Centrex IP Client Manager

Series 6.12
m6350 SoftClient Installation Guide

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NORTEL NETWORKS™

Centrex IP Client Manager Series 6.12 m6350 SoftClient Installation Guide

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Comments on this document

The Centrex IP Client Manager Series 6.12 m6350 SoftClient Installation Guide is under continuous revision. Comments which will keep it accurate and informative are welcome.

Please send comments to your Nortel Networks account prime or visit our website at www.nortelnetworks.com.

PLEASE NOTE: The TAPI Service Provider described in this document is provided by Magnetic North.

About this document

Purpose

The *Centrex IP Client Manager Series 6.12 m6350 Installation Guide* describes the installation process for the m6350 SoftClient to be used with the CentrexIP International Gateway. In addition, it provides a general high-level view of the user interface and the basic feature set provided by the m6350. It also briefly describes the installation and configuration of the TAPI Service Provider (TSP) which is included with the m6350.

Audience

This document is intended for users who will be installing and using the m6350 SoftClient.

Structure

This guide is divided into the following sections:

- **Chapter 1** *Overview*
  Describes the m6350 user interface, hardware and software requirements.

- **Chapter 2** *m6350 Kit Installation*
  Describes the m6350 installation sequence, the Configuration Wizard and how to upgrade or uninstall the software. It also explains how to install, configure and uninstall the m6350 TSP.

- **Chapter 3** *Getting started*
  Describes basic call capabilities, including:

  — Making and answering calls

  — Placing and retrieving calls on hold

  — Forwarding calls

  — Message waiting and message retrieval

References

Series 2.4 Centrex IP Client Manager Product Specification

Publication history

| DOCUMENT HISTORY		
Issue	**Date**	**Reason for Update**
Draft 0.1	May 25, 2000	Document creation
Draft 0.2	June 8, 2000	Second draft
Draft 0.3	June 23, 2000	Third draft. Addition of 2.2 *SoftClient Configuration Wizard* section
Version 1.0	July 19, 2000	Formal review held June 29. Approved: I. Donaldson, P.Jarvis
Draft 2.0	November 21, 2000	Draft update for Series 2.1 SoftClient
Draft 2.1	December 8, 2000	Second draft
Draft 2.2	December 15, 2000	Beta draft for Series 2.1
Version 2.3	February 6, 2001	Updates from formal review. Approved.
Version 2.4	May 15, 2001	Updates for the Series 2.1 maintenance release 2.1.246.
Version 2.5	July 25, 2001	Updates for the Series 2.2.
Version 2.6	November 9, 2001	Updates for the Series 2.2 maintenance release 2.2.341
Version 2.7	August 2002	Updates for the Series 2.4.

Contents

Chapter 1 Overview

1.1 m6350 SoftClient

The m6350 is a member of the CentrexIP International range of products. It is accessed through a desktop or notebook PC and offers the feature set provided by the M63xx series telephone while adding extra features and functionality that can be implemented only in a software environment.

The SoftClient user interface is shown below:

Figure 1 SoftClient user interface
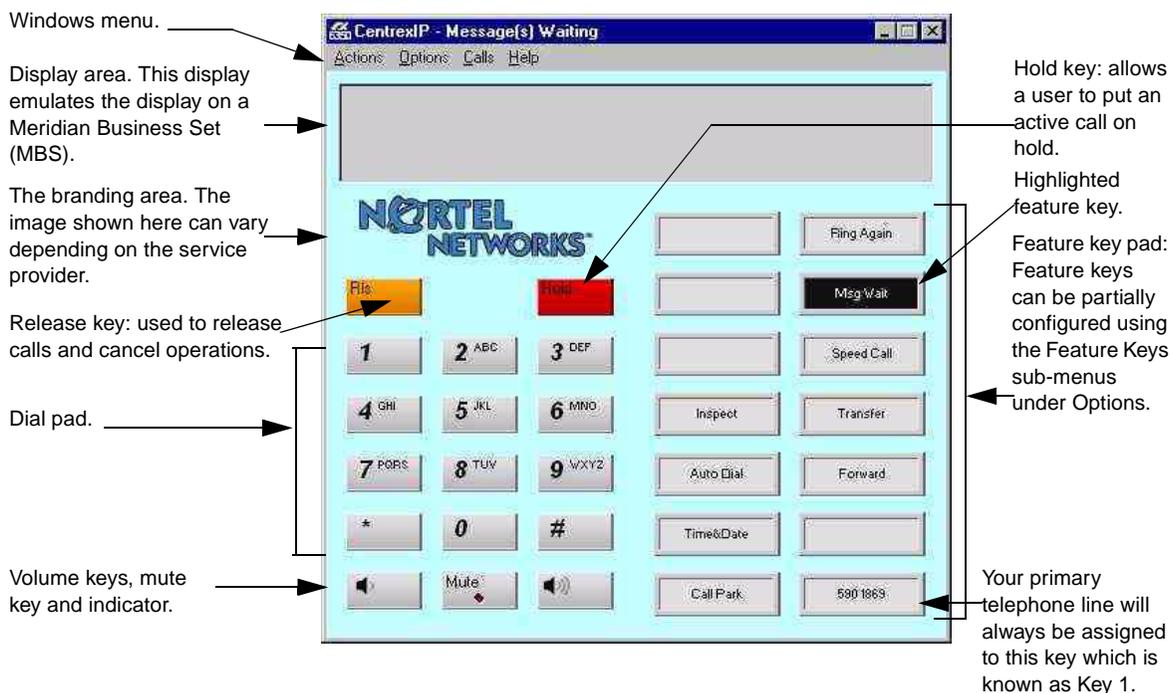
Note: Your feature key template is configured by your service provider. Therefore, your SoftClient template may vary from what is shown in this document. For the purposes of this document, the feature key assignment shown in Table 1 will be assumed.

Table 1   Feature Key assignment

Feature key	Feature key assignment
Key 1	Primary Dialled Number
Key 2	Unassigned
Key 3	Forward
Key 4	Transfer
Key 5	Speed Call
Key 6	Message Waiting
Key 7	Ring Again
Key 8	Call Park
Key 9	Time and Date
Key 10	Auto Dial
Key 11	Inspect

1.2   Functions

The m6350 provides similar functionality to that offered by the M63xx series telephone, with some unique additions. Its feature set includes:

- All basic call capabilities.

- Digital Multiplex System (DMS) feature set and calling display.

- On hook dialing which allows the user to select a line and dial a call without lifting a handset.

- A fully customizable background and selectable fonts in the display area.

- Language selection (available languages may depend on your service provider).

- Up to 4 extension modules each containing 11 features keys

- An incoming and outgoing calls viewing capability

- An online help system.

1.3   System requirements

1.3.1   Minimum Supported Configuration
The following represents the minimum system configuration supported by
Nortel Networks. Audio quality will vary depending on the configuration
used:

- Pentium II 266 MHz Personal Computer.

- 32 MB of RAM.

- Microsoft Windows 98, Windows Me, Windows NT (SP4 or later) or
  Windows 2000.

- Windows-compatible full duplex PCI sound card.[1]

- Good quality handset or headset that ensures that audio levels do not exceed
  health and safety regulations specified for acoustic shock and that also
  minimizes cross-talk between microphone and earpiece. In this
  configuration, the recommended device is the Nortel Liberation Classic
  headset.

