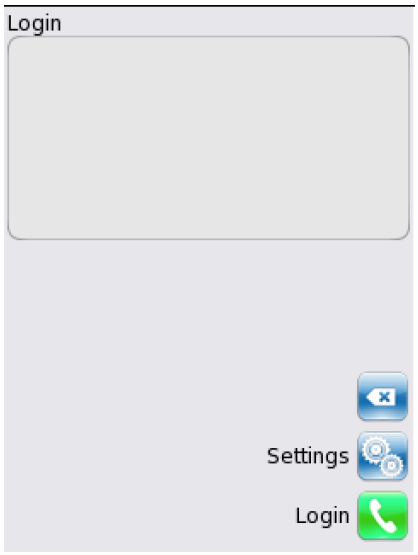
SSL operation on PCS 5x2 phones also requires an SSL Gateway running v3.3.73 (formally iPCS Gateway) to be provisioned. Please refer to the separate SSL Gateway Installation and Configuration Notes.

Configuration

Make sure the Auto Add Phone function is turned off on the CallServer/S8000/S716.

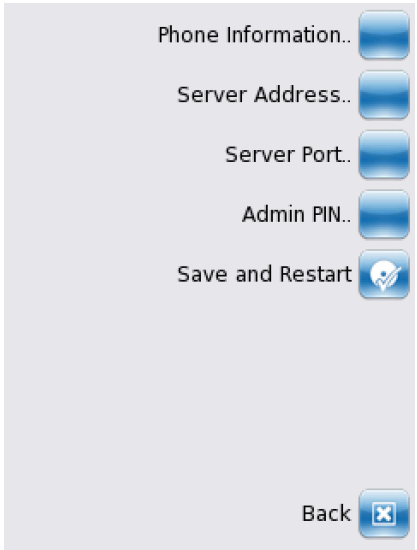
Once you have upgraded the PCS 5x2 to 3.3.73 let the phone power up. You will see the screen below:

NOTE: If the phone is already a member of the CallServer then Logout of the phone to be presented the screen below.



Press the Setting button and you will be prompted for the Admin Password - default is 1234.

Once you have entered the correct Admin Password the Setting menu will be presented. See below:

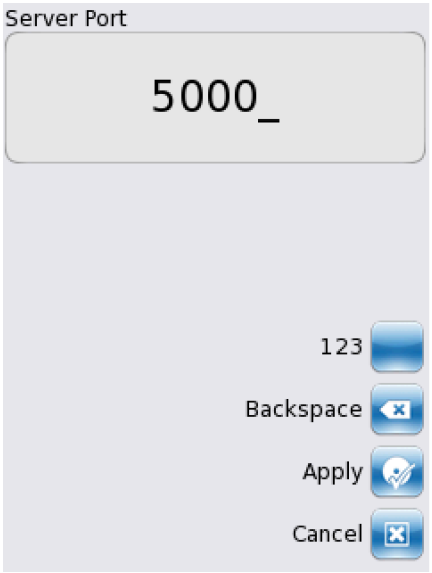


Press the Server Address button and enter the IP Address or Domain Name for the SSL Gateway

machine via the telephone keypad.

Once this has been entered press Apply.

Now press the Server Port button and enter the port that the SSL Gateway machine has been configured to use - default is port 5000.



Then press Apply.

Once all the above settings have been configured press Save and Restart. The phone will then login using the SSL Gateway.

If your phone is already a member of the CallServer then it will login as the specified User. If it is a new phone in the system then you need to go to Unassigned Phones and allow the phone in as per normal.

This completes the SSL setup of the PCS 5x1/5x2 IP Phone.

