



PBX User Manual



Revision F January 2014

Table of Contents

1. Phone System Features	3
2. Basic Phone Feature List	5
3. Administrative Phone Feature List	9
4. Call Handling	11
5. Voicemail	13

1. Phone System Features

- * Asterisk(tm) Open Source PBX
- * FreePBX web management tool

Call features

Automated Attendant
Blacklists
Blind Transfer
Call Detail Records
Call Forward on Busy
Call Forward on No Answer
Call Forward Variable
Call Monitoring
Call Parking
Call Queuing
Call Recording
Call Routing (DID & ANI)
Call Snooping
Call Transfer
Call Waiting
Caller ID
Caller ID Blocking
Caller ID on Call Waiting
Calling Cards
Conference Bridging
Dial by Name
Direct Inward System Access
Do Not Disturb
ENUM
Interactive Directory Listing
Interactive Voice Response (IVR)
Music On Hold

Call features

Overhead Paging
Remote Call Pickup
Remote Office Support
Roaming Extensions
Route by Caller ID
Supervised Transfer
Three-way Calling
Time and Date
Trunking

VoIP Gateways

Voicemail:

- Visual Indicator for Message Waiting
- Stutter Dialtone for Message Waiting
- Voicemail to email
- Web Voicemail Interface

Graphical Call Manager

Outbound Call Spooling

Codecs

G.711 (A-Law & μ -Law)

G.722

G.723.1 (pass through)

G.726

Protocols

IAX™ (Inter-Asterisk Exchange)

H.323

SIP (Session Initiation Protocol)

MGCP (Media Gateway Control Protocol)

SCCP (Cisco® Skinny®)

Traditional Telephony Interoperability

FXS

FXO

DTMF support

PRI Protocols

2. Basic Phone Feature List

Call Forwarding

Call forwarding sends every incoming call to another extension or number. The extension that is forwarded will not ring or show missed calls.

A. Enabling Call Forwarding

Step 1 - Dial *72.



Step 2 - When prompted, enter the extension you wish to forward and press the # key.

Step 3 - When prompted, enter the number of the extension or outside phone number you would like to forward too and press the # key.

B. Deactivating Call Forwarding

Dial *73 to deactivate.



Call Forward on Busy

Allows incoming calls to your phone to be forwarded to another extension or number only when the phone is in use.

A. Enabling Call Forward on Busy

Step 1 - Dial *90 to activate.



Step 2 - When prompted, enter the extension you wish to forward and press the # key.

Step 3 - When prompted, enter the number of the extension or outside phone number you would like to forward to and press the # key.

B. Deactivating Call Forward on Busy

Dial *91 to deactivate.



Call Forward on No Answer

Incoming calls to your phone that are not answered will be forwarded to another extension or number.

A. Enabling Call Forward on No Answer

Step 1 - Dial *52 to activate.



Step 2 - When prompted, enter the extension you wish to forward and press the # key.

Step 3 - When prompted, enter the number of the extension or outside phone number you would like to forward to and press the # key.

B. Deactivating Call Forward on No Answer

Dial *53 to deactivate.



Call Waiting

When call waiting is enabled. A notification tone will alert the user during a call when a second call is incoming.

A. Enabling Call Waiting

Dial *70 to activate. This feature is deactivated by default.



B. Deactivating Call Waiting

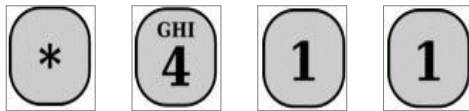
Dial *71 to deactivate.



Directory Access

A directory of extensions that have been created on the phone system. Using someone's last name, you can find their extension.

Step 1 - Dial *411 to connect to the directory.



Step 2 - When prompted, enter the first three digits of the person's last name that you are trying to reach. The system will repeat back to you the person's full name one letter at a time use the phone system's built in voice simulator. If the person has recorded their name in the voicemail, you will here the name in their recorded voice instead.

Do-Not-Disturb

This feature will prevent incoming calls from ringing to the phone. The call will be sent directly to voicemail if it is enabled. If voicemail is not enabled, the incoming caller will hear a busy tone.

A. Enabling Do-Not-Disturb

Dial *78 to activate.



B. Deactivating Do-Not-Disturb

Dial *79 to deactivate.



Extension Request

Phone system will use the voice simulator to tell you the extension you dialed from.

Dial *65.



Time Request

Gives you the exact time of the PBX's internet time server.

Dial *60 to hear the exact time.



3. Administrative Phone Feature List

Echo Test

Use the feature to check for an echo on the connection between the phone system and the phone.

Dial *43.



Fax Test

Use this feature to test fax functionality.

Dial 666.



Incoming Call Simulation

This will simulate your call as an incoming call. This can be used to check how an incoming call is handled.

Dial 7777.



IVR Recording

(I)nteractive (V)oice (R)ecording. The file is saved in the Asterisk Directory once it is recorded and can be renamed and moved to where it needs to be.

A. Creating IVR Recording

Step 1 - Dial *77.



Step 2 - At the tone, record your message.

Step 3 - End call when you have completed the recording.

B. Play back IVR Recording

Dial *99.

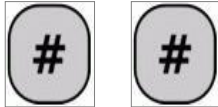


4. Call Handling

Blind Transfer

Use the feature code to transfer an incoming call to another extension.

Step 1 - Dial ## or press the transfer button.

