

# InnoMedia iPBX Self-Care User's Guide

V1.1



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## 1 iPBX User's Guide

Start the web browser from any of the LAN PC, and enter the iPBX IP address (or domain name address assigned by the enterprise) in the address field, for example, iPBX default IP "http://172.16.1.1". This IP address or domain name address is subject to change according to your corporate network arrangement, and it should be obtained from your corporate telephony administrator.

Once the login page appears, type the username and password to login to user self care web interface. By default, the username is the extension number and the password is the same as the user name. You can change user password from the User Manage interface.

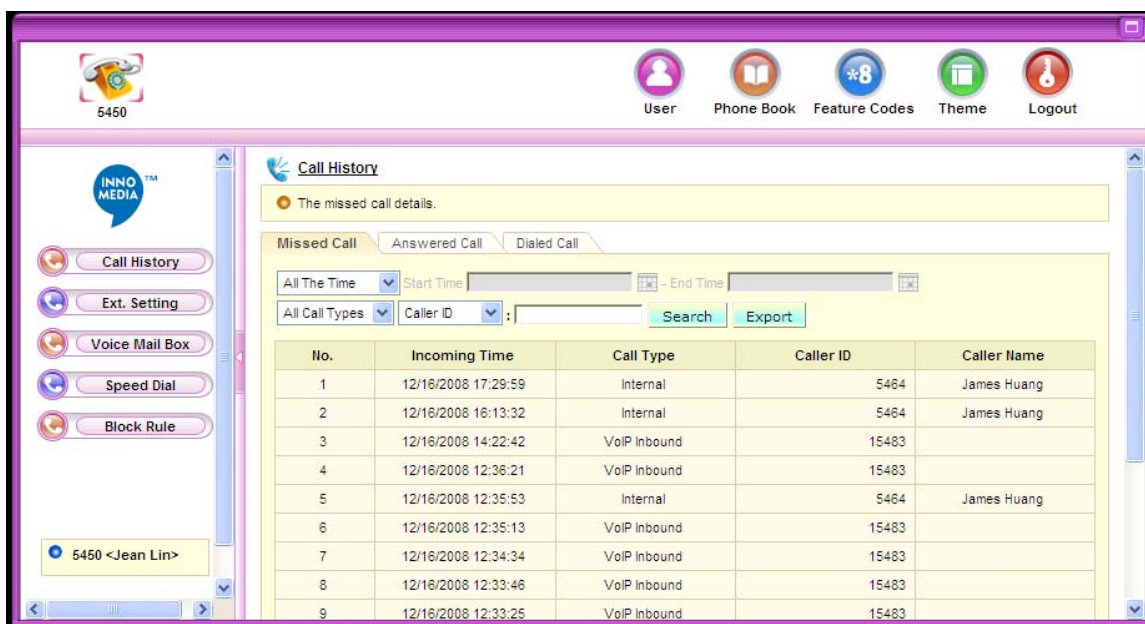


Figure 1. User self-care main page



## 2 Making calls

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This chapter describes how to make calls with the service of iPBX from internal stations, such as extensions, extension groups (hunt groups, boss secretary groups), auto attendant, voicemail system, etc.

The correspondent features can be configured from either iPBX web management pages or from the phones.

**This chapter directs you to complete the following tasks.**

- ❑ **Making internal calls between extensions**
- ❑ **Making Outgoing Calls**
- ❑ **Making Incoming Calls**
- ❑ **Using Speed Dial to make calls**
- ❑ **Using Hot Line to make calls (for Analog extension)**
- ❑ **If call cannot be connected by iPBX**

### 2.1 Making internal calls between extensions

---

This section describes the steps to make calls.

Users can call internal stations directly by performing the following steps.

#### **Dial directly**

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Dial the extension number.
- Step 3** The destination extension rings and pick up phone.

#### **Dial through auto attendant**

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Dial the auto attendant number. (iPBX default is from 1000 to 1009 ... These numbers can be modified according to the corporate telephony plan)



**Step 3** Dial the extension number that you want to call.

**Step 4** The destination extension rings and pick up phone. Successfully set a call.

---

**NOTE**

When call extension through auto attendant, caller will hear music on hold before the call is picked up.

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## 2.2 Making Outbound Calls

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The system supports different outgoing connectivity over trunks, i.e., VoIP SIP Trunks, or PSTN Trunks. IPBX automatically finds the relevant trunk line for placing outgoing calls.

When a caller from any extension dials a number that matches the dial pattern, the outgoing call will be routed to the first available external line through the associated trunk groups.

If the administrator has configured prefix numbers to force any particular calls being routed through specified trunk lines, the prefix number should be input prior to the destination phone numbers.

IPBX requires the 'gateway password' input when transferring an outgoing call through Auto Attendant. The gateway password can be obtained from your Corporate Telephony Administrator.

---

**NOTE**

- The extension set as **Intercom extension** is not authorized to make outgoing calls.
- The users who are assigned with different call levels are granted with different telephony privileges. The '**Call level**' is defined as follows.
  - **IDD** can place International Direct Dialing, Domestic Direct Dialing, Local Direct Dialing, also including VoIP and intercom, except for restricted numbers on the denial list.
  - **DDD** can place Domestic Direct Dialing, Local Direct Dialing, also including VoIP and intercom, except for restricted numbers on the denial list.
  - **LDD** can place Local Direct Dialing, also including VoIP and intercom, except for restricted numbers on the denial list.
  - **Intercom** can place internal call only.
- The PSTN dial prefix consists of dial prefix and service codes.