- IP connection (dial-up, xDSL or Ethernet).

- Screen resolution of 800x600 pixels (1024x768 pixels if all m6350
  extension modules are displayed).

- Internet Explorer 5 if the user wishes to take advantage of Inbox/Outbox,
  Directory Features, etc.

1.3.2   Recommended System Configuration
The following represents the recommended system configuration for the
m6350:

- Pentium II 266 MHz Personal Computer.

- 64 MB of RAM.

- Microsoft Windows 2000.

- The Nortel Networks USB Headset Adapter (part number NTEX14AA)
  and the Nortel Networks GN Netcom Advantage Plus USB headset.[2]

- IP connection (xDSL or Ethernet).

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1. ISA sound cards are **NOT** supported. You should also ensure that you have up-to-date audio card drivers
   for your operating system. You may wish to refer to the Microsoft Hardware Compatibility List located
   at the following URL to confirm that your sound card is supported by the operating system you are
   using: http://www.microsoft.com/hcl/default.asp
2. Personal computer sound cards are not recommended as they generally do not conform to telephony
   standards and audio quality cannot be predicted.

- Screen resolution of 800x600 pixels (1024x768 if all m6350 extension modules are displayed).

- Internet Explorer 5 if user wishes to take advantage of Inbox/Outbox, Directory Features, etc.

1.4 Software

The m6350 is distributed as a Windows installable kit. This kit is wrapped up in a self-extracting executable. When the kit is opened, an installation wizard guides the user through the installation process.

The software is typically distributed online, however it is also possible to obtain the image on CDROM.

To download the software online, contact the Nortel Networks website, www.nortelnetworks.com.

1.5 Online Help

The m6350 contains a comprehensive online help menu which describes the components of the interface and the features it provides. To access online help select **Help** > **Help Topics** in the Windows menu.

In addition, at anytime while the m6350 interface is in focus, you can invoke the Help file using the following keys:

- Press F1 to display the help menu.

- When the mouse pointer is over an area of the m6350 interface, press Shift+F1 to bring up information about that item.

- When hovering over a *menu* item press F1 to display information about that item.

- When a dialog is displayed, F1 brings up associated help if it exists.

1.6 TAPI Compliance

The m6350 can also be used with third party software that adheres to the Microsoft TAPI 2.1 standard. The TAPI Service Provider (TSP), provided by Magnetic North, is a separate component that provides access to the m6350 from Windows applications such as Outlook. Details on how to use the TSP can be found in Sections 2.5 - 2.7.

Chapter 2 m6350 Kit Installation

The m6350 software is normally distributed and accessed online as a Windows installable kit. If necessary a CDROM version can also be provided.

The installation kit image is self-extracting. Therefore, to install the m6350 software simply requires double-clicking on the icon. Following successful installation, a 'm6350' shortcut icon will appear on your desktop. This can be used to run the software at any time.

Note: To successfully install the m6350 on Windows NT or Windows 2000, you will require administrator privileges on your computer and write access to the common program group folder. This allows access to the "All Users" folder.

The installation process will install and register all the necessary components. When they have been installed, you will be given the opportunity to read the ReadMe file information. Please take the time to read this file as it may contain last-minute information regarding the software you are installing.

2.1   Installing the m6350

Note: If the m6350 has been previously installed, see Section 2.3 "Uninstalling the m6350" and Section 2.4 "Upgrading the m6350".

The procedure for installing the software is as follows:

**1**   Run the m6350 install kit.

If you are accessing the kit online:

a.   Click on the hyperlink to the install kit.

b.   Save the file into a working directory, then run the kit.

If you are accessing the kit using a CDROM:

a.   Insert the m6350 Installation kit CDROM in your CDROM drive.

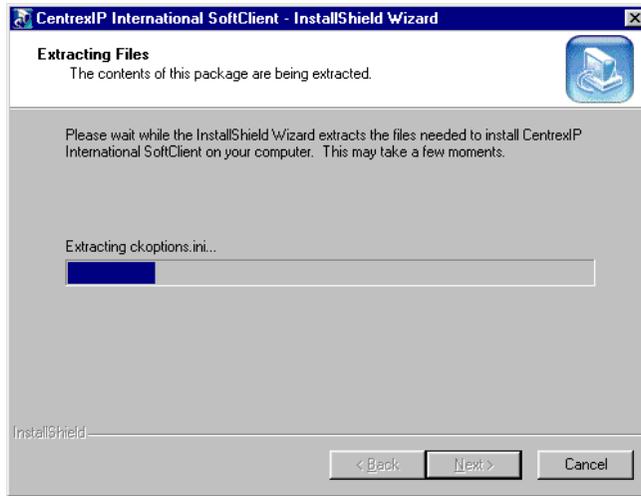b.   On your desktop, double-click on '**My Computer**', then your '**CDROM disk**', to open your CDROM drive.

c. Double-click on the *m6350_setup.exe* icon which will appear on the CD as follows:
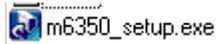
**2** The "Welcome" screen will appear. Click **Next >**

3 The following image will appear as the software package is unpacking the setup files. Wait a few moments for this to finish.

4 A dialog box will appear in which you can select a language for the *installation* of the m6350. Choose a language then click **OK**.

5 After the setup files have been extracted, the Setup program will be run. The following screens are displayed:
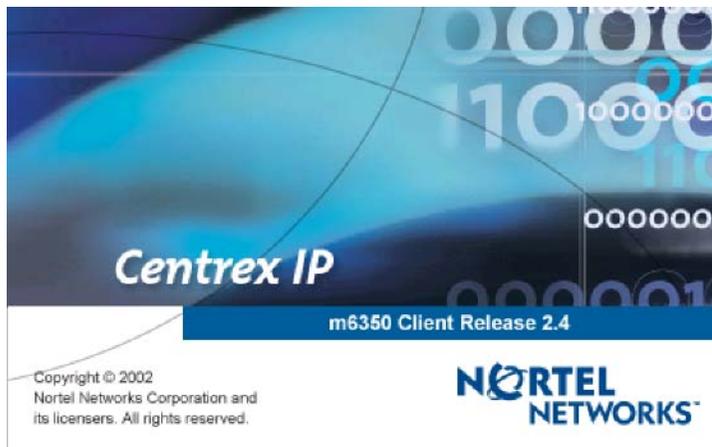
6 At this point, the Setup sequence will check your system to ensure that the prerequisite versions of the required Windows components have been installed on your machine.

If the required components (see below) are not installed on your machine, you will be given an opportunity to add or upgrade them.

If all the correct components have been installed on this system, the following procedure will not apply. In this case, **skip to Step 7**.

The components (and versions) required to run the m6350 are listed below. The installation procedure will not continue without the following:

- Winsock2 version 4.0.0.0, or later.
- Comctl32 version 4.72.2106.4, or later.
- DCOM95 version 4.71.0.3328, or later (for Windows 95 only).

a. You may get error messages from the various components which are missing. An example of such a message is shown below. Select **Yes** if they are shown.
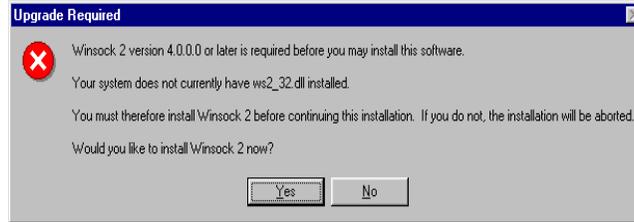

b. The following dialog box will appear listing the components which are missing. Select **OK** to install the required software.