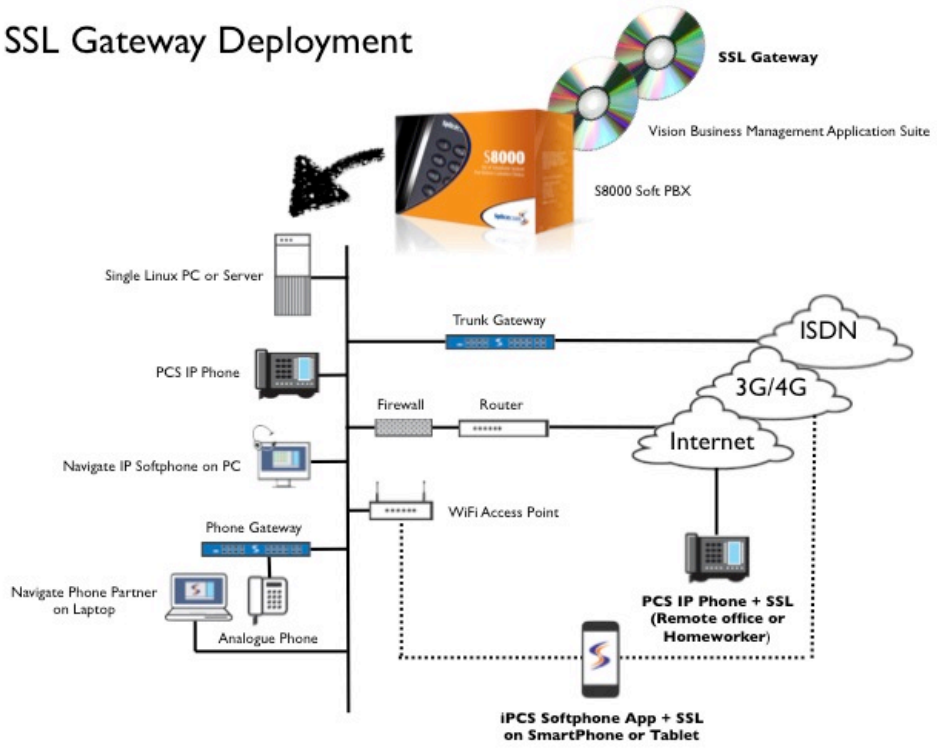
SSL Gateway

SSL operation on PCS 5x1/5x2 phones also requires an SSL Gateway (formally known as the iPCS Gateway) to be provisioned on the site where the host soft/hard/virtual Maximiser OS PBX is located. The SSL Gateway app can be run on the same platform as a S8000/S716 Soft PBX or, alternatively, co-exist with the Vision Business Management suite server in a 5100 Call Server environment.

The SSL Gateway app comes pre-installed on SpliceCom's MultiApp Platform (MAP), or can alternatively be run on Linux or Apple Mac OS X platforms.

When MAP is not utilised to host the SSL Gateway app, SpliceCom's recommended specification for an entry-level Linux machine (HP Proliant Microserver - 1.5 GHz AMD processor, 2GB memory) can comfortably handle forty active SSL sessions, when running as a standalone SSL Gateway.

For details on how to install the SSL Gateway please refer to the "SSL Gateway Installation and Configuration Notes".



PCS 5xx/SSL Update Server

To complement the SSL connectivity option for remote, mobile and home working on PCS 5x1/5x2 phones, Maximiser OS v3.3.73 includes support for a new software update server which allows SSL and/or LAN connected PCS 5xx IP phones to be upgraded via the Web Manager. This update service can be hosted by;

- S716 Soft PBX
- S8000 Soft PBX
- SSL Gateway (formally known as the iPCS Gateway)

- 5108 Call Server
- 5100 Call Server
- 4140 Remote Call Server
- 4100 Call Server

A field has been added to the IP Phone entries within Web Manager for "Upgrade Time". Valid entries are;

- now
- Time today (hhmm)

Bulk Upgrades of SSL and/or conventional PCS 5xx phones can be actioned through the Phones Bulk link on the left hand side of the Web Manager.

Manager Assist v3.5, also added in Maximiser OS v3.3.73, provides even greater flexibility and granularity for the management of the Update Server.

For details on how to install the PCS 5xx/SSL Update Server Gateway please refer to the "Maximiser OS v3.3.73 Installation and Configuration Notes".

Configurable Screen and LED Brightness

The screen and Brightness settings are now configurable for PCS 5xx IP Phones, via the Web Manager. This is ideal for scenarios where phones are deployed in hotel rooms, high-worth residences, etc.

Configuration

In order to change the default screen and LED brightness you have to find and select the relevant phone in the Web Manager. Once you find the phone you will see two new fields as shown below:

Enter figures between 0 (being the lowest) and 255 (being the brightest). This will change the brightness of settings for the phone.