- Service: Local Direct Dialing (LDD), Domestic Direct Dialing (DDD), International Direct Dialing (IDD).
- 

## 2.3 Making Inbound Calls

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Inbound connections to iPBX system can be setup by dialing phone numbers belonging to different trunk lines, i.e, VoIP SIP Trunks or PSTN Trunks.

The administrator can set rules in order to route incoming calls through specific trunk line. The incoming calls can be routed to auto attendant, voicemail system, specific extension, specific extension group or individual stations based on the schedule.

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### NOTE

- When routing an inbound call to a boss-secretary group or the boss extension, the call will be transferred to any of the secretary extensions belonging this boss-secretary group with the pre-defined order.
  - An inbound call to a private trunk can be transferred to specific station. A private trunk line can be assigned to an extension or an extension group.
- 

## 2.4 Using Speed Dial Keys to Make Calls

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IPBX provides speed dial keys for frequent dialed numbers. When making calls, just dialing one digit code. The speed dial code provides an easy way to make calls without dialing the complete address.

### 2.4.1 Configuration

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#### Using Web interface:

##### Station Speed Dial

- Step 1** Login user management interface. Go to **Speed Dial**.
- Step 2** Enter the number you want to speed dial. Click '**Apply**' to update setting.

##### System Speed Dial

- Step 1** Login admin management interface. Go to the page: **Telephony > Advanced > System Speed Dial**.



**Step 2** Enter the number you want to speed dial. Click '**Apply**' to update setting.

### Using Feature setting code from IP Phone station:

#### Station Speed Dial

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature setting code for station speed dial.

The feature setting code consists of the feature prefix code, speed dial code and the speed dial number you want to set (for example, \*91012364. where \*91 is the feature prefix code, 0 is the speed dial code, 12364 is the speed dial number).

**Step 3** After hearing "Feature setting succeeded", hang up phone.

## 2.4.2 Operating

---

This section describes how to use speed dial by performing the following steps.

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature access code for station speed dial/system speed dial.

**Step 3** Dial the dial code of the speed dial number (for example, \*100. where \*10 is the feature access code for speed dial, 0 is the speed dial code for callee number)

**Step 4** The connection is set up.

---

#### NOTE

- The destination number can be either internal phone number or external phone numbers.
  - Dial Code: A shortcut number correspond the keypad 0 to 9.
- 

## 2.5 Using Hot Line to make calls

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With the hotline feature, the telephone automatically connects to a predefined internal or external destination after the user lifts the handset.



## 2.5.1 Configuring

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Using Web interface:

### Set hot line number

**Step 1** Login user management interface. Go to **Phone**.

**Step 2** Enter the number you want to speed dial. Click '**Apply**' to update setting.

### Set hot line time

**Step 1** Login admin management interface. Go to **Telephony > Advanced > Miscellaneous**.

**Step 2** Enter the hotline number. Click '**Apply**' to update setting.

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#### NOTE

- Only Analog extension can use hotline to make calls.
  - The user will hear dial tone until hotline number is called.
- 

## 2.5.2 If calls cannot be connected by iPBX

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Users can hear relevant voice prompts if they fail to make calls.

- Sorry, wrong number.
- Sorry, this number is invalid.
- Sorry, you are not authorized to dial this number.
- Sorry, the number you have dialed cannot be established now.
- Sorry, the number you have dialed is busy.
- Sorry, all the lines are busy. Please try again later.
- Sorry, no one is available to answer your call.

## 3 Receiving calls

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This chapter describes features about receiving calls.

Distinctive ring tones are used to recognize the incoming call type before answering the call.

**The distinctive ring tone settings are only available on analog phones which connect to the FXS interface of iPBX.**

This can only be configured via the admin management interface. Users may obtain the ring type from the corporate telephony administrator.

- **Group Call (Ring One):** Extension group call, its ring order is Ring One (Linear) or Ring One (Circular).
- **Group Call (Ring All):** Extension group call, its ring order is Ring All.
- **Inbound Call to Extension:** Inbound Call directly to Extension.
- **Those Default:** The phone default ring cadence.

**This chapter describes the following methods to answer inbound calls.**

- ❑ **Answering calls at the IP Phones that ring**
- ❑ **Call Pickup**
- ❑ **Call park and Retrieve**

### 3.1 Answering calls from the ringing IP Phone

---

This section describes how to receive calls directly.

When someone calls you, you can pick up the handset to answer calls right away.

### 3.2 Answering Calls at other IP Phone

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Calls to an extension can be answered at other phone set than the ringing ones.

'Call pickup' and 'pickup groups' enable users to answer calls which ring at other IP Phones.

There are three types of 'Call Pickup': Directed Call Pickup, Local Group Pickup and Universal Call Pickup.



