



iPBX™ Voice over IP Telephone System

User Manual

Introduction

The iPBX™ Telephone system is based on a technology known as Voice over IP, or VoIP for short. Simply put, this means transmission of voice over a computer network.

The iPBX™ is a computer-based telephone system which runs on your computer network and links to both traditional landlines, such as Analogue, ISDN2 or ISDN30. In addition to this it also connects using Voice over IP via a Broadband link.

The advantage of this is to save on costs usually incurred via traditional telephone lines, such as line rental and higher call costs. Using Voice over IP, line rental is £0 and call costs are vastly reduced, for example if the person you are calling is also on VoIP, the call is usually free, if not the rates are greatly reduced.

Each user has an IP handset to make calls, this is usually a Snom IP handset, or equivalent, dependent on the features requested. All phones are programmable and can be configured to the user's personal preference, for example, any of the keys can be reprogrammed as required. In the basic configuration a handset will have a set of extension speed dial keys (except Snom 300) and a set of line keys. Each key has a corresponding LED which shows if the phone or line is in use. These keys can be reprogrammed at the user's request.

The telephone system server will be similar to the pictures shown.

UNDER NO CIRCUMSTANCES SHOULD YOU TURN THE POWER OFF TO THIS UNIT.

DO NOT PRESS ANY OF THE BUTTONS ON THE FRONT OF THE UNIT - UNLESS REQUESTED TO DO SO BY THE SUPPORT TEAM

Without power your phone system will not operate, so it should be noted that this system must be kept switched on and connected to your computer network at all times. If your power supply is susceptible to surges, spikes or power cuts then we strongly advise that you use a UPS Battery Backup device.



Snom 300 Handset



		Menu Navigation
		Enter/Send Key
		Cancel/Hangup Key
		Message Waiting
		Volume
		Speaker/Hands free
		L1 – Line 1
		L2 – Line 2
		Redial
		Directory
	Immediate Transfer	
	Mute/On Hold	

Snom 320 Handset



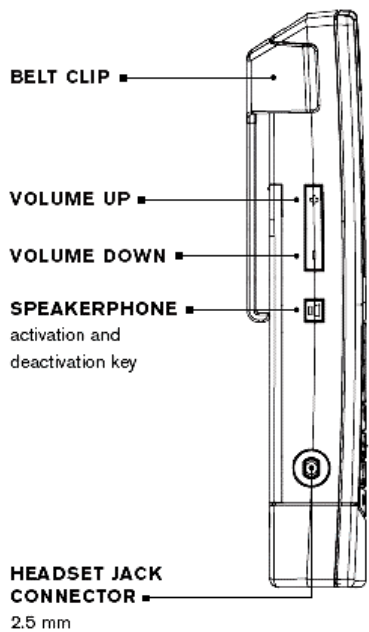
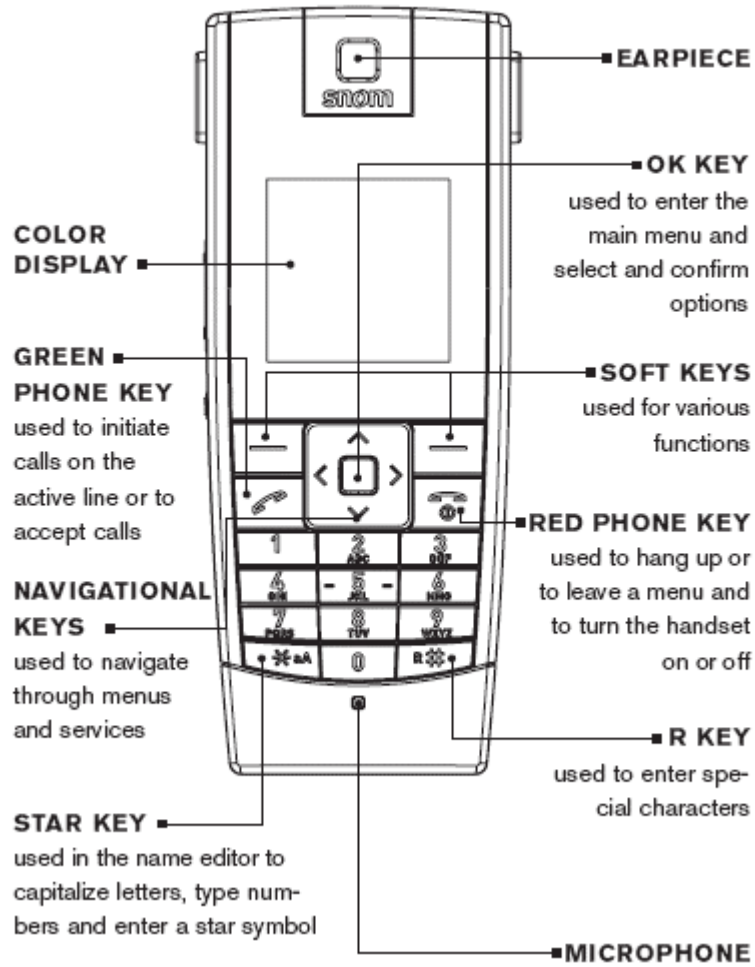
		Menu Navigation
		Enter/Send Key
		Cancel/Hangup Key
		Record (if enabled)
		Voicemail
		Message Waiting
		Volume
		Mute
		Speaker
		Redial Last Number
		Directory
		On-screen Menu
		Conference Call
		Immediate Transfer
		Hold Call
	Do Not Disturb	
	Speed Dial Buttons	
	Line Buttons	

