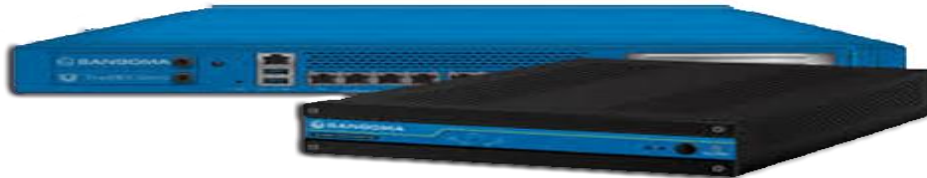




SANGOMA

PBXACT



S-Series VoIP Multiline
Telephone
User Guide

OVERVIEW:

PBXact IP-PBX

PBXact is a product of Sangoma, a leader in creating PBX platforms. With PBXact, Sangoma has more than one million systems in production across the globe, with 20,000 new systems added each month. As an open source, web-based PBX solution, PBXact is easy to customize and adapt to your changing needs. PBXact can run in the cloud or on-site, and is currently being used to manage the business communications of all sizes and types of businesses from small one person SOHO businesses, to multi-location corporations and call centers. The PBXact EcoSystem provides you with the Freedom and Flexibility to custom design business communications around your needs.

Sangoma S700 & S500 a next generation enterprise grand IP Phone that features up to 6 lines, 4.3 inch LCD, 4 XML programmable context-sensitive soft keys, dual Gigabit network ports, integrated PoE, 3-way conference, and Electronic Hook Switch(EHS). The S700 & S500 also supports automated provisioning for easy deployment, advanced security protection for privacy, and broad interoperability with most 3rd party SIP devices and leading SIP/NGN/IMS platforms. S700 & S500 is the perfect choice for enterprise users looking for a high quality, feature rich multiline executive IP phone with advanced functionalities and performance.

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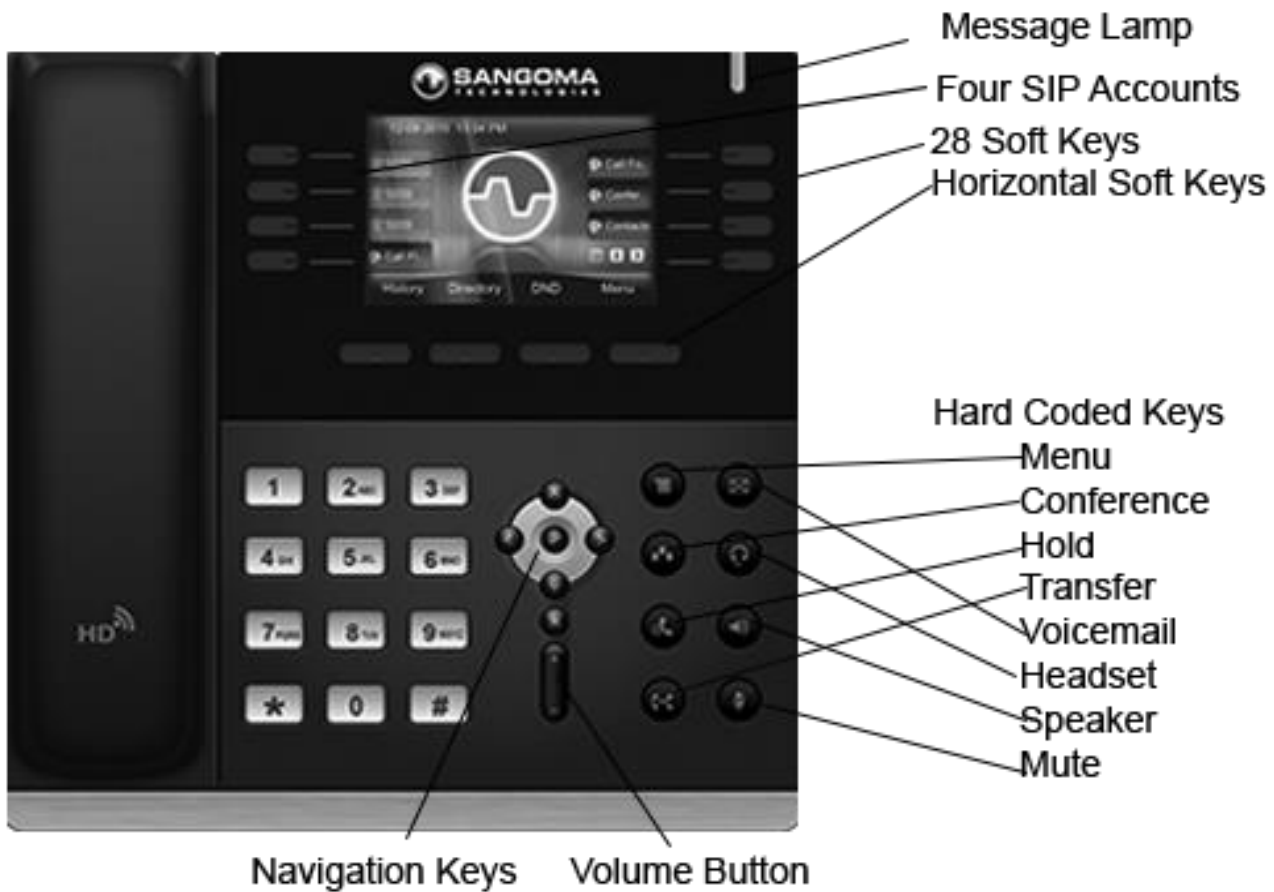
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


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Sangoma S500 IP Phone



Meaning of Keys

Meaning	S300	S400	S500	S700
DND (Non Phone App)		DND		
Handset Mode				
Headset Enabled				

Missed Call				
Muted				
Network Down				
Phone Locked				
Ringer Muted				
Speaker Phone				
SRTP active for Call				
Voicemail Waiting				
VPN Enabled and Active				
ZRTP active for Call				

S500 Phone Features

4 VoIP accounts
 Call hold, mute, DND
 One-touch speed dial, hotline
 Call forward, call waiting, call transfer
 Redial, call return, auto answer
 5-way conferencing
 Direct IP call
 Ring tone selection/provisioning
 Set date time automatically or manually
 Dial plan per account
 RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)
 XML Browser
 Action URL/URI

Voice Codecs Features

HD voice: HD handset, HD speaker
 Codecs: iLBC, G.722, G.711(A/μ), GSM_FR, G.723, G.729AB, G.726-32
 DTMF: In-band, RFC 2833, SIP INFO
 Full-duplex hands-free speakerphone with AEC
 VAD, AGC, CNG, AEC, PLC, AJB

IP-PBX Features

Busy Lamp Field (BLF)

Physical Features

Stand with 3 adjustable angles
 Wall mountable
 External universal AC adapter : AC 100~240V input and DC 5V/1.2A output
 Power consumption (PSU): 2.0~4.6W
 Power consumption (PoE): 2.5~5.5W
 Boxed dimension: 240x225x95 mm
 Operating humidity: 10~95%
 Operating temperature: -10~50°C

Management

Configuration: browser/LCD-Menu/auto-provision
 Auto provision via HTTP/HTTPS FTP/TFTP
 Auto-provision with PnP
 Reset to factory, restart, reboot
 Local tracing log export, system log
 Phone lock for personal privacy protection

