



Freeport Directory

Service Release Bulletin

January 2008



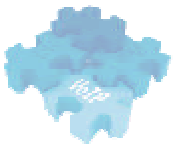
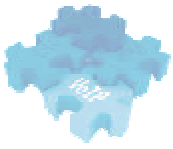


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End User Features

Directory Search

Once the IPFreeport Directory has been set up. SNOM users can search for contacts this contact database, rather than having to remember or write down extensions and contact numbers.

On the SNOM 320 search is achieved in the following way:

1. Push the **Directory** button on the phone.
2. When the **Name Search** prompt appears, begin entering the name of the person that you are searching for you the phones alpha-numeric keypad.
3. Push tick on the phone.
4. A name will be displayed
5. If there is more than one person in your company with the same first or last name then scrolling down with the keypad will move selection through a list of users.
6. Push tick to dial out.

Multiple contact numbers

Different contact number types (e.g. mobile, extension, DDI) for a single user can be accessed on the SNOM screen. These number types are indicated by a short symbol, which can be defined by Administrators.

Example:

A call comes in which needs to be diverted to Fred Bloggs. The person receiving the call places the call on hold and searches the directory. The Contact is shown in the following way:

Fred Bloggs @E

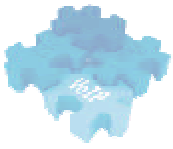
In this example the @ symbol represents the staff directory and the E represents an extension number. Other abbreviations include M for mobile, D for direct dial and O for other. Users can scroll between these numbers using the phone's arrow keys.

Directory Department Fields

Directories that have been created for suppliers include "Company/Department" and "Contact" fields. These can be used to search for the correct person within Departments.

Example:

Mark Smith from Gadgets Sales needs to be contacted. The user could search within Suppliers for Gadgets Sales, and then choose to call Mike Smith.



Default Directory Definition

The default search directory used for searches is the staff directory, which lists internal contacts. Users can access this by pushing the **Directory** button on their phones.

Additional directories are accessed by pushing the phone's **Menu** button and scrolling through the available directories.

Administrator Features

Bulk Uploads

The IPfreeport directory can be populated by bulk upload from .csv or .xls files.

Normally this service is included in initial IPfreeport deployment (if 8e1 is provided with the information needed, in advance of installation)

Post install bulk uploads will need to be requested as a MAC request at a cost of £100. Since the directory service is not a billable module, subsequent uploads will also be chargeable at the same rate.

Note:

.csv or .xls files for a bulk upload should include the following data:

Firstname, Surname, Display Name (12 Characters Maximum), DDI, Mob, Other, Ext.

Active Directory Import

The default staff phonebook can be populated from data stored on a Windows Active Directory Server.

Once entries have been added they can be edited to include details appropriate to the phone system and to allow for the display on the SNOM.

Entries are read from Active Directory into the IPfreeport staff phonebook, once every 24 hours. (This can be set to update at night, for example).

For more information on Active Directory integration see the appendix "Linking to Active Directory".

Accessing the Freeport Directory

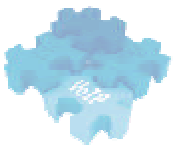
The Freeport directory is available on all new Freeport's delivered by 8e1.

However, unless the new Directory has been populated it will initially be empty.

To access the Freeport directory console browse to:

<http://Freeport IP Address/ipfdirectory/login.php>

Contact 8e1 support for the default username and password for the console.



Creation of Supplier Phonebooks

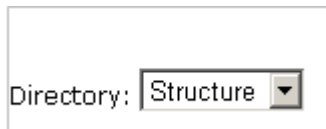
The IPfreeport Directory can include 5 different phonebook databases, allowing information such as Supplier and Distributor, as well as Internal contacts to be stored. Initially the internal staff directory will be setup on the IPfreeport and up to 4 other phonebooks can be added as required.

Administrators can use the IPfreeport Web Interface to create new databases, label them and assign display symbols to each Database.

