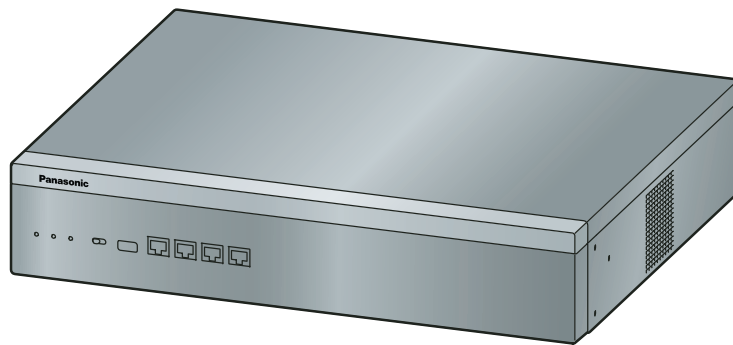# Panasonic®

Operating Manual

Video Intercom System — Control Box

Model No. VL-VN1700

Thank you for purchasing this Panasonic product.
Please read this manual carefully before using this product and save this manual for future use.
In particular, be sure to read "1.1.1 For Your Safety, page 8" before using this product.

PNMPR Software File Version 001.00000 or later

Manuals and supporting information are provided on the Panasonic Web site at:
http://panasonic.net/pcc/support/intercom/vn1900

Introduction

In This Manual

- The following abbreviations are used:
  SIP extension → Extensions of the Control Box that use Session Initiation Protocol for communication.

- The suffix of each model number (e.g., VL-VN1700**BX**) is omitted.

- The following icons are used frequently.

‼ Hints   📝 Conditions

Notice

- This Control Box supports SIP (Session Initiation Protocol) phones. However, some features may not be available, depending on your telephone type.

- Prior to connection of this product, please verify that the intended operating environment is supported. Satisfactory performance cannot be guaranteed for the following:

  – interoperability and compatibility with all devices and systems connected to this product

NOTES

- Some optional hardware, software, and features are not available in some countries/areas, or for some models. Please consult your certified Panasonic dealer for more information.

- This manual provides basic information on how you can access commonly used Control Box functions with KX-HDV series SIP phones. For detailed information about each feature or setting, follow the instructions for your phone. For details about using other devices, refer to the documentation for those devices.

- SIP extensions may become busy and you may not be able to make or receive calls, depending on the network status.

- The contents of this manual apply to a certain software version, as indicated on the cover of this manual. To confirm the software version, consult your dealer.

- Product specifications are subject to change without notice.

- The operations for SIP phones may differ from the steps in this manual, and may vary depending on the type of telephone being used.

- To execute an operation, you may have to press the OK button after performing all the steps in the operation.

Trademarks

- All trademarks identified herein are the property of their respective owners.

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http://panasonic.net/pcc/support/intercom/vn1900
At least three (3) years from delivery of this product, Panasonic Corporation will give to any third party who contacts us at the contact information provided below, for a charge of no more than the cost of physically

distributing source code, a complete machine-readable copy of the corresponding source code and the copyright notices covered under the GPL and the LGPL. Please note that software licensed under the GPL and the LGPL is not under warranty.
http://panasonic.net/pcc/support/intercom/vn1900

Table of Contents

Table of Contents

Section 1

Operation

This section shows you step by step how to use each feature. Read this chapter to become familiar with the many useful features of this Control Box.

1.1 Before Operating the Telephones

1.1.1 For Your Safety

To prevent personal injury and/or damage to property, be sure to observe the following safety precautions.

The following symbols classify and describe the level of hazard and injury caused when this unit is operated or handled improperly.

⚠ WARNING	This notice means that misuse could result in death or serious injury.
⚠ CAUTION	This notice means that misuse could result in injury or damage to property.

The following types of symbols are used to classify and describe the type of instructions to be observed.

🚫 This symbol is used to alert users to a specific operating procedure that must not be performed.

❗ This symbol is used to alert users to a specific operating procedure that must be followed in order to operate the unit safely.

⚠ WARNING

For All Telephone Equipment

🚫

- Do not allow rain to fall on the product or expose the product to moisture. Do not let water, oils, or other liquids to splash onto the product. Such conditions can lead to fire or electric shock, and may impair the performance of the product.
- Do not place the product on an unstable or uneven surface. If the product were to fall over, it may cause injury or damage to the product.
- Do not allow anything to rest on the power cord. Do not locate the product where the power cord may be stepped on or tripped on.
- Do not supply power to a combination of devices that exceeds the total rated capacity of the wall outlets or extension cables used. If outlets, power strips, extension cords, etc. are used in a manner that exceeds their rated capacity, they emit large amounts of heat, which could cause a fire.

❗

- The product must only be installed and serviced by qualified service personnel. The product should be used as-is from the time of purchase; it should not be disassembled or modified. Disassembly or modification can cause a fire, electric shock, or damage to the product.
- Follow all warnings and instructions marked on the product.
- Products that require a power source should only be connected to the type of electrical power supply specified on the product label. If you are not sure of the type of power supply available, consult your dealer or local power company.
- For safety purposes, some products are equipped with an earthed plug. If you do not have an earthed outlet, please have one installed. Do not bypass this safety feature by tampering with the plug.
- Regularly clean dust off of all equipment. Excessive amounts of dust can lead to fire or electric shock, and may impair the performance of the product.
- Unplug the product from the wall outlet and contact your dealer in the following cases:

    a. When the power supply cord or plug is damaged or frayed.

    b. If liquid has been spilled into the product.

    c. If the product has been exposed to rain or water.

    d. If the product does not operate according to the operating instructions. Adjust only the controls that are explained in the operating instructions. Improper adjustment of other controls may result in damage and may require service by a qualified technician to restore the product to normal operation.

    e. If the product has been dropped or the cabinet has been damaged.

    f. If product performance deteriorates.

For the Control Box

- Do not insert foreign objects of any kind into this product, as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.
- Do not pull, bend, rest objects on, or chafe the power cord and plug. Damage to the power cord or plug can cause fire or electric shock.
- Do not attempt to repair the power cord or plug. If the power cord or plug is damaged or frayed, contact an authorised Panasonic Factory Service Centre for a replacement.

- When mounting the unit on a 19-inch rack, only use the 19-inch rack mounting equipment (attachment bracket, screws) included with the unit.
- If damage to the unit exposes any internal parts, disconnect the power supply cord immediately and return the unit to your dealer.
- Unplug this unit from the AC outlet if it emits smoke, an abnormal smell or makes unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped and contact an authorised Panasonic Factory Service Centre.
- This unit is equipped with an earthed plug. For safety reasons this plug must only be connected to an earthed outlet that has been installed according to applicable regulations.

• Plug the power cord firmly into an AC outlet. Otherwise, it can cause fire or electric shock.

⚠ CAUTION

For All Telephone Equipment

❗

• The product should be kept free of dust, moisture, high temperature (more than 40 ℃), and vibration, and should not be exposed to direct sunlight.

• Unplug the product from the wall outlet before cleaning. Wipe the product with a soft cloth. Do not clean with abrasive powders or with chemical agents such as benzine or thinner. Do not use liquid cleaners or aerosol cleaners.

For the Control Box

❗

• The power supply cord is used as the main disconnect device. Ensure that the AC outlet is located near the equipment and is easily accessible.

• Slots and openings in the front, back and bottom of the cabinet are provided for ventilation; to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface while in use. The product should never be placed near or over a radiator or other heat source. This product should not be placed in a sealed environment unless proper ventilation is provided.