Network and Security

SIP v1 (RFC2543), v2 (RFC3261)
 SIP server/proxy redundancy
 NAT Traversal: STUN mode
 DHCP/static/PPPoE

Anonymous call, anonymous call rejection
Message Waiting Indicator (MWI)
Voice mail
Intercom, paging
Call park, call pickup
Music on hold

Display and Indicator

3.5" 480 x 320-pixel color display with backlight
16 bit depth color
LED for call and message waiting indication
Dual-color (red or green) illuminated LEDs for line status information
Wallpaper
Intuitive user interface with icons and soft keys
National language selection
Caller ID with name, number and photo

Feature keys

8 line keys with LED
8 line keys can be programmed up to 28 various features (4-page view)
8 features keys: voice mail, headset, speaker, hold, mute, transfer, call list, conference
4 context-sensitive "soft" keys
6 navigation keys
Volume control keys
Illuminated speaker key
Illuminated headset key
Illuminated mute key

HTTP/HTTPS web server
Time and date synchronization by SNTP
DNS-NAPTR/DNS-SRV(RFC 3263)
QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS
DSCP
IEEE802.1X
TLS(Transport Layer Security)
SRTP
Open VPN
HTTPS certificate manager
AES encryption for configuration file
Digest authentication using MD5/MD5-sess

Interface

Dual-port Gigabit Ethernet
Power over Ethernet (IEEE 802.3af), class 3
1xRJ9 (4P4C) handset port
1xRJ9 (4P4C) headset port
Supports up to 6 Expansion Modules

Using Your Phone



Handset

Pick up the handset.





Speakerphone

Press the  (speaker) button.



Headset

If the phone is not in headset mode: Press the  (headset) button.

If the phone is in headset mode: Either press the  (headset) button on the phone, or the button on the headset itself.

Call History

The **Call History** section allows you to view missed, received, and dialed calls, as well as add the number to your contacts list, blacklist the number, or call the number. **Viewing Calls**

1. Press the **History** soft key.

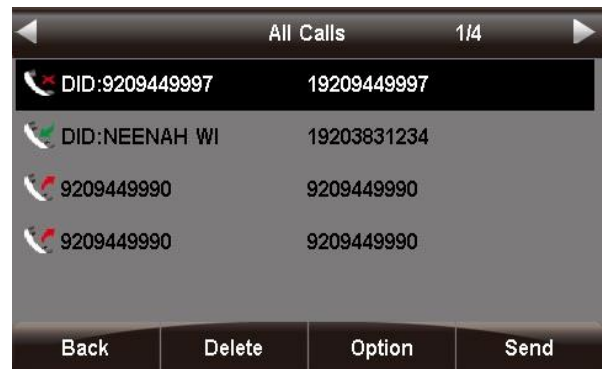


2. "All Calls" will be shown by default.

a.  = Missed

b.  = Received

c.  = Dialed



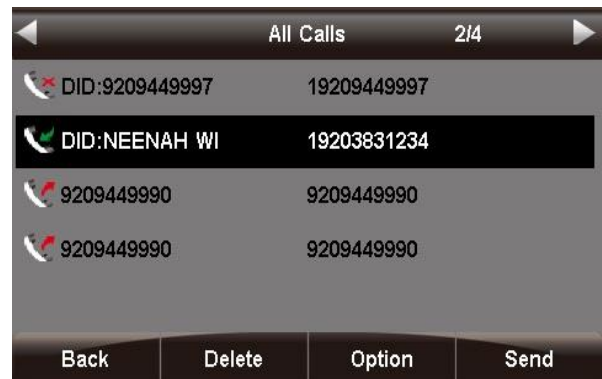
You can use the < and > (left and right arrow) buttons to filter by call type: All Calls, Missed Calls, Received Calls, and Dialed Calls. The current filter option is shown at the top of the screen.

Deleting Calls Individually

1. Use the **Λ** or **V** (up and down arrow) buttons to select a call from the list.
2. Press the **Delete** soft key to remove the call from the call history.

Options

1. Use the **Λ** or **V** (up and down arrow) buttons to select a call from the list.



2. Press the **Option** soft key.

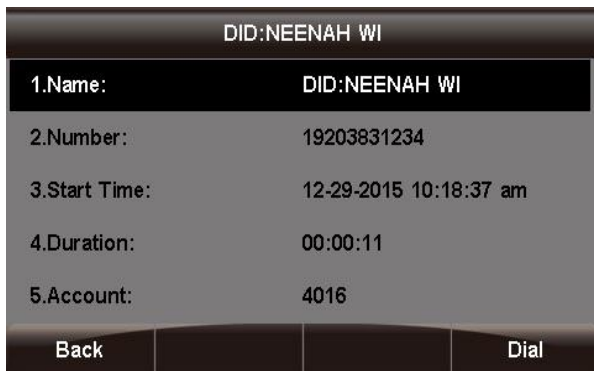


- Use the **Λ** or **V** (up and down arrow) buttons to highlight an option, then press the **OK** soft key or the **✓** (checkmark) button to select the option.

Detail

This screen provides details of the call such as **Name**, **Number**, **Start Time**, **Duration**, and **Account**.

Press the **Back** soft key to go back to the previous screen, or the **Dial** soft key to call the number shown. (You are not required to highlight the number first.)



Add to Contacts

You can save contact information such as **Name**, **Number**, **Mobile Number**, **Other Number**, **Account**, **Ring Tone**, **Group**, and **Photo**.

- Use the **<** **Λ** **V** (arrow) buttons to navigate and the phone keypad to enter text and numbers. To cycle between the numbers/letters/symbols available for each key, press the key multiple times or use the **<** and **>** (left and right arrow) buttons. *Tip: The "space" option is found under the "0" (zero) key. You can use the **2ab** soft key to cycle among 2ab, 123, abc, and ABC, which are various input options limiting which characters*

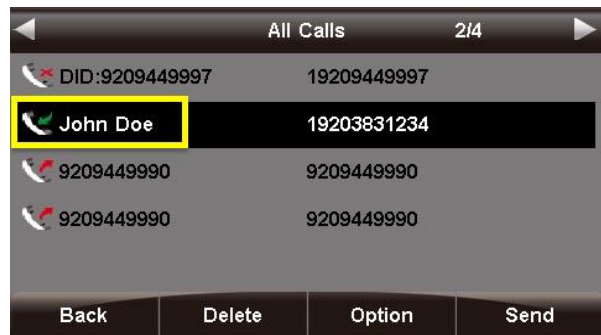
can be entered.



- Press the **Save** soft key when done.



Now, any call history for this caller, as well as new inbound calls from this caller, will display the name you entered.



Add to Blacklist

This option adds the caller to the blacklist, preventing you from receiving further calls from this caller ID.

To add the number to the blacklist, press the **Save** soft key.



Delete All

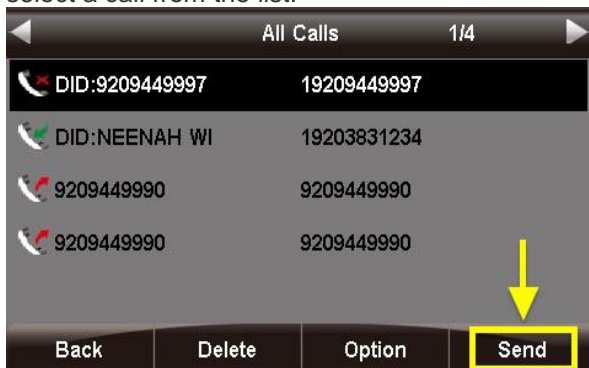
This option deletes all of the calls associated with list that you are currently viewing (**All Calls, Missed Calls, Received Calls, or Dialed Calls**, as shown at the top of the screen).

