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VoipNow ® Professional 2.5.3

Phone Getting Started

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Table of Contents

Preface

Who Should Read This Guide

All VoipNow Professional extension owners should read this. The guide describes how you can interact with the system using the phone terminal keypad.

This guide assumes that your phone is functional. We advise you to read the Getting Started guide if you have trouble setting up the phone terminal.

Chapter 1
Getting Started

Understanding Local and Extended Local Extensions

VoipNow Professional is designed to work in many different environments. This flexibility is guaranteed by the design and implementation features. Understanding the system is vital and therefore we recommend you to read the VoipNow Professional User's Guide first.

Running on modest dedicated server, VoipNow Professional can serve as the PBX system for a small or medium company. Multiple connected VoipNow Professional servers can be used to handle the digital voice communication in a large company.

In the Data Center, VoipNow Professional is the system capable to support the provider, the reseller, the client and the phone extension. It can outsource the communication services and provide advanced functionalities and low cost calls.

Unlike IP numbers, phone numbers must be easy to remember, as there is no DNS service available to translate the person's name into his phone number. Company employees use internal extensions to call their colleagues. Such internal

extensions are easy to remember because they are short and most of them have two, three or four digits.

Every Client with His Own Namespace

VoipNow Professional implements easy to remember phone numbers, both at client and reseller level.

Every client has a completely separated namespace for his extensions. The extensions can have two, three, four or five digits based on the administrator's preferences. These phone numbers are called local extensions. When a charging plan that allows local calls is applied on an extension account, the extension can call other extensions that belong to the same client by simply dialing their extension number on the phone keypad.

On a VoipNow Professional server there are multiple clients. They belong to the same or to different resellers. An extension has to be able to call other extensions on different client accounts. Although this utilization scenario is not very frequent, VoipNow Professional allows it. In order to call an extension located on another client account, you must dial from the phone terminal keypad client_id*local_extension_number. The client_id is a four digits number and represents the ID of the client that owns the extension you want to call.

For example, you want to call the extension number 002 in the client account with the 0303 ID. If your extension belongs to the same client account, then you must dial 002 (the local extension number). If your extension belongs to another client account, then you must dial 0303*002. This number is called in the local extended format. You can allow or forbid the extension to make such calls directly from its charging plan.

To summarize, an extension can be contacted directly from the same client account using the local extension number or can be contacted from another client account using the local extended number.

Chapter 2
Access System Features

Extension Not Involved in a Conversation

In order to access any of the features below by dialing their corresponding numbers, your `Phone terminal` extension must not be involved in a conversation.

Change PBX Extension Settings

Some system settings can be changed over the phone. This can be easier than accessing the online interface, but if you want to configure multiple settings, the web interface tuns out to be a faster operation method.

*11 - Activate/Deactivate Password Protection

VoipNow Professional allows you to block/activate an extension using a protection password. This feature offers you the possibility to block the access to the phone terminal for a certain period of time, for example when you are away

from the office. When the terminal is blocked, it cannot be used for answering/placing calls.

The password protection must first be activated from the VoipNow Professional web interface, using the controls available in the Phone terminal setup >> Password Protection fieldset. After defining a password, you will be able to block/activate the phone terminal using its keypad by dialing *11 and, afterwards, the password.

If the terminal is blocked and the extension's voicemail feature is enabled, then all the incoming calls will be redirected to voicemail.