### 3.2.1 Configuring

---

Activating and deactivating of the 'Call pickup feature' of a particular user can be accomplished by performing the following steps:

#### Using Web interface:

- Step 1** Login user self-care interface. Go to **the page of Ext. Setting.**
- Step 2** Check or uncheck '**Call Pickup**' item, and click **<Apply>** button.

#### Using Feature Access code:

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Dial the feature access code. (e.g., \*81 for activating group call pick up, and 80 for deactivating group call pickup.)
- Step 3** After hearing "Feature setting succeeded", then hang up phone.

### 3.2.2 Directed Call Pickup

---

Call pickup, specific ringing extension. Any local phone user can pick up the call.

The usage scenario: B activates 'call pick up' for his IP Phone, and allows other IP Phone users to pickup calls for B.

A is the caller, B is the ringing extension and C wants to pick up the call for B.

1. A calls B. B is ringing.
2. C picks up phone and hears the dial tone.
3. C is to pick up the call for B, and hence C dials the feature access code of directed call pickup followed by the number of B .(for example, \*1733,where \*17 is the feature access code, and 33 is B's extension number.)
4. C picks up the call from A. The call between A and C is set up successfully.

### 3.2.3 Local Group Pickup

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Call pickup, local group ringing extension. Any extensions of the same group can pick up the call answer to it.



For example:

Precondition: B and C belong to the same group. This group activates call pickup.

A is the caller, B is the ringing extension and C wants to pick up the call for B.

1. A calls B. B is ringing.
2. C picks up phone and hears the dial tone.
3. Then C dials the feature access code of group call pickup (for example, \*11, where \*11 is the feature access code)
4. C picks up the call from A. The call between A and C is set up successfully.

### 3.2.4 Universal Call Pickup

---

Call pickup, ringing extension. Any local phone user can pick up the call.

For example:

Pre-requisite: B activates the 'pick-up' feature.

A is the caller, B's extension is ringing, and C wants to pick up the call for B.

1. A calls B. B is ringing.
2. C picks up phone and hears the dial tone.
3. C dials the feature access code of universal call pickup (for example, \*18, where \*18 is the feature access code)
4. C picks up the call from A. The call between A and C is set up successfully.

---

#### NOTE

- Before using universal call pickup and directed call pickup, make sure that the ringing extension activates 'call pickup' feature.
  - Before using local group call pickup, be sure to activate the 'call pick' feature of the group to which the ringing extension belongs. The pickup extension belongs to the same group with the ringing extension.
  - If several extensions are ringing at the same time, the user will pick up the call of that extension which rings first.
- 



### 3.3 Call Park and Retrieve

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**Call park** is a feature that allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set.

To retrieve the parked call, just dial the feature code followed by the token number. After timeout period, this call will be recalled to the parking phone.

**Step 1** Set up a connection between A and B.

**Step 2** Call park: B dials the feature access code, e.g., \*14

**Step 3** Retrieve the parked call: B picks up phone at other extension, hears the dialing tone, and then dials the feature access code to retrieve this parked call, e.g., \*1530, where 30 is the extension number of B.

---

#### NOTE

- Only one call-park can be created at one extension number at a time.
  - The caller hears the busy tone if the parked phone doesn't answer the call.
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## 4 Call Forwarding

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This chapter describes the features which allow a user to forward calls to other station in different conditions.

**This chapter guides you through completing the following tasks.**

- ❑ **Call Forwarding**
- ❑ **Find me / Follow me**
- ❑ **Forward to My Voicemail**

### 4.1 Call Forwarding

---

Call forwarding allows users to forward incoming calls to other specified phone numbers.

- All Forward—All incoming calls are forwarded.
- No answer Forward — Incoming calls are forwarded when the extension/extension group does not answer before timeout.
- Busy Forward—Incoming calls are forwarded when the extension/extension group is busy.

#### 4.1.1 To Configure Call Forwarding Numbers

---

To configure call forwarding, perform the following steps.

**Using Web interface:**

**Step 1** Login user management interface. Go to the page of **Ext. Setting**.

**Step 2** Enter the target number and click **<Apply>** to update the settings.

**Using Feature Access code:**

To Activate Call Forward:

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature access code. (**\*40** for all forwarding; **\*41** for busy forwarding; **\*43** for no answer forwarding.), and dial the destination number.

**Step 3** After hearing “Feature setting succeeded”, hang up phone.

Deactivate Call Forward:

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Dial the feature access code . (\*40 for all forwarding; \*41 for busy forwarding; \*43 for no answer forwarding.)
- Step 3** After hearing “Feature setting succeeded”, hang up phone.

---

**NOTE**

- The destination phone number can be either the internal or external number.
  - If you have a prefix configured for outbound calls, this prefix should be placed in front of the phone number.
  - If you configure the ‘All Forwarding Phone number’ then the settings of ‘Busy Forwarding’ and ‘No Answer Forwarding’ will be invalid.
  - When the destination phone number is invalid, call forward is invalid.
  - The length defined for ‘No Answer timer’ can be configured at the Administrator Manage interface.
  - The forwarding configuration of the destination station is invalid.
  - When forwarding calls to voicemail, the caller can start leave message directly.
- 

## 4.2 Find me/Follow me

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This feature is very useful when a user is away and transfers all calls of his extension to the numbers he has configured. More specifically, a call will “terminate” (ring) somewhere.

