

# IP-PBX User Manual

Version 20130922

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## Your IP-PBX

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Congratulations! Your company has chosen an Internet-based, hosted Private Branch Exchange (PBX) to serve its telecommunications needs. To use the PBX, you will use the touch pad of your telephone and the PBX VoIP Control Panel (VCP) - a web interface that allows you to easily manage your PBX account.

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## Who Should Read this Manual

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This manual describes the user features of the PBX and VCP and how to use them. The manual is intended for end users who want to manage their existing PBX account.

**Note:** PBX Administrators should consult the IP-PBX Administrator Manual for more advanced functionality and provisioning instructions.

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## PBX Basic Features

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- Browser-based VoIP Control Panel (VCP) for managing all features
- Voicemail sent to email as MP3 attachment
- Voicemail notification sent to alpha pager or SMS-enabled mobile phone
- Voicemail access from email, VCP, any phone or via RSS feed
- Videomail as MPEG4 attachment (if caller has a compatible video device or video softphone)
- Message-waiting indicator (MWI)
- Direct Inward Dial (DID) numbers with any desired area code or even many different countries for any or all extensions
- Any number of DIDs per user all ring to the same extension
- Unlimited, free extension-to-extension dialing anywhere in the world
- Music on hold
- Call park/Call pick-up
- Do not disturb (DND)
- Multiple call appearances on multi-line phone
- Local time zone management
- Call transfer (blind and supervised)

- CallBlast – intelligent combination of “find me / follow me” and call forwarding
- 3-way conferencing
- Call waiting
- Caller ID and call waiting Caller ID
- Caller Name (if supported by your phone)
- Customizable call allow/restrict rules per extension
- Softphone can be used as a “roaming” extension anywhere on the planet
- Full 911 coverage in US and Canada
- Both broadcast and direct intercom - direct intercom can be public or private (devices must have a speakerphone)
- Auto-attendant (company directory configured by first or last name)
- Custom prompts on auto-attendant
- Multi-level prompt menus

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## PBX Optional Features

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- Toll-free number rings to the same phone
- Inbound faxes sent to email as PDF attachment
- Outbound faxes sent from any Windows application
- Call Groups (either Ring or Hunt)
- Automatic Call Distribution (ACD) queues and reports
- Custom messaging or music on hold for individual ACD queues
- Conference bridge
- Operator station with over 100 extensions in a busy-lamp field either as a software dashboard or a physical Enterprise IP phone with expansion modules

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## Terminology

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The following terms are important to know when using the PBX and VCP.

**Account** — Where basic information is stored (e.g., name, password, phone number(s), and feature set).

**Mailbox** — Where callers leave you voicemail.

**Extension** — A three to six-digit number that is linked to your physical phone(s). Shorter, one and two-digit extensions are generally used for special purposes, such as Call Park, Call Groups, ACD Queues and Broadcast Intercom.

**Numbers** – Existing phone numbers that have been transferred, new DIDs (even from outside the US and Canada), and new or transferred Toll-free numbers (TFNs) can all belong to your account.

**Note:** Any user can have one or more accounts, mailboxes, numbers and/or extensions.

## Your PBX Account

To use the system, your PBX administrator must first create your account. You are assigned a permanent user ID (usually your phone number or your extension), an extension number, a temporary password, and possibly a personal phone and/or fax number.

Once you log in to your account, you will use your permanent ID and temporary password to access your voicemail box on both your phone and the VCP.

You can also access your voicemail as well as change settings and greetings from any IP, landline, or even mobile telephone regardless of where that phone is on the planet.

Next, we'll go through all the details of how to set up and use your voicemail.

## Voicemail Set Up and Use

To set up your voicemail, use the password given to you by your PBX administrator. With the PBX you can set up your voicemail box from any of the following handsets:

- An IP Phone residing on your organization's IP-PBX
- Any external IP Phone
- Any internal or external phone including mobile phones or PDAs.

Choose how you will set up voicemail from the options in the following table and dial the appropriate number.

**Table 1 - Voicemail Access**

Access Type	Number to Dial
Your assigned IP Phone residing on your organization's PBX	00
A landline, mobile phone or PDA, Method 1	Dial your full 10-digit number. Wait for the auto attendant, press the * key and enter your password when prompted.
A landline, mobile phone or PDA, Method 2	Dial your main PBX number, and then dial 00 and your extension – e.g., 00xxxx. Wait for the auto attendant, press the * key and enter your password when prompted.

You are now in the voicemail Main menu. Press 2 to create a personalized voicemail greeting. Follow the prompts to record your first and last name, and internal and external greetings.

Once you have recorded your greeting, select one of the following options.

**Table 2 - Recording Menu**

Key	Option
1	Play the recording.
4	Cancel the custom recording and return to the default system settings.
7	Redo the recording.
*	Cancel the recording and return to the Main menu.
#	Use the recording and return to the Main menu.

Once you have set up your personal greetings, return to the Main menu and select from one of the following options.

**Table 3 - Main Menu**

Key	Option
1	Enter the Message Center (Message Center menu).
2	Change your greeting (Recording menu).

3	Change your password.
4	Change your name (Recording menu).
5	Enter the Features menu.
#	End the call.

**Note:** We recommend that you press 3 and change your temporary password when you initially configure your voicemail.

## Accessing the Message Center

The Message Center allows you to listen to your current, saved and deleted messages. Select option 1 from the Main menu to enter the Message Center. Then select from the following options.