*70 - Deactivate Call Waiting

VoipNow Professional supports call waiting, but in order to use this feature you must have a phone terminal that is call waiting compliant. In order to deactivate call waiting and let the persons calling you hear the BUSY signal when you are involved in another phone conversation, dial *70 from your phone keypad. Wait for the confirmation message and hang-up the phone. Call waiting can also be deactivated from the VoipNow Professional web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

*71 - Activate Call Waiting

In order to take advantage of the call waiting option, dial *71 from your phone keypad. Wait for the confirmation message and hang-up the phone. Call waiting can also be deactivated from the VoipNow Professional web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

*78 - Activate Do Not Disturb

When this option is activated, the extension cannot be contacted and the phone will not ring. A custom sound file, chosen from the VoipNow Professional web interface, can be also played. If you want to activate this function, dial *78 from your phone keypad. Wait for the confirmation message and hang-up the phone. The activation can also be done from the VoipNow Professional web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

*79 - Deactivate Do Not Disturb

If you want to deactivate the this function, dial *79 from your phone keypad. Wait for the confirmation message and hang-up the phone. The

deactivation can also be done from the VoipNow Professional web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

Activate/Deactivate Routing Rules

*74RULE_KEY — Unconditionally Activate Rule

Starting VoipNow Professional 2.0.0, to every incoming routing rule can be assigned a key or a group of two keys that can be used to toggle the rule's status. You can activate/deactivate a rule by dialing *74 followed by the RULE_KEY .

For example, if an incoming routing rule is assigned to key 2, you can change its status by dialing *742.

Diagnostic Extension

*011 — Call the Diagnostic Extension

The diagnostic extension is a special extension where the system administrator can find out details about several server parameters. To access this extension you must dial *011.

VoipNow Professional announces the values of the following parameters:

- The server load in the last 5 minutes.
- The existence of binary registered channels and binary calls in progress.
- The Asterisk uptime.
- The system uptime.
- The used and the free memory.

Phone Voicemail Access and Company Directory

Note

Starting version 2.5.1, you are automatically redirected to the mailbox after dialing your own number from your extension, if it has the voicemail feature enabled. You will only be required to enter the password.

Same behavior happens when you press the voicemail button on your phone terminal's keypad, if available. For example, the Snom devices have a button labeled

> **Retrieve** (or **Messages** on newer models) which, when pressed, retrieves your extension's voicemail messages from the VoipNow Professional server.

*95 – Listen to Your Voicemail Messages

If the voicemail feature is enabled for your extension, then you can dial *95 from your extension's keypad to manage the voicemail messages. First, you are required to provide the voicemail password and, after logging in, you will be able to listen and delete messages using the integrated menu. The mailbox management features are also available in the VoipNow Professional web interface, in the Mailbox area.

The mailbox can also be accessed when calling your extension from another internal number or from an external terminal by pressing the * key after hearing the voicemail welcome message.

*950 - Enable/Disable Your Voicemail

If the voicemail feature is enabled for your extension and you want to disable it, or if it is disabled and you wish to enable it, then dial *950 from your extension's keypad. A message will inform you about the performed action. The mailbox management features are also available in the VoipNow Professional web interface, in the Mailbox area.

*95EXTENSION_NUMBER - Directly Call an Extension's Voicemail

You can use *95EXTENSION_NUMBER to leave a message to an extension without actually calling that extension. This feature is useful when you want to leave a message to an extension without waiting the pre-established number of seconds for the voicemail to automatically answer.

#3EXTENSION_NUMBER - Transfer an Active Call to an Extension's Voicemail

You can use #3EXTENSION_NUMBER when an extension receives a call and cannot handle it. The called extension can then transfer the active call directly to the voicemail of a particular extension where the caller's issue can be addressed.

*22 – Interrogate the Company Directory

If you want to call a person and you do not know his number, then dial *22 from your extension's keypad. You will be asked for the person's name. If the

person name can be found in the directory, then you will be directed automatically to his/her extension. If the person you wish to contact chose to hide from the Company directory, then you will not be able to find it in the directory.

Queue Agents

*96 – Log In to the Queue as Agent from Your Own Extension

If you are an agent in a queue and you want to take calls from your personal extension, you can dial *96 from your phone terminal's key pad in order to log in to the system. You will be prompted for your agent password. After authentication, the system will expect to find you at the extension you logged in from.

