



**Integrated
Telemangement
Services, Inc.**

Complete Communications Since 1990

IP PBX User Manual

Version 20090101

4100 Guardian St., Suite 110
Simi Valley, CA 93063
800.876.4ITS (4487)
www.its-omni.com



IP-PBX User Manual

Version 20090101

Table of Contents

Table of Contents	2
Your IP-PBX	3
Who Should Read this Manual	3
PBX Basic Features	3
PBX Optional Features	3
Terminology	3
Your PBX Account	4
Voicemail Set Up and Use	4
Table 1 - Voicemail Access	4
Table 2 - Recording Menu.....	4
Table 3 - Main Menu	4
Accessing the Message Center	5
Table 4 - Message Center Menu (1 of 2)	5
Table 5 - Message Center Menu (2 of 2)	5
Other Useful PBX Features	5
Login to Your PBX VCP	6
Forgot Your Password?	6
Managing Your Account	7
Suggested Order of Use	8
Account Tab	8
Call Activity Tab	9
Voicemail Tab	10
CallBlast Tab	11
CallBlast to IP Phones	12
CallBlast to a Different Extension.....	12
To Set up CallBlast	12
CallBlast Configuration Examples.....	12
Speed Dial Tab	13
Speed Dial Considerations.....	13
Using Speed Dial.....	13
Features Tab	14
Caller ID Settings	15
7-Digit Calling	15
Voicemail Delivery Options	15
Call Handling Options	15
Table 6 - * Key Options Menu	15
Time Zone	16
Great Options (Downloads) Tab	17
Softphone Application	17
Installing Softphone on your Computer.....	17
Table 7 - Softphone Keys.....	18
Attendant Console Tab	19
Starting the Attendant Console	19
Configuring Attendant Console	19
Using Attendant Console	19
911 Emergency Calling	20
For Further Information	20

Your IP-PBX

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.

Who Should Read this Manual

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.

PBX Basic Features

- 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

PBX Optional Features

- 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

Terminology

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 digit 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:



Our VoIP Control Panel portal allows you to manage your account, configure CallBlast (our combination of Call Forwarding and One Number services) and even view received calls, missed calls and dialed calls.

Internet Phone Service

VoIP Control Panel

User ID: 5039141392

Advanced Password: ****

Host:

[Password Recovery](#)

VCP 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.

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

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.

Voicemail — 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.

Downloads (or Great Options) -- 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.

Account	Call Activity	Voicemail	CallBlast	Speed Dial	Features	Great Options	Attendant Console														
<p>To Change Your Account Name and Password</p> <p>To change your Account Name, Change the First Name or Last Name in the fields below, and then click the Update Account button below.</p> <p> First Name <input type="text" value="Doug"/> Last Name <input type="text" value="Hart"/> </p> <p>To Change Your Account Password Account Passwords must be 4-10 characters. To change your password, please enter your new password in the New Password field, and then repeat it in the Repeat New Password field. Click on Update Account button.</p> <p> New Password <input type="text"/> Repeat New Password <input type="text"/> </p> <p style="text-align: right;"><input type="button" value="Update Account"/></p> <p> To change your Account Summary or Contact Information, call Customer Service</p> <p>Account Summary</p> <table> <tr> <td>Account Name</td> <td>Doug Hart</td> </tr> <tr> <td>Account Number</td> <td>7006</td> </tr> <tr> <td>Activation Date</td> <td>Mon Oct 27 20:12:01 CDT 2008</td> </tr> <tr> <td>Numbers/Plan</td> <td>7006,1 777.555.4494</td> </tr> </table> <p>Contact Information</p> <table> <tr> <td>Name</td> <td>Doug Hart</td> </tr> <tr> <td>Email</td> <td>DougHart@MyCompany.com</td> </tr> <tr> <td>Time Zone</td> <td>GMT-08:00 (Pacific Standard Time, PST8PDT)</td> </tr> </table> <p style="text-align: center;">VCP Account Tab</p>								Account Name	Doug Hart	Account Number	7006	Activation Date	Mon Oct 27 20:12:01 CDT 2008	Numbers/Plan	7006,1 777.555.4494	Name	Doug Hart	Email	DougHart@MyCompany.com	Time Zone	GMT-08:00 (Pacific Standard Time, PST8PDT)
Account Name	Doug Hart																				
Account Number	7006																				
Activation Date	Mon Oct 27 20:12:01 CDT 2008																				
Numbers/Plan	7006,1 777.555.4494																				
Name	Doug Hart																				
Email	DougHart@MyCompany.com																				
Time Zone	GMT-08:00 (Pacific Standard Time, PST8PDT)																				