• When this product is no longer in use, make sure to detach it from the rack.

• To protect this unit from static electricity, do not touch any external connectors of the unit.

Notice

For All Telephone Equipment

• Read and understand all instructions.

For the Control Box

• Keep the unit away from heating appliances and devices that generate electrical noise such as fluorescent lamps, motors and televisions. These noise sources can interfere with the performance of the unit.

Note

For All Telephone Equipment

• Never attempt to insert wires, pins, etc. into the vents or holes of the product.

1.1.2 Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

• Do not use the product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.

- Avoid using wired telephones during an electrical storm. There is a remote risk of electric shock from lightning.

- Do not use a telephone in the vicinity of a gas leak to report the leak.

- Rack Mount Instructions—The following or similar rack-mount instructions are included with the installation instructions:

a. Elevated Operating Ambient—If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified by the manufacturer.

b. Reliable Earthing—Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g., use of power strips).

SAVE THESE INSTRUCTIONS

1.1.3 Precautions

General information

- In the event of problems, you should contact your equipment supplier in the first instance.

Graphical symbols for use on equipment and their descriptions

Symbol	Explanation	Symbol	Explanation
$\sim$	Alternating current (A.C.)	▫	Class Ⅱ equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)
⎓	Direct current (D.C.)	|	"ON" (power)
⏚	Protective earth	◯	"OFF" (power)
⏛	Protective bonding earth	⏻	Stand-by (power)
⏚	Functional earth	⏽	"ON"/"OFF" (power; push-push)
⌂	For indoor use only	⚡	Caution, risk of electric shock

Disposal of Old Equipment and Batteries
(Only for European Union and countries with recycling systems)
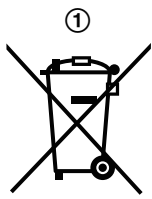
These symbols (①, ②) on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste.
For proper treatment, recovery and recycling of old products and batteries, please take them to applicable collection points in accordance with your national legislation.
By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment.
For more information about collection and recycling, please contact your local municipality.
Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.
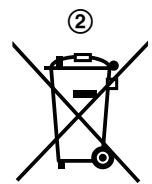
For business users in the European Union
If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Information on Disposal in other Countries outside the European Union
These symbols (①, ②) are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Note for the battery symbol
This symbol (②) might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

For users in India only

Declaration of Conformity with the requirements of the E-Waste (Management) Rules
The Product is in conformity with the requirements of the reduction of hazardous substances of the E-Waste Rules.
The content of hazardous substance with the exemption of the applications listed in SCHEDULE II of the E-Waste Rules:

1. Lead (Pb) – not over 0.1% by weight;

2. Cadmium (Cd) – not over 0.01% by weight;

3. Mercury (Hg) – not over 0.1% by weight;

4. Hexavalent chromium (Cr6+) – not over 0.1% by weight;

5. Polybrominated biphenyls (PBBs) – not over 0.1% by weight;

6. Polybrominated diphenyl ethers (PBDEs) – not over 0.1% by weight.

Disposal information
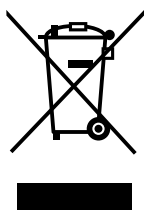
For the purpose of recycling to facilitate effective utilisation of resources, please return this product to a nearby authorised collection centre, registered dismantler or recycler, or Panasonic service centre when disposing of this product. Please see the Panasonic website for further information on collection centres, etc., or call the toll-free number below.

Website:
http://www.panasonic.com/in/corporate/sustainability/panasonic-india-i-recycle-program.html
Service helpline: 1800 103 1333 or 1800 108 1333

For users in New Zealand only

- This equipment shall not be set to make automatic calls to the Telecom '111' Emergency Service.

- The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

- APPLICABLE ONLY TO TELECOM CUSTOMERS WHO HAVE AUTOMATIC ACCESS TO OTHER CARRIERS FOR TOLL CALLS
When calling back a number from the Caller ID list, all numbers prefixed with "0 + AREA CODE" will be automatically forwarded to your toll carrier. This includes numbers in your local calling area. The zero + area code should either be removed when calling back local numbers, or check with your toll carrier that a charge will not be levied.

- All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is used, and what is disclosed to any other party.

- The SLT ports are not specifically designed for 3-wire-connected equipment. 3-wire-connected equipment might not respond to incoming ringing when attached to these ports.

1.1.4 Data Security

In order to use the Control Box safely and correctly, the Security Requirements below must be observed. Failure to do so may result in:

- Loss, leakage, falsification or theft of user information.

- Illegal use of the Control Box by a third party.

- Interference or suspension of service caused by a third party.

What is User Information?
User Information is defined as:

1. Information stored on the Storage Memory Card:
   System data and error data.

2. Information sent from the Control Box to a PC:
   System data.

<u>**Requirements**</u>

1. The Storage Memory Card contains software for all the processes of the Control Box and all the customer data. Therefore, do not allow unauthorised access to prevent data leakage.

2. Always make backups of data stored on the Storage Memory Card. For details, consult your dealer.

3. To prevent illegal access from the Internet, activate a Firewall.

4. To avoid unauthorised access and possible abuse of the Control Box, we strongly recommend:

    a. Keeping the password secret.

    b. Selecting a complex, random password that cannot be easily guessed.

    c. Changing your password regularly.

5. Perform the following when sending the Control Box for repair or handing it over to a third party.

    a. Make a backup of data stored on the Storage Memory Card.

    b. Using a formatter, format the Storage Memory Card so that information cannot be retrieved from it.

6. To prevent data leakage, render the Storage Memory Card physically unusable before disposal.

7. When user information is sent from the Control Box to a PC, the confidentiality of that information becomes the responsibility of the customer. Before disposing of the PC, ensure that data cannot be retrieved from it by formatting the hard disk and/or rendering it physically unusable.

1.1.5 Before Operating the Telephones

◆◆ Supported Telephones

You can use KX-HDV series SIP phones with the Control Box.

Registration for your SIP Phone

Your SIP phone must be registered with the Control Box and assigned an extension number before initial use, through system programming. To confirm the extension number, follow the instructions for your phone.

◆◆ Feature Numbers

To use certain features, you need to enter specified feature numbers (and an additional parameter, if required).
Feature numbers cannot be changed.

◆◆ Examples

The displays and the illustrations shown as examples are from a telephone connected to the Control Box.

◆◆ Restrictions

Some features may be restricted at your extension depending on system programming.

◆◆ Icon Descriptions

The following icons show you the feature availability, notes and action to use the features.

	Off-hook (One of the following). • Lift the handset. • Press the SP-PHONE button.		Talk or make an announcement.

⬇📞	On-hook (One of the following). • Hang up. • Press the SP-PHONE button.	♪	You will hear a confirmation tone.
desired no.	Enter the required number. <Example> **UM group's floating extension no.** Enter the UM group's floating extension number.	**dial key**	Press any dial key (0–9, ✳, #).
		extension no.	Dial an extension number.
HOLD	Press the HOLD button.	**REDIAL**	Press the REDIAL button.