Snom 360/370 Handset



		Menu Navigation
		Enter/Send Key
		Cancel/Hangup Key
		Record (if enabled)
		Voicemail
		Message Waiting
		Volume
		Mute
		Speaker
		Redial Last Number
		Directory
		On-screen Menu
		Conference Call
		Immediate Transfer
		Hold Call
		Do Not Disturb
		Speed Dial Buttons
		Line Buttons

Snom M3 Wireless Handset



Making a call

To call an internal extension or group, dial the number, then press the Enter/Dial key

To call an outside line, enter **9** followed by the number, then press the Enter/Dial key

To hang up, replace the receiver or press the Cancel/Hangup key

Put a caller on hold by pressing the **hold** key

Mute the call by pressing the **mute** key

Access your Voicemail by pressing the Voicemail (envelope) key or dial ***97**

Dial or transfer to another extension's voicemail by dialling * then extension number, e.g. ***201**

Transferring a call – Snom Deskphones

Standard Transfers *for Snom 3xx or 8xx handsets*

1. Answer the call
2. Place the call on hold – the holding caller now shows on a flashing line light
3. Enter the number of the person you wish to transfer to & press tick/send
4. Announce the call
5. Replace the handset
6. Both line lights will go out, the call is transferred

Note that at any stage the holding caller can be retrieved by simply pressing the flashing line light on the handset.

Immediate transfers *for Snom 3xx or 8xx handsets*

1. Answer the call
2. Press the transfer key
3. Enter the number of the person you wish to transfer to
4. Press tick/send and the call is transferred

Immediate transfers are normally used when transferring direct to another extension's voicemail box – i.e. ***{extension no}**

Transferring a call – Other phones

Standard Transfers (announce the caller) *for all non-Snom handsets*

1. Answer the call
2. Press **
3. You will be prompted for an extension number
4. Enter the number of the person you wish to transfer to
5. Announce the call
6. Replace the handset or press the hangup key.

Note that at any stage the holding caller can be retrieved by simply pressing the flashing line light on the handset.

Immediate Transfers (transfer without an announcement) *for all non-Snom handsets*

1. Answer the call
2. Press ##
3. Enter the number of the person you wish to transfer to
4. Press the Enter/Send key.

Note that once the enter/send key is pressed, you will not be able to retrieve the incoming caller.

Transfers Snom M3 Dect *for Snom M3 Dect handsets*

1. Answer the call
2. Press Hold
3. Press Options
4. Select Transfer
5. Enter the number of the person you wish to transfer to
6. Press the Green key.