Suggested Order of Use

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 **Voicemail** tab
- View and export all your calls from the Call **Activity** tab.

Account Tab

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.

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	Voicemail	CallBlast	Speed Dial	Features	Great Options	Attendant Console
----------------	----------------------	------------------	------------------	-------------------	-----------------	----------------------	--------------------------

What you see is all calls you have made or received over the past 7 days. You can search through your entire 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.

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

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).

Voicemail Tab

The Voicemail 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 via a telephone, not from this Voicemail tab in your VCP.

Account	Call Activity	Voicemail	CallBlast	Speed Dial	Features	Great Options	Attendant Console
---------	---------------	-----------	-----------	------------	----------	---------------	-------------------

Our Voicemail allows you an unprecedented level of features and control over your mailbox. You can listen to your voicemail from any telephone or right here from the web; receive it via email, notified over an alpha pager, or by text message to your mobile phone; and save it as an MP3 file onto your computer.

You have **0** new voice message(s)
Total of 4 messages

Email alerts are sent to crees@xcastlabs.com
No pager notifications will be sent
Send RSS Feed to email

 RSS

0 - 4 of 4 records,

Listen	Status	From Number	Date	Time	Duration (sec)	<input type="checkbox"/>
	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"/>

0 - 4 of 4 records,

Your mailbox will hold up to 30 voice messages, after which messages will be rejected. Unsaved messages are automatically deleted after 15 days.

Voicemail Tab

The Voicemail 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.

Account
Call Activity
Voicemail
CallBlast
Features
Great Options
Sign out

▶ Typical CallBlast

▶ Simultaneous CallBlast

▶ Sequential CallBlast

▶ Overlap CallBlast

▶ International CallBlast

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	<input type="text" value="6306406317"/>	<input checked="" type="checkbox"/>	1	4
Phone 2	<input type="text" value="5039141310"/>	<input type="checkbox"/>	2	3
Phone 3	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Phone 4	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

[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.

Account
Call Activity
Voicemail
CallBlast
Speed Dial
Features
911 Info
Great Options
Sign out

Speed dialing allows you to call your frequent contacts by pressing only one or two keys. Enter who or what is being called in the Description field, your speed dial shortcut in the Code field, and the number or extension you want called in the Number Dialed field. To use Speed dial, simply press the keys on your phone's keypad that is the Code corresponding to the number you wish to call, followed by the # key.

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

Update Speed Dial

Speed Dial Tab

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.

Features Tab

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:

Account	Call Activity	Voicemail	CallBlast	Speed Dial	Features	Great Options	Attendant Console
<h3>Caller ID Settings</h3> <p>Select one of the numbers below to use as your Caller ID for all outbound calls.</p> <p> <input type="radio"/> 310.806.4708 <input checked="" type="radio"/> 310.861.4708 <input type="radio"/> 310.861.4808 <input type="radio"/> Use default PBX CallerID </p> <p style="text-align: right;"><input type="button" value="Apply"/></p>							
<h3>7-Digit Calling</h3> <p>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.</p> <p>Area Code <input type="text" value="310"/></p> <p style="text-align: right;"><input type="button" value="Apply"/></p>							
<h3>Voicemail Delivery Options</h3> <p>In addition to retrieving your voicemails from any phone or through this Control Panel, you can have the full Voicemail (in MP3 format) sent to any email address, or you can have notification sent to your alphanumeric pager or your mobile phone via SMS.</p> <p> <input checked="" type="checkbox"/> Send MP3 Voicemail to: <input type="text" value="crees@xcastlabs.com"/> <input type="checkbox"/> Send Voice Mail Notification to: <input type="text"/> </p> <p>To address a message to a two-way alphanumeric pager or SMS-enabled mobile phone, consult your service provider or device manual. In many cases, the address is an email-like address made up of the 10-digit pager or mobile number combined with the company providing that service. Examples: 3104567890@airmessage.net or 6306406318.messaging@sprintpcs.com. Once you've set these up, click Apply, then leave yourself a voicemail to make sure it's working how you want it to.</p> <p style="text-align: right;"><input type="button" value="Apply"/></p>							
<h3>Call Handling Options</h3> <p>You can either check and uncheck the appropriate boxes below, or you can use the corresponding star key (*) features.</p> <p> <input type="checkbox"/> Forward all incoming calls to <input type="text"/>. Or dial *72 and the forwarding number. *73 cancels forwarding. <input type="checkbox"/> Forward all unanswered incoming calls to <input type="text"/>. Or dial *92 and the forwarding number. *93 cancels forwarding. <input type="checkbox"/> Block Caller ID on all outbound calls. Or dial *67 from your VoIP phone. *82 unblocks Call ID on all calls. <input type="checkbox"/> Don't accept calls from anonymous callers (no Caller ID). Or dial *77 from your VoIP phone. *87 accepts calls from anonymous callers. <input type="checkbox"/> Enable Do Not Disturb (all calls go directly to voicemail). Or dial *78 from your VoIP phone. *79 cancels Do Not Disturb. <input type="checkbox"/> Disable Call Waiting on all calls (for a fax or modem line). Or dial *57 from that line. *56 enables Call Waiting on this line. </p> <p style="text-align: right;"><input type="button" value="Apply"/></p>							
<h3>Time Zone</h3> <p>This Time Zone will be used to time-stamp all of your calls and emails.</p> <p><input type="text" value="(GMT-08:00) Pacific Time (US & Canada); Tijuana"/></p> <p style="text-align: right;"><input type="button" value="Apply"/></p>							

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.

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.

Voicemail 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.

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**.

You can also access these and additional 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.

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.
*93	Cancel forwarding of all busy or unanswered calls.
*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.

Key	Option
*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.

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.

Great Options (Downloads) Tab

From the Great Options 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:



Great Options (Downloads) 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 the 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 type="checkbox"/>	John	Flowers	7002	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	John	Hammer	7010	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Manv	Washington	7000	<input type="checkbox"/>	<input type="checkbox"/>

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.

- Green – Call in progress
- Red – Call active
- Blinking Red – Call is ringing
- Blinking Pink – Call is on hold

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.



The screenshot shows the Attendant Console interface. At the top, there is a section titled "EXTENSIONS" containing a grid of extension cards. Each card displays an extension number and a name. The cards are arranged in two rows and five columns. The first row contains: 7003 Steve Phillips, 7001 Alex Hardy, 7002 John Flowers, 7004 Jan Brady, and 7005 Chuck Berry. The second row contains: 7006 Doug Hart, 7007 Eric Cartmen, 7008 Peter B. Parker, 7009 Mary Washington, and 7010 John Hammer. Below the grid, there is a "PARKING - no parked calls" section. At the bottom, there is a "Configure..." button, a question mark icon, an input field, and a "Dial" button. The text "ATTENDANT CONSOLE" is displayed in the bottom right corner.

Attendant Console Window

911 Emergency Calling

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.

For Further Information

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