*For example, if you are viewing the **Missed Calls** page, all of the missed calls would be deleted from the call history, and they will no longer show up here or on the **All Calls** page. However, the other calls (received and dialed) will still appear in the call history.*

Dialing a Number

From the List

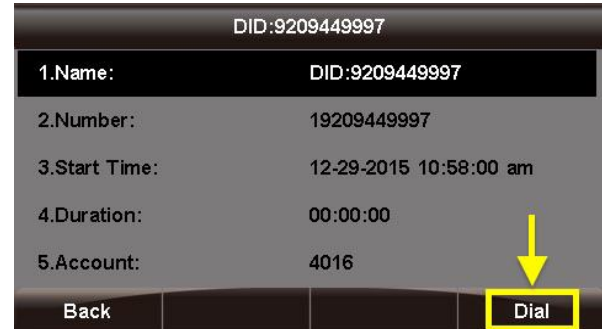
1. Use the **▲** or **▼** (up and down arrow) buttons to select a call from the list.



2. Press the **Send** soft key or press the **✓** (checkmark) button. An outbound call will be placed immediately.

From the Call Detail Screen

Press the **Dial** soft key or the **✓** (checkmark) button. An outbound call will be placed immediately.

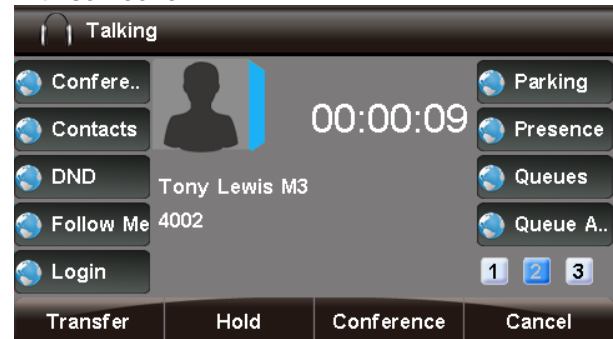


Call Parking

Call Parking allows you to park a caller so that another extension can retrieve the caller held in the parking lot. Please see [Call Parking module wiki](#) for more information on how Parking Lots can be configured on your PBX.

Parking a Caller

- If you have a Park Button setup on your Sangoma Phone you can press it at anytime while on a call with someone.



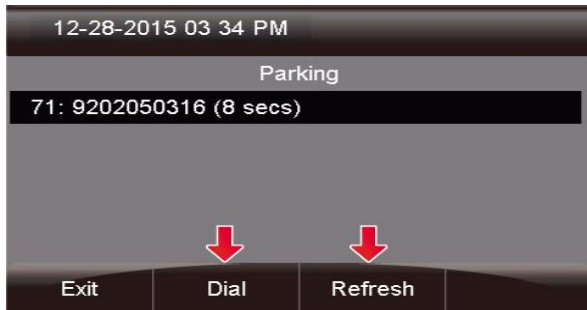
- The caller will be parked and the slot number will be played back to you where the caller was parked.

Viewing and Retrieving Parked Calls

- Pressing the **Park** button while not on a call will display a list of parked calls. You can see the caller ID of the person parked and how long they have been parked for.

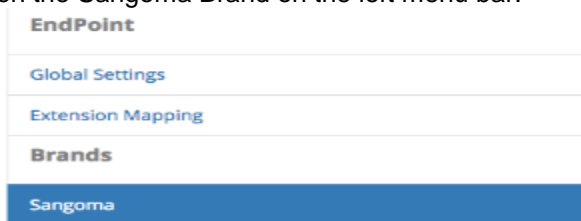


- From here you can pick up any specific parked call by using the up/down arrow keys and pressing **Dial**. You can also use the **Refresh** button to update the list.



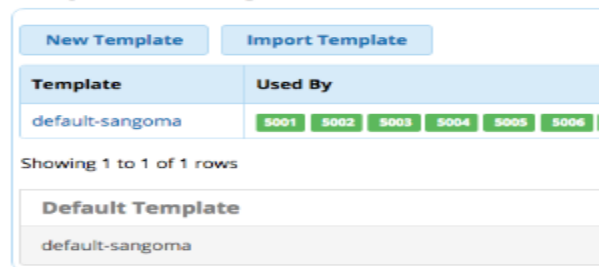
Setting up a Park Button on your Phone

- You can setup a Park Button on your phone using the PBX End Point Manager by modifying your button layout for your Sangoma s500 or s700 Phones.
- Go into End Point Manager in your PBX and pick on the Sangoma Brand on the left menu bar.



- Click on the template in End Point Manager that you want to change a button for.

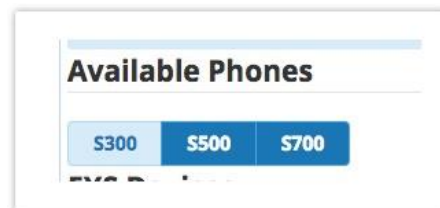
Endpoint Manager



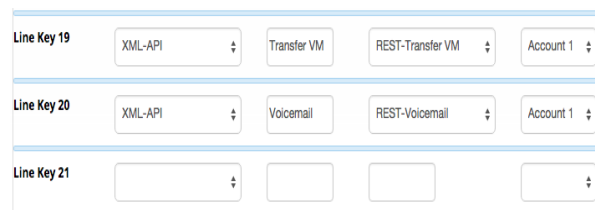
- Click on the Models menu tab at the top



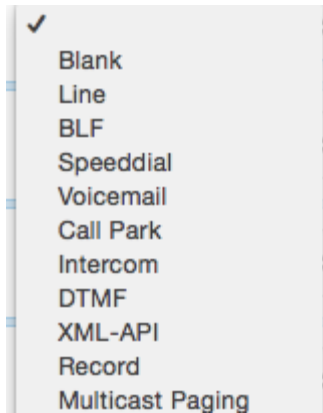
- Select a model number you want to add a Park Button for



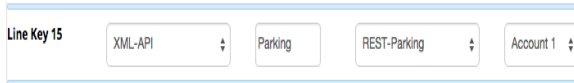
- Scroll down the your first available Line Key that is not used



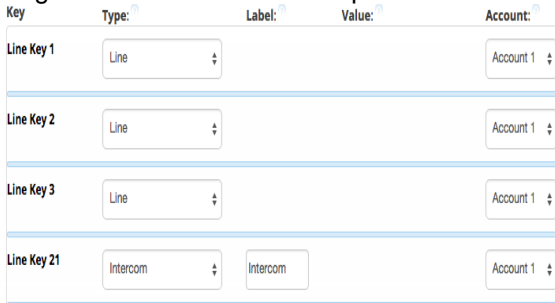
- From the Drop Down of button types pick XML-API



- You can optionally change the label name to be something different than Parking if you want. The Label is the name that will be shown on your Phone Screen for that button.



- You can now drag the button to be in a different spot. In our example we will drag Button 21 that we just setup as a Intercom button up toward the top to make it button 4 on the phone. Left click on the button and while holding down your left mouse drag the button to a different spot and release it.



- Save the Model using the **S700**

IMAGE NOT AVAILABLE



- If you go back into the model number it will show Intercom as button 4 now.