◆◆ System configuration

Fully expanded system example (up to 2000 SIP devices[*1], requires control box)
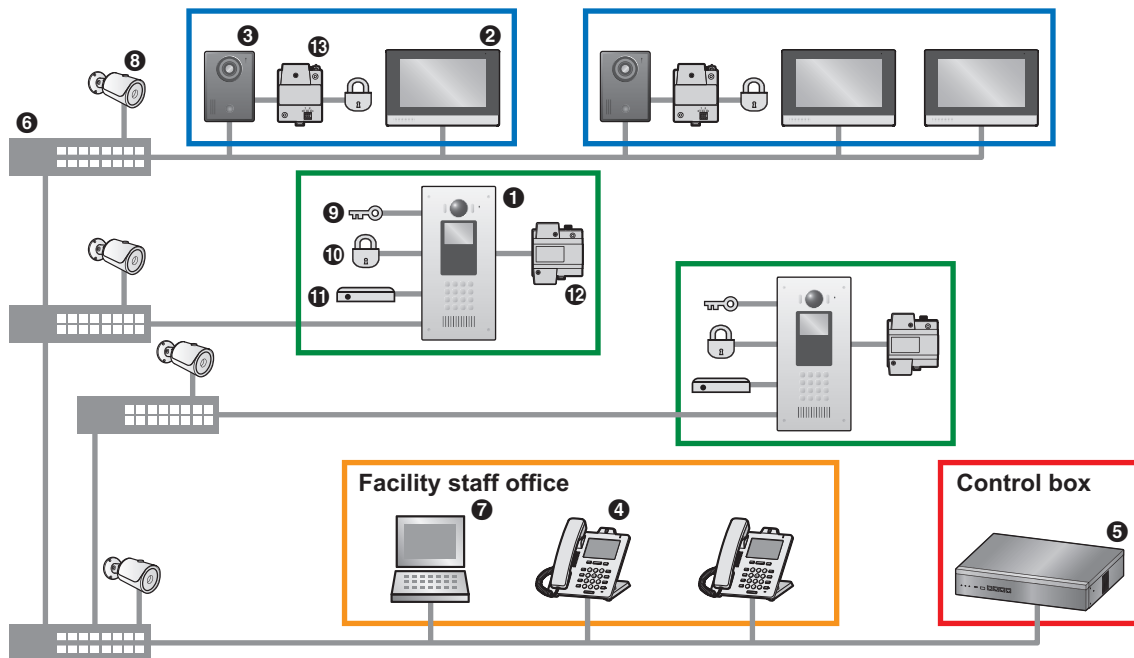
[*1]   "SIP devices" include lobby stations, room monitors, door stations, and SIP phones.

Maximum number of devices

SIP devices

Item		Maximum number of devices	
❶	Lobby station	50[*1]	
❷	Room monitor[*2]	5 per room[*3]	2000
❸	Door station[*2]	1 per room	
❹	SIP phone	50[*4]	

Other devices

Item		Maximum number of devices
❺	Control box	1
❻	Switching hub[*5]	—
❼	Computer (for programming)	—
❽	Network camera	500[*6]
❾	Access controller	1 per lobby station
❿	Electric lock	1 per lobby station 1 per door station
⓫	Open door sensor	1 per lobby station
⓬	Power supply unit	1 per lobby station 1 per room monitor[*2] 1 per door station[*2]

Item	Maximum number of devices
⑬ Relay box	1 per door station[*7]

[*1]   Up to a combined total of 8 lobby station and door station cameras can be registered to a room monitor for easy camera monitoring.

[*2]   If room monitors and door stations are not powered by Power over Ethernet (PoE), a power supply unit is required.

[*3]   Up to 256 rooms can have multiple room monitors. All other rooms can have only one room monitor. For more information, refer to the documentation of the control box (PC Programming Manual).

[*4]   Up to 18 SIP phones can be registered to a room monitor for easy calling.

[*5]   If PoE-compatible switching hubs are used, they can supply power to room monitors and door stations.

[*6]   Up to 32 network cameras can be registered to a room monitor for easy camera monitoring.

[*7]   A relay box is used to connect an electric lock to a door station.

1.2 Making Calls

–   ◆◆ Calling Another Extension

◆◆ Calling Another Extension

To call an extension (Intercom Call)

Off-hook.	▶	extension no.	▶	Talk.

Off-hook.   Dial **extension number**.   Talk.
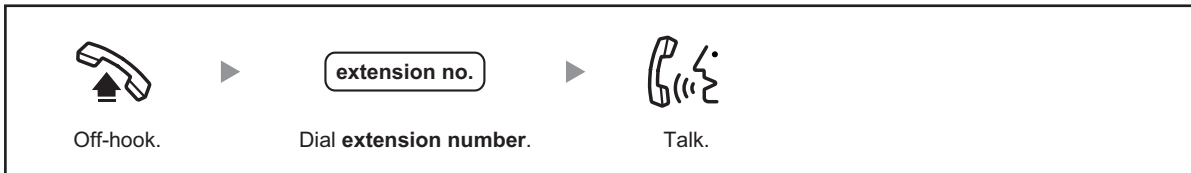
1.3 Receiving Calls

Off-hook.　　　Talk.

• **Hands-free Operation**
You can receive a call and have a conversation in hands-free mode using the SP-PHONE button.

1.4 Before Leaving Your Desk

1.4.1 Forwarding Calls

– ◆◆ Forwarding Your Calls (Call Forwarding [FWD])

◆◆ Forwarding Your Calls (Call Forwarding [FWD])

You can have your incoming calls forwarded to a specified destination.
All Calls:
All calls are forwarded. Preset extensions may also forward from their own receiving group.
Busy:
All calls are forwarded when your extension is busy.
No Answer:
All calls are forwarded when you do not answer the call within a specified time period.
Busy/No Answer (BSY/NA):
All calls are forwarded when you do not answer within a specified time period or when your extension is busy.

• Incoming calls can be forwarded up to four times.

• You can set the UM group's floating extension number as a forward destination.

To set/cancel
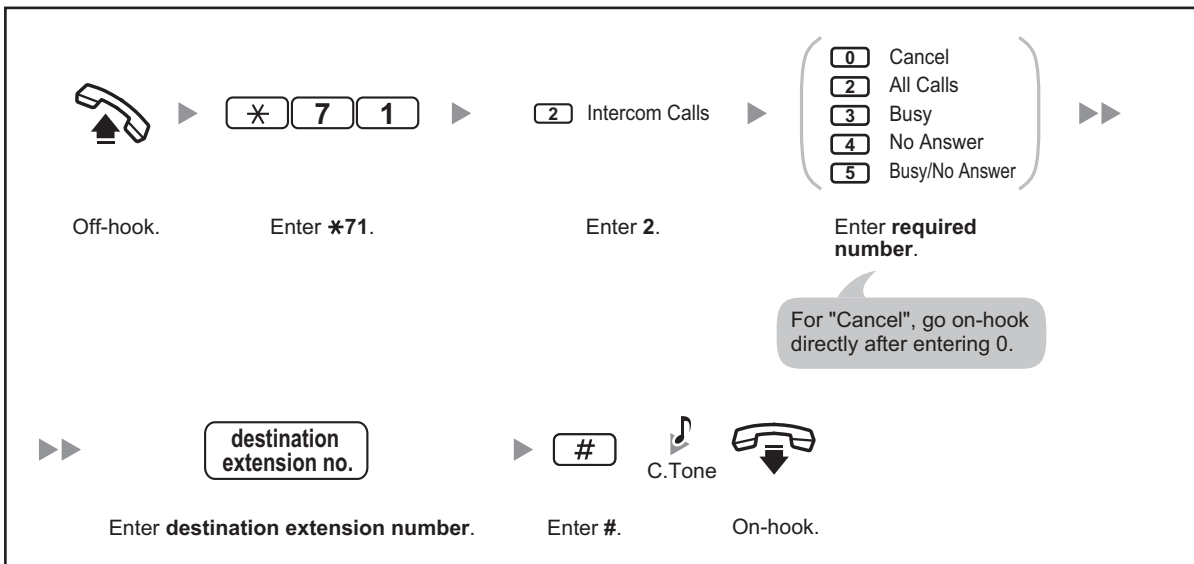
			[0] Cancel	
			[2] All Calls	
☏ ▶	[✳][7][1] ▶	[2] Intercom Calls ▶	[3] Busy	▶▶
			[4] No Answer	
			[5] Busy/No Answer	
Off-hook.	Enter ✳71.	Enter 2.	Enter **required number**.	