**Table 4 - Message Center Menu (1 of 2)**

Key	Option
1	Listen to your messages (Message menu for regular messages).
2	Listen to your saved messages (Message menu for saved messages).
3	Listen to your deleted messages (Message menu for deleted messages).
*	Return the voicemail Main menu.
#	End the call.

Once you listen to your message, select from the following options.

**Table 5 - Message Center Menu (2 of 2)**

Key	Option
1	Listen to the previous message.
3	Listen to the next message.
5	Repeat the message.
7	Delete the message (not available for previously deleted messages).
9	Save the message (not available for previously deleted and saved messages).
00	Forward the message to a mailbox.
*	Return to the Main menu.
#	End the call.

## Other Useful PBX Features

**Extension-to-extension dialing** — Enables you to reach anyone else on your PBX just by dialing their three to six digits extension.

**Call transfer** — Enables you to transfer a call from one phone to another. You can transfer calls in two ways:

- **Blind transfer** — when you do not wait for the person to whom you are transferring the call to answer the call before you transfer it.
- **Supervised transfer** -- when you wait for the person to whom you are transferring the call to answer so that you can announce the call.

**Three-way calling** — Enables you to talk with two other people at a time.

**Call waiting** — Enables you to put a caller on hold while you answer another.

**Call park** — Enables you to transfer the call in progress to a special Call Park extension (usually 99). The call can then be picked up by anyone else on the PBX.

**Broadcast and direct intercom** — Enables you to make an announcement to a group of extensions by dialing the special broadcast intercom extension number, or to intercom someone directly by dialing 01 and their extension number (e.g., 01xxxx). The device(s) must have a speakerphone and cannot be on another call when intercommed.

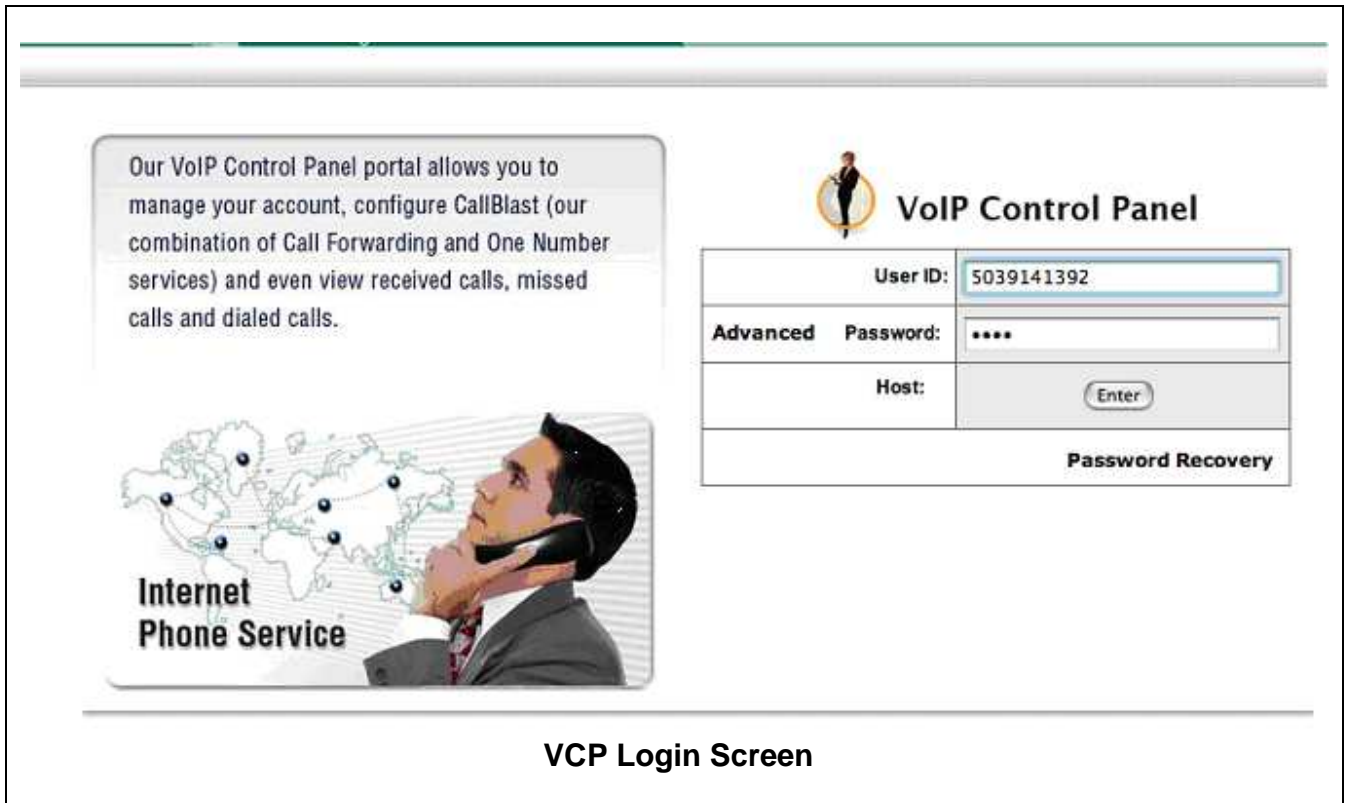
**Star key (\*) features** – For information on how to use these features from your phone, consult the Quick Reference Guide that accompanied your device or contact your PBX Administrator.

## Login to Your PBX VCP

Once you have set up your voicemail, you manage your account with the PBX VCP, a browser-based interface. To access your VCP, contact your PBX administrator for the web address.