Key	Type	Label	Value	Account
Line Key 1	Line			Account 1
Line Key 2	Line			Account 1
Line Key 3	Line			Account 1
Line Key 4	Intercom	Intercom		Account 1

- We now need to update the phone config. Our 3 options at the bottom of the template are
- Save Template**- This will only save your changed into the PBX Database but will not write out new config files for the phones that are using this template as mapped in Extension Mapping section of End Pint Manager.
- and Rebuild Configs**- This will save your changes to the PBX Database and will also write out new config file for the phones that are using this template as mapped in Extension Mapping section of End Pint Manager but the phones will need to be rebooted for it to retrieve the changes.
- and Force Update**- Will do both the Rebuild Configs option above but also update any phones that are mapped to use this template and currently registered to the PBX immediately with no need to reboot the phones.



Checking Voicemail

How to Know a New Voicemail is Available

The phone alerts you of new voicemail messages on your screen, with a flashing light, and with a special dial tone.

Icon and Message on Screen

- If a new voicemail is available in your inbox, the



phone will display the voicemail icon at the top of the screen. The quantity of new voicemails will also show in an alert message near the bottom of the screen.



Message Waiting Indicator (MWI) Light

- The message waiting indicator light at the top right corner of the phone will flash.

Dial Tone


- Your dial tone will be a series of short bursts followed by a steady tone, instead of only a steady tone.

How to Check your Voicemails

You can use the voicemail button, dial a feature code, or use the voicemail REST app to check your voicemail.

Voicemail Button



- You can press the  (voicemail) button on your phone any time to check your voicemails.

Feature Codes

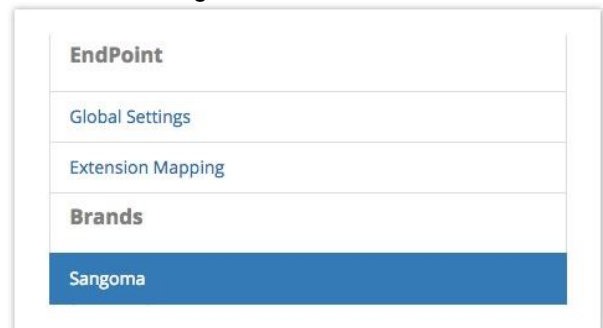
- Dial one of the following feature codes to access voicemail. The feature codes below are the default feature codes setup on your PBX. If you have changed your feature codes please review the wiki here on [Feature Code module](#) of your PBX.
- *97**: Access your own voicemail.
- *98**: Access your voicemail **or** another extension's voicemail. You will be prompted to enter a mailbox number.

Visual Voicemail

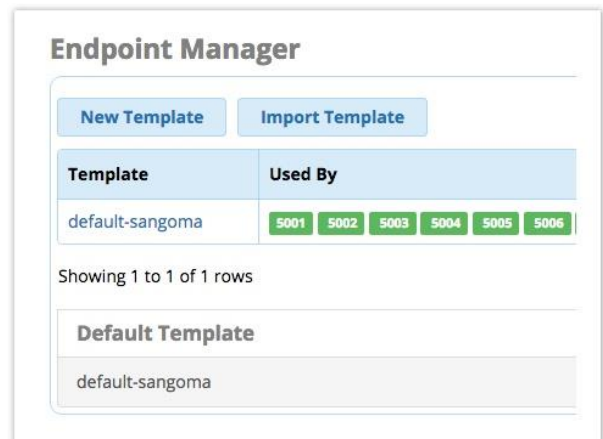
The **Voicemail** application (REST App) allows you to manage your voicemail messages from your phone.

Setting up a Visual Voicemail Button on your Phone

- You can set up a Visual Voicemail button on your phone using the PBX EndPoint Manager by modifying your button layout for your Sangoma s500 or s700 Phones.
- Go into End Point Manager in your PBX and choose the Sangoma brand in the menu.



- Click on the template in End Point Manager that you want to change a button for.

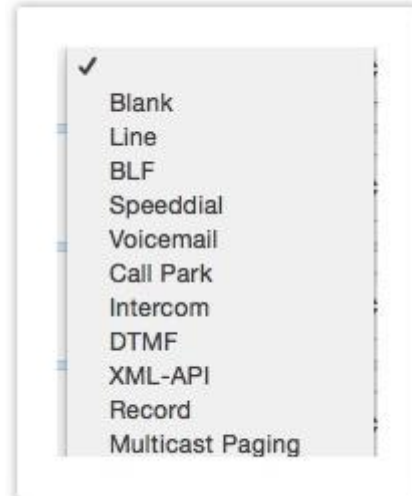


- Click on the Models menu tab at the top

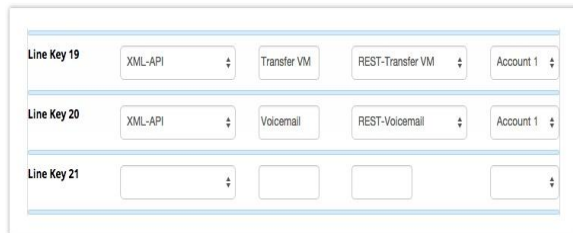
Template Name  default-sangoma



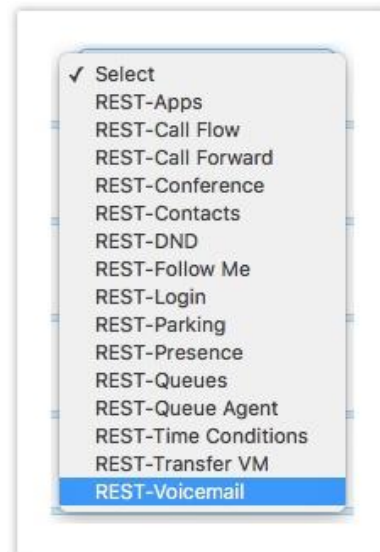
- Select a model number you want to add a Visual Voicemail Button for



- Scroll down to the first available Line Key that is not used.



- From the **Value** drop-down menu, select **REST-Voicemail**.

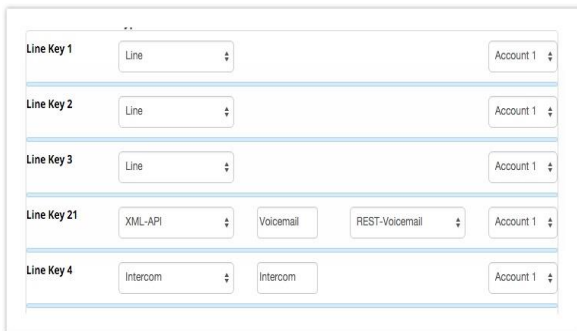


- From the drop-down menu of button **Types**, select **XML-API**.

- The **Label** is the name that will be shown for that button on the phone's screen. By default, the REST-Voicemail button's label is "Voicemail." You can optionally change the label name to be something different.

- You can also move the button to a different position if desired. To do this, click on the line key name, and while holding the mouse button down, drag the row to a new position (up or down). Then drop the button in the new position by releasing the mouse button. The line key numbers will not update until after you save the model.

*In our example, we have moved **Line Key 21** to position 4. The original Line Key 4 appears below it, and the numbering sequence will update after we save the model.*



- Save the model using the **Save Model** button.