For "Cancel", go on-hook directly after entering 0.

▶▶	destination extension no. ▶	[#] ♪ C.Tone ☏
	Enter **destination extension number**.	Enter **#**. On-hook.

To set the timer for "No Answer" and "Busy/No Answer"

Off-hook.	Enter ✽713.	Enter **time** (**seconds** [2 digits]).	C.Tone	On-hook.

1.4.2 Refusing Incoming Calls (Do Not Disturb [DND])

– ◆◆ Do Not Disturb (DND)

◆◆ Do Not Disturb (DND)

You can set this feature to prevent incoming calls from ringing at your extension. This can be useful, for example, when you are in a meeting or busy.

To set/cancel

Off-hook.	Enter ✽71.	Enter **2**.	Enter **1** to set or **0** to cancel.	On-hook.

1 Set
OR
0 Cancel

Intercom Calls

C.Tone
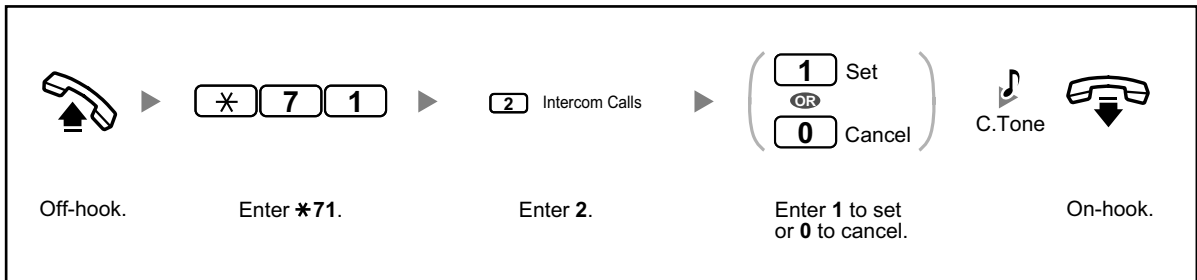
1.5 Using the Unified Messaging Features

1.5.1 What is the Unified Messaging system?

Introduction to the Unified Messaging system

Your Control Box can provide you with Unified Messaging system service. You can access the Unified Messaging system from a telephone. As the owner of a mailbox, you can:

- Send a message to one or more people.

- Have the Unified Messaging system e-mail you when someone leaves you a message.

- Be notified by the message waiting indication on your extension when new messages have been recorded in your mailbox.

- Many other useful messaging features.

> - Users who are assigned a mailbox in the Unified Messaging system are called subscribers.
> - **Hospitality Mode:**
>   If your service mode is set to "Hospitality Mode", available features such as listening to messages, etc. may be limited according to the COS settings for your mailbox.

Before You Begin

In order to use the Unified Messaging system as a subscriber, you need to know the following information. The System Manager can help you if you do not know this information.

- The extension number that you should dial in order to access the Unified Messaging system.

- Your mailbox number and extension number.

Prompts

Prompts are recorded voice guidance messages that help you set and use Unified Messaging system features. Prompts also help callers when the system is handing their calls. Depending on how your Unified Messaging system is programmed, subscribers and callers can select the language they prefer for system prompts.
<Prompt example>
"To leave a message, press 1."
"Please leave a message at the tone."
"To end recording, hang up or press 1 for more features."

> - Not all prompts are described in each operation.
> - The prompts in each operation are not exactly the same as the actual prompts you will hear from the Unified Messaging system.

1.5.2 Logging in to and Configuring Your Mailbox

- – ◆◆ Logging in to Your Mailbox

- – ◆◆ Common Service Commands and Navigation Commands

◆◆ Logging in to Your Mailbox

In order to access Subscriber Services (to play messages, change mailbox settings, etc.), you must first log in to your mailbox.
When logging in to your mailbox from your own extension, you do not need to enter any special commands or your mailbox number.

- The UM group's default floating extension number depends on system programming. For more information, consult your System Administrator or System Manager.

- **Mailbox Capacity Warning**
When your mailbox is almost full, you will receive a Mailbox Capacity Warning shortly after logging in to your mailbox. When you hear a Mailbox Capacity Warning, you should delete unnecessary messages to make more recording time in your mailbox available. The amount of recording time that remains when you hear the Mailbox Capacity Warning depends on how your mailbox is configured. This feature may be disabled by the System Administrator for your mailbox.
For more information, consult your System Administrator.

Off-hook. ▶ Press **MESSAGE** or enter **UM group's floating extension number**. ▶ Enter your mailbox.
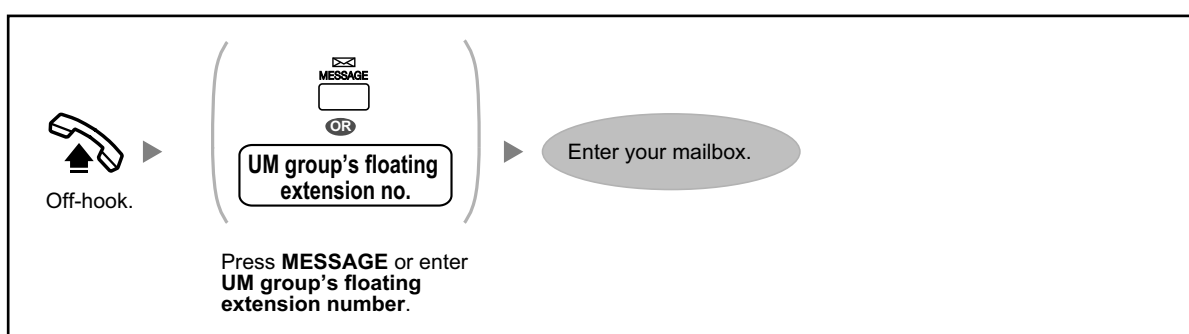
- When following audible prompts only: if Autoplay New Messages is enabled for your mailbox, new messages will be played back automatically each time you log in to your mailbox. Whether or not new messages will be played back one after the other automatically depends on system programming. For more information, consult your System Administrator.

- A message waiting indication may appear on your telephone when you receive a new message. You can log in to your mailbox and play back a new message automatically simply by going off-hook and pressing the Message button on your telephone. The Unified Messaging system will play back the first new message only. To play back other messages, press the appropriate button.

- After logging in, the system will announce the number of total messages, the number of new messages, or the length of new messages. These announcements depend on the mailbox settings and Class of Service (COS) settings of your mailbox.

◆◆ Common Service Commands and Navigation Commands

Commands for Changing the Current Unified Messaging System Service

After going off-hook and pressing the MESSAGE button or entering the UM group's floating extension number, you can enter a service command to access certain Unified Messaging system features quickly. While guidance is being provided, you can also use service commands to, for example, switch to a different Unified Messaging system service mode.