**Note:** The VCP is best used with Microsoft Internet Explorer 6.0 and higher, with Apple Safari browser 3.0 and higher, or with Firefox browser 3.0 and higher.

The first thing that appears is the login screen:



To login to your VCP:

- Enter your **User ID** (your main VoIP phone number).
- Enter the **Password** you chose or had assigned to you.
- Click the **Enter** button.

remember this new one going forward or change it using the appropriate page in your VCP

**Warning:** Three consecutive failed password attempts will lock you out of both your VCP and your voicemail.

## Forgot Your Password?

If you have forgotten your Password, click the Password Recovery link, then enter your User ID and account email address, and a new Password will be emailed to you immediately.

**Note:** The Password Recovery process changes your password completely, so you'll have to

## Managing Your Account

Once you successfully login, you'll see the VCP Main Screen, as shown below. This screen has a series of tabs, each designed to give you information about and control over your account.

**Account** — change your account information or password.

**Call Activity** — view and/or export the calls you have made and received.

**Messages** — listen to, save, or delete your voicemail.

**CallBlast** — enter up to four different phone numbers that will ring whenever your VoIP number is dialed.

**Speed Dial** — enter up to 20 numbers that will be called whenever you dial the corresponding code from your VoIP device.

**Features** — send voicemail as an MP3 attachment to your email address, and/or get voicemail notification to an alphanumeric pager or mobile phone via SMS; manage enhanced features, such as Caller ID, Call Waiting and DND or change your current time zone so that your calls and voicemails will be appropriately time-stamped.

**Support** -- order and download add-ons and products that enhance VoIP functionality. This manual is also found there.

**Phonebook / Attendant Console** — organize your own phone book or setup an Attendant Console for monitoring the status of the PBX.

The screenshot displays the VCP Account Tab interface. At the top, there is a navigation bar with tabs for Account, Call Activity, Messages, CallBlast, Speed Dial, Features, Support, Console, and a Sign out button. Below the navigation bar is the 'Your Account Summary' section, which lists the following information: Name (Doug Hart), User ID (7006), Email (DougHart@MyCompany.com), Time Zone (GMT-06:00 (Central Standard Time, CST6CDT)), Numbers (7006, 1 777.555.4494), Second Line (Fax), and Dialer Devices. Below this is the 'To Change Your Account Name and Password' section, which contains two sub-sections: 'Change your Name' and 'Change Your Password'. The 'Change your Name' section has input fields for First Name (Doug) and Last Name (Hart). The 'Change Your Password' section has input fields for New Password and Repeat New Password, with a note that the password must be 4-10 characters long. An 'Update Account' button is located at the bottom right of this section. Below the 'Update Account' button is a warning icon and text: 'To change your Account Summary or Contact Information, call Customer Service at 1-800-123-4567'. At the bottom of the screenshot is the 'Queue Supervisor Logged In' section, which displays the following information: Agent (SPA502-0003-01), Logged In (Sep-23-2013 01:49 PM), Calls Served (0), and Unanswered (0 (Max 10)).

**Account** | **Call Activity** | **Messages** | **CallBlast** | **Speed Dial** | **Features** | **Support** | **Console** | **Sign out**

### Your Account Summary

<b>Name</b>	Doug Hart
<b>User ID</b>	7006
<b>Email</b>	DougHart@MyCompany.com
<b>Time Zone</b>	GMT-06:00 (Central Standard Time, CST6CDT)
<b>Numbers</b>	7006, 1 777.555.4494
<b>Second Line (Fax)</b>	
<b>Dialer Devices</b>	

### To Change Your Account Name and Password

**Change your Name**  
Change your first or last name, then click Update Account.

<b>First Name</b>	<b>Last Name</b>
<input type="text" value="Doug"/>	<input type="text" value="Hart"/>

**Change Your Password**  
Your password is used both for accessing this VoIP Control Panel as well as for retrieving your messages from any non-IP phone.  
Enter your **New Password**, then click **Update Account**.

<b>New Password</b>	<b>Repeat New Password</b>
<input type="text"/>	<input type="text"/>

(Your password must be 4-10 characters long)

**Update Account**

To change your Account Summary or Contact Information, call Customer Service at 1-800-123-4567

### Queue Supervisor Logged In

<b>Agent</b>	<b>Phone</b>	<b>Logged In</b>
	SPA502-0003-01	Sep-23-2013 01:49 PM
	<b>Calls Served</b>	<b>Unanswered</b>
	0	0 (Max 10)

**VCP Account Tab**

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## Suggested Order of Use

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We suggest that you follow the order below when using the VCP:

- Change your password, if you want to, using the **Account** tab.
- Set up and manage your CallBlast from the **CallBlast** tab.
- View and manage your voicemail using the **Messages** tab
- View and export all your calls from the **Call Activity** tab.

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## Account Tab

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The **Account** tab appears by default when you login to the VCP. It has three areas.

- **Change Your Account Name and Password.** Here you can modify your account name and/or password. Enter the new information and then click the Update Account button. A password must be between 4-10 characters and should be numeric because you will also use it to retrieve voicemail via a telephone keypad.
- **Account Summary.** The Account tab also provides a Summary of Account details including: Account Name, Account Number, and all Numbers and Extensions in your account.
- **Contact Information.** The Contact Information comprises Name, Email address and Time Zone.
- **ACD Agent Status.** You can view your status as an ACD agent, mainly if you are logged in.



## Call Activity Tab

The **Call Activity** tab allows you to view all calls you placed or received over the past period of time. You can also search through your call history using call type and date criteria. Clicking on the Call Activity tab brings up the screen below.