When the incoming call is not received, the defined phone numbers may be called in a preferred order. For example, a call may be first routed to an office phone, and if it isn't answered, it is routed to a mobile phone and so on.

iPBX will route this particular call to the numbers in the list sequentially until it reaches the end or this call being answered.



## 4.2.1 Configuring Find me/ Follow me

---

Activation and deactivation of Find me/Follow me for that user can be done by performing the following steps.

### Using Web interface:

- Step 1** Login user management interface. Go to the page of **Ext. Setting**.
- Step 2** Click **<Phone number setting>** button to edit the phone number list.
- Step 3** Modify the number list.
  - Add: Enter the destination number in the Edit field. Click the **<Add> button** icon in the Action column'.
  - Edit: Click an account in the list. Modify the number in the Edit field. Click the **<Edit>** icon in the Action column'.
  - Delete: Click the **<Delete>** icon in the Action column to delete the selected account.
  - Order: Click the " " icon to move the selected account.
- Step 4** Click **<Apply>** to update setting. Then close this window.
- Step 5** Back to the page of **Ext. Settings** page. Check Find me/Follow me and click **<Apply>** to update settings.

### Using Feature setting code from IP Phone stations

#### Activating and deactivating Find me/Follow me configurations

- Step 1** Pick up phone and hear the dial tone.
- Step 2** Dial the feature setting code for **Find me/Follow me**. (activating: \*31 and deactivating: \*30)
- Step 3** After hearing "Feature setting succeeded", hang up phone.

---

#### NOTE

- If a user is away and enables the 'follow me hunting' feature, it is suggested to configure the following settings to avoid the callee IP phone station from ringing.
  - DND: destination extension activates DND.
  - All Forwarding -- destination extension activating 'all forwarding.'



- Anonymous call rejection – destination extension activates anonymous call rejection and caller blocks its caller ID.
  - When the boss secretary is in the find me list, the call will forward to secretary extensions. If none of the secretary extensions answer the call, it will continue hunting to the next destination station.
  - The busy forwarding or no answer forwarding configuration of the destination station is invalid.
- 

## 4.3 Forward to My Voice Mail

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Allowing to forward unanswered calls to the user's voicemail box.

Calls can be transferred to voicemail in the following conditions.

1. DND is enabled.
2. Deactivating DND, and activating 'all forwarding'. The destination station is busy or doesn't answer the call.
3. Deactivating both DND and 'all forwarding'. Activating both 'no answer forwarding' or 'busy forwarding'. The destination station is busy or doesn't answer the call.
4. Deactivating both DND and 'all forwarding'. Activating both 'no answer forwarding' and find me. None of the destination station answers the call.

### 4.3.1 Configuring Voice Mail

---

**Using Web interface:**

**Step 1** Login user management interface. Go to the page of **Ext. Settings**.

**Step 2** Check forward to my voicemail and click <Apply> button to update setting.

### 4.3.2 Using Feature Access code from IP Phone Station:

---

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature access code. (\*43 activating voice mail forwarding; \*44 deactivating voice mail forwarding.)



**Step 3** After hearing “Feature setting succeeded”, hang up phone.

## 5 Transferring calls

---

This chapter describes the features that allow users to transfer calls to other stations

Call Transfer is used to transfer a call in progress to the other extension.

**This chapter directs you to complete the following tasks.**

- ❑ **Blind transfer**
- ❑ **Consulted transfer**

### 5.1 Blind transfer

---

Blind Transfer involves passing a call without notifying the recipient. It is also known as unsupervised transfer or cold transfer.

This section describes how to use blind transfer.

#### 5.1.1 Operation

---

Caller: A. Callee: B. Destination extension: C.

**Step 1** Set up a call between A and B.

**Step 2** B dials the “feature access code \*12 followed by C’s ext.”. C starts ringing.

**Step 3** C picks up phone. The call is transferred to C successfully.

---

#### NOTE

- When a blind transfer operation succeeds, B hears the busy tone and A hears music on hold until C answers the call.
  - Only the callee can transfer the call to the other destination.
  - If C doesn’t answer the call, the call will return to B.
- 



## 5.2 Consulted transfer

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A consulted transfer involves passing a call by notifying the recipient.

This section describes how to use consult transfer.

### 5.2.1 Operation

---

Caller: A. Callee: B. consulted transferring station: C.

**Step 1** Set up a call between A and B.

**Step 2** B answers the call and then presses Flash key, and then dials the extension number of C.

**Step 3** C picks up phone and B may talk to C.

**Step 4** C agrees to answer the call then B presses the feature access code (\*13) or hangs up.

Set up the call between A and C successfully.

---

#### NOTE

- Only the callee can transfer the call to the destination.
  - If the destination station C holds the call with B before consulted transfer, the call from A couldn't transfer to C.
-

## 6 Rejecting calls

---

This chapter describes features to reject calls.

**This chapter directs you to complete the following tasks.**

- ❑ **Do Not Disturb**
- ❑ **Anonymous Call Rejection**
- ❑ **Station Blacklist**

### 6.1 Do Not Disturb

---

Do Not Disturb (DND) is to ignore any incoming calls to the particular IP Phone station.