# 7	Restart (Return to Main Menu)[1]
# 9	Exit
✱	Return to Previous Menu

0	Help

*1   If pressed while in Subscriber Service, you will return to the Subscriber Service Main Menu.

- Command #7 is available only after you have accessed Subscriber Service.
- Some commands may not be available depending on the COS settings of your mailbox.

When Using Voice Prompts

The following commands can be used to help you navigate through Unified Messaging system menus.

✱	Takes you back to the previous menu.
0	Repeats the current menu.
# 7	Takes you back to the Main Menu.

1.5.3 Message Playback and Related Features

- – ◆◆ Playing Messages
- – ◆◆ Bookmarks
- – ◆◆ Recovering Deleted Messages
- – ◆◆ Replying to Messages
- – ◆◆ Transferring Messages

◆◆ Playing Messages

Callers and other subscribers can leave voice messages for you, and you can play them back later after you have logged in to your mailbox.
Messages in your mailbox are divided into 3 types:

- **New Messages:**
  Messages in your mailbox which you have not played back yet.

- **Old Messages:**
  Messages in your mailbox which you have played back but have not yet deleted.

- **Deleted Messages:**
  Messages in your mailbox which you have deleted. You can "recover" your deleted messages, after which they will be treated as old messages (refer to " ◆◆ Recovering Deleted Messages"). If you do not recover deleted messages, they will be permanently deleted at the end of the day.

When playing back a message, the Unified Messaging system can also announce the message's "envelope"—the date and time of the message, and the message sender's information.

To play messages

Log in to your mailbox. ▶ [1] New messages / [3] Old messages / [9][1] Deleted messages ▶ [1] Voice messages* ▶ Listen to the message.

Enter **1**, **3** or **91**.

Follow the prompts as necessary.

Pressing ✱ during message playback will return you to the previous menu. You can then select another message type to listen to.
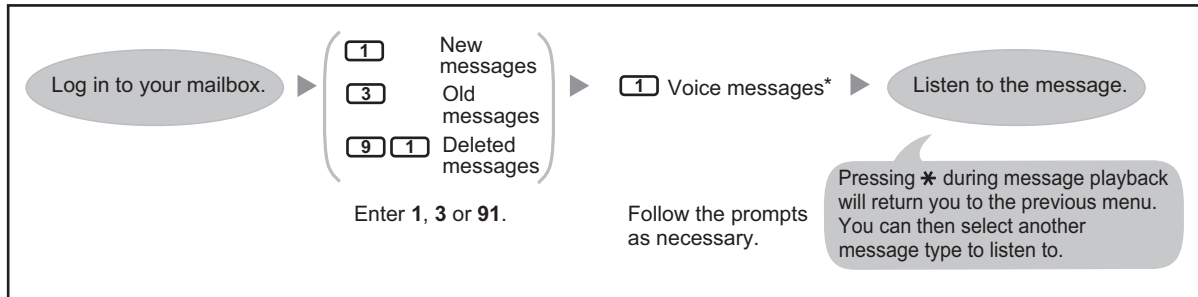
- • * This step is omitted depending on settings and COS settings of your mailbox.

Additional features are available during/after the playback of voice messages.
Refer to the table below and press the appropriate dialling key. The message types that can be used with each key are marked with a ✓. Note that certain features are not available depending on the message type (new, old, deleted).

Key	Feature	Message Type		
		New	**Old**	**Deleted**
[1]	Repeat this message	✓	✓	✓
[1] [1]	Replay the previous message	✓	✓	✓
[2]	Play the next message	✓	✓	✓
[3] (+ [1] *1)	Delete this message • If a confirmation message is played, press **1** to delete the message.	✓	✓	
[3]	Recover this message			✓
[4]	Reply to this message	✓	✓	
[5]	Transfer this message	✓	✓	
[6] *1	Play the message envelope	✓	✓	✓
[7]	<During playback only> Rewind the voice message	✓	✓	✓
[8]	<During playback only> Pause/restart message playback	✓	✓	✓
[8] [4]	<During playback only> Increase playback volume	✓	✓	✓

Key	Feature	Message Type		
		New	**Old**	**Deleted**
[8] [5]	<During playback only> Set a Bookmark for the voice message • To restart message playback, press **8**.	✓	✓	
[8] [6]	Start playback at the Bookmark for the voice message	✓	✓	
[9]	<During playback only> Fast-forward	✓	✓	✓
[#]	Save this message as new • After saving the message, the next message will be played.	✓		

*1   These keys are only available when the appropriate COS settings are assigned to your mailbox. For more information, consult your System Administrator.

!!
- Unified Messaging system programming determines if the message envelope is played before each message, after each message, or only when you press **6**.
For more information, consult your System Administrator.

- The Unified Messaging system will automatically delete both new and old messages after a specified number of days have passed. Your System Administrator controls how many days messages are retained for. Each time you play a new or old message, the message retention counter resets.

- During playback, you can increase the playback volume by pressing **84**. If volume is at the highest setting, pressing **84** will select the lowest setting, as shown below.

→ Level 1 → Level 2 → Level 3 → Level 4 → Level 5 →
(default)
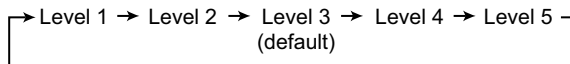
◆◆ Bookmarks

While listening to a message in your mailbox, you can set a bookmark. A bookmark lets you easily resume playback from a specific point in a specific message later. You can set one bookmark for each message in your mailbox; if you set a new bookmark, the old one is deleted.

- You cannot set or use bookmarks for deleted messages.

To set the Bookmark

During message playback

[8] [5]

Enter **85**.

To start playback at the Bookmark

During or after message playback

[8][6]

Enter **86**.

◆◆ Recovering Deleted Messages

You can delete voice messages in your mailbox. Once a message has been deleted, it is retained until the end of the day, then it will be permanently deleted. Deleted messages can be "recovered", after which they will be treated as old messages.

To recover a Deleted Message

During or after voice message playback

[3]

Enter **3**.

◆◆ Replying to Messages

You can reply to messages left in your mailbox by either calling back the caller or by leaving a message in the caller's mailbox.
When replying by leaving a message in the caller's mailbox, you can set any of the following:

- **Urgent Status:**
  The message will be heard before other messages by the recipient.

- **Private Status:**
  The recipient will not be able to forward the message, ensuring privacy.

- **Auto Receipt:**
  You will receive notification (receipt message) once the recipient has played back the message.

Finally, you can send your reply immediately or set a message delivery time. However, please note that you cannot reply to receipt messages.

- Only new and old messages can be replied to. To reply to a deleted message, recover the message first (refer to " ◆◆ Recovering Deleted Messages").

To call back the message sender

During or after voice message playback

[4] ▶ [1]

Enter **4**.   Enter **1** to call the sender.

To leave a message for the sender

During or after voice message playback

4	▶	**2**	♪ C.Tone	📞	▶	**1**	▶▶
Enter **4**.		Enter **2** to begin recording.		Record your message.		Enter **1** to end recording.	

> You can pause and resume recording by pressing **2**. If you pause for more than 20 seconds, recording will stop automatically.

▶▶ **2**
Enter **2** to accept.