Account
Call Activity
Messages
CallBlast
Speed Dial
Features
Support
Console
Sign out

You can search through your recent Call History using any of the search criteria below. By default, reports are displayed in your browser. To download the data, select one of the other formats and click Search.

<b>Call Type</b>	<b>Start Date</b>	<b>End Date</b>	<b>Format Type</b>	
All	11/03/2008	11/05/2008	Default	Search

1 - 100 of 106 records, **Next 100** »

Call Date	Time	From Number	To Number	Duration	Type
Nov 5, 2008	9:51 PM	503.914.1303	310.861.4808	02m	Incoming (Fax)
Nov 5, 2008	5:22 PM	0119@38.106.8.105	310.861.4708	04m	Incoming
Nov 5, 2008	4:57 PM	847.630.8207	310.861.4708	01m	Missed (VM)
Nov 5, 2008	4:47 PM	4770	4708	08m	Incoming
Nov 5, 2008	4:22 PM	4770	4708	01m	Incoming
Nov 5, 2008	4:19 PM	4770	4708	N/A	Missed
Nov 5, 2008	4:17 PM	7001	4708	04m	Incoming
Nov 5, 2008	4:05 PM	201.859.4377	310.861.4708	N/A	Missed
Nov 5, 2008	4:01 PM	4770	4708	02m	Incoming
Nov 5, 2008	3:55 PM	4708	4748	02m	Outgoing
Nov 5, 2008	3:52 PM	4774	4708	03m	Incoming
Nov 5, 2008	3:47 PM	4708	4770	01m	Outgoing
Nov 5, 2008	3:40 PM	4708	201.859.4377	07m	Outgoing
Nov 5, 2008	3:33 PM	4708	503.238.1200	03m	Outgoing
Nov 5, 2008	3:32 PM	4708	503.292.7929	01m	Outgoing
Nov 5, 2008	3:25 PM	4708	4770	02m	Outgoing
Nov 5, 2008	3:20 PM	719.387.4383	310.861.4708	02m	Incoming
Nov 5, 2008	3:14 PM	4708	4770	04m	Outgoing
Nov 5, 2008	3:09 PM	4708	7001	03m	Outgoing
Nov 5, 2008	3:07 PM	4708	4774	07m	Outgoing
Nov 5, 2008	2:53 PM	847.630.8207	310.861.4708	14m	Incoming

### Call Activity Tab

Call data includes **Call Date** and **Time**, **From Number**, **To Number**, call **Duration** and **Type** (Incoming, Outgoing, Missed).

From this page you can review particular calls by the following process:

- Choose what **Call Type** you want to view - All, Incoming, Outgoing or Missed.
- Choose the **Start Date**, which is the date up to (and including) which the search will take into account.
- Choose **End Date** – the time period from one day to one month that you wish to search.
- Select the desired **Format Type** – Default will show the results on your screen, whereas Excel and CSV will export the results as an XLS or CSV format file, respectively.
- Click **Search**.

On-screen results are displayed 100 records to a page (if more than 100 were found in your Search).



## Messages Tab

The Messages tab displays your voicemail information, allows you to listen to your voicemail, and allows you to change voicemail settings.

**Note:** You must set up your voicemail greeting via a telephone, not from this Voicemail tab in your VCP.

Account Call Activity **Messages** CallBlast Speed Dial Features Support Console Sign out

Our Message Center allows you an unprecedented level of features and control. You can listen to (or view) your messages from any telephone or right here on the web; receive them via email; be notified by text message to your mobile phone or pager; or save any voice or video messages to your computer.

**Messages**

You have **0** new messages  
Total of **4** message

Email alerts are sent to crees@xcastlabs.com  
No SMS notifications will be sent

[Change Message Settings](#)

**RSS**

1 - 1 of 1 records

Play	Status	From Number	Date	Time	Duration (sec)	
	Played	480.833.3400	Dec 29, 2008	1:02 PM	45	<input type="checkbox"/>
	Played	586.264.3254	Dec 29, 2008	12:32 PM	16	<input type="checkbox"/>
	Played	408.499.6677	Dec 26, 2008	11:01 AM	33	<input type="checkbox"/>
	Played	727.432.7070	Dec 24, 2008	5:59 PM	22	<input type="checkbox"/>

Delete Save

1 - 1 of 1 records

Your mailbox will hold up to 50 messages, after which messages will be rejected. Unsaved messages are automatically deleted after 30 days. Messages marked for deletion will be physically deleted within 24 hours.

**Messages Tab**

The Messages tab allows you to:

- Listen to your voicemail from the VCP with an MP3 player, such as Windows Media Player or iTunes.
- Save voicemail messages indefinitely within the VCP. You can save messages to your local computer if you have chosen the email option, or by saving the MP3 file that's played.
- Delete unwanted voicemail messages (they will disappear overnight).
- Set up delivery of voicemail to your email as an MP3 attachment or via RSS feed, or notification of voicemail to an alpha pager or via SMS to your mobile phone

The voicemail table has the following fields for each record:

- **Listen**, clicking which plays the Voicemail.
- **Status** – New, Played, Deleted or Saved.
- **From Number** – who left the voicemail
- **Date, Time and Duration**

- **Checkbox** – used to select voicemails to be Saves or Deleted. Click the upper right checkbox to select all voicemail records.

The capacity of your voicemail box and the length of time unsaved messages are kept are noted at the bottom of the screen.