Note: Do NOT reboot when messages from the various components appear and prompt you to reboot. Only reboot when prompted to by the screen in Figure 2.
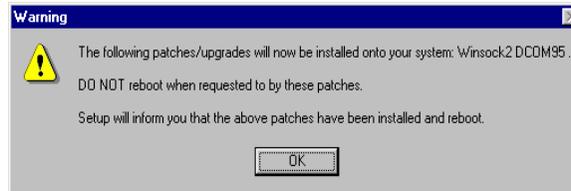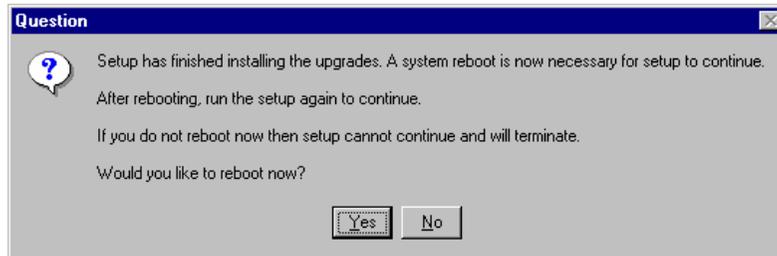

c. The components which have been installed may produce a screen similar to the following confirming that the component was successfully installed. Select **OK.**
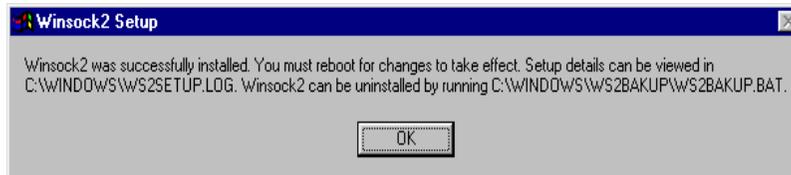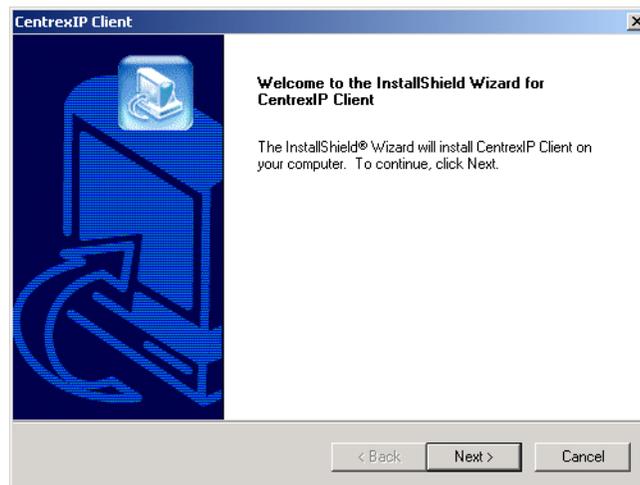

d. When the screen shown below appears, select **Yes** then **OK** to reboot your machine.

Figure 2 Reboot Required

e. After your computer has been rebooted, restart the installation procedure from Step 1.

7 The program is now prepared for the installation process. In the following screen, select **Next >**.


8 The terms and conditions of the software licensing agreement will appear. Please read the terms. Select **Yes** to continue with the installation process.
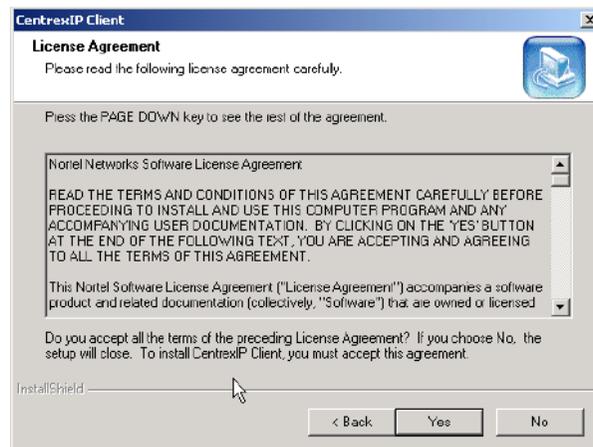
9 You will be prompted to choose a destination folder for the m6350 software. Click **Next >** to accept the default destination location. The default destination for the m6350 installation kit will be in the system drive under \Program Files\Nortel Networks\CentrexIP.

You can also browse your hard drive to select an alternate destination folder.
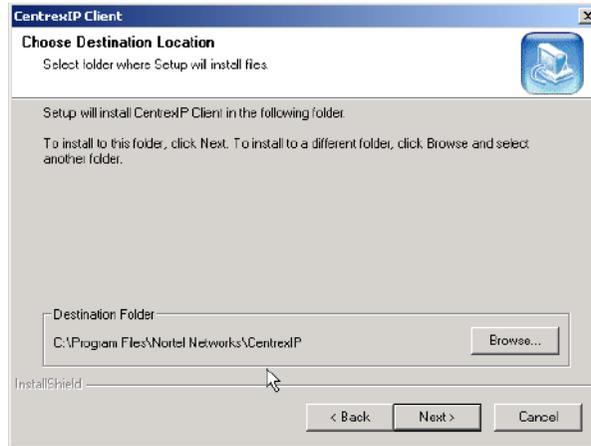
**10** You are now prompted for the folder (within your Start\Programs menu tree) where the shortcut to the CentrexIP application group should be placed. Click **Next >** to select the default destination folder.

You can also specify an alternate folder by typing the name of the new folder under "Program Folders", or by selecting an existing folder from the list. Click **Next >** to continue**.**
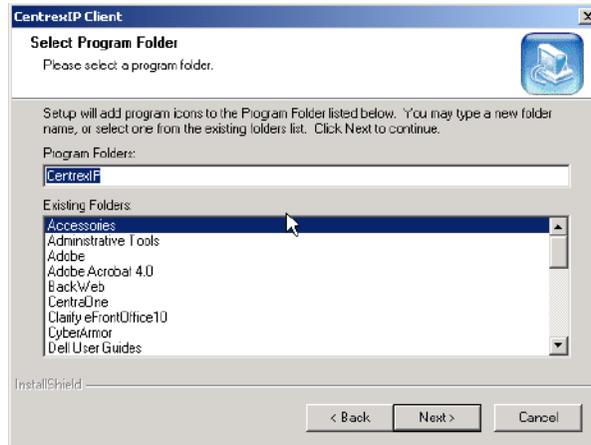
11 The program files are now ready to be copied to the selected destination folder on your hard drive. Click **Next >** and wait a few moments for this process to be completed.
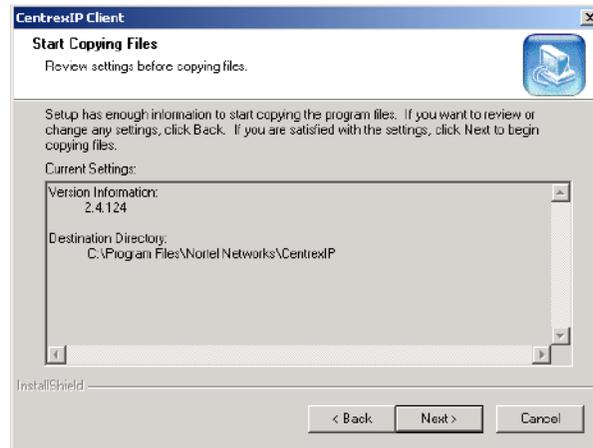
12 The following screen will appear as the files are copied. You will have to wait a few moments for this process to be completed.
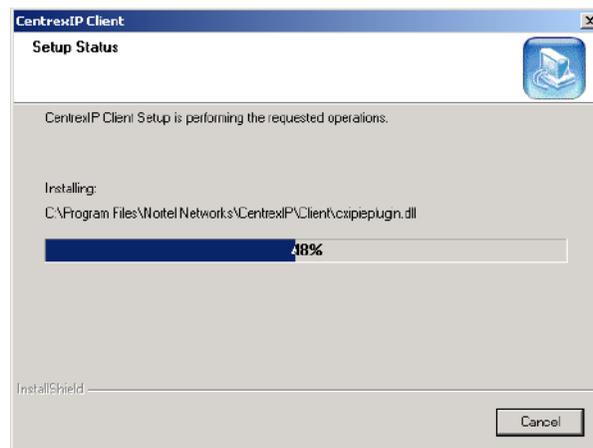
13 When the software has been successfully installed, the following screen will appear giving you the option to:

— Read the product README file.

— Configure the m6350.

Until you have successfully configured the m6350 using the Configuration Wizard, you will not be able to use the software. The m6350 Configuration Wizard is described in section 2.2.

Leave both boxes checked, and select **Finish** to exit the installation procedure.
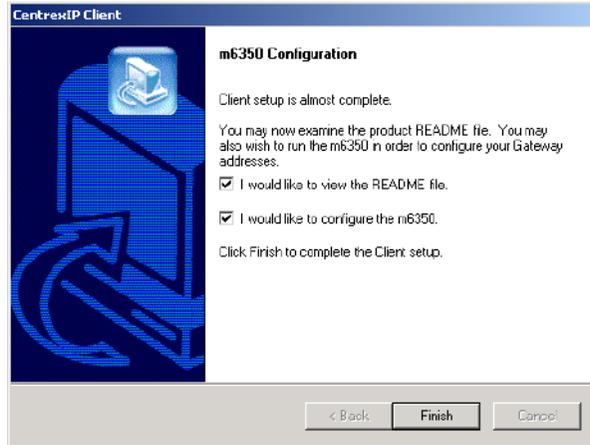
14 Your m6350 software has now been installed! The m6350 icon will appear on your desktop. You can double click on the icon to run the software at any time, but since you selected the 'I would like to configure the SoftClient' box, the m6350 Configuration Wizard welcome screen and the readme text file appears at this time.

2.2 m6350 Configuration Wizard

The m6350 Configuration Wizard is used to:

- Select the preferred language.

- Configure server settings.

- Select a wave audio device.

- Set the playback volume.

- Set the recording gain.

The first time you run the m6350 installation, it is necessary to provide the Configuration Wizard with the correct server settings, as supplied by your system administrator. The audio settings will also need to be configured to match the hardware available on your machine.

At any time during normal operation you may also use the Configuration Wizard should you wish to adjust any of these settings.

To access and configure the m6350 either:

- At the end of the m6350 installation procedure as described in section 2.1 "Installing the m6350". When you reach step 13, check the box titled "I would like to configure the m6350". Click **Finish**.

- Anytime after the m6350 has been installed, click on the Start menu and select **Start** > **Settings** > **Control Panel** > **m6350**.

The configuration wizard is described below:

1   If the Configuration Wizard has not been started, you can start the wizard as described in the above bullet points.

2   The m6350 Configuration Wizard welcome screen will appear. Choose the appropriate language from the drop down menu, then click **Next >** to continue.

3   Enter the values for your server settings as supplied by your system administrator. If your computer has more than one Network Interface Card, you must also select the interface that will be used to contact the Gateway from the Host Machine drop down list. Contact your system administrator if you are unsure what to specify for this value.
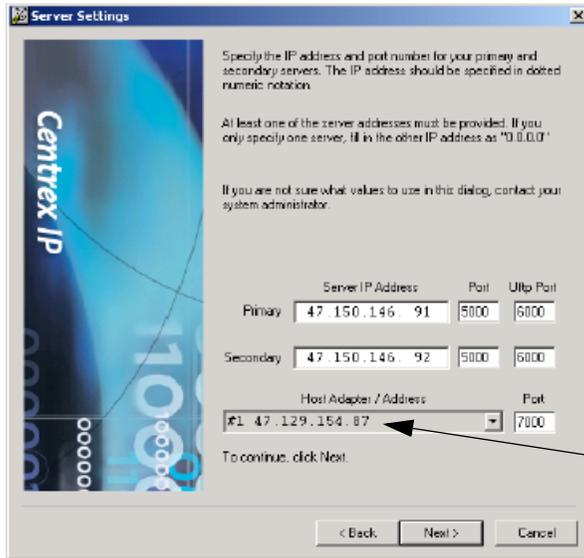
Select the interface that will be used to contact the Gateway.

Click **Next >** to continue.

4   Select the appropriate audio wave devices. (Your choice of soundcard will be limited to those which are available on your machine.) Click **Next >**.
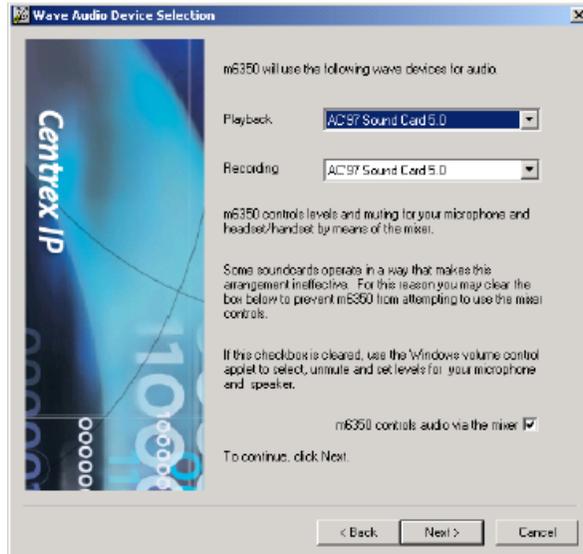
5 Test your headset playback volume and adjust the volume level manually with the slider. The Speaker Boost may also be specified. Click **Next >** to continue.
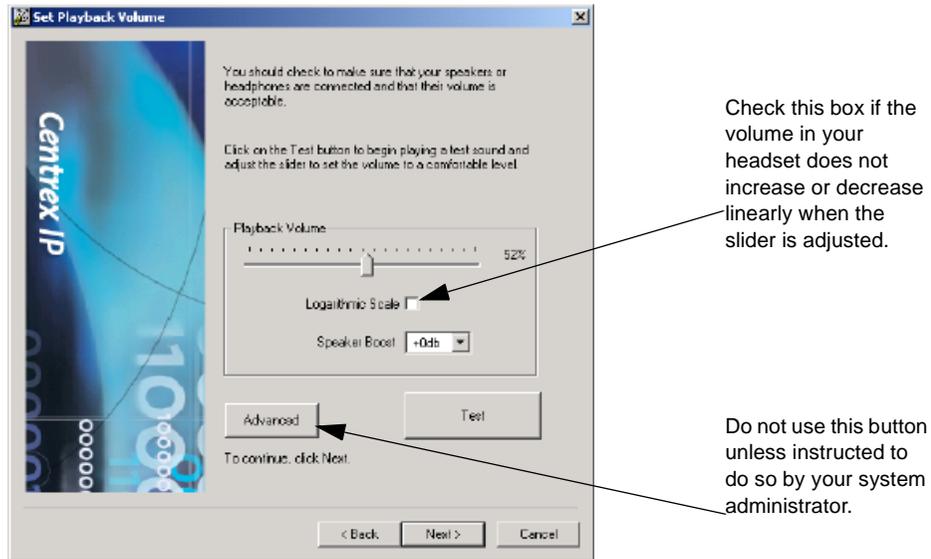

Check this box if the volume in your headset does not increase or decrease linearly when the slider is adjusted.