▶ **1** **1** Set the delivery time of the message
1 **2** Send the message immediately
2 Accept, then go on-hook.
Enter **11**, **12** or **2**. ▶▶

To set the delivery time of the message

▶▶ (desired delivery time **#**) *1 ▶ (**1** AM OR **2** PM) *2 ▶ (desired day of the month for delivery **#**) *3 ▶ **2**) ▶▶

Enter **the desired delivery time** and **#**. Enter **1** for **AM**, **2** for **PM**. Enter **the day of the month for delivery** and **#**. Enter **2** to accept.

▶▶ (**1** Make the message urgent OR **2** Continue) ▶ (**1** Make the message private OR **2** Continue) ▶▶
Enter **1** or **2**. Enter **1** or **2**.

▶▶ (**1** Request a receipt OR **2** Continue) ▶ 📞 On-hook.
Enter **1** or **2**.

- *1 Example: To enter 5:00, press **5#**. To enter 5:15, press **515#**.
- *2 This option may not be available if the Unified Messaging system is programmed to use 24-hour time.
- *3 Example: If today is February 16 and you enter **17#**, the message will be delivered tomorrow. If today is February 16 and you enter **5#**, the message will be delivered on March 5.
- Auto Receipt is not enabled by default. For more information, consult your System Administrator.
- New urgent messages are played before any other messages. However, old urgent messages are treated like regular messages: messages are played starting with the oldest.

◆◆ Transferring Messages

You can transfer (forward) messages in your mailbox to other subscribers. However, please note that you cannot transfer receipt messages, or messages that were specified by the sender as "private".
When transferring a message, you can:

- Specify the recipient by entering another subscriber's mailbox number.

- Record your own comments and send them along with the transferred message.

> - No acknowledgement will be given to indicate the message has been transferred.
> - Only new and old messages can be transferred. To transfer a deleted message, recover the message first (refer to " ◆◆ Recovering Deleted Messages").

To specify the recipients by number

During or after voice message playback

5 ▶	**mailbox no.**	▶ **2** ▶	[1] Transfer the message without recording comments **OR**	▶▶
Enter **5**.	Enter **the mailbox number.**	Enter **2** to accept.	[2] Record comments	
			Enter **1** or **2**.	

To record your comments

▶▶ ♪ C.Tone → 🔔 Record your comments. ▶ **1** Enter **1** to end recording. ▶ **2** Enter **2** to accept. ▶ 📞 On-hook.
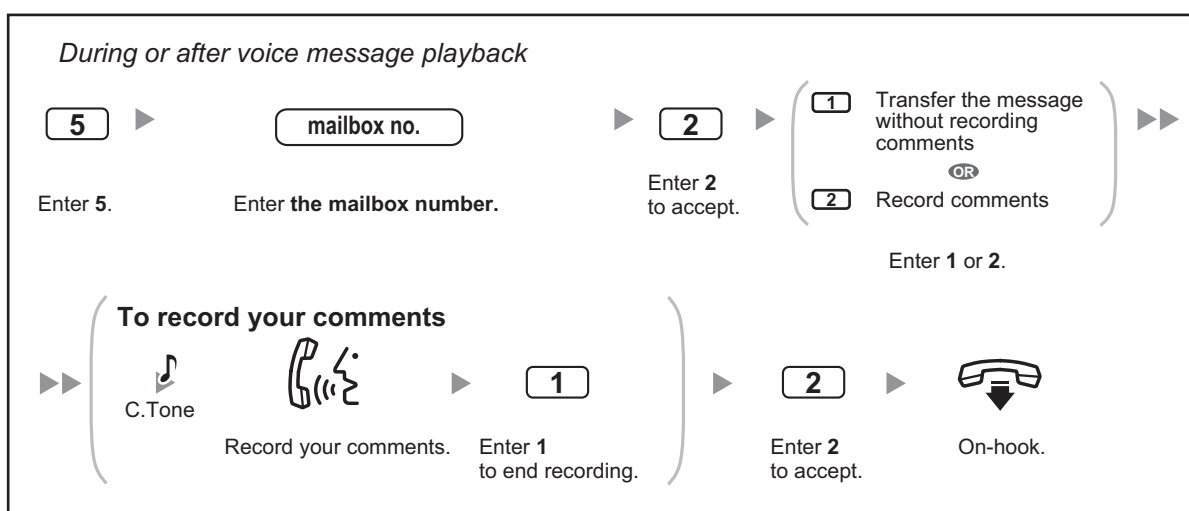
1.5.4 Sending Messages

– ◆◆ Message Delivery

You can record messages and send them to other subscribers. Messages can be sent using one of the following features:

- **Message Delivery:**
  Sending a message to other subscribers (refer to " ◆◆ Message Delivery").

◆◆ Message Delivery

You can send messages to other subscribers. You can specify message recipients by number.
To specify the recipients by number:

- Enter the subscriber's mailbox number.

Once you have specified the recipients, you can record a message. Before sending your message, you can set any of the following:

- **Urgent Status:**
  The message will be heard before other messages by the recipient.

- **Private Status:**
  The recipient will not be able to forward the message, ensuring privacy.

- **Auto Receipt:**
  You will receive notification once the recipient has played back the message.

Finally, you can send your message immediately or set a message delivery time.

To send a message

Log in to your mailbox. ▶ [**2**] ▶▶

Enter **2**.

To specify recipients by number

▶▶ ([**mailbox no.**] ▶ [**2**] ▶ Go to
"**To record your message**". ▶▶

Enter **the mailbox number**. Enter **2**
to accept.

To record your message

▶▶ ([**1**] ♪ C.Tone ((Record your message. ▶ [**1**] ▶▶

Enter **1** to record
your message.

Enter **1**
to end recording.

Press **2** to add another recipient,
then go to "**To specify recipients by
number**" or "**To specify recipients by
name (dialling by name)**". A maximum of 100
recipients can be specified.
Or, press **3** to review the recipients.

You can pause and resume
recording by pressing **2**.
If you pause for more than
20 seconds, recording will
stop automatically.

▶▶ [**2**] ▶ [**1**][**1**] Set the delivery time of the message
[**1**][**2**] Send the message immediately
[**2**] Accept, then go on-hook ▶▶

Enter **2**
to accept.

Enter **11**, **12** or **2**.

To set the delivery time of the message

▶▶ ([**desired
delivery time**] [**#**] *1 ▶ [**1**] AM
OR
[**2**] PM *2 ▶ [**desired day of
the month for delivery**] [**#**] *3 ▶ [**2**] ▶▶

Enter **the desired
delivery time** and **#**.

Enter **1** for **AM**,
2 for **PM**.

Enter **the day of the month
for delivery** and **#**.

Enter **2**
to accept.

▶▶ [**1**] Make the message urgent
OR
[**2**] Continue ▶ [**1**] Make the message private
OR
[**2**] Continue ▶ [**1**] Request a receipt
OR
[**2**] Continue ▶ ☎

Enter **1** or **2**. Enter **1** or **2**. Enter **1** or **2**. On-hook.

- *1 Example: To enter 5:00, press **5#**. To enter 5:15, press **515#**.

- *2 This option may not be available if the system is programmed to use 24-hour time.

- *3 Example: If today is February 16 and you enter **17#**, the message will be delivered tomorrow. If today is February 16 and you enter **5#**, the message will be delivered on March 5.

- Auto Receipt is not enabled by default. For more information, consult your System Administrator.

- New urgent messages are played before any other messages. However, old urgent messages are played with other messages, in the original order.

1.5.5 Quick Reference

The flow below includes all top menu options and frequently used features.
The help menu may not be available from the top menu depending on the COS settings of your mailbox.