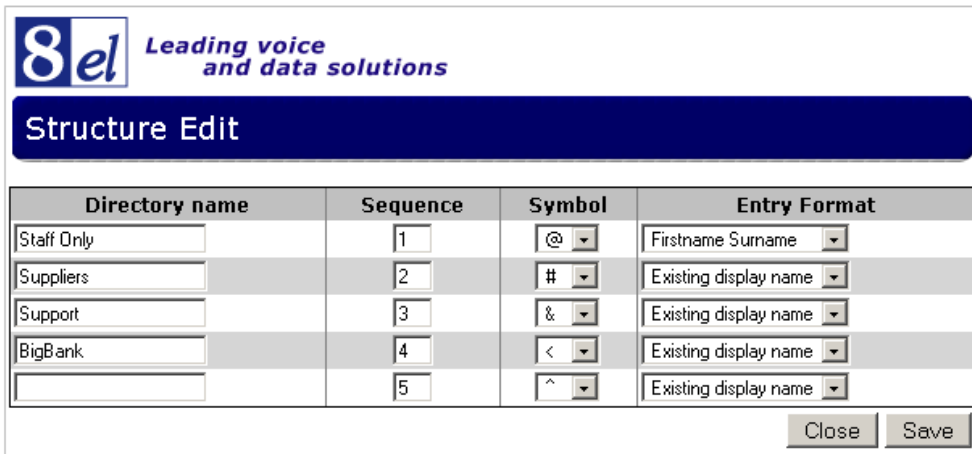
Example:

An Administrator needs to create a new phonebook for customer "bigbank"

1. The Administrator accesses the freeport Directory screen using a web-browser
2. After logging in the Administrator selects **Structure** from the Directory drop-down list



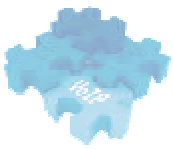
3. The Directory Name Structure screen opens



4. The Administrator types a name for the new Directory into the Directory name field, selects a Symbol for the Directory and clicks **Save**.
5. **The Bigbank** Phonebook is now accessible from the main freeport Directory screen dropdown box. Users can be added.



The phonebook with sequence number 1 is a default phonebook which can be quickly accessed using the **Directory** button on SNOM phones.



Phonebook Symbol

The contact stored is displayed on the phonescreen using a symbol, which administrators can select.

Note: it is possible to enter duplicate symbols for phonebooks, but this is not advisable.

Name Order Display

Phonebooks can be set to display the default display name entered into the phone book or to display Firstname/Surname or Surname/Firstname on the SNOM phone's display.

Phone Display

When an administrator creates or edits a contact in the IPfreeport Directory screen, they can see how a name or symbol will appear on a user's SNOM phone. This prevents confusion due to limited phone screen-size and duplicates contact names.

Example:

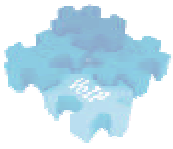
An Administrator enters a user with a long name into a phonebook:

1. The Administrator accesses the Freeport Directory screen using a web-browser
2. After logging in, the Administrator selects **Staff Only** from the Directory drop-down list
3. **Add Entry** is clicked
4. The user's name and details are entered (note, **Display Name** can be entered)

Firstname	<input type="text" value="James"/>	Extension	<input type="text" value="311"/>
Surname	<input type="text" value="Henry Simpson"/>	Direct	<input type="text"/>
Display name	<input type="text" value="JHS"/>	Mobile	<input type="text"/>
eMail Address	<input type="text"/>	Other	<input type="text"/>
Disabled	<input type="checkbox"/>		
			<input type="button" value="Exit"/> <input type="button" value="Save"/>

5. The Administrator saves the changes and returns to the main screen
6. A view of the name, which will be displayed on the user's phone is clearly shown

Henry Simpson	James	JHS		311		<input type="text" value="JHS"/> <input type="text" value="08"/>
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Frequently Asked Questions

Q: I already have an IPfreeport system, what can I do?

A: Contact 8e1/NGN, who can arrange for an Engineer to manage an upgrade.

Q: Does IPfreeport Directory modify my existing Active Directory Structure?

A: No, IPfreeport Directory, reads from, but does not write back to Active Directory, leaving the structure unaltered.

Q: Can I change the name of the default **staff** directory?

A: Yes, this can be edited from the **Structure** screen.

Q: Can IPfreeport Directory replicate across IPfreeport sites within a Company?

A: This function is not currently available, but is planned in the next Service Release.

Q: Can I edit or remove suppliers from IPfreeport Directory?

A: Yes, these can be edited from the **Structure** screen.

Q: How many contacts does IPfreeport Directory support?

A: Testing so far has been up to 5000 Contacts

Q: Will users retain their existing speed-dials?

A: Yes, users can still use up to 30 speed-dials with this system

Q: What will I need before using IPfreeport Directory?