*98 – Log Out from the Queue

If you are an agent in a queue and you are logged in to the system from your personal extension, you can log out by dialing *98 from the phone terminal's keypad.

> **Note**
>
> For example, if your extension **0003*001** is agent in a queue and you want to log in to the system using your personal phone terminal, you will have to dial ***96** from its key pad.
>
> To log out, dial ***98**.

*97 – Log In Any Queue Agent

If you are an agent in a queue and you want to take the calls from another extension, you can dial *97 from the phone terminal's key pad in order to log in to the system. You will be prompted for your agent number and password. After authentication, the system will expect to find you at the extension you logged in from.

*98Y – Disconnect Any Queue Agent

If you are an agent in a queue and you are logged in to the system from another extension, then you can logout by dialing *98Y (where Y is the short

number of the extension enrolled as a queue agent, in other words your agent number) from the phone terminal's key pad.

> **Note**
>
> For example, if you want to log in to the system as a queue agent from another extension, **0003*002**, you will have to dial ***97**.
>
> To log out agent **0003*001** from extension **0003*002**, you will be required to dial ***98001**. This is necessary because more than one agents can be logged in from a single extension.

*26Y and *28Y – Pause/Un-pause Agent Session

If you are currently logged in the system as an agent and you want to take a break without logging out of the queue, then you must dial *26 followed by your extension number, Y. This code informs VoipNow Professional that you are not available and that the calls should not be assigned to your extension. To return to the queue activity, you must dial *28 followed by your extension number, Y.

If you have logged in to the queue from the phone associated with your extension, you can use the shortcut *26 to pause and *28 to un-pause your session.

*999X – Supervise Queue Conversations

If you are a queue supervisor, you can start listening to the active queue conversations by dialing *999 followed by the number of the Queue extension, X. VoipNow Professional will announce the active agent that answered a call last and start playing his conversation. To listen to the next available call, you must dial *.

*998X - Whisper to Agents

Starting VoipNow Professional 2.5.1, as a queue supervisor, you can whisper to the registered agents involved in a call by dialing *998 followed by the number of the Queue extension, X. You will be connected to the active agent that answered a call last. To whisper to the next available agent, you must dial *.

> **Note**
>
> For example, if you are logged in to the **0003*001** queue as a supervisor and you want to whisper something to the agent(s) involved in conversation(s), then you will have to dial ***998001**.

Pick Up Another Extension's Call

Let us consider the following example: there are two secretaries sharing an office. Each one of them has a VoipNow Professional `Phone terminal` extension. Their extensions belong to the same client account and they have the Extension is multi-user aware permission enabled.

If one of the secretaries is out of the office and her phone is ringing, VoipNow Professional allows the second secretary to pick up any call that rings on her colleague's phone.

*21 - Pick Up First Call Ringing

If your `Phone terminal` extension has the Extension is multi-user aware permission enabled, then you can pick up any call that is ringing any of the extensions belonging to the same client account as you. Dial *21 on your phone keypad to pick up the first call from the list of incoming calls ringing your client's extensions.

*21TARGET_NUMBER - Pick Up Call Ringing

If there are several calls ringing on your client account and you want to pick up the call of a specific extension, then you must dial *21 followed by the number of the extension whose call you want to answer, TARGET_NUMBER.

For example, when there are two calls ringing at the same time on extensions 0001*004 and 0001*005, you can pick up the call from the first extension by simply dialing *21004.

*21PARTIAL_NUMBER - Pick Up First Matching Call

To pick up the call ringing on a certain extension, you do not have to specify the entire number of the target extension. If you dial *21 followed by the first few digits of the number, PARTIAL_NUMBER, VoipNow Professional will pick up the call of the first extension whose number matches PARTIAL_NUMBER.

For example, when there are two calls ringing at the same time on extensions 0001*211 and 0001*222, you can pick up the call from the first extension by simply dialing *2122 (instead of *21222).