Note that once the Green key is pressed, you will not be able to retrieve the incoming caller.

Call Conferences

There are two types of call conference available on your system.

Simple conference *for handsets with dedicated conference button*

The simplest is by using the conference button (if available on your handset). This will allow 3-way calling

To make a 3-way conference call-

1. Call the first participant
2. Place the call on hold
3. Select the next available line
4. Call the second participant
5. Press the conference button
6. All parties are now connected

Conference Room *for any handset and/or external callers*

A Conference “room” facility is available on your system, but is not normally setup by default. This allows many users to join a conference, both internal and external. The conference access is by a designated number which users dial, then enter a PIN number. Once entered the participants are announced to the users already in the room.

If you wish a conference room to be set up, please contact our support team.

DND - Do Not Disturb

A handset can be put into do not disturb by pressing the DND button.

Once enabled, a DND symbol will show on the handset screen. All calls to that handset will be forwarded to Voicemail, or a forwarding destination if set. Calls can still be made from the handset in the usual way

To deactivate do not disturb, press the DND key again, and the symbol should disappear from the handset screen

If you do not have a DND button, use ***36** to enable DND, and ***63** to disable.

On a Snom M3 Dect Handset, DND is found by pressing the options button.

Call Parking

Users can park calls by transferring the call to extension **70**.

To park a call-

1. Answer call
2. Put call on hold
3. Dial **70** & press send/tick
4. A message will play, saying parking slot (e.g. 71, 72 etc)
5. Put handset down or press the transfer key
6. To retrieve the call, dial the parking slot number that was announced on any extension.

Voicemail

Voicemail can be accessed by several methods –

1. Pressing the Voicemail or Envelope key on your handset
2. Dialling ***97** from your handset
3. Web Access from you computer via the following url - **http://pbx.local/vm**

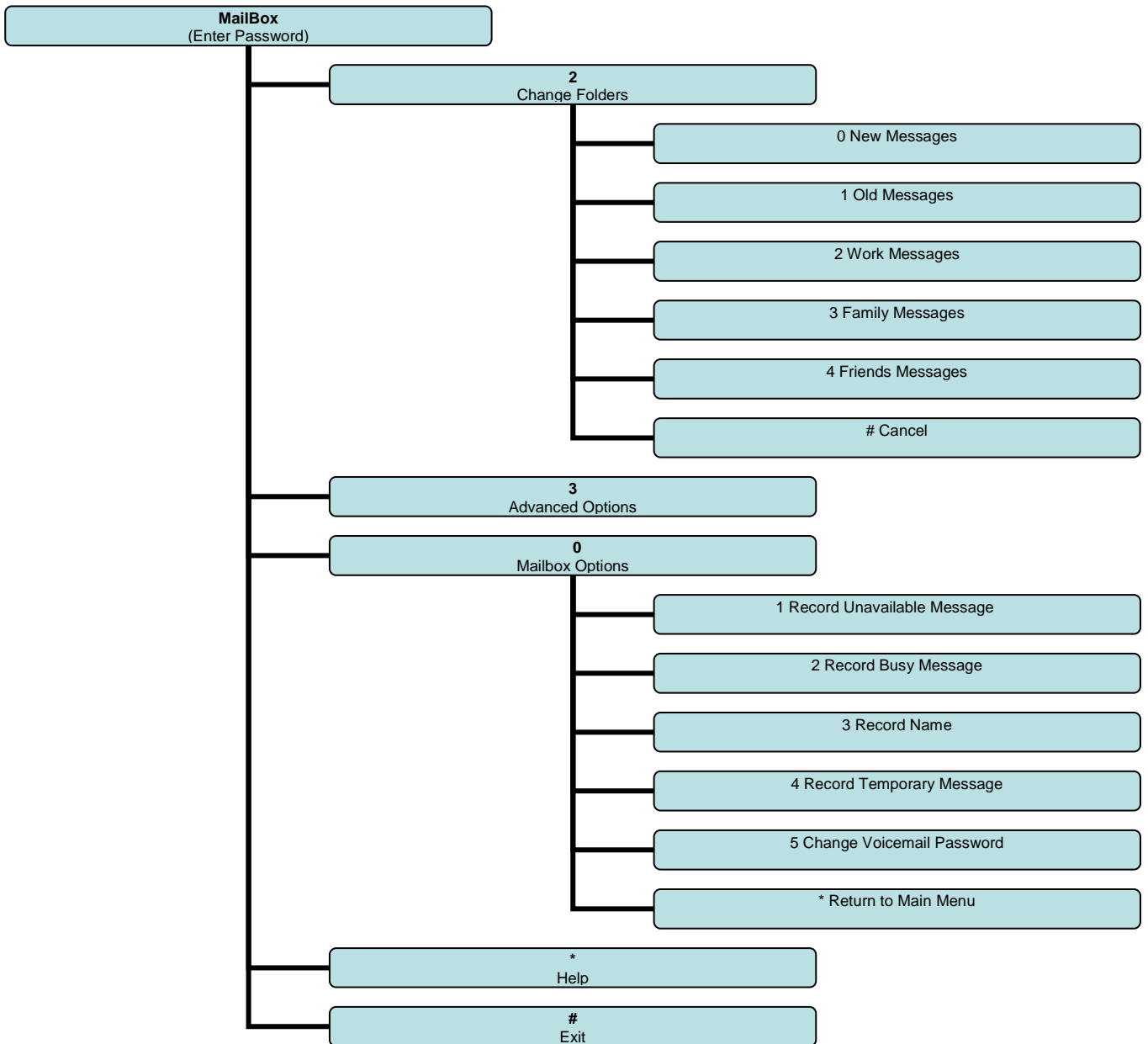
When a voicemail is received, the MWI (Message Waiting Indication) light will flash on your handset. If an email address of the user was supplied, then the voicemail going to that user will also be emailed to them in the form of a sound file.