A: You will need: -

1. An IPfreeport with at least version 3.1.0.025 software installed
2. SNOM phones 300, 320, 360 or 370 with a minimum of firmware version 7.1.23 running
3. A PC with access on port 80 in order to access the IPfreeport Directory Screens.

Q: How quickly do changes made on the Directory propagate?

A: Changes made using the console will propagate to all SNOM phones on the same site immediately. Changes made in Active Directory (or with upcoming Service release 1.2) will be copied to phones within 24 hours.



Appendix 1: Linking to Active Directory

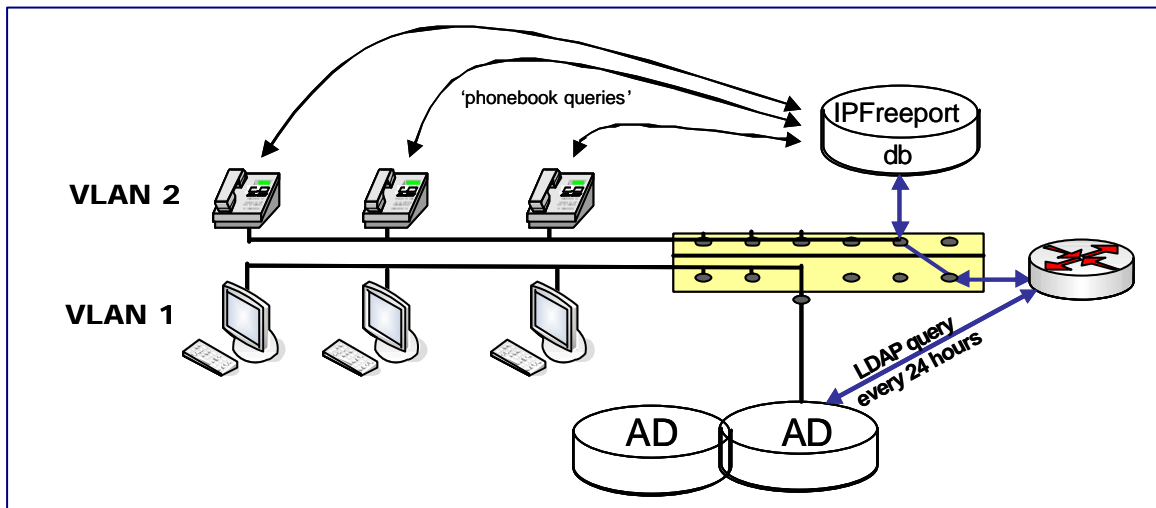
Creating a corporate phonebook via Active Directory

Description of Connectivity

8el's C@llport telephony solution uses a combination of core technology, on site equipment (an IPfreeport) and SNOM IP handsets to deliver services to users.

Using an LDAP v3, Active Directory can be used to maintain a database on the IPfreeport that subsequently serves SNOM phones with user details.

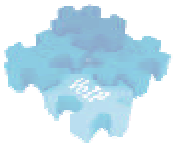
Connectivity is shown below:



The process from the customer end includes the following steps in order that the IPfreeport will be able to collect updates on a daily basis from your AD platform.

Setting up Active Directory to use IPfreeport

- 1) Add 'IPfreeport' as a standard domain user (without a mailbox).
 - a. The required details include the 'first name' and 'login name' (please use IPfreeport for both).
 - b. You will also need to select two options "user cannot change password" and "password never expires"
- 2) Send an email to the 8el team at 8eltech@8el.com, which includes the following details:
 - a. Your chosen password for the IPfreeport user.
 - b. The port used by LDAP connections (the Active Directory default port is 389)
 - c. The name or IP Address of your Domain Controller
 - d. Your Domain Name (if known)



Populating user details into Active Directory that will be used by the IPfreeport

Within Active Directory there are a number of fields that will be used.

- 1) Under a user's properties click **general**
- 2) Add in the direct dial number if applicable (starting with the 0 of the area code but without spaces)
- 3) Click **other**, to add the extension number.

There is also an option to include a mobile number under the 'Telephones' tab.

The SNOM 320 display is limited to 13 characters, 3 are used for the number description e.g. (M) for mobile. The username will be displayed as the first 9 characters of the name. Alternatively, if a name is longer than 9 characters a 'Display Name' can be added under the 'General' tab. This will override the user name but must be 9 (or less) characters in length.