- You now need to update the phone configuration file. The three options at the bottom of the template are:



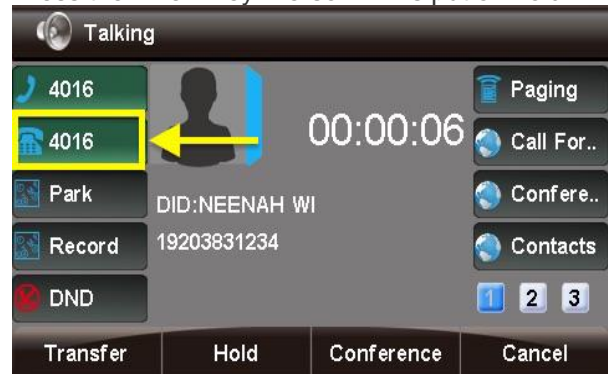
- Save Template**- This will only save your changes into the PBX database. It will not write out new config files for the phones that are using this template as mapped in the Extension Mapping section of End Point Manager.

- and Rebuild Configs**- This will save your changes to the PBX Database and will also write out new config files for the phones that are using this template as mapped in the Extension Mapping section of End Point Manager. The phones will need to be rebooted in order to retrieve the changes.
- and Force Update**- This will do both the "Save Template" and the "and Rebuild Configs" options above, and it will also immediately update any phones that are mapped to use this template and currently registered to the PBX, with no need to reboot the phones.

Conference Calling

Assuming you are in a call with person "A" and you want to add person "B" to the call:

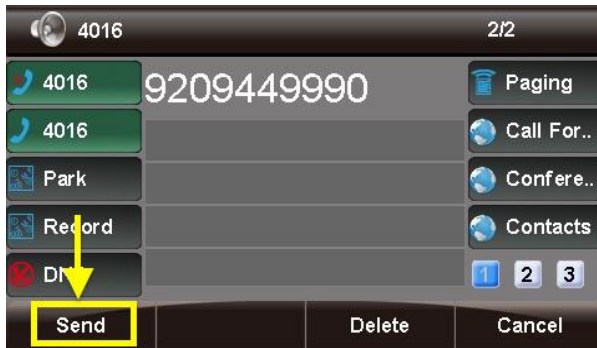
- Press the Line 2 key. Person "A" is put on hold.




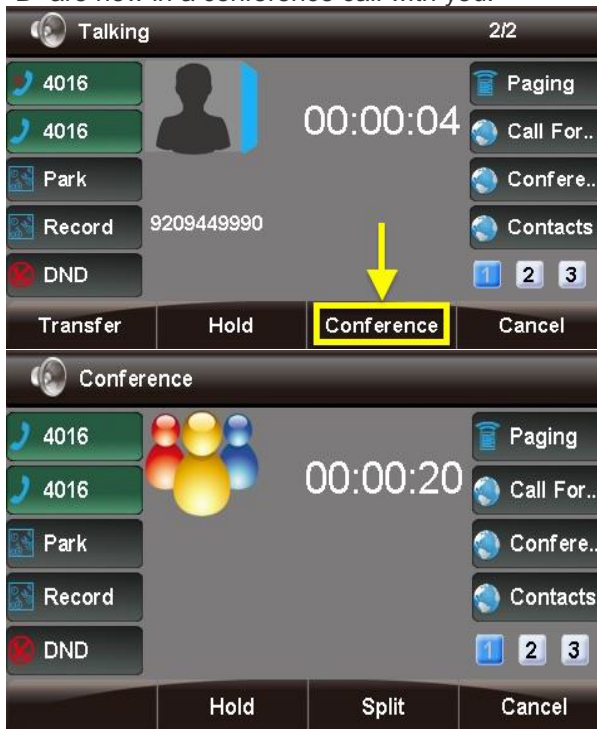
- Enter the number of person "B."



- Press the **Send** soft key or #, and wait for person "B" to answer.



4. Press the  (conference) button or the **Conference** soft key. Person "A" and person "B" are now in a conference call with you.



Adding Additional Callers to a Conference

You can repeat the process above, using additional line keys, to add more callers to a conference. The conference participants are put on hold while you call each additional participant.

Note

The number of available lines limits the maximum number of conference participants.

Splitting a Conference Call

1. Press the **Split** soft key during a conference call to separate the conference call into individual calls. Each conference participant will be put on hold.



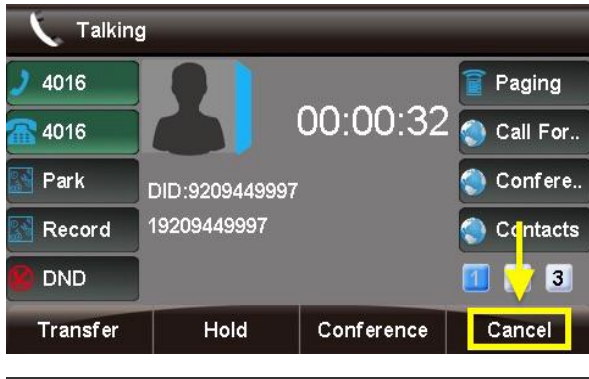
2. You can now press the line key for any of the on-hold calls to pick one up. The other caller(s) will remain on hold.




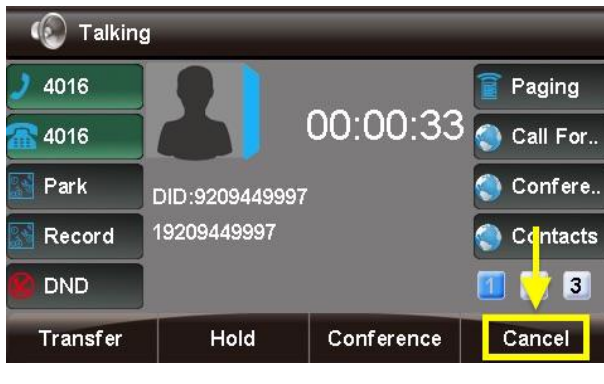
Ending a Call



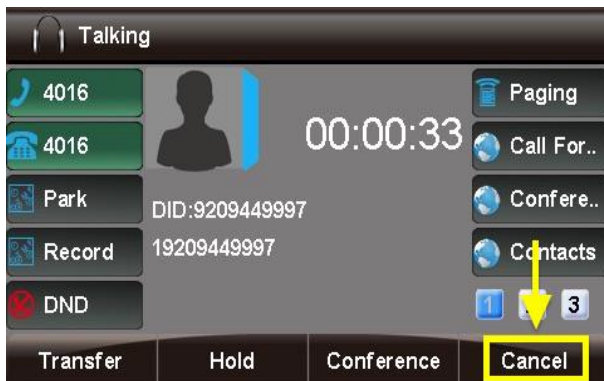
- A) Hang up the handset, *OR*
 B) Press the **Cancel** soft key.



- A) Press the  (speaker) button, OR
 B) Press the **Cancel** soft key.



Press the **Cancel** soft key.



Headset


What is Headset Mode?

Headset mode allows you to make and receive calls through a headset instead of the phone's handset or speakerphone as the default audio method.

You can switch to and from headset mode at any time, even during an active call.

Enabling/Disabling Headset Mode



Press the  (headset) button to toggle headset mode on or off.

If headset mode is enabled, the phone's home screen will show a headset icon at the top of the screen and a "Headset mode!" text alert at the bottom.