When dialling voicemail, you will be prompted for a password. Initially this will be the same as your extension number, but it can be changed at any time.

The menu options are then given as follows-



The Voicemail Menu Structure is shown here –



Call Forwarding

Call forwarding for each user's extension can be set on the extension itself using pre-programmed feature codes. It can also be set using the web control panel for voicemail. When call forwarding is disabled, any unanswered or busy calls will normally redirect to the user's voicemail box by default.

Unconditional Forwarding

To forward all calls coming to your extension whether busy or not, dial ***72** followed by the extension number you want to divert calls to.

E.g. ***72201** will divert all calls from your handset to extension 201.

You will get a confirmation that call forwarding is active. To deactivate call forwarding, dial ***73**

Call forward on no answer

If you wish to forward calls to another extension only when you don't answer, dial ***75** followed by the extension number to divert calls to. This will override calls being forwarded to your voicemail.

E.g. ***75201** will divert all calls when you do not answer to extension 201.

You will get a confirmation that call forward when busy is active. To deactivate call forwarding on no answer, dial ***76**

Call forward when busy

If you wish to forward calls to another extension only when you are busy in a call, dial ***77** followed by the extension number to divert calls to. This will override calls being forwarded to your voicemail.

E.g. ***77201** will divert all calls when you are busy to extension 201.

You will get a confirmation that call forward when busy is active. To deactivate call forwarding when busy, dial ***78**

Call Waiting

If you enable call waiting by pressing ***70**, then your handset will indicate an incoming call when you are already on the phone by playing a soft "beep" in the headset.

To disable the feature, dial ***71**. When you disable call waiting, calls normally go straight to voicemail when your extension is busy.

Incoming calls

Incoming callers will normally be handled according to the specific configuration of your system. If Caller ID has been enabled with your telecoms provider then the Caller ID will be displayed on the phone. If this number is listed in the system phone directory, then it will recognise the number and display the name instead (similar to a mobile phone)

Call Pickup

If a call comes into an extension and you are part of the same pickup group, then this call can be picked up by your own extension by dialling *8. Extensions can be assigned to more than one group, and reconfigured at any time by our support team.