For SIP phone users

| Log in to your mailbox. | → | Main Menu:
You have ✳✳✳
new messages. | → | 1 Listen to New Messages
2 Send a Message
3 Listen to Old Messages |

1

Receive New Message (During or after playback):
1   Repeat Message
1.1 Previous Message
2   Next Message
3   Erase Message
4   Send Reply
5   Transfer Message
6   Message Envelope
7   Rewind (During playback only)
8   Pause/Restart (During playback only)
8.4 Volume Up (During playback only)
8.5 Set Bookmark (During playback only)
8.6 Resume from Bookmark position
9   Fast Forward (During playback only)
Save This Message as New
0   Help

2

Send a Message:
Enter Mailbox Number
1 Record Message
2 Add Another Mailbox
3 Review Mailing List

3

Receive Old Message (During or after playback):
1   Repeat Message
1.1 Previous Message
2   Next Message
3   Erase Message
4   Send Reply
5   Transfer Message
6   Message Envelope
7   Rewind (During playback only)
8   Pause/Restart (During playback only)
8.4 Volume Up (During playback only)
8.5 Set Bookmark (During playback only)
8.6 Resume from Bookmark position
9   Fast Forward (During playback only)
0   Help

For Room Monitor users

Log in to your mailbox.

New Messages?

Yes → You have ✳✳✳ new messages.

No

Receive New Message (During or after playback):
1   Repeat Message
1.1 Previous Message
2   Next Message
3   Erase Message

You have 0 new messages.

1 Listen to New Messages
2 Listen to Old Messages

1 0 No messages

2 **Receive Old Message (During or after playback):**
1   Repeat Message
1.1 Previous Message
2   Next Message
3   Erase Message

1.6 User Device Management

1.6.1 Introduction to the User Container Feature

The User Container feature links the user to each Control Box device, and is configured to provide services and perform maintenance on a per-user basis.
Each user has a SIP extension as their main device and a Unified Messaging mailbox. Users may also have a sub device.
The user can use service features on any device by using the extension number of the main device as a representative number. The settings for the user's devices and UM mailbox can be configured through My Portal.

- Each user can set the grade, usable devices, and extended features vary depending on the grade.

- By calling the user's main extension, it is possible to send an incoming call signal to the main device and sub device at the same time.

- It is possible to send an incoming call signal to a sub device at a predetermined time delay from the time of an incoming call to the main device.

- When one of the devices registered to 1 user answers an incoming call, the incoming signal on the other devices will be stopped and only the responsive device will be able to speak with the other party.

- When DND/FWD is set using any of the user-owned devices, the setting is applied to incoming calls for that user.

- When one of the user's devices is busy, none of the user's devices can be used to make a call.

Section 2

Manager Operation

This section shows the manager how to control the other extensions or the Control Box.

2.1 Configuring Unified Messaging Features

2.1.1 System Manager Features

The System Manager can send broadcast messages.

– ◆◆ Logging in to the System Manager's Mailbox

– ◆◆ Broadcasting Messages

– ◆◆ Changing the System Manager's Password

◆◆ Logging in to the System Manager's Mailbox

The procedures described in this section require the System Manager to use a telephone, however, many of these procedures can also be performed using a PC with Web Maintenance Console. For more information, consult your dealer.
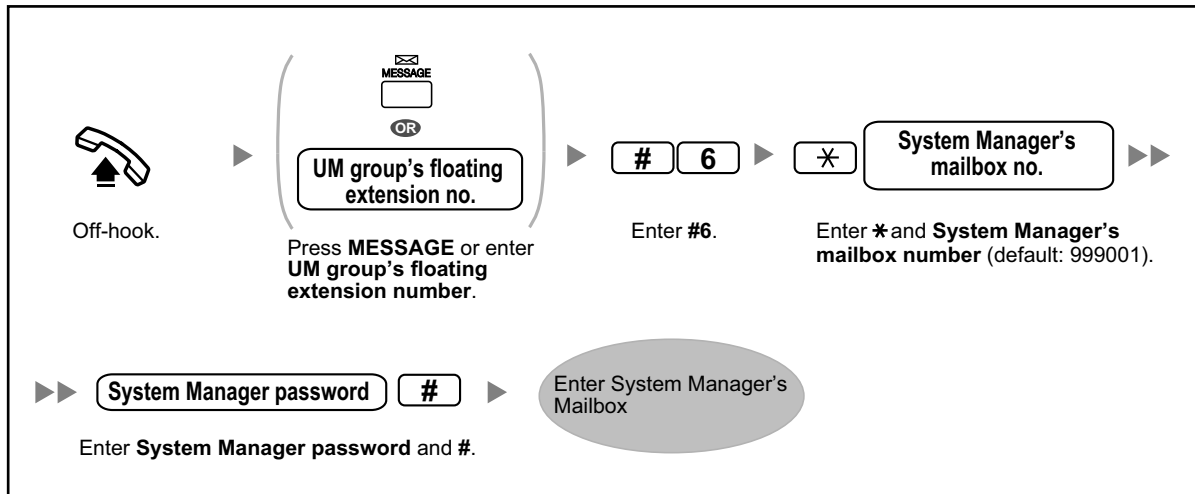In order to perform these procedures with a telephone, the System Manager must log in before performing any System Manager tasks. To log in as the System Manager, 3 items of information must be known: the UM group's floating extension number to access the Unified Messaging system, the System Manager's mailbox number, and the System Manager's mailbox password.

– The System Manager's mailbox number is 999001 (default) depending on the mailbox number length specified in system programming.

– The System Manager's password can be assigned by the System Administrator using Web Maintenance Console or by the System Manager using his or her extension telephone (refer to "◆◆ Changing the System Manager's Password").

> • Before the System Manager can perform any System Manager tasks, "System Manager Access from Telephone" must be enabled and "Password for System Manager (Up to 16 numeric digits)" must be set by the System Administrator using Web Maintenance Console.
>
> • After logging in, the system will announce the number of total messages, the number of new messages, or the length of new messages. These announcements depend on the mailbox settings and COS settings for the System Manager.
>
> • If there are new messages in the mailbox, the messages will be played automatically. The System Manager can listen to them continuously without listening to the system prompts. This feature is only available when "Autoplay New Message" is activated for the System Manager's COS.

Manual log-in

Off-hook.

Press **MESSAGE** or enter **UM group's floating extension number**.

Enter **#6**.

Enter ✱ and **System Manager's mailbox number** (default: 999001).

Enter **System Manager password** and **#**.

Enter System Manager's Mailbox

CAUTION

- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorised access.

- To avoid unauthorised access to the Control Box, keep the password secret. If it becomes known to others, the Control Box may be misused.

- Change the password periodically.

◆◆ Broadcasting Messages

The System Manager can deliver a message to multiple subscribers with one operation. Messages can be sent to all subscribers (Broadcasting Message feature) or to specified subscribers only. When delivering a message to specified subscribers, the System Manager can receive verification when the recipients listen to the message.

- The System Manager can set the date and time when a message is delivered. The date can be set up to one month in advance.

To deliver messages to all mailboxes (Broadcasting Messages)

The Broadcasting Messages feature allows the System Manager to deliver a message to multiple subscribers with one operation. Broadcast messages have priority over other regular or urgent messages, but otherwise are treated like regular messages. This feature is useful when informing subscribers about the current system status such as remaining capacity, requesting that unnecessary messages be erased, etc.