## CallBlast Tab

The CallBlast feature gives you the option to route your incoming calls to up to four different phone numbers simultaneously and/or sequentially so that you can answer the call from wherever you may happen to be.

Any phone can be used as a destination - your home phone, another VoIP phone, your mobile phone, even a PDA or computer with a Softphone, regardless of where the device is located.

Examples of different CallBlast setups – Typical, Simultaneous, Sequential, Overlap, and International - are on the CallBlast tab, as shown below.

Ring up to 4 other phone numbers when your VoIP number is dialed so that you can always be reached. This ringing can be simultaneous, sequential, or overlapped - you can see examples by clicking on the buttons to the left. You can enter your mobile, office, and home numbers on the subsequent lines. Whenever any of the calls is answered, all the other calls cease.

Description	Phone Number	Active	Rings Delay	# of Rings
Primary VoIP	14708	<input checked="" type="checkbox"/>	0	6
Phone 1	6306406317	<input checked="" type="checkbox"/>	1	4
Phone 2	5039141310	<input type="checkbox"/>	2	3
Phone 3		<input type="checkbox"/>		
Phone 4		<input type="checkbox"/>		

Update CallBlast

**CallBlast Tab**

The above CallBlast configuration would work like this:

- Ring the Primary VoIP line of extension 4708 for 6 rings before going to voicemail.
- If the Primary line hasn't been answered after one ring, begin ringing 6306406317, and ring that for 4 rings before stopping.
- If neither phone has picked up after two rings, begin ringing 5039141310 and ring that for 3

rings before stopping (if this Phone 2 were Active).

**Warning:** if any of your CallBlast phones has voicemail that picks up before the call is answered or goes to VoIP voicemail, your voicemails will all be on that other phone's messaging system! In addition, if the total of Rings Delay plus # of Rings on any of the CallBlasted phones is greater than that same total for your Primary VoIP phone, the call will be handed off to the Phone with the

longest total, and thus will not go to your VoIP Voicemail.

This means, for example, if your mobile phone is set to 0 rings and you have it turned off, many of your calls may go to your mobile phone voicemail. Or if your mobile phone Rings Delay and # of Rings totals 8 in the example above, then an unanswered incoming call will simply die instead of going to your Primary VoIP voicemail, since that only totaled 6 rings.

We recommend having at least 2 Rings Delay for your mobile phone, which will mean that your VoIP phone will ring roughly 3 times before your mobile phone begins to ring since it takes 1-2 rings on your VoIP for a CallBlasted phone to begin ringing even if you have the Rings Delay set to 0. And make sure that your mobile phone will stop ringing at least 2 rings before your VoIP phone sends the call to voicemail.

### CallBlast to IP Phones

To include an IP phone as one of your CallBlast numbers, enter the IP Device ID, which is usually in the form of a URI. A SIP URI is the ID and network address of the IP phone and may bear no resemblance to a “normal” telephone number.

### CallBlast to a Different Extension

To include a different extension on your PBX as one of your CallBlast numbers, enter the extension number – e.g., 4906 or 5520 – as an extension is a valid dialable number.

### To Set up CallBlast

1. Enter your mobile, home or other numbers in the **Phone 1** thru **Phone 4** fields as shown.
2. You make the number active by checking the **Active** checkbox, or take it out of CallBlast by unchecking the box. If you want calls to go directly to voicemail, you can either turn on the DND feature by pressing \*78 on your phone, or you can enter 0 for the number of rings on your Primary VoIP phone, or you can make your Primary VoIP phone not active. You can also enable the DND feature by clicking the Features tab and selecting the DND checkbox.
3. Next, set the **Rings Delay**, which is the number of rings on your Primary VoIP line that CallBlast waits before launching a call to the CallBlasted number(s). Zero is recommended for your Primary VoIP phone. Note: It takes 1-2 rings for a mobile phone to begin ringing even if you have the Rings Delay set to 0.

4. Last, set the **# of Rings** for each device, after which the CallBlast call to that device will be stopped. When a call is answered on any of the devices, CallBlast automatically stops ringing all other numbers. If the call is still unanswered after the # of Rings for the Primary VoIP line, the call is delivered to your VoIP voicemail.
5. Click on the **Update CallBlast** button to save all changes.
6. Make a test call to your VoIP number to make sure it works as expected.

**Note:** If your mobile phone is a CallBlast number and you turn off the mobile phone, all your calls will go to your mobile phone's voicemail. Also, if you immediately push the Ignore Call button on your mobile, the call goes to the mobile's voicemail and not the primary VoIP voicemail.

**Warning:** If any of phones one through four has voicemail set up and their voicemail picks up before the call is answered or goes to you primary VoIP voicemail, your voicemails will be on one of the non-primary phone's message systems.

### CallBlast Configuration Examples

The CallBlast tab provides five different sample CallBlast configurations. Look on the left side of the CallBlast screen and click on the button for the type of setup you want. A pop-up window appears and describes the configuration and its results.

## Speed Dial Tab

The **Speed Dial** tab allows you to dial up to 20 frequently called numbers by pressing only one or two keys. Enter who or what is being called in the **Description** field, the one or two digit speed dial shortcut in the **Code** field, and the number or extension you want to call in the **Number Dialed** field. Then click on **Update Speed Dial** to save your entries and/or changes.

Description	Code	Number Dialed
Speed Dial Example	1	(503) 914 - 1310

Print Update

**Speed Dial Tab**

### Printing Speed Dials

If you would like a copy of your Speed Dials to keep by the phone you can use the 'Download as PDF' link. It will create a sheet that you can print. You will need to have a PDF file reader like Adobe Acrobat, many computers are already able to open these type of files.