Do not use this button unless instructed to do so by your system administrator.

6 Test your microphone and microphone volume level as instructed. Adjust the record volume manually using the slider, or click 'Auto-adjust' to have the wizard do it automatically for you.

Check this box if the recording gain in your microphone does not increase/decrease linearly when the slider is adjusted (this is usually the same as speaker output).
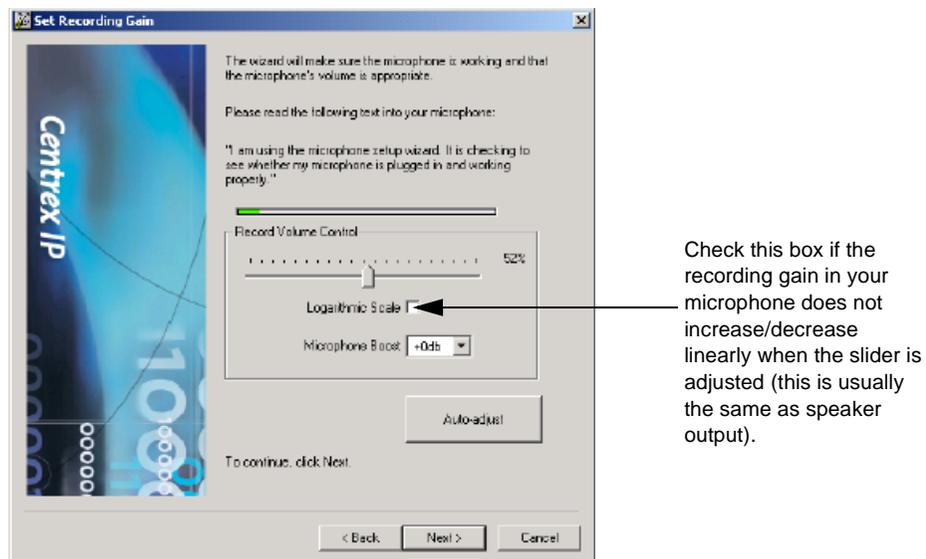
Click **Next >** to continue.

7 After you have properly configured the m6350, select **Finish** to save the settings and exit the Configuration Wizard.

2.3 Uninstalling the m6350

If the installer program is run when the m6350 has already been installed, it assumes that the user wishes to uninstall the software. Confirmation to that effect will be requested prior to continuing with the process.

If you choose to remove the software, the m6350 will be removed completely from the system. This will include all desktop entries that were made during installation.

Note: The m6350 can also be uninstalled using the 'Add/Remove Programs' feature in the Windows Control panel. This does not require the installation kit to be available.

Before uninstalling the m6350, it is recommended that you first uninstall the TAPI Service Provider (TSP) if you have been using it. Instructions on uninstalling the TSP can be found in "Uninstalling the TSP" on page 30.

The procedure for removing the m6350 using the installation kit is as follows:

1 Ensure that the m6350 is logged out and closed.

2 Follow steps 1-5 of the installation procedure. (As described in section 2.1 *Installing the m6350* on page 13.)

3   The following screen will appear. Select **Remove** to uninstall the m6350.
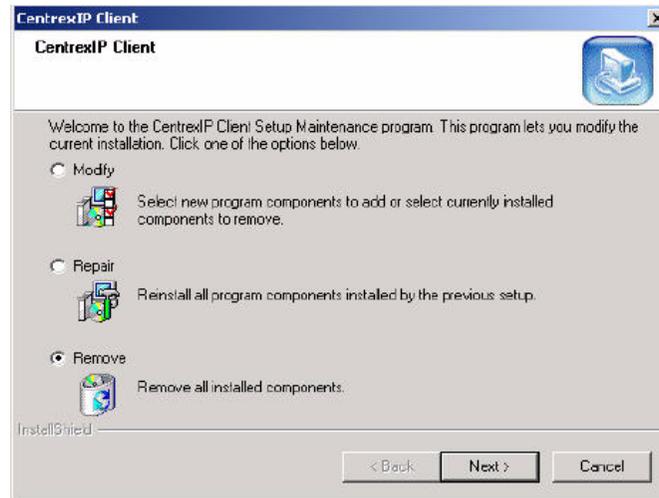
4   A confirmation dialog box will appear. Select **OK** to continue.

5   A screen will appear while the files are being deleted. Wait a few moments while the software is being removed.

6   The following screen will appear indicating that the m6350 has been successfully removed. Select **Finish** to complete the process.
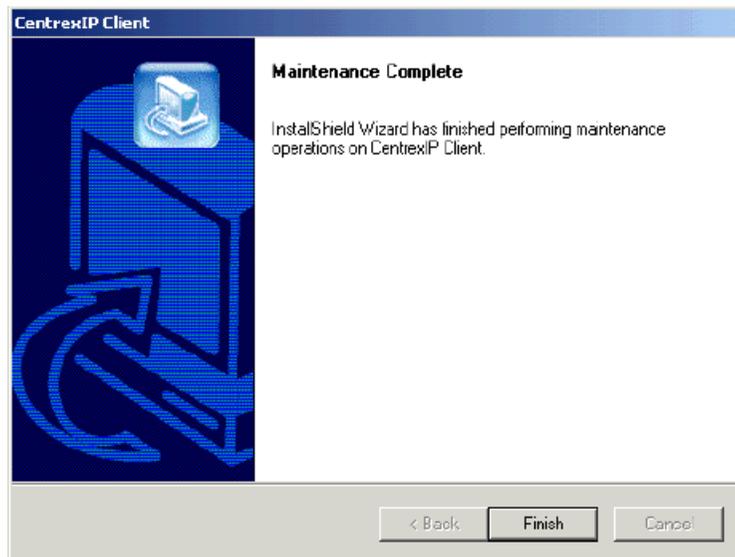
7   The m6350 has been successfully removed.

2.4   Upgrading the m6350

2.4.1   from 2.1 to 2.4
If you are upgrading the Series 2.1 m6350 to a Series 2.4 m6350, the following procedure can be followed:

1   Go into Configuration for the m6350 by clicking on the Start menu and then selecting **Programs** > **CentrexIP** > **Configuration**. Select **Next**> to go to the Server Settings dialog. Record your current server settings.

2   Run the Series 2.4 m6350 installation executable and follow the instructions in Section 2.1 *Installing the m6350* to install the Series 2.4 m6350.