1. Log in to the System Manager's mailbox.

2. [2]

3. [1] to record a broadcast message.

4. [1] to end recording.

5. [2] to accept.

◆◆ Changing the System Manager's Password

The System Manager must enter the System Manager password in order to log in before performing any System Manager tasks. In order to ensure system security, we recommend selecting a long (max. 16 digits) password that cannot be easily guessed.

- • If the Unified Messaging system is being programmed via Web Maintenance Console, the System Manager cannot change the System Manager password. The system will announce, "Sorry, this function is not available".

To change the System Manager's password

1. Log in to the System Manager's mailbox.

2. ⬚3

3. ⬚1 to change the mailbox password.

   ⬚2 to accept the current setting.

4. Enter the desired password, then ⬚# .

5. ⬚2 to accept.

Section 3

Customising Your Profile

This section shows you how to customise Control Box according to your needs. Find the desired setting and program as necessary.

3.1 System Programming Using My Portal

3.1.1 User Programming

You can edit your personal information as well as limited extension and mailbox settings using My Portal. (You can view menus and setting items, but you can edit only a limited number of items.)

– ◆◆ Accessing My Portal for the First Time

– ◆◆ Logging in to My Portal

– ◆◆ My Portal Screen

– ◆◆ Editing Settings in My Portal

– ◆◆ Logout

- The contents and design of the software are subject to change without notice.

◆◆ Accessing My Portal for the First Time

This step is required only when accessing My Portal for the first time.

- For the IP address of the Control Box, login name, and password, ask your System Administrator.
- If the configuration of the Web browser or PC changes, the certificate may need to be installed again. Once a certificate has been installed, My Portal will be displayed after step **2**.

1. Launch your Web browser and input the IP address of the Control Box followed by "/WebMC/ users_portal/login" into the address bar, and then press **Enter**.

2. If you connect to My Portal using TLS, a security alert window is displayed. Follow the prompts to install a security certificate. The procedure may vary according to your browser.

◆◆ Logging in to My Portal

After establishing a connection to My Portal, the login window is displayed, and a login name and password must be entered.

VL-VN1700

MyPortal

Login ID: _____

Password: _____   Login

CAUTION

- For security, change the password the first time that you log in to the Control Box.
- It is strongly recommended that a password of 16 numbers or characters be used for maximum protection against unauthorised access.
- To avoid unauthorised access to the Control Box, keep the password secret. If it becomes known to others, the Control Box may be misused.
- Change the password periodically.

◆◆ My Portal Screen

The **My Portal** screen is displayed when you login to My Portal.
On this screen, you can edit various user settings.
To finish editing, click **OK**.

◆◆ Editing Settings in My Portal

Changing User Basic Information

You can change your User Basic Information in the **Home** tab of the **My Portal** screen.

1. In the **Home** tab, the following items are editable. Edit them as needed.

2. Click **OK**.

User Basic Information Parameters

Item	Description
First Name **Last Name**	Enter your first name (up to 20 characters) and last name (up to 20 characters).
Login ID	Specify a login ID for logging in to My Portal.
Password **Re-enter**	Specify the password for logging in to My Portal. Enter the new password (up to 16 characters) in **Password**, and then enter it again in **Re-enter** to confirm it.
User PIN / Voicemail Password ["0-9"] **Confirm new PIN ["0-9"]**	Specify a User PIN/Voicemail password. Enter the new password (up to 8 characters) in **User PIN / Voicemail Password ["0-9"]**, and then enter it again in **Confirm new PIN ["0-9"]** to confirm it.
Language for My Portal	Specify the language to be used for the display of My Portal. Select the desired language from the drop-down list.
2nd Telephone-Delayed Ringing(s)	Specify the length of the delayed ringing time for sub devices. Select the desired delayed ringing time from the drop-down list (**None**, **5 sec**, **10 sec**, **15 sec**).
Home Phone	Specify your home phone number.
Email #1-3 Email Address	Specify the E-mail address to be used for Missed Call Notification and Voice Mail Notification.
Email #1-3 Use for missed call notification	Select whether to use the Missed Call Notification feature. If you want to use the feature, select the check box.
Email #1-3 Use for voice mail notification	Select whether to use the Voice Mail Notification feature. If you want to use the feature, select the check box.
Memo-1	Specify the department to which the user belongs.

Item	Description
Memo-2	Specify the area to which the user belongs.

Changing Telephony Setting

You can change your extension's telephony settings in the **Telephony** tab of the **My Portal** screen.

1. In the **Telephony** tab, the following items are editable. Edit it as needed.

2. Click **OK**.

Telephony Parameters

Item	Description
FWD/DND Settings - for internal calls	To specify the forward type, select the desired type from the **Status**, **FWD Type**, and **DND Type** drop-down lists, then enter the extension number or select **Phone (Home)**[*1] to specify the forward destination. **Note** Calls can be forwarded only to valid extension numbers. If you select **Phone (Home)**, make sure that an extension number is specified for that setting.
FWD No Answer Time (s)	Specifies the length of time that the Unified Messaging system waits before handling unanswered calls to the extension. Select the desired time from the **FWD No Answer Time (s)** drop-down list.

[*1]   This phone number is set in the **Home** tab of the **My Portal** screen.

◆◆ Logout

To log out of My Portal, click the ▯ (**logout**) button to end the programming session and return to the Login screen. When this option is chosen, changes are automatically saved.

1. Click the ▯ (**logout**) button.
A confirmation message will be displayed.

2. Click **Yes**.

- If the computer running the Web browser that is connected to My Portal is shut down, or the Web browser is closed, any changes that have not been saved will be lost. Always end your programming session by clicking the ▯ (**logout**) button. For more information, consult your System Administrator.

Section 4

Appendix

This section provides the Troubleshooting and the Feature Number Table. Check the Troubleshooting section before consulting your dealer.

4.1 Troubleshooting

4.1.1 Troubleshooting

◆◆ Troubleshooting

Problem	Remedy
The telephone does not work properly.	• ➡ Confirm with your manager that your settings are correct. • ➡ If the problem persists, consult your dealer.
Some features do not work.	• **System management may restrict certain features.** ➡ Consult your manager.
The date and time are not correct.	• **Set the date and time by system programming.** ➡ Consult your dealer.

4.2 Feature Number Table

4.2.1 Feature Number Table

Feature	Default	Additional digits/buttons
1.4.1 Forwarding Calls ◆◇ Forwarding Your Calls (Call Forwarding [FWD]) 1.4.2 Refusing Incoming Calls (Do Not Disturb [DND]) ◆◇ Do Not Disturb (DND) – Intercom Calls	✳712	0 (Cancel)/ 1 (Do Not Disturb [DND])/ 2 (All calls) + phone no. + #/ 3 (Busy) + phone no. + #/ 4 (No Answer) + phone no. + #/ 5 (Busy/No Answer) + phone no. + #/
– To set the timer for "No Answer" and "Busy/No Answer"	✳713	00–99 (second)

Note

For Future Reference

Please print, record, and retain the following information for future reference.

Note

The serial number of this product can be found on the label affixed to the unit. You should record the model number and the serial number of this unit as a permanent record of your purchase to aid in identification in the event of theft.

MODEL NO.	_____
SERIAL NO.	_____
DATE OF PURCHASE	_____
NAME OF DEALER	_____
DEALER'S ADDRESS	_____
	_____
	_____
	_____
DEALER'S TEL. NO.	_____

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