*66 - Dial the Last Missed Call Number

Starting VoipNow Professional 2.0.0, you can use a `Phone terminal` extension to call back the number that initiated the last missed call by dialing *66.

*85/*65 Activate/Deactivate Anonymous for Outgoing Calls

You can activate the Anonymous feature for outgoing calls on a `Phone terminal` extension by dialing *85. To deactivate it and stop placing calls as Anonymous, dial *65.

Call Conference Features

Initializing a Conference

To initialize a conference from a local `Phone terminal` extension that has the Conference function enabled, dial 8{your_number} (e.g.: if your short number is 001, dial 8001). A new conference room will be created.

Joining a Conference

- Joining a conference initialized by a local extension

  To join a conference created by a certain `Phone terminal` extension, you must dial 8 followed by the extension's short number. If the conference is password protected, then you will be asked to enter the password.

- Joining a scheduled conference

  To join a scheduled conference, you must dial the extension number (from local) or the public number (from external) of the conference. You will be asked to enter the conference ID and, if the conference is password protected, the password.

  > **Note**
  >
  > The scheduled conferences can be created by the `Conference` extensions only!

Conference Functions

Starting VoipNow Professional version 2.5.0, the conference options are grouped into a menu that can accessed by pressing the # key at any time during the conference. All these options can be triggered during the conference by dialing the assigned key combinations, like *1, *2 instead of simply pressing 1, 2 as it was before. This redesign is meant to avoid accidental requests that may occur when the user presses a key by mistake.

After the conference starts, a message informing you that the # key can be pressed at anytime to enter the conference menu is played. Some conference options are available both to the simple users and to the moderator, but some of them can only be used by the conference moderator.

Conference Member Functions

During a conference, if you are logged in as a simple user, you can press the # key to enter the conference menu. The following options are available:

*1 - Mute/unmute conference

This key combination can be dialed during the conference to mute the channel. To unmute, press *1 again. A specific message will be played, informing you about the conference status.

*2 - Enable/disable new member announcements

When the new member announcements are enabled, you can dial this key combination to stop the system informing you about the new members joining the conference. If this option is disabled, press the same keys to enable it.

> **Note**
>
> The announcements are disabled ONLY for the user pressing the keys.

*3 - Conference members list

If the you want to find out who else is available in the conference, dial this key combination. A message will be played, listing the members' names recorded when they joined the conference.

*7 - Increase volume

If you want to increase the conference volume, press *7. No message will be played.

*9 - Decrease volume

If you want to decrease the conference volume, press *7. No message will be played.

0 - Repeat options

To repeat the entire menu, press 0. The corresponding messages will be played again.

- Quit menu

To return to the conference, press #.

Note

All these options are available to the conference moderator as well.

Conference Moderator Functions

During a conference, if you are logged in as a moderator, you can press the # key to enter the conference menu. Besides the member options, the following extra features are available:

*8{extension_number} - Invite another extension to the conference

The {extension_number} is the short number of the extension you wish to invite to the conference, for example 001.

A recorded message is played until the system establishes the connection with the invited extension. If not available, another message will be played, informing you that the contact person could not be reached. Also, a specific message is played when the number of attendees currently in the conference exceeds the maximum conference size.

*30 - Kick out all

Use this key combination to remove from the conference all the attendees, except for the one who typed the command. A specific message is played. The members who have been removed from the conference will hear a simple `Good bye` message.

*31 - Kick out last joined

A message will be played, informing you that the last attendee who joined the conference was kicked out. The name of that user is the one he recorded when he entered the conference, if available. All the users who have been removed from the conference will hear a message saying `You have been kicked out from the conference.`

*21 - Lock conference

A specific message will be played, telling that the conference is now locked and no new attendees can join it.

*20 - Unlock conference

To unlock the conference and allow new members to join in, dial *20. A message will be played, informing you that the conference was successfully unlocked.