#### 6.1.1 Configuring DND

---

**Using Web interface:**

- Step 1** Login user management interface. Go to the page of **Ext. Settings**.
- Step 2** Check DND and click **<Apply>** to update setting.

**Using Feature Access code:**

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Dial the feature access code. Activating DND: **\*51**; Deactivating DND: **\*50**.
- Step 3** After hearing "Feature setting succeeded", hang up phone.

---

#### NOTE

- When DND is activated at an extension (number 11 for example), the caller hears "Sorry, the number you have dialed is busy".
  - If you checked Do Not Disturb, the setting of All Forwarding, Busy Forwarding, No Answer Forwarding and Find me will be invalid temporarily.
-

## 6.2 Anonymous Call Rejection

---

Anonymous call rejection lets you block incoming calls from people who choose not to show Caller ID information.

This feature is only available at the analog phones that connect to FXS ports of iPBX.

### 6.2.1 Configuring anonymous call rejection

---

**Using Web interface:**

**Step 1** Login user management interface. Go to the page of **Ext. Settings**.

**Step 2** Enabled/Disabled '**Anonymous Call Rejection**'. Click <**Apply**> to update setting.

---

#### NOTE

- Once you activate the 'Anonymous Call Rejection', if someone hides the caller ID information and calls you, he/she hears busy tone.
  - Anonymous call rejection blocks only calls from people who choose to hide their Caller ID information. It does not block "unknown" or "out of area" calls. These calls come from people who did not block their Caller ID, but for whom the telephone network failed to transmit the Caller ID information. They can also be international calls.
- 

## 6.3 Station Blacklist

---

Block incoming calls by screening from the Caller ID. Only trunks with CND function, this feature will be available for inbound calls.

### 6.3.1 Configuring Station Blacklist

---

Block incoming calls by screening their Caller ID.

Select **Blacklist** page to configure Blacklist number.

#### Add a number to the list

**Step 1** Login to user self-care web page.

Go to the Page of 'Block Rule' and Check the 'Black List' box. Enter phone numbers and Names in their associated fields.



Step 2 Click **<Add>** icon in the 'Action' column.

Step 3 Having completed entering the phone numbers, click **<Apply>** button to activate the settings.

#### **Edit a number in the list**

Step 1 Choose the number in the list you want to modify

Step 2 Edit the number in the Edit field.

Step 3 Click **'Edit'** icon in the 'Action' column.

#### **Delete a number from the list**

Click **'Delete'** icon in the 'Action' column of the selected entry.

---

#### **NOTE**

- The Blacklist entry consists of digits ranging from 0 to 9. It also supports wild-card representation, e.g., 2xx represents all the numbers from 200 to 299.
  - When someone in you blacklist calls you, she/he will hear "Sorry, the number you have dialed cannot be established now".
-

## 7 Features about multi-party call

---

This chapter contains the following tasks.

- ❑ **3-way Calls**
- ❑ **Call Waiting (With Caller ID)**
- ❑ **Call Hold, Consulted Hold and Toggle Calls**
- ❑ **My Music on Hold**

### 7.1 3-way Calls

---

A "3-way Call" enables you to establish a 3-party conversation, where all three participants can communicate simultaneously.

The called parties can be either external or internal numbers, including mobile and overseas numbers.

Analog phones which connect to iPBX FXS ports can establish 3-way conferences with others.

#### 7.1.1 Configuring

---

**Using Web interface:**

- Step 1** Login user management interface. Go to the page of **Ext. Settings**.
- Step 2** Enabled/Disabled '**3-way Calls**'. Click **<Apply>** button to confirm settings.

**Using Feature Access code:**

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Dial the feature access code. **\*71** to activate 3 way call; and **\*70** to deactivate 3 way call.
- Step 3** After hearing "Feature setting succeeded", hang up phone.

#### 7.1.2 Operating

---

This section describes how to establish a 3-way conference.



**Step 1** Set up a call between A and B.

**Step 2** B presses Flash, then dials the third party number C. Set up a call between B and C.

**Step 3** B presses Flash. The conference is established.

---

**NOTE**

- If the user who initiates the conference hangs up the phone, the conference will stop.
  - If the user who joins in the conference hangs up the phone or presses Flash, this user will exit the conference. The call between the other two users is still on going.
- 

## 7.2 Call Waiting (With Caller ID)

---

Call waiting allows phone users to be notified an incoming call while he/she is on another call. The user who gets incoming call notice may switch back and forth between 2 sessions.

When a user is on the phone, and the second call comes in, this user hears a beep. This user can ignore the call, or toggle between the two. In most cases, the user would hit the Flash button, or very quickly press and release the on-hook switch. This will switch to the new call, leaving the original caller on hold.

When a user answers a call-waiting call, their original session is automatically put on hold. If a phone user does not respond to a call-waiting notification, the call is forwarded as specified in the call-forward settings.

### 7.2.1 Configuring

---

Activation and deactivation of Call waiting can be done by performing the following steps.

**Using Web interface:**

- Step 1** Login user management interface. Go to the page of **Ext. Settings**.
- Step 2** Enabled/Disabled '**Call Waiting**'.
- Step 3** When '**Call waiting**' is enabled, you can check '**with Caller ID**' to enable or disable (optional) '**Call Waiting with Caller ID**'.
- Step 4** Click <**Apply**> to update settings.