Adjusting the Headset Volume


Headset volume is affected by a combination of the headset's own setting and the phone's setting. If you adjust the volume directly on the headset, this does not change the setting on the phone itself. You may need to adjust both in order to achieve the desired result.

While the headset is in use, press the + or - buttons on the phone to increase/decrease the phone's volume setting.



Muting the Microphone

To mute your microphone so that the other party cannot hear you, press your headset's built-in mute button, if available, or press

the  (mute) button on the phone.



To un-mute the microphone, press headset's built-

in mute button or the  (mute) button on the phone again.

Switching from Headset Mode to Another Mode During a Call


Headset to Handset: Pick up the handset.

Headset to Speakerphone: Press


the  (speaker) button.

Note

If you are using the headset and press


the  (headset) button without doing either of the above, the call will go to the handset if it is off-hook, or the speakerphone if the headset is on-hook.

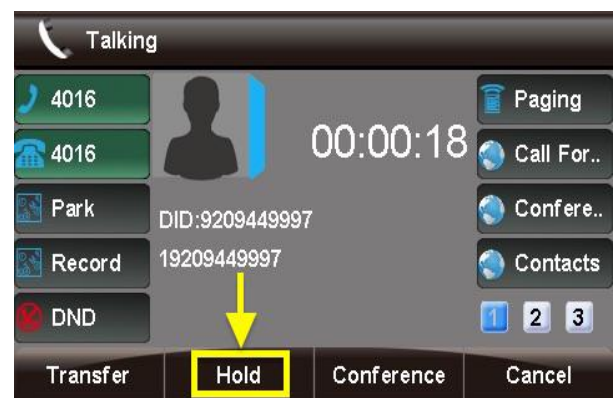
Switching from Another Mode to Headset Mode During a Call

Press the  (headset) button.

Hold


To Place a Caller on Hold:

Press the  (hold) button or press the **Hold** soft key.





To Resume a Call:

Press the  (hold) button again or press the **Resume** soft key.



Intercom Call

Overview of Intercom Feature

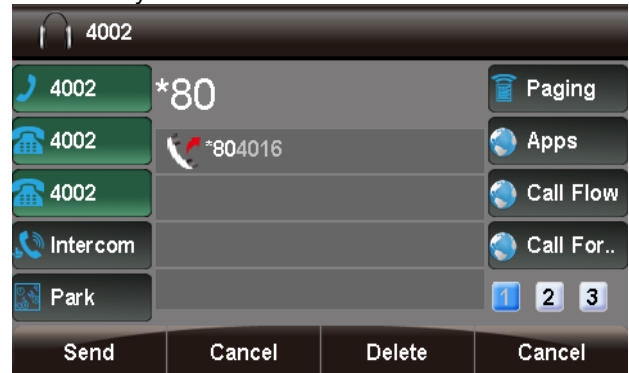
Intercom Calling allows you to dial another extension but have the extension you are dialing "auto answer" instead of ringing.

Using Intercom Button to Intercom a User

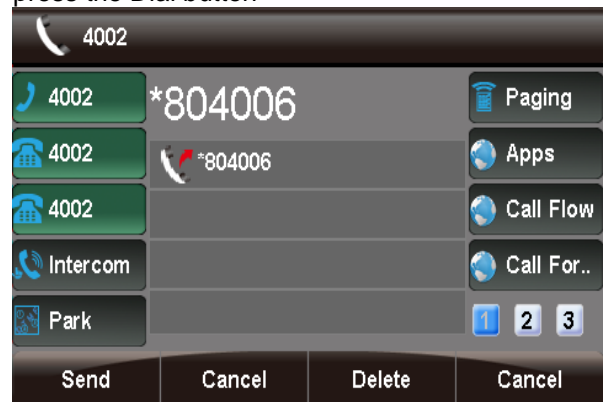
- If you have a Intercom Button setup on your Sangoma Phone you can press it at anytime.



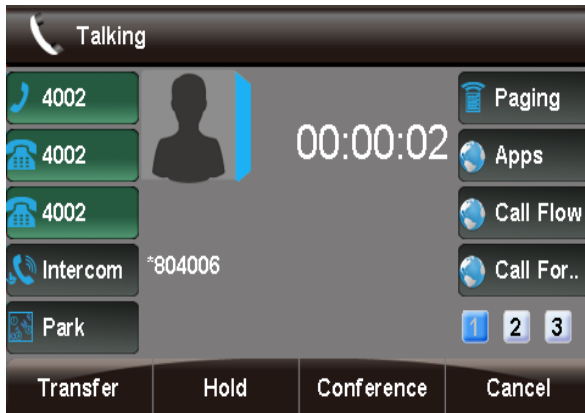
- The phone will then wait for you to enter in the extension you want to intercom



- Enter in the extension you want to Intercom and press the Dial button



- Your Intercom will be initiated to that user.

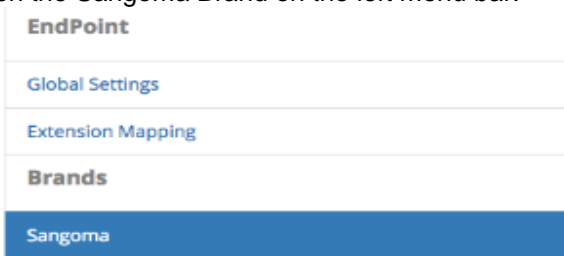


Setting up a Intercom Button on your Phone

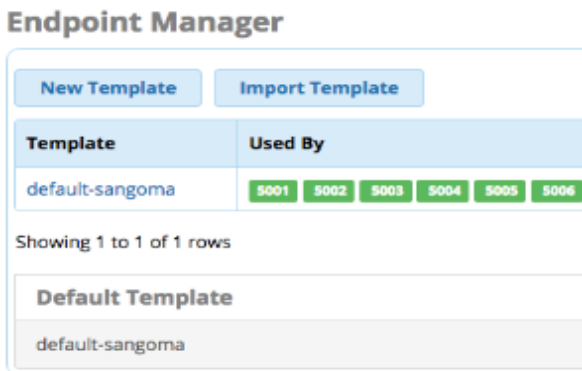
- Select a model number you want to add a Intercom Button



- You can setup a Intercom Button on your phone using the PBX End Point Manager by modifying your button layout for your Sangoma s500 or s700 Phones.
- Go into End Point Manager in your PBX and pick on the Sangoma Brand on the left menu bar.



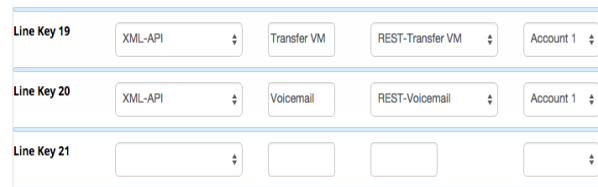
- Click on the template in End Point Manager that you want to change a button for.



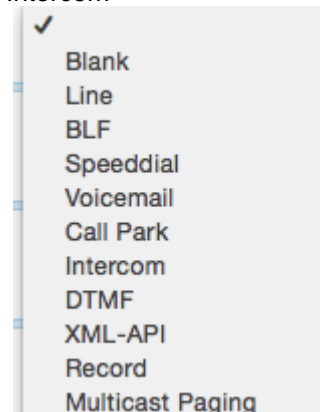
- Click on the Models menu tab at the top



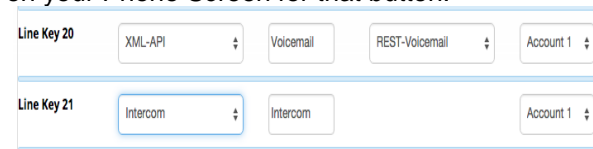
- Scroll down the your first available Line Key that is not used



- From the Drop Down of button types pick Intercom



- You can optionally change the label name to be something different then Intercom if you want. The Label is the name that will be shown on your Phone Screen for that button.