*11 - Mutes all members

Use this key combination to mute all the other attendees, except for the one who typed the command. A specific message is played.

*10 - Unmutes all members

Use this key combination to unmute all the other attendees, except for the one who typed the command. A specific message is played.

Help Message

*000 – Listen a Help Message from Your Provider

To listen to a help message from your provider, simply dial *000 from your phone terminal's keypad.

System Test

*52 – Echo Test

To test the extension's connection with the server, dial *52 from your phone terminal's keypad. Everything you speak in the phone will be replied back. This is very useful if you want to test the latency of the connection to the VoipNow Professional server.

Phone Services

*94 – Listen to the Date/Time

In order to find out the day and time of the VoipNow Professional server, dial *94 from your phone terminal's keypad.

> ⚠ Caution
>
> This may not be your local time due to the differences in the time zone.

Intercom/Paging Extension

INTERCOM_EXTENSION_SHORT_NUMBER

If you wish to call all the extensions assigned to an `Intercom/Paging` extension, then you must dial the `Intercom/Paging` extension's short number (e.g.: 003).

INTERCOM_EXTENSION_SHORT_NUMBER Followed By EXTENSION_SHORT_NUMBER*

If you wish to call a certain extension assigned to an `Intercom/Paging` extension, then you must dial the `Intercom/Paging` extension's short number followed by the number of the extension you wish to call and by *.

For example, if you wish to call extension 009 using the `Intercom/Paging` extension 003, you must dial 003009*.

INTERCOM_EXTENSION_SHORT_NUMBER followed by ID_GROUP*

If you wish to call a certain extension group assigned to an `Intercom/Paging` extension, then you must dial the `Intercom/Paging` extension's short number followed by the extension group ID and by *.

For example, if you wish to call the extension group having the 02 ID using the `Intercom/Paging` extension 003, you must dial 00302*.

Extension Involved in a Conversation

All the functions below apply only to active call conversations.

Transfer Calls

> **Note**
>
> An extension can use the call transfer features only if it has the **Extension is multi-user aware** permission enabled. See the user documentation for details on how to set this permission.

#1FORWARD_NUMBER – Transfer the Interlocutor to Extension Number FORWARD_NUMBER

When you are involved in a phone conversation, you can press #1 followed by the number of the extension you want to transfer the interlocutor to.

> **Note**
>
> Since version 1.5.0, the call can also be transferred to a number outside the VoipNow Professional server.

*2FORWARD_NUMBER – Put the Caller on Hold and Transfer Him to Extension Number FORWARD_NUMBER

Let us consider the following example: there are two colleagues working in a support team. A call arrives to the extension belonging to colleague A. He cannot solve the caller's problem, but knows that colleague B solved a similar problem last week. If he dials *2 followed by his colleague's extension number, his call will be put on hold and then a new call will be automatically placed to his colleague's number.

Colleague B answers. Colleague A explains the problem, asks him to take care of it and hangs up. Colleague B will automatically be connected with the caller that was on hold.

When you are involved in a phone conversation, you can press *2 followed by the FORWARD_NUMBER of the extension you want the call to be transferred to. The call will be put on hold and the system will place another call to the extension FORWARD_NUMBER. If the FORWARD_NUMBER extension does not answer, then the call is transferred back to your extension. If the FORWARD_NUMBER extension answers, then you can talk to the extension user. When you hang up, the call that was previously put on hold will be automatically transferred to FORWARD_NUMBER.

> **Note**
>
> Since version 1.5.0 the call can also be transferred to a number outside the VoipNow Professional server.

Park Calls

With VoipNow Professional, you can share calls between extensions on the same client account.

Let us consider the following example: there are two extensions on the same client account. One belongs to a secretary and the other one to her boss. All the calls ring on the secretary's extension which filters them and transfers the important ones to her boss. If the boss is currently busy, she can transfer the calls to a parking lot. She can call her boss and inform him the position of the call in the parking lot. The parking lot will keep the calls on hold until the boss is able to pick them up (i.e. unpark the calls).