3   The following screen will appear. Select **Yes** to upgrade.

4   You will then need to reconfigure the server and audio settings, as described in Section 2.2 *m6350 Configuration Wizard*.

Your m6350 is now upgraded to Series 2.4.

2.4.2   from 2.2 to 2.4
Please follow the steps in section 2.4.1.

2.5 Installing the m6350 TAPI Service Provider

The m6350 supports clients that adhere to the Microsoft Telephony API (version 2.1). TAPI enables a telephony card or phone system to understand commands from the application via the operating system. To enable a TAPI-based solution, three things are essential:

TAPI support/service running on the operating system

A TAPI-based software application

A phone system or telephony card with a TAPI service provider

For the m6350 application to function with TAPI on a Windows 95 machine, TAPI version 2.1 must be installed. The TAPI2195.exe patch needs to be applied to the PC before the m6350 TSP is installed. This is done by running the file TAPI2195.exe on the installation disk and following the onscreen prompts. Newer versions of Windows have TAPI included. This includes Windows 98, ME and 2000.

Note: This only needs to be performed on Windows 95 machines. The TAPI2195.exe file is the US English version and is installed at your own risk. Nortel Networks offers no additional support for this patch. Please read the associated license.txt file and readme.txt file associated with this patch, provided by Microsoft and included on the installation disk.

Note: For TAPI to function on a machine running Windows NT 4.0, Service Pack 4 or greater needs to be installed. This can be downloaded via Microsoft's web site. It is advisable to ask your System Administrator to install this Service Pack for you as it could affect other software on your PC. Administration privileges are required to install a Service Pack onto a Windows NT system.

The TAPI Service Provider (TSP) only needs to be installed if you wish to use other TAPI clients with the m6350. More information on the TSP can be found in the m6350 TAPI Service Provider Installation and Troubleshooting Guide (NTP 297-5551-901).
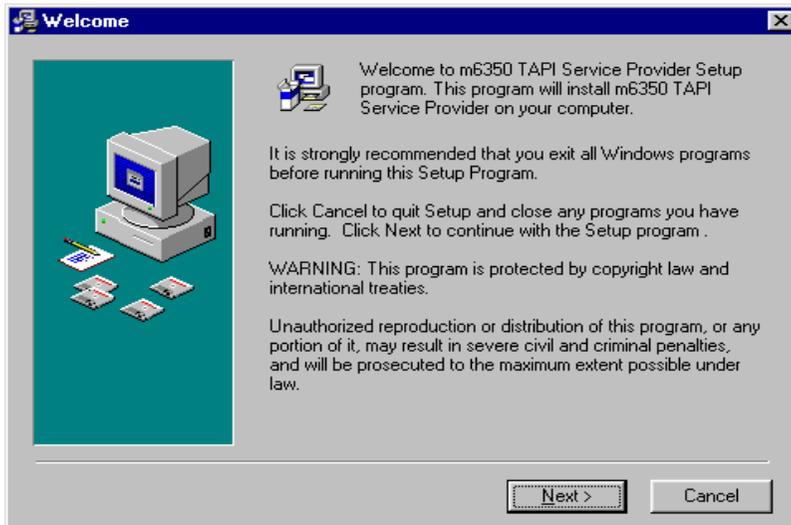
Note: It is imperative that the m6350 be installed before installing the TSP.
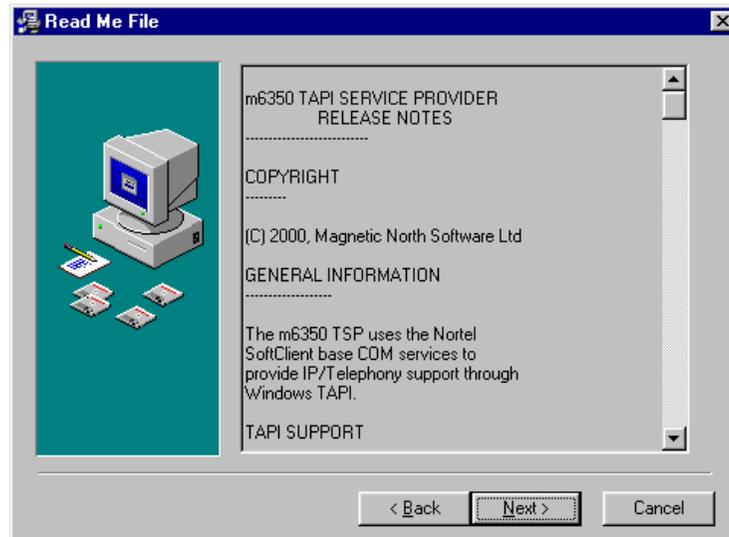
To install the TSP:

1 Run the TSP executable by double-clicking on the **m6350_tsp_setup** icon on the m6350 distributable CDROM. The following screen will appear. Choose the appropriate language and select **OK.**
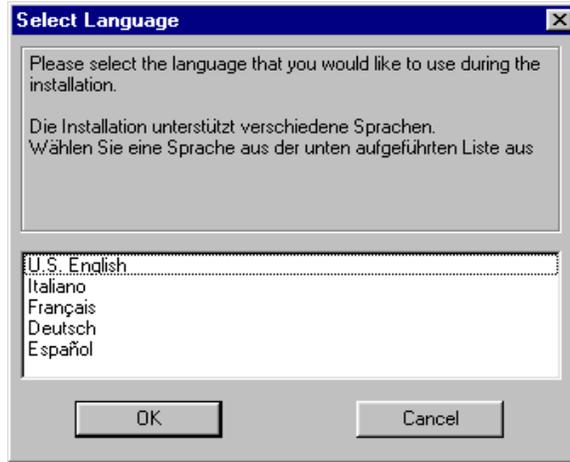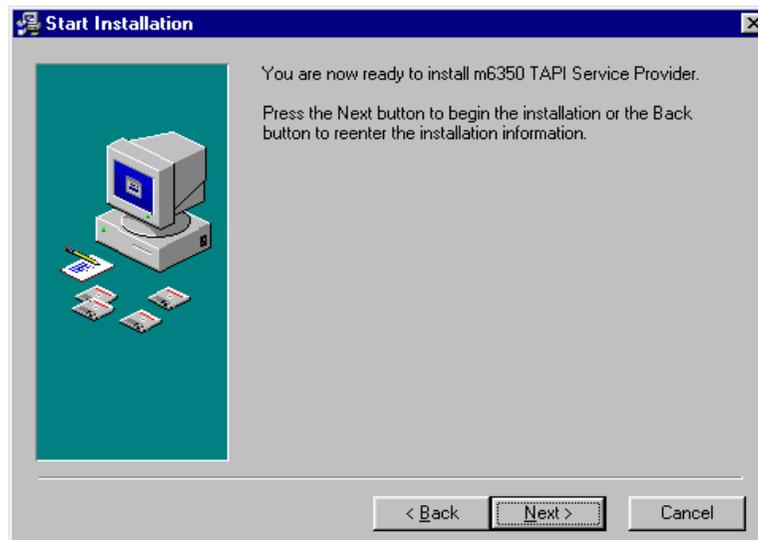