- You can now drag the button to be in a differnt spot. In our example we will drag Button 21 that we just setup as a Intercom button up toward the

top to make it button 4 on the phone. Left click on the button and while holding down your left mouse drag the button to a different spot and release it.

Key	Type	Label	Value	Account
Line Key 1	Line			Account 1
Line Key 2	Line			Account 1
Line Key 3	Line			Account 1
Line Key Z1	Intercom	Intercom		Account 1

- Save the Model using the

S700

IMAGE NOT AVAILABLE



Save Model

Remove Model

- If you go back into the model number it will show Intercom as button 4 now.

Key	Type	Label	Value	Account
Line Key 1	Line			Account 1
Line Key 2	Line			Account 1
Line Key 3	Line			Account 1
Line Key 4	Intercom	Intercom		Account 1

- We now need to update the phone config. Our 3 options at the bottom of the template are
- **Save Template**- This will only save your changed into the PBX Database but will not write out new config files for the phones that are using this template as mapped in Extension Mapping section of End Pint Manager.
- **and Rebuild Configs**- This will save your changes to the PBX Database and will also write out new config file for the phones that are using this template as mapped in Extension Mapping section of End Pint Manager but the phones will need to be rebooted for it to retrieve the changes.
- **and Force Update**- Will do both the Rebuild Configs option above but also update any phones that are mapped to use this template and

currently registered to the PBX immediately with no need to reboot the phones.

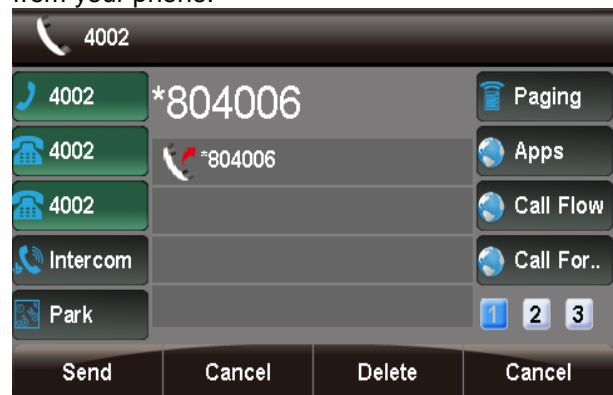
Save Template

and Rebuild Configs

and Force Update


Using a Feature Code to Intercom

- You can Intercom a user at anytime by dialing the PBX Intercom feature code and the extension number.
- The default intercom feature code is *80 s to intercom extension 4000 you would dial *804000 from your phone.




Muting

To Mute the Microphone:

During a call, press the  (mute) button. The button will turn red and a red microphone will show up on the phone's screen.



To Un-Mute the Microphone:


Press the  (mute) button again. The button will no longer be red, and the red microphone icon will disappear from the screen.

Setting Ring Volume

Change Volume or Mute Ringer

To change the ringer volume, use the + and - (plus and minus) buttons on your phone. Press repeatedly to change to different volume levels (1 through 14).



To mute the ringer, press the - (minus) button repeatedly until the mute symbol  appears at the top of the screen.



Mute the Ringer Temporarily (for One Incoming Call)

During an incoming call, press the **Silence** soft key.



This will silence (mute) the ringer for this call only. The inbound call will still be "ringing" to your phone, giving you the option to answer, forward, reject, or ignore it.



Speakerphone

Speakerphone mode allows you to make and receive calls using the full-duplex speaker and

microphone built into the phone's base, rather than the handset or a headset.


You can switch to and from speakerphone mode at any time, even during an active call.


Turning the Speakerphone On or Off

Speakerphone is the "default" audio mode unless you are using a handset or headset.

Manual Toggle

At any time, you can activate/deactivate the

speakerphone by pressing the  (speaker) button. Think of this as taking the speakerphone "off-hook" or hanging it up (like a handset). If the speakerphone is in use, the speaker button will be

lit and a speaker icon  will appear on the screen.

- If you activate the speakerphone while the phone is idle, you will be presented with a dial tone.
- If you are on an active call using the speakerphone, and you deactivate the speakerphone, you will hang up the call.

Automatic Activation

Assuming you are *not* using a handset, *and* the phone is *not* in headset mode:

- If you place a call, either by dialing a number or by selecting a number from the contact list or call history, the call will be made in speakerphone mode.
- If you press the **Answer** soft key during an incoming call, the call will be answered in speakerphone mode.
- Incoming page/intercom messages will be played over the speaker.

Adjusting the Speakerphone Volume

While the speakerphone is active (in-use), press the + or - buttons to increase or decrease the volume.




The new volume setting will persist for future speakerphone calls unless you change it again.

Muting the Microphone

To mute your microphone while on an active call, so that the other party cannot hear you, press

the  (mute) button.



Press the  (mute) button again to un-mute the microphone.


Switching from Speakerphone Mode to Another Mode During a Call

Speakerphone to Handset: Pick up the handset.

Speakerphone to Headset: Press

the  (headset) button.

Switching from Another Mode to Speakerphone Mode During a Call


Press the  (speaker) button.

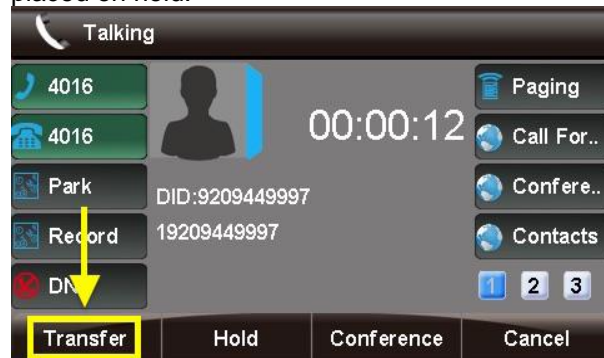
Transferring Calls

This wiki describes how to transfer a call using the following methods:

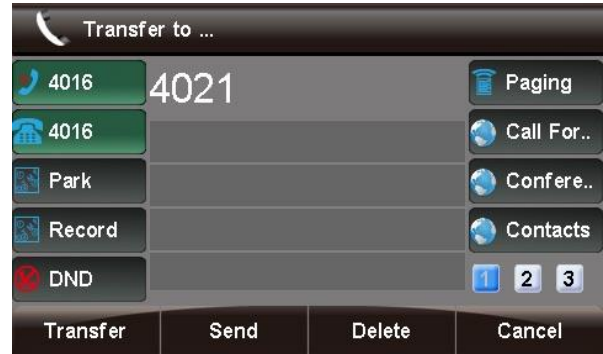
- **Blind:** The caller is placed on hold while you transfer the call to a new recipient. You do not speak to the new recipient first.
- **Attended:** The caller is placed on hold while you speak to (or attempt to speak to) the new recipient. If the new recipient can accept the call, you can transfer it when ready. If the new recipient does not answer, or is otherwise unavailable, you can return to the on-hold call in progress and/or try to reach a different recipient.