### Speed Dial Considerations

To speed dial an international number, enter the international access code (011 or 00) followed by the country code and number.

You can enter numbers in US or Canada either with or without the "1" in front of the number.

If you enter any alphabetic characters, they will be changed to the corresponding number on a phone keypad. For example, 1-800-GOF-ORIT would be changed to read 18004636748.

### Using Speed Dial

To use Speed Dial, simply press the keys on your phone or softphone keypad that is the Code corresponding to the number you wish to call. To speed the call on its way, you can then press the # key or the Dial key or whatever your phone has that triggers an outbound call.

As a side note – # is a universal "launch this call now" key on all telephones. Use it whenever you dial an international call, for example, to save yourself 4-5 seconds of post dial delay.

Note: Using code 99 would prevent parking calls if your PBX has 99 as the Call Park code.

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## Features Tab

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The **Features** tab allows you to further customize various settings and features including 7-Digit Calling set up, Voicemail Settings, Enhanced Services Settings (e.g., Do Not Disturb or Disable Call Waiting) and the Time Zone used to time-stamp your calls and voicemails.

Clicking the **Features** tab brings up the following window:

### Caller ID Settings

This is where you choose which of the numbers on your account, including the main number of your PBX, will be used as Caller ID on all your outbound calls. Make your selection and then click the **Apply** button in the Caller ID Settings area. You can come back and change this at any time, and the change is immediately effective.

**Caller ID Settings**

Select one of the numbers below to use as your Caller ID for all outbound calls.

777.555.4494

Use default PBX

Apply

**Caller ID Settings**

### 7-Digit Calling

If you make a high percentage of your calls within a single area code of US or Canada, you can save yourself some key presses by leaving the country code field set to 1 and entering that area code in the second field.

It may be the area code of your VoIP phone number or it may be completely different. Whenever you dial just 7 digits, we automatically prepend these two fields (1 + area code) to the number you dialed. Click **Apply** to save your choice.

**7-Digit Calling**

To use 7-digit dialing within an area code you frequently call enter the Area Code you often call. This may be the same as the Area Code of your VoIP phone number or it may be completely different if you've gotten a VoIP phone number from a different Area Code. Whenever you dial just 7 digits, we'll automatically put 1 + Area Code in front of the number you dialed.

Area Code

Apply

**7-Digit Calling**



## Message Delivery Options

### Message Delivery Options

In addition to retrieving your messages from any phone or through this Control Panel, you can also have the full message sent to any email address or even multiple email addresses by entering them here (separated by a comma, enter up to 256 characters).

Send Email message to  As Attachment  Send Video As Link

You can also have message notification sent to your mobile phone (or pager) via SMS. To address a message to an SMS-enabled mobile phone or pager, consult your service provider or device manual. In many cases, the address is an email-like address made up of the 10-digit mobile or pager number combined with the company providing that service. Examples: 5554567890@airmessage.net or 5556406318.messaging@sprintpcs.com. Once you've set these up, click Apply, then leave yourself a message to make sure it's working how you want it to.

Send SMS message notification to the following SMS Address

### Message Delivery Options

In addition to retrieving voicemail from any phone or through the VCP, you can have the full voicemail sent to your email address as an MP3 attachment. This is also the easiest way to save your voicemail to your local computer. The email address field here identifies where voicemails (and faxes if you have IP-Fax service on a separate phone number) are sent.

You can also have a notification of each voicemail sent to your mobile phone via SMS or to an alphanumeric pager. Pager and SMS notifications are sent to an address in the appropriate field just below the email field.

Changing your email address redirects your voicemail. This might be useful if you are traveling and don't have access to your regular email account.

Once set up is complete, click the **Apply** button and leave yourself a test voicemail to make sure it works as desired.

## Call Handling Options

This section area allows you to use checkboxes to turn on and off certain star key (\*) options, such as:

- Forward all incoming calls to a specific number.
- Forward all unanswered incoming calls to a specific number.
- Block Caller ID for all outbound calls.
- Do not accept calls from anonymous callers (no Caller ID).
- Enable Do Not Disturb
- Disable Call Waiting on all incoming calls on a fax or modem line.

### Call Handling Options

You can either check and uncheck the appropriate boxes below, or you can use the corresponding star key (\*) features.

Forward all incoming calls to

Forward all unanswered incoming calls to

Forward fail over calls to

Block Caller ID on all outbound calls

Do not accept calls from anonymous callers (no Caller ID)

Do Not Disturb (all calls go directly to Voicemail)

Disable Call Waiting on all calls (for a fax or modem line)

Disable Music on Hold

**Call Handling Options**

Click on the checkbox in front of the option or options you desire and then click the **Apply** button. To reverse the option, uncheck the box and click **Apply**.

## Star Codes

Besides using VCP to change the call handling option, you can use the call handling options by using the \* key on your phone. See the following table for key information.

**Note:** Do not enter the voicemail system before using these numbers. Lift the handset and dial them as if you are dialing a regular phone number.

**Table 6 - \* Key Options Menu**

Key	Option
*69	Place a call to the number from which you were last called.
*72<number>	Forward all calls to the number entered after 72.
*73	Cancel forwarding of all calls.
*92<number>	Forward all busy or unanswered calls to the <number> entered after 92.