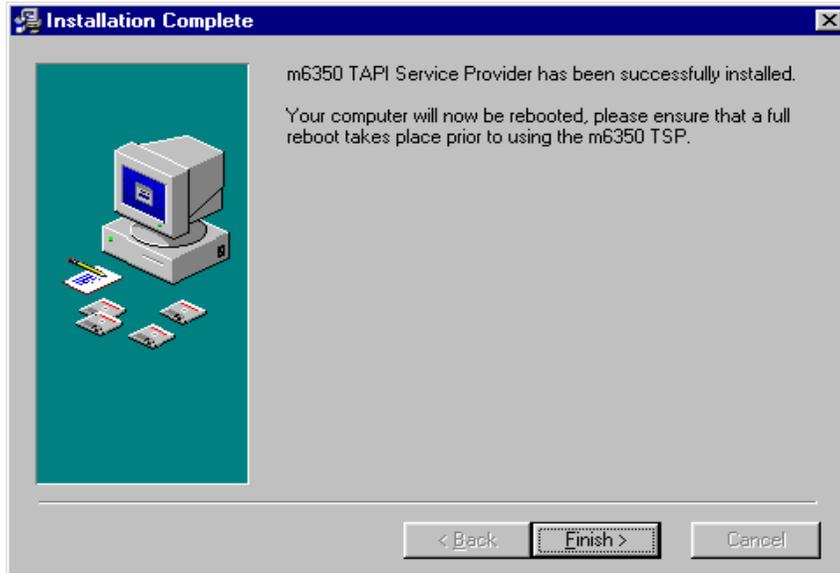**2** The following screen will appear. Select **Next**>.

3   The Release Notes will then be displayed. Please read them and then select **Next>**.

4   The following screen will appear. Select **Next>** to begin the installation.

5   The following screen will appear when the TSP has been successfully installed. Select **Finish>**.

6   Select **OK** when prompted to restart your machine. The m6350 can then be used with your chosen TAPI client.

If the m6350 TAPI Service Provider (TSP) is used, it is highly recommended that you upgrade to the version of the m6350 TSP provided along with the m6350 installation kit. Any known problems with older versions will be avoided.

2.6   Configuring the TSP

The m6350 TSP depends on the m6350, and will not function if a Series 2.4 m6350 is not already installed. The TSP is configured either by running the m6350 Configuration Wizard, or by using the Telephony icon under the Windows Control Panel, and choosing Telephony Drivers -> Configure (which will run the Configuration Wizard). Refer to section 2.2 for further information on configuration.

Once it is configured, the TSP should work with standard TAPI clients. Please refer to the TAPI client's documentation for further details on how to use the TAPI client.

2.7   Uninstalling the TSP

Uninstall your TSP as follows:

1   Shut down the m6350 and TSP clients.

2 Open the Windows Control Panel, and select **Add/Remove Programs**. Go to the m6350 TAPI Service Provider and select **Add/Remove**. The following screen will appear. If you would like to choose how the TSP will be removed, select **Custom**, otherwise, select **Automatic.** Select **Next>** to continue with the uninstallation**.**
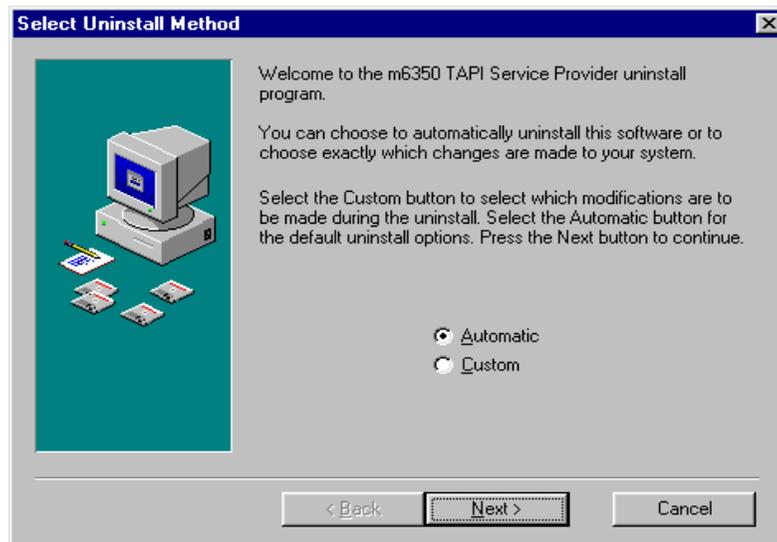
3 The following screen will appear. Select **Finish** to uninstall the TSP:
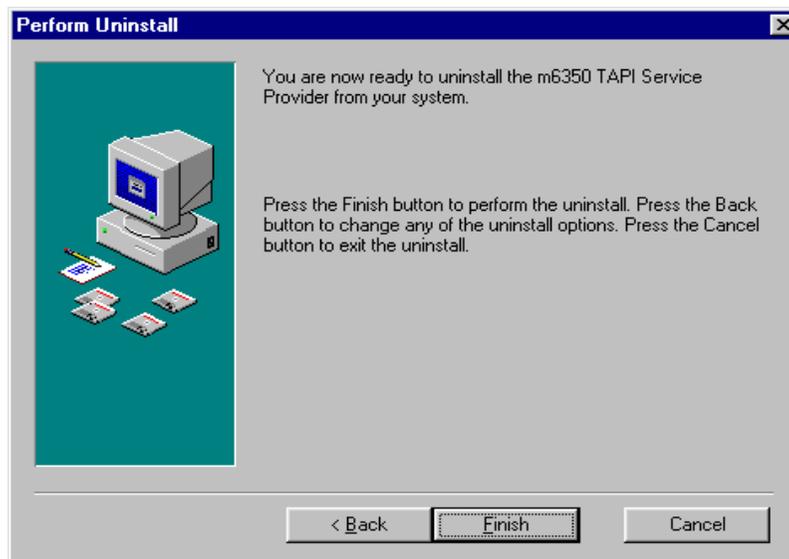
4 The TSP is now uninstalled.

Chapter 3 Getting started

3.1 Logging into the m6350

To access the m6350:

1 Double click on the m6350 icon which appears on your desktop; or in your Start menu, select **Programs** > **CentrexIP** > **m6350 Client**. The following dialog box will appear:

Figure 3 Login dialog box

Note: This login dialog box will also be displayed if you are using a TAPI client.

2 You must enter your Username and Password. (Your username and initial password will be provided by your system administrator. It is recommended that you change this password when you log in for the first time and periodically during normal operation. The procedure for changing your password is described in the following section.)

3 Click **Ok**.

4 The m6350 interface will appear:

Figure 4 m6350 user interface
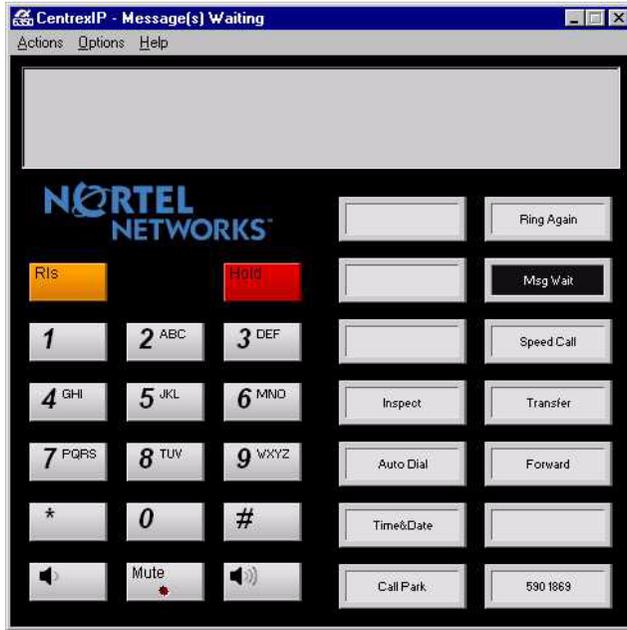
Note: This interface may be very small on your screen. To adjust the size, drag the corner of the window with your mouse cursor.