It is essential that the two extensions have the Extension is multi-user aware permission enabled. Otherwise, they are not allowed to park or unpark calls.

#2 – Park Call

If you want to send an answered call to the parking lot, you must dial #2 on the phone keypad. The system announces the position of the call in the parking lot (this position can be used to unpark the call, when there are several calls in the parking lot). The call will be kept on hold until it is unparked by another extension from the same client account. If the call remains in the parking lot for a time period equal to the **Parking timeout**, then it will be automatically returned to the extension that parked it.

> **Note**
>
> An extension can use the call parking feature only if it has the **Extension is multi-user aware** permission enabled. See the user documentation for details on how to set this permission.

*221 – Unpark First Call

To unpark the first call found in the parking lot, you must dial *221 on the phone keypad.

> **Note**
>
> An extension can unpark calls only if it has the **Extension is multi-user aware** permission enabled. See the user documentation for details on how to set this permission.

*225 – Unpark Selected Call

If there are several calls in the parking lot, you can choose the one you want to pick up.

If you don not know the position of the call in the parking lot, dial *225 from your phone keypad. The system informs you about the Caller-IDs and their positions in the parking lot. When you hear the Caller-ID and position of the call you want to unpark, press * on your phone keypad.

If you already know the position where the call was parked, dial *225 followed by the position. For example:

- You can unpark the third call in the parking to by dialing *2253.

- You can unpark the tenth call in the parking to by dialing *22510.

> **Note**
>
> An extension can unpark calls only if it has the **Extension is multi-user aware** permission enabled. See the user documentation for details on how to set this permission.

*229 – Unpark Last Call

To unpark the last call found in the parking lot, you must dial *229 on the phone keypad.

> **Note**
>
> An extension can unpark calls only if it has the **Extension is multi-user aware** permission enabled. See the user documentation for details on how to set this permission.

Call Recording

*1 – One Touch Call Recording

When you are involved in a phone conversation, if your extension has the call recording feature enabled, you can record the call by dialing *1 on your phone terminal's keypad. A custom sound file, which is chosen from the VoipNow Professional web interface, can be also played when call recording starts.

In order to stop a call recording, you must dial *1 again.

*0– One Touch Conference Recording

When you add a new conference extension, you must define its recording behaviour from the `Conference` extension's Conference center >> Conference Settings fieldset using the radio buttons available for the Record conference conversations option:

- Always - When this option is enabled, all the scheduled conferences are recorded.
- Never - When this options is enabled, NO scheduled conference is ever recorded.
- User's choice - When this option is enabled, a new option is displayed in the extension's Schedule Conference page: Record conference conversations. This feature allows the user to choose his recording preferences:

- Never - No scheduled conference call will be recorded.
- When pressing *0 - The scheduled conference call will be recorded only when *0 is dialed from the keypad. To stop the recording, press *0 again.
- All calls are recorded - All the scheduled conference calls will be recorded.

When involved in a conference started by yourself, you can record all conversations by dialing *0#. This is available only if you are logged in as admin. Otherwise, dialing *0# will render the available member count.

In order to stop a call recording, you must press *0# again.

> **Note**
>
> Dialing ***0#** will record the conference only if you have selected the `User's choice` option for the **Record conference conversations** setting, available in the **Edit Conference Extension** page.

> **Note**
>
> Keep in mind that the custom sound file chosen from the VoipNow Professional interface to notify about recording events is played.

Chapter 3
Contact and Support

For online help and support please visit:

- Support Zone: https://help.4psa.com
- Knowledge Base: http://kb.4psa.com
- Documentation: http://help.4psa.com/docs/

For mailing addresses and phone numbers from our offices:

http://www.4psa.com/contactus

If you have any question, do not hesitate to contact us.

Index

Voicemail messages, 10

W
whisper agents, 12