**Using Feature Access code:**



**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature access code. (\*61 activating call waiting; \*60 deactivate call waiting)

**Step 3** After hearing "Feature setting succeeded", hang up phone.

---

**NOTE**

- If a user deactivates call waiting, this user can answer one call at a time.
  - Call waiting with caller ID can only be set in the web interface.
- 



## 8 Call Hold, Consulted Hold and Toggle Calls

---

Call Hold allows user to place an incoming call on hold and/or retrieve a call placed on hold. To retrieve a call placed on hold, lift handset and depress the hook switch, flash or link. Your caller will be on the line. OR, hang the phone up, wait for ring, lift handset and resume conversation.

Consulted hold allows you to make or receive additional calls while you have a call on hold.

Toggle calls allow you to switch between calls.

To put a call on hold, quickly press and release your telephone's flash hook button or use the hold button, if available. While on hold, the other party will not be able to hear you, allowing you to speak to someone nearby in private, take a call on another line or answer the door. The held party will hear music on hold.

To retrieve the held call, quickly press and release your telephone's flash hook button or use the hold button, or hang up you call and then pick up your phone when recalled.

---

### NOTE

- To toggle calls, make sure that the 3-way calls is disabled.
  - If hung up the phone after putting the call on hold, this phone will start ringing. You can pick up the phone to get back the hold call.
- 

### 8.1 My Music on Hold

---

Music on hold (MOH) is an audio stream that is played to callers when the callee put this call on hold. You may customize MOH.

#### 8.1.1 Configuring

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##### Using Web interface:

**Step 1** Login user management interface. Go to the page of **Ext. Settings**.

**Step 2** Check 'My MOH'. Click **<Apply>** to update setting.

The audio file can be customized by performing the following steps.



**Using Web interface:**

- Step 1** Login user management interface and go to the page of Ext. **Settings**.
- Step 2** Check "Music On Hold" and click <Upload> button to open upload box.
- Step 3** Click 'Browse'.
- Step 4** Select an audio file. Click '**Open**'.
- Step 5** Click '**Apply**' to update settings.

---

**NOTE**

- The system MOH will be used if the user's personal MOH is deactivated.
  - When using my music on hold, make sure that you upload an audio file.
  - The codec format is G.729A/G.729, the file maximum size is 300K.
- 



## 9 Hunt groups

---

This chapter describes features about hunt groups.

This section directs you to complete the following tasks.

- ❑ **Basic calls about hunt group**
- ❑ **Ring order**
- ❑ **Features**

### 9.1 Basic calls of hunt group

---

Hunt groups allow incoming calls to a specific number (pilot number) to be directed to group of directory numbers. Incoming calls are redirected from a hunt group pilot number to the first number shown at the directory.

A call will be directed to next number shown at the list if the previous number is busy or no answer until it reaches the last number in the group.

Please refer to “Ring Order” about the details of ‘Hunt Strategy’.

---

#### NOTE

- User can configure hunt group features such as Call Forward, DND, Forward to my voicemail, My MOH, Call Pickup. Please refer the detailed description of Features to relevant sections of this document.
  - Hunt group has its own blacklist to block specific incoming calls. Feature details refer to “Blacklist”.
- 

### 9.2 Ring order

---

Group manager can configure different modes for group hunting. The ringing cycle order determines the starting extension and the conditions of directing to the next one.

Select the ring order algorithm:

- **Ring One (Linear):** The extensions take orderly turns to ring as that defined in the ringing cycle.
- **Ring One (Circular):** The first extension to ring is the next one that just ringing off (Basic ACD). The order of the turns is the same as that defined in the ringing cycle.
- **Ring All:** All the extensions will ring simultaneously.

The following configurations disable a particular station to ring even it is the member of a Hunt Group.

- DND – The station enables DND.
- All Forwarding – The station activates 'all forwarding'.
- Denial number – The station is in the denial list.
- Blacklist – The caller is in the blacklist of a member of a group.
- Anonymous call rejection – A member of a group activate anonymous call rejection and caller blocks its caller ID.

## 9.2.1 Configuring

---

### Using Web interface:

**Step 1** Login group management interface. Go to the page of **Group Settings**.

**Step 2** Select the ring order. Click <Apply> to update settings.

### Using Feature Access code:

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the auto attendant number and to establish a call with auto attendant.

**Step 3** Dial the feature setting code for setting ring order.

Set Ring Order: \*90 + 0/1/2 (Linear/Circular/Ring All)

For example, \*902 which 2 is the ring order code for ring All).

**Step 4** Enter the group number ending with '#'.

**Step 5** Enter the group password ending with '#'.

**Step 6** After hearing "Feature setting succeeded", hang up phone.



---

**NOTE**

- If the ring order is updated during hunting, the operation stops and the caller will hear voice prompt of call disconnect information.
  - This call will be directed to the boss extension directly instead of being transferred to secretary extensions.
- 

### 9.3 Features

---

Call forwarding, Ring order, DND, Forward to voicemail, Reject anonymous and Call pickup features can be configured in the **Ext. Setting** page after login hunt group management interface.