3.2 Changing your password

The first time you use the m6350, you will log on using a password that was provided to you by your system administrator. It is recommended that you change this password when you log in for the first time and periodically during normal operation.

To change your password:

1 In the menu bar, select **Options** > **Change Password**. The following dialog box will appear:

2 In the 'Current Password' dialog box, enter your old password.

3 In the 'New Password' dialog box, enter your new password.

Note: Passwords can only be numeric digits, and must contain between 4 and 15 characters.

4 In the 'Verify New Password' dialog box, re-enter your new password for verification.

5 Click **OK**.

6 A dialog box will appear confirming that your password has been changed.

3.3   Making a call

The m6350 is used to make and answer calls in virtually the same way as a traditional telephone.

The following steps describe the procedure for making a call:

1 To get a dial tone, click on the feature **Key 1** button (the default DN key is the feature Key 1) or press the **space bar**.

2 Using the mouse pointer to select the number keys on the interface; or using your computer keypad or keyboard, dial the number you wish to call. Letters on your keyboard can also be used and will be converted to numbers by the same convention used on a standard telephone.

(Alternatively, press **Control-D** or choose menu item **Actions** > **Pre-Dialer**, type the number you want to call in the **String to Dial** field and hit the **Dial** button to make the call.)

3 To end the call, click on the **Release** button or press the **ESC** key.

3.3.1   **Using predial**

Predial is used to enter and edit a dialled number string before applying that number to a line or a feature. This allows you to correct typing errors without having to close and restart a dialling sequence.

To make a call using Predial:

1   In the Windows menu bar, select **Action** > **Pre-Dialer** or press **Ctrl+D**. This will invoke the Pre-Dialer dialog box:

2   In the **String to Dial** box, enter the number you wish to dial.

Note: The Pre-dialer dialog box supports standard Windows functionality for cutting (Ctrl+X), copying (Ctrl+C) and pasting (Ctrl+V). Therefore, any numeric telephone number or string may be cut and pasted from other locations into the Pre-dialer dialog box.

3   Use the 'Apply to key' drop-down menu to select the line you wish to dial out on. Predial uses key 1 as the default. The other options available through the drop-down menu correspond to features provisioned against your terminal.

4   Click the **Dial** button.

5   If you have selected a Directory Number (DN) key, the call will now be dialled and continue as normal.

6   To end the call either click the Release key on the m6350 or press either the **Esc** key or **Delete** key on your keyboard.

Note: Predial functionality can also be used to enter and edit a dialled digit sequence to apply to a feature key. To apply predial to a feature key, follow the above procedure. In "Step 3" above, select the feature key to which you wish to apply predial.

3.4   Answering a call

When an incoming call arrives at the m6350, the appropriate feature key will flash. In addition, you will be informed of the call by either:

*   An 'Incoming call' dialog box appearing.

*   An alert tone playing through the PC speaker.

To choose either or both of these options, in the m6350 menu select, **Options > Call Notification**.

In addition, the display may show one of the following, depending on how your telephone line has been provisioned:

*   The calling party name and number.

*   The calling party number only.

*   The calling party name only.

*   An indication that the calling party details have been withheld.

*   A blank display.

3.4.1   Answering a call using the Incoming call notification

If you have chosen to be informed of an incoming call by means of a popup notification, the following dialog box will be displayed:
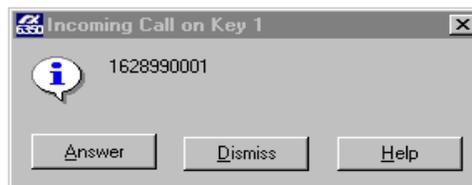
To answer the call:

1   In the **Incoming Call** dialog box, select **Answer**.

2   To end the call either click the Release key on the m6350 or press either the **Esc** key or **Delete** key on your keyboard.

If you would prefer to ignore the incoming call, select **Dismiss** in the **Incoming Call** dialog box. Selecting **Dismiss** will cause the call to continue ringing until either the caller goes on hook or, if the line has been provisioned to do so, the call is diverted to voicemail or a second line.

3.4.2   Answering a call when informed by an alert tone

If you have chosen to be informed of an incoming call by means of an Audible Alert, you will be made aware of an incoming call by a buzzing tone heard through your PC speaker.

Note: Some PCs route the PC speaker output through their soundcard mixer rather than directly to a separate speaker. This is particularly common on laptop PCs. In such cases the audible alerting may not operate (where there is an incoming call on a secondary line whilst the primary line is in use for example).

To answer the call, select the incoming call key. This key will be flashing.

To end the call either click the Release key on the m6350 or press either the **Esc** key or **Delete** key on your keyboard.

3.5 Placing and retrieving a call on hold

The m6350 has designated a key for the **Hold** function. This feature allows you to place a call on hold until you are ready to continue.

To place an answered call on hold, click the **Hold** key. The DN key will flash while a call is on hold to indicate that a call is waiting.

To retrieve the call, click the flashing DN key.

3.6 Forwarding calls

The call forwarding feature allows you to divert calls to a second number. This may be particularly useful should you wish to send calls to a mobile telephone or voice mail system.

To enable call forwarding:

1 On the m6350, click the **Forward** key. (The Forward key will begin flashing.)

2 Enter the telephone number of the forwarding destination.

3 Click the **Forward** key again. (The Forward key will be highlighted.)

To disable call forwarding, click the **Forward** key. (The Forward key will no longer be highlighted.)

3.7   Message waiting and message retrieval

The m6350 will inform you when you have new messages waiting by:

• Lighting the **Msg Wait** key.

• Displaying **Message(s) Waiting** in the m6350 title bar. (This is shown below)

To check waiting messages:

1 Enter the phone number for your voicemail provider; or, if your m6350 has been so configured, click the **Msg Wait** key.

2 Review your messages.

3 End the call either by clicking on the m6350's **Release** key or by pressing the **Esc** key or the **Delete** key on your keyboard.

4 A dialogue will appear showing the progress the m6350 is making retrieving configuration information from the Gateway. If you wish to by-pass this retrieval, you may do so by clicking on the **Cancel** button upon the dialogue, the m6350 will function normally. However, this will result in the loss of configuration functionality.

When the new messages have been reviewed, the **Msg Wait** key will no longer be lit and the m6350 title bar will return to normal.

3.8   Extension Modules

Note: The availability of this functionality is dependent upon your service provider.

Extension Modules have eleven feature keys each. These keys function exactly the same as the feature keys on the main set. m6350 can be provisioned to have either zero, two or four Extension Modules.

When you start m6350 after a fresh installation, any Extension Modules you have provisioned against your line will default to hidden. They may be shown using the drop-down menu (Options|Extension Modules) or the keyboard accelerators. More information can be found using the m6350 help system.

Centrex IP Client Manager
m6350 SoftClient Installation Guide

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