Directed Call Pickup

You can also do a call pickup of a specific extension by dialling **8 then the extension number. E.g. if extension 201 is ringing, you can pick up the call by dialling **8201

Call Recording

If your system is enabled for call recording, then an incoming call can be recorded by pressing *1 or the record button on your handset. Internal calls cannot be recorded, only calls to or from an external number may be recorded in this way.

Call Monitoring

If your system has been enabled for call monitoring, then nominated handsets can be monitored by entering a code. This is especially useful for staff training purposes. For security reasons this feature is disabled by default.

Call Trace

Should you wish to trace a call, and find out which number called you last, this can be done with the call trace feature, by dialling *1471. As all modern handsets such as Snom can give a visual list of the last incoming callers, this feature is usually not required.

System Codes

The IPBX™ System will perform a number of additional features by using the following codes. Please note that some codes may not be enabled on your system.

- *97** Voicemail access
- *{ext}** Call or transfer to that extension's Voicemail

- *43** Echo test for remote handsets

- *36** Do Not Disturb activate
- *63** Do Not Disturb deactivate

- *70** Call Waiting activate
- *71** Call Waiting deactivate

- *72{ext}** Call forward ALL calls to {ext}
- *73** Call forward deactivate

- *75{ext}** Call forward no answer to {ext}
- *76** Call forward no answer deactivate

- *77{ext}** Call forward on busy to {ext}
- *78** Call forward busy deactivate

- *88** Record a system message
- *99** Check last recording

- *123** Internal Speaking Clock

- *1471** Call trace – details of the last caller

- *1** Record the current call (if enabled)

- *5{ext}** Monitor the nominated extension (if enabled)

- *8** Call Pickup
- **8{ext}** Directed Call Pickup

- **** Attended Transfer for non-Snom handsets
- ##** Blind Transfer for non-Snom handsets

- *00** Set a Speed Dial
- *0{num}** Speed Dial Number {num} = location set

Support

Support is provided via telephone and remote broadband link Monday-Friday 9am-5pm by CBS support staff. Outside of these hours a voice message may be left, or support requested by emailing support@2cancall.co.uk

Response times are shown below, hours indicated as business hours.

1. Business Critical, such as no calls in or out – between immediate and 2 hours.
2. User Critical, such as extensions not working – between 2 and 4 hours
3. Non critical, reprogramming, user preferences etc – 4 to 8 hours
4. Additional feature requests as agreed

Any support required out of hours is by prior agreement only.

***** IMPORTANT *****

Support requests can be made by the following methods-

Telephone 0844 880 2521
Fax 0844 880 2525
E-mail support@2cancall.co.uk

Please note that any support requests not made via the above methods cannot be guaranteed a response time.

iPBX Technical Specifications

Built In Features included-

Unlimited Extensions
Unlimited Lines
Connect to Voice over IP (Standard SIP 2.0 protocol) via broadband
Connect to ISDN30, ISDN2 or Analogue Lines via internal card or gateway
Leased Cost & Automatic Call Routing
Ringing Groups
Pickup Groups
Call Queues
Call Parking
Call Transfers
External Call Transfers (e.g. transfer to mobile)
Automatic Call Distribution (ACD)
DDI / DID routing
Caller ID & Caller Recognition
Conference room facility
Intercom facility
IVR / Auto Attendant
Time Conditions
Music On Hold (customisable)
Do Not Disturb
Custom Announcements
Voicemail
Voicemail to email
Voicemail remote web access
Call diverts – when busy, unanswered or unconditional
Link PBXs together for free site to site calling
Link remote handsets for free calls to home workers
CRM / Contact Management Software built in
Call Monitoring
Call Recording
Enum Dialling
Faxing via PC, web or email (ISDN or Analogue card required)

Additional Features (available at extra cost)-

Call logging & reporting
Live Stats & Wallboard facility
CTI – Computer Software, pop ups, phone book
Link to Microsoft Outlook, or ACT!
Tapi dialler