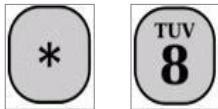


Step 2 - Dial the extension or number you wish to transfer to.

Call Pickup

Use the feature code to pick up a call ringing at another extension.

Step 1 - Dial * 8.

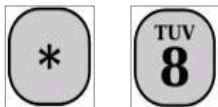


Step 2 - Dial the ringing phone's extension number.

Call Group Pickup

Use this feature code to pick any phone that is ringing in pickup group your extension is assigned to. This feature must be configured by your phone system administrator.

Dial * 8.



Page

Allow you to page over speakerphones or an intercom system. Paging over speakerphones only works with certain phone models. This feature must be configured by your phone system administrator.

Step 1 - Dial the extension of the zone you wish to page.

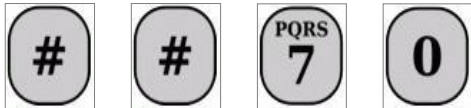
Step 2 - Wait for the tone and make your announcement.

Parking

Call parking is used to place an incoming call on hold in such a way that a user at another phone can pick them up.

A. Parking a call

Step 1 - Dial ##70 or press the Park button.



Step 2 - Listen for the park position, most likely 71 or 72. The parking lot numbers are configured by your phone system administrator.

B. Picking Up A Parked Call

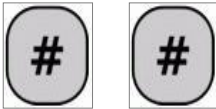
Dial the park position, most likely 71 or 72.

5. Voicemail

Transferring a call to voicemail

Use this feature when you want to send a caller directly to voicemail without the call ringing to the extension first.

Step 1 - Initiate transfer using ## or the transfer button.



Step 2 - Dial * plus the extension or mailbox number instead of just the number.

Calling your mailbox from your phone

Use this feature to dial your voicemail from your phone.

Step 1 - Press the Message key or dial *97.



Step 2 - Wait for prompt to enter your password.

Calling your mailbox from any phone in the office

Step 1 - Dial * 98.



Step 2 - Wait for prompt to enter your extension or mailbox number.

Step 3 - Wait for prompt to enter your password.

Calling your mailbox from outside the office

Step 1 - Dial your office and connect to your extension or mailbox.

Step 2 - Wait for your greeting.

Step 3 - Press * and enter your password.

Configuring your voicemail

Use the options below to set up your name, password and greetings.

A. Recording your name

Step 1 - Call your mailbox

Step 2 - Press 0

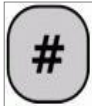


Step 3 - Press 3



Step 4 - Record just your name (Clark Kent)

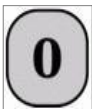
Step 5 - Press # to end the recording



B. Recording a unavailable, busy, or temporary greeting for your mailbox

Step 1 - Call your mailbox.

Step 2 - Press 0.



Step 3 - Press 1 for unavailable.



Step 4 - Record your greeting.

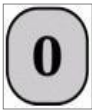
Example: You have reached voicemail for _____. To bypass the greeting press the pound key. To reach someone else press 0. Please leave your name, phone number and a brief message.

C. Recording a busy greeting for your mailbox

This greeting will play to the incoming caller if your phone is in use. If this recording is left empty, the unavailable message will be used.

Step 1 - Call your mailbox.

Step 2 - Press 0.



Step 3 - Press 2 for busy.



Step 4 - Record your greeting.

Example: You have reached voicemail for _____. I am currently on the phone. To bypass the greeting press the pound key. To reach someone else press 0. Please leave your name, phone number and a brief message.

Voicemail Main Menu

- 1 Play voicemail messages
 - 3 Advanced Options
 - 1 Reply
 - 2 Envelope
 - 4 Play previous message
 - 5 Repeat current message
 - 6 Next message
 - 7 Delete current message
 - 8 Forward messages to another mailbox
 - 9 Save message in a folder
 - * Rewind during message playback
 - # Skip forward during message playback
- 2 Change folders

- * Help
- # Exit
- 0 Mailbox options
 - 1 Record your unavailable message
 - 2 Record your busy message
 - 3 Record your name
 - 4 Record your temporary message
 - 5 Change your password
 - * Return to the main menu

After recording a message (incoming message, greeting, or name):

- 1 Accept
- 2 Review
- 3 Re-record
- 0 Reach operator

VoiceMail Message Playback Menu





General Features Cheat Sheet

Dial Extension

Dial just the extension.

Dial Outside Number

Depending on your phone system configuration, you might need to dial a 9 before the phone number.

Transfer Call

During a call, press the transfer button plus the extension to transfer to the extension.

Park Call

During a call press the park button. Listen for parking lot number.

Answer Parked Call

Dial the parking lot extension given when the call was parked. The range is usually 71-75.

Check Voicemail

Dial *98 from any phone, enter your mailbox number and password when prompted.

Call Pickup

Dial *8 when a phone in your pickup group is ringing to pick up the call.

Call Recording

Dial *1 during a call to enable or disable call recording.

Direct to Voicemail

Add a * to the beginning of the extension. This can be used in call transfer by dialing # * extension.

Create/Listen to System Recording

Dial *99 and after the beep leave a message. Follow the prompts.

Extension Directory

Dial *411 from any phone.

Intercom/Paging

Dial 0 followed by the intercom code. *(Codes and beeps or notifications vary between different intercom systems.)*

Day/Night Mode

Dial *280 to toggle between day and night mode.