Key	Option
*93	Cancel forwarding of all busy or unanswered calls.
*94<number>	Forward calls when registration failed to the number entered after *94
*95	Cancel forwarding fail over service
*67	Block Caller ID for all outbound calls.
*82	Unblock Caller ID for all outbound calls.
*67<number>	Block Caller ID for single call to <number>.
*82<number>	Unblock Caller ID for single call to <number>.
*77	Don't accept calls from anonymous callers (no Caller ID).
*87	Accept calls from anonymous callers (no Caller ID).
*78	Turn on Do Not Disturb (all calls go directly to voicemail).
*79	Cancel Do Not Disturb.
*56	Enable Call Waiting on all calls for this device.
*57	Disable Call Waiting on all calls for this device (for a fax or modem line).
*70<number>	Disable Call Waiting only for this call to <number> (for a single fax or modem call).
*76<number>	Enable Call Waiting only for this call to <number>.
*31	Enable Call Waiting on all calls for all of your devices.
*30	Disable Call Waiting on all calls for all of your devices.
*21	Enable Music On Hold
*20	Disable Music On Hold

## Time Zone

This area displays your currently selected time zone, which is used to timestamp all your calls and voicemails. To change your time zone, select a new time zone from the drop down menu and click **Apply**.

You can also see your time zone on the Account tab, but cannot change it from there.

**Time Zone**

This Time Zone will be used to time-stamp all of your calls and emails.

(GMT-06:00) Central Time (US & Canada) ▼

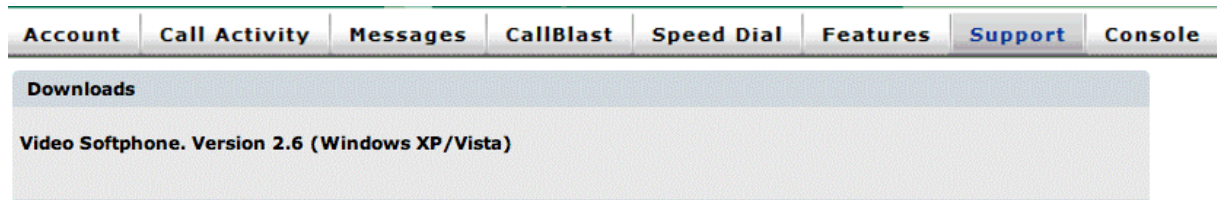
**Apply**

## Support Tab

From the Support tab you can download add-ons and products that enhance your VoIP service

functionality. This manual is available for download from this tab, as well.

This screen will look something like this:



Support Tab

## Softphone Application

Our Softphone is a Window-based application that allows you to turn your computer into a VoIP device and serve as a globally mobile VoIP phone. Calls to your VoIP phone number will ring on your computer when the Softphone application is running, and you will be able to place calls wherever you have access to a broadband Internet connection.

All calls and voicemails will show up in your VCP just as they do if you were sitting at your desk.

## Installing Softphone on your Computer

- Click on the Great Options tab in the VCP.
- Click on the Softphone download link. The following screen appears:



- Click Save to save the software installer to your preferred directory or click Run to run the software installer immediately.
- Run the installer and follow the prompts to install and configure your Softphone.

- Once you have installed Softphone, you see a shortcut on your desktop.
- Double-click the shortcut icon to launch Softphone. The Softphone interface appears, as shown here:



Use the Softphone as you would your ATA or IP phone. Use the mouse to click on the digits you want to dial. See the following table for information on the Softphone keys.

**Table 7 - Softphone Keys**

Key	Function
A	Click here to get a dial tone or to make a call if you have already entered the number you wish to call.
B	Click here to use line one out of a possible two.
C	Click here to use line two out of a possible two.
D	Click here to adjust the microphone volume. This is the volume at which the outside caller hears you speak.
E	Click here to mute your voice so that the outside caller cannot hear you.
F	Click here to dial numbers, and the * and # keys.
G	Click here to turn off either your computer speakers or the USB phone speakers. If you use this option, you will not be able to hear the outside caller speak.
H	Click here to adjust the volume at which you hear the outside caller speak.
I	Click here to show and configure device settings.
J	Click here to launch the VCP.
K	Click here to show your call list.
L	Click here to end the call.
M	Click here to redial the last dialed number.
N	Click here to clear the last dialed digit.
O	Click here to close the Softphone application.
P	Click here to display version information about the Softphone application.



## Attendant Console Tab

The **Attendant Console** allows you to monitor the status of Mailboxes and intercept calls on the PBX, if your login credentials allow this access.

### Starting the Attendant Console

On the Attendant Console tab you must select the device you want to direct calls to when you intercept or dial from within Attendant Console. Clicking the “Start Console” button will open a new window with the actual Attendant Console.

### Configuring Attendant Console

The first time you use the Attendant Console the Configure dialog will open. The Configure dialog

allows you to choose which Mailboxes to include on the display, allow you to choose to monitor their status and have your computer ‘ring’ when they have a call.

You may also configure the number of Caller ID lines and the number of calls to display for each Mailbox.

Attendant Console also allows you to see the Call Park queue. If you have Call Park enabled, you can set the Park Timeout which will cause the call to flash after a call has been on hold past the time you set.

The Volume setting allows you to specify how loud to make the ringing sounds on your computer when Mailboxes with the ‘ring’ option selected receive a call.

display	first name	last name	number	monitor	ring
<input type="checkbox"/>	Alex	Hardy	7001	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Chuck	Berry	7005	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Doug	Hart	7006	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Eric	Cartmen	7007	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Jan	Brady	7004	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	John	Flowers	7002	<input checked="" type="checkbox"/>	<input type="checkbox"/>

monitor	name	number
<input type="checkbox"/>	Customer Support	800
<input type="checkbox"/>	Sales	801
<input type="checkbox"/>	Call Center	802

**Configure Attendant Console Window**

### Using Attendant Console

The selected Mailboxes are displayed on the screen. Each mailbox has a header that contains the extension number and the name assigned to

that extension. Clicking on the header will dial that extension.