---

**NOTE**

- All the features about groups only can be configured through auto attendant(using phone) and the group management interface.
  - The configurations listed below of group member are invalid during hunting.  
Busy forwarding, No answer forwarding, Find me/Follow me, forward to voicemail.
-

## 10 Boss-secretary groups

---

This chapter describes features about Boss-secretary groups.

**This chapter guides you to complete the following tasks.**

- ❑ **Basic calls about Boss-secretary group**
- ❑ **Ring order**
- ❑ **Features**

### 10.1 Basic calls about Boss-secretary group

---

Boss secretary groups allow incoming calls to the boss extensions to be directed to secretary extensions group.

Please refer to the descriptions of “Ring order” for Hunt Strategy details.

A call will be redirected to the next available station if the current station is busy or no answer.

---

#### NOTE

- **The boss-secretary number can only be dialed by the boss extension of this group.**
  - Secretary extensions can call boss extensions in the same boss-secretary group.
  - Secretary extensions can transfer incoming calls to boss extensions.
  - Only the VIP number of the boss extension can dial boss directly. How to configure VIP number refers to “VIP Number”.
- 

### 10.2 Ring order

---

Features details refer to the section of ‘**Ring Order**’.

### 10.3 Features

---

Users can configure boss-secretary group features such as Call Forward, DND, Forward to my voicemail, My MOH, Call Pickup, Reject anonymous. Features details refer to relevant section in this document.



Boss-secretary group has its own blacklist to block specific incoming calls. Feature details refer to "Blacklist".



## 11 Voice Mail Box

---

Personal Voice Mail box is used to leave messages. An extension or an extension group has its own voicemail box.

Voicemail system provides you with the ability to access your voicemails whenever, wherever, and the ways you choose. You can access your voicemail from phones, web GUI or from email.

**This chapter directs you to complete the following tasks.**

- ❑ **Leaving messages**
- ❑ **Message waiting indication**
- ❑ **Accessing messages from Phone**
- ❑ **Retrieving messages from E-mail**
- ❑ **Play messages from web**
- ❑ **Managing messages from web interface**
- ❑ **Configuring voicemail box parameters**

### 11.1 Leaving Messages

---

Any unanswered calls to your extension can be forwarded to the voicemail box. Voice mail can be either retrieved from phones, web GUI or email system.

To leave messages, callers can place call to voicemail system and leave messages follow the voice prompt.

Note

### 11.2 Message Waiting Indication

---

The message waiting indicator is represented in both visual (red blinking lights) and audible (fast stutter tone) manners.



For IP phone users, a blinking LED notifies the user that there are voice mails. Users of analog phones that connect to iPBX FXS ports may hear stutter dial tone if there are messages in the voice mailbox.

### 11.2.1 Configuring

---

User can select the waiting message indication to be used by performing the following steps.

#### Using Web interface:

**Step 1** Login user management interface. Go to the page of **Ext. Settings**.

**Step 2** Select which WMI you want to use. Click <**Apply**> to update setting.

---

#### NOTE

- Turn your phone off for a brief moment, and then turn it back on. This refreshes the phone connection with the network.
  - Indication: None, Lamp Indication, Stuffer Dial Tone, Lamp Indication and Stuffer Dial Tone.
- 

## 11.3 Accessing Voice Messages from Phones

---

You will be able to dial one feature access code to access all your messages.

You can playback all the messages or single message. It allows user to delete all the messages or one message by following the voice prompt.

#### Accessing messages from any IP Phones

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Place a call to voicemail system. The default number of iPBX voice mail is 2000.

**Step 3** Followed by the voice prompt, enter your extension number. Press "2" then confirm using your password.

**Step 4** Press "1" to listen to messages.

#### Accessing messages using your own phone

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature access code for listen messages. (\*20)

**Step 3** Press your password to page your voicemail box.

**Step 4** Press “1” to listen to messages.

## 11.4 Retrieving Messages from your E-mail box

---

A voicemail notification can be sent to the email address that you specify. The voice message can also attach to the email body (by configuration, and PCMU messages only). You may play voice mail from email.

Users can receive notifications through emails. In addition, users can choose either to get voice mail notification by email only, or attach the voice message to the email as well.

It is necessary to configure the user's email address and associated SMTP server (by admin GUI) in order to get email notifications.

The voicemail SMTP server can be configured in administrator web management interface. To view the option, you may go to the admin web page of **System →SMTP** to configure email system for iPBX.

The user's own email address can be configured in user web management interface. To view the option, you may go to the user management GUI at the page of **Voice Mail Box →Setting**. Note that if the SMTP email notification is not configured at iPBX admin GUI, the user's voice mail box to email is disabled.

## 11.5 Retrieving voice mail from the user self-care web GUI

---

Users can playback messages from web interface.

Messages are listed in the user self-care page of **Voice Mail Box→InBox**. The unread messages are highlighted in the messages list.

Only messages with codec PCMU (g.711) can be played from web.

### **Play a message**

Click the **<Play>** icon in the action column.

### **Play multiple messages**

Select several messages, and then click the **<Play All>** button to play back messages.

---

### **NOTE**

- Before playback messages from web, make sure that the messages you want to play can be played from web.