USB WiFi Adapters for PCS 571G/572G and PCS 582G

The USB connector on the PCS 571G/572G and PCS 582G IP Phones can now be used to support the following WiFi adapters;

- Netgear WMA1000M
- Netgear WMA3100M

- ZyXEL NWD2205

This allows these phones to utilise Wireless connectivity as an alternative to wired Ethernet in environments where this is either desirable, or conventional connectivity cannot be achieved.

Please note: A STEPS PSU or alternative Power over Ethernet (PoE) power source will still be required to drive the PCS IP Phone when WiFi is used.

Configuration

In order to set up WIFI you will first need to telnet into the phone. Once logged in type the following command:

setnet

Go through options until you get to:

"Do you wish to use a wireless network [y/n]?"

Type y followed by Enter.

You will then be presented with 3 questions:

1. Authentication protocol

There are three choices. The entry must correspond to the type being used on site:

WEP
WPA
WPA2

Once you have typed the correct protocol being used on site hit enter

2. Do you wish to enter a new key in ASCII or hexadecimal format [ah]?

Type an 'a' for ASCII or 'h' for hexadecimal.

Then at the Key prompt type the key being using on site

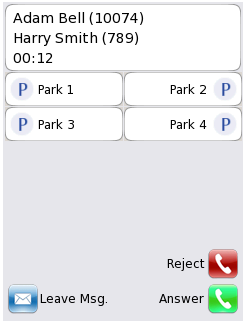
3. Wireless SSID

This is simply the name of the wireless network. NOTE: Make sure the wireless network name does not have any spaces in it. If it does you will need to rename it to remove any spaces in the name.

Save all your settings and then reboot the phone for the setting to take effect.

New Answer Button

A soft key Answer icon has been added to PCS 5xx handsets, as an alternative to the Speaker/Handsfree button, making the answering of incoming calls in this way much more intuitive.



Customer Name Display

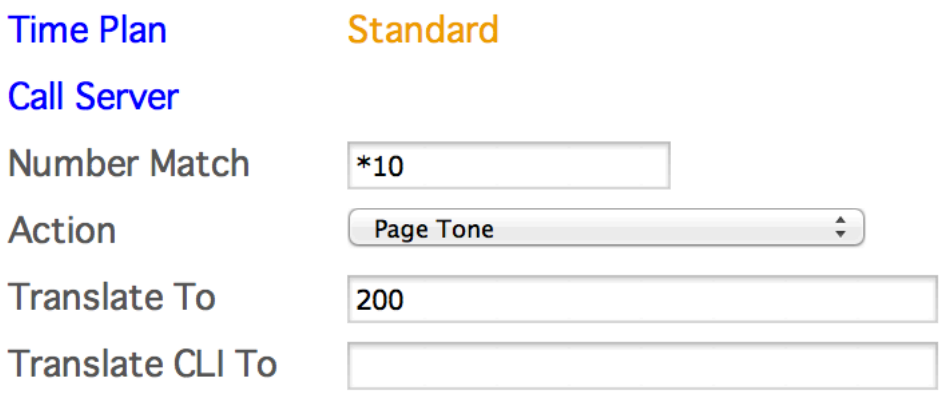
PCS 5xx v3.3.73 displays the customer name, as configured on each Maximiser OS soft, hard or virtual IP PBX, on the default screen of all PCS 5xx IP Phones.

Adam Bell
10074
SpliceCom Ltd
Wed, 9 Jul 16:48 BST

Alert Tone For Paging On PCS 5xx

A new dial plan has been added to Maximiser OS v3.3.73 that plays an alert tone, immediately before the media path is opened for speech, when paging via a PCS 5xx phone or phones.

In order to make use of the Page Tone feature the following Dial Plan entry is required:



The above example reflects a Number Match of *10 for this feature. Please use a Number Match that is not in use by any other feature within the Dial Plan you are implementing.

The Translate To in this case is 200 - an extension number. The Translate To field could also be a Group on the Maximiser OS system, which will allow paging to multiple phones.

In order to utilise the Page Tone feature, you must be running Maximiser OS (CallServer/S716/S8000) v3.3.73 and PCS 5xx v3.3.73.

NOTE: This feature is only supported on PCS 5xx phones and does not apply to analogue or 3rd Party SIP Phone extensions.

Availability

PCS 5xx v3.3.73 is available with immediate effect (July 2014).

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