When a mailbox receives a call, it will appear below the mailbox’s header. The Caller ID fields will be displayed and the style will indicate the status of the call.

If a call is ringing or on hold (flashing red or pink) you may click on the call to have it transferred to your phone.

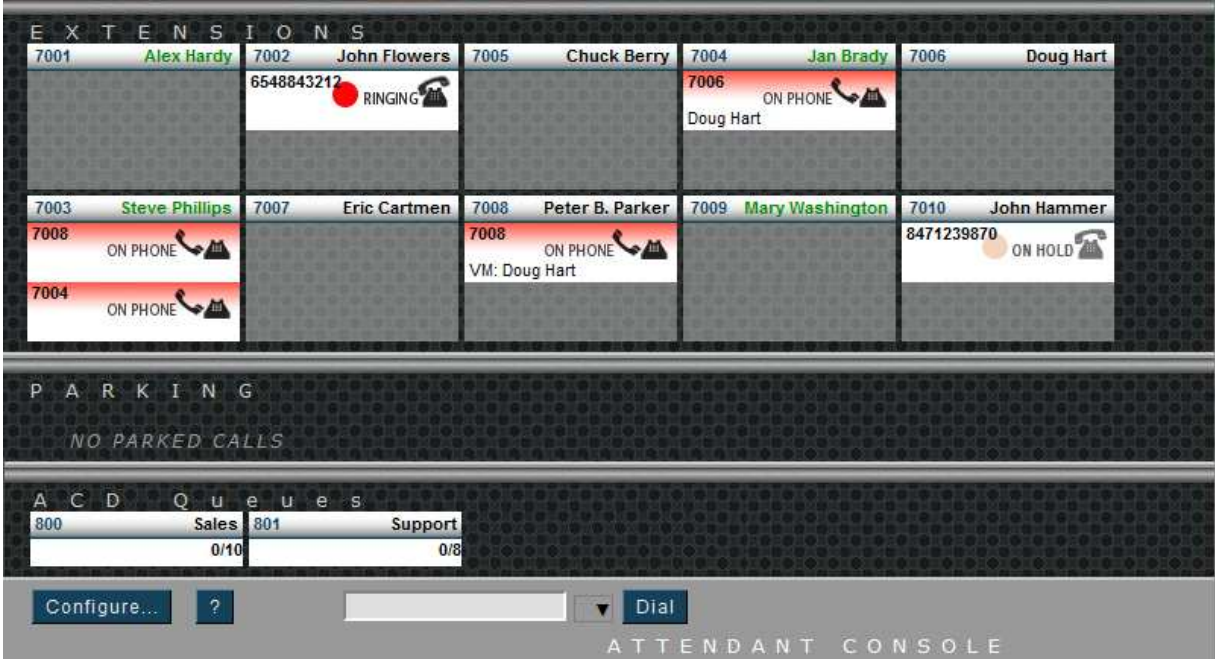
You may rearrange the order of the mailboxes by clicking and dragging them to the order you desire.

Attendant Console also has a dialing feature. You can enter a phone number in to the input box next to the 'Dial' button and then press the 'Dial' button. Your phone will then dial the number.

Note: If you have a Phone Book tab then the Attendant Console feature is not enabled. Ask your administrator for details.

Note: When a call is directed to your phone some devices will start the call right away while others may require you to pick up the handset. A few devices do not support this feature.

	Call in progress
	Call active
	Call is ringing
	Call is on hold
	No monitoring of calls



The screenshot shows the Attendant Console interface. At the top, it displays 'EXTENSIONS' with a grid of call status for various agents:

- 7001 Alex Hardy
- 7002 John Flowers (6548843212) - RINGING
- 7005 Chuck Berry
- 7004 Jan Brady
- 7006 Doug Hart (7006) - ON PHONE
- 7003 Steve Phillips
- 7007 Eric Cartmen
- 7008 Peter B. Parker (7008) - ON PHONE (VM: Doug Hart)
- 7009 Mary Washington
- 7010 John Hammer (8471239870) - ON HOLD
- 7004 (7004) - ON PHONE

Below the extensions is a 'PARKING' section showing 'NO PARKED CALLS'. Underneath is a table for 'A C D Queues':

A	C	D	Q	u	e	u	e	s
800			Sales	801			Support	
			0/10				0/8	

At the bottom, there is a 'Configure...' button, a search box with a '?' icon, and a 'Dial' button. The text 'ATTENDANT CONSOLE' is visible at the very bottom.

Attendant Console Window



The image shows four buttons for ACD status colors:

- ext **Waiting** (green text)
- ext **Active** (yellow text)
- ext **Wrapup** (blue text)
- ext **Missed** (red text)

ACD Status Color

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## 911 Emergency Calling

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Your PBX Administrator is responsible for setting your extension up to be able to dial 911 if an emergency arises.

**Warning: 911 dialing is NOT automatic with your IP-PBX service. If your address has never been entered or you move and your Administrator does not change your 911 address, a 911 call from your IP-PBX phone may be significantly delayed or misrouted. You can always call 911 from a regular phone or from a mobile phone.**

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## For Further Information

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If you have other questions about your IP-PBX service, please contact your PBX Administrator.