## 11.6 Managing Messages from Web interface

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The messages list can be viewed from the **Voice Mail Box** page.

Each message in the list contains information such as the time and date of being left of the message (Messaging Time), Caller ID, Caller Name, the duration (second) of messaging and the size (KB) of the message.

This page also shows the numbers of unread messages and the message capacity , and the total size of all the messages.

You can check, deliver, play, save, delete and clear the voice message,

### Play messages

Details refer to '**Playback messages from web**'.

### Save messages

To save messages, make sure that the messages you choose can be played from web (messages have play icon").

The messages will be saved as an audio (.wav) file.

**Step 1** Choose one or more messages from the list.

**Step 2** Click '**Save**' button.

### Deliver messages

Any messages can be delivered to other stations. After delivered, the messages will be deleted from current voicemail box and will not be showed in current list. The delivered messages in the destination station voicemail box are unread messages.

**Step 1** Choose one or more messages in the list.

**Step 2** Click '**Deliver**' button to open deliver destination station list.

**Step 3** Choose one destination.

**Step 4** Click '**Apply**' to confirm delivering.



### Delete messages

- Step 1 Choose one or more messages in the list.
- Step 2 Click '**Delete**' button.
- Step 3 Confirm the prompt.

### Clear all messages

Click '**Clear**' button.

## 11.7 Configuring Voicemail Box parameters

---

This section describes how to configure voicemail box.

You can configure your voicemail box from the user web management interface. The voicemail system parameters can be set in the admin web management interface.

In user mode, user can set messages parameters, voicemail setting and personal greetings.

- Step 1** Login user management interface. Select **Voice Mail Box** page.
- Step 2** Select '**Setting**' tab to view the options.
- Step 3** Modify user configuration options.
- Step 4** Click '**Apply**' to update setting.

### 11.7.1 Setting messages parameters

---

These options make user to set parameters about leaving messages.

- **Preserved Period**

iPBX keeps voice mail for a certain time, called preserved period. iPBX automatically cleans the voice messages if they exceed the preserved time frame. The default value of this setting is Permanent which means the messages will not be deleted. But be careful of the storage capacity control.

- **Message Forwarding**

Forwarding messages to another voice mail box.



- **Max length of message**

This defines the length of time in seconds of a voice message.

- **Preferred Audio CODEC**

The voice mail system supports multiple codecs. Any of these codecs, i.e. G.729 or PCMU (g.711), can be set as the preferred codec, which will ensure that the best effort will be made to use this codec for all calls.

## 11.7.2 Configuring voicemail to email

---

These options make user to define its own email address and the type of message notifications.

- **Email Address**

Completed notifications are sent to this email address.

- **Email Attachment**

Email notification only -- Users will receive a notification through email when a new message is available in his voicemail box.

Email voicemail as attachment -- The voicemail messages will be forwarded as a wave file attachment in the voicemail notification mail sent to the users email address. Note that only message which codec is PCMU can be emailed as attachment.

Delete voicemail when emailed -- If enabled this checkbox the message will be deleted from the voicemail box (after having been emailed).

## 11.7.3 Setting personal greetings

---

In addition, voicemail system lets you record and change personal greeting. You can also have custom greetings professionally recorded, and then upload the greeting.

You can upload your greeting to replace current personal greeting. You can choose one of the five greetings.

The codec format is G.729A/G.729, the file maximum size is 300K.

### **Choose one greeting from phone**

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Dial the feature setting code for VM greeting. (\*45) + greeting ID (1-5)



**Step 3** After hearing your expected greeting, hang up phone.

### **Record greetings from phone**

**Step 1** Pick up phone and hear the dialing tone.

**Step 2** Place a call to voicemail system, e.g., 2000.

**Step 3** Follow by the voice prompt, enter your voicemail. Press "2" then confirm using your password. You can page your voicemail box.

**Step 4** Press "2" to set your greeting. Enter the number of greeting that you want to record.

**Step 5** Dial "2" to record the greeting.

**Step 6** Press the pound key to end the recording.

### **Choose and change greeting from web**

**Step 1** Login user management interface. Go to **Voice Mail Box** page. Select '**Setting**' tab to view the options.[tisha1]

**Step 2** Click **<Upload>** button of the greeting to open upload boxes.

**Step 3** Click **<Browse>**.

**Step 4** Select an audio file. Click **<Open>**.

**Step 5** Click **<Apply>** to update setting.

**Step 6** Return to the voicemail setting page. Choose the greeting that you want to use. Click **<Apply>** to update settings.



## 12 Auto attendant

---

This chapter describes how to record auto attendant greeting, configure phones and extension groups.

### Record greeting from phone

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Enter the feature setting code(default is \*21), following by the auto attendant number.  
e.g., \*211000
- Step 3** Followed by the voice prompt, please enter the administrator password.
- Step 4** Start recording.
- Step 5** Press the pound key to end the recording.

### Configuring stations with feature access prefix

- Step 1** Pick up phone and hear the dialing tone.
- Step 2** Place a call to an auto attendant number, e.g., 1000 to 1009.
- Step 3** Enter the feature setting code.
- Step 4** Follow the voice prompt, enter you destination station number and user password.
- Step 5** After hearing "Feature setting succeeded", hang up phone.