Blind Transfer

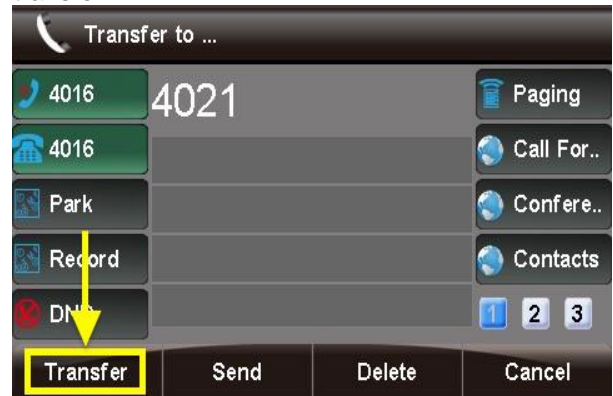
1. Press the  (transfer) button or the **Transfer** soft key during a call. The caller is placed on hold.




2. Enter the number to transfer the call to.

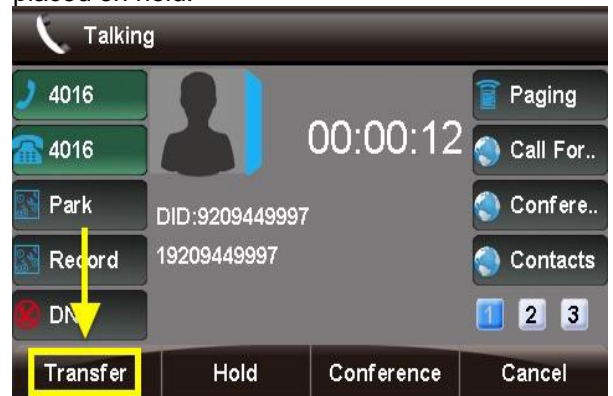


3. Press the  (transfer) button or the **Transfer** soft key again to complete the transfer.

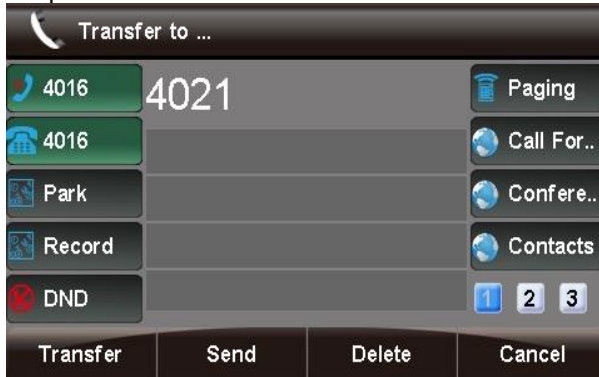


Attended Transfer

1. Press the  (transfer) button or the **Transfer** soft key during a call. The caller is placed on hold.



2. Enter the number to transfer the call to. In the next step, you will be placing a call to this recipient while the caller is still on hold.




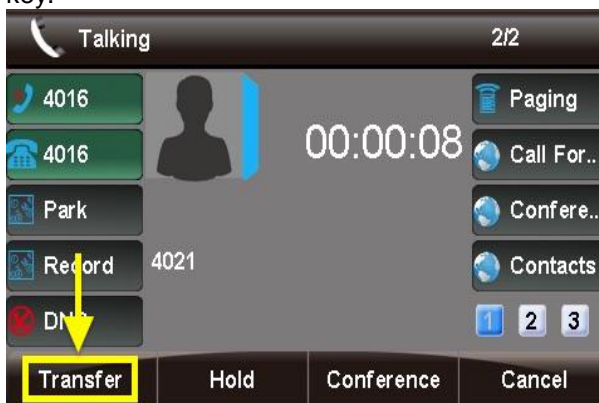
3. Press # or the **Send** soft key.



4. Speak with the recipient, if able, then either complete the transfer or cancel it:

- a. **To complete the transfer:** Press

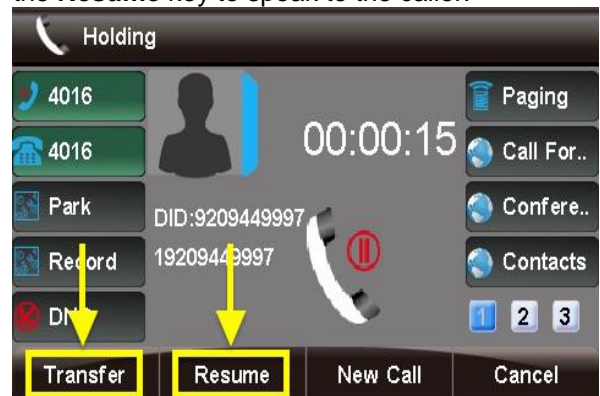
the  (transfer) button or the **Transfer** soft key.



- b. **To cancel the transfer:** Press the **Cancel** soft key.



- i. You will be taken to a screen showing that the inbound call is still on hold. At this point, you can either press the **Transfer** soft key to keep the caller on hold and dial a new recipient, or press the **Resume** key to speak to the caller.



Paging & Intercom Module

What is the Paging & Intercom used for?

The Paging & Intercom Module is used to set-up an extension number that your users can dial in order to place an intercom call to multiple phones on your system at the same time.

For example, in a small office you might set-up a Page Group with extension number "00." When 00 is dialed by a local user, all of the phones in the office would go off-hook, and you could speak to everyone at every extension at the same time. Alternatively, you could set-up Page Groups with different extension numbers for each department in the office, i.e. 100 for Sales, 110 for Service, and so on.

To Page throughout the Office.

- Take handset off hook; or

- Press Speaker button; or
- Press Headset button with headset plugged in; or
- Press an available LINE key to activate speaker;
- Dial “4” from the dial pad.
- Press SEND key or # to complete the page.

To Intercom another extension on the system.

- Take handset off hook; or
 - Press Speaker button; or
 - Press Headset button with headset plugged in; or
 - Press an available LINE key to activate speaker;
 - Dial *80 + extension number.
 - Press SEND key or # to complete the page.
- On some systems all you have to do is press the associated DSS/BLF key of the extension you wish to reach.

Call/Night Flow App

Overview

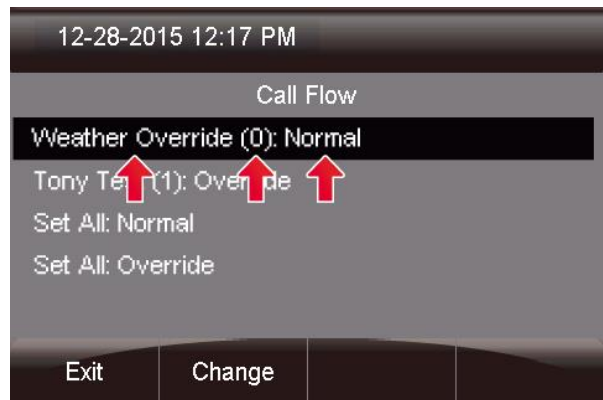
- Call Flow Controls allow you to change the destination of the call flow. A good example of this would be setting up a call flow control on your main number. In normal mode, the calls flow to a "Business Hours" IVR, but in override mode, the calls flow to a "Night" IVR. Since you don't hold regular hours, it's not possible to program an automated Time Condition for this, so you'll want to manually control this with a Call Flow toggle button. You could use this button to switch the phone system into override mode after hours and back to normal mode during business hours. When one or more of your call flows is in override mode, the light next to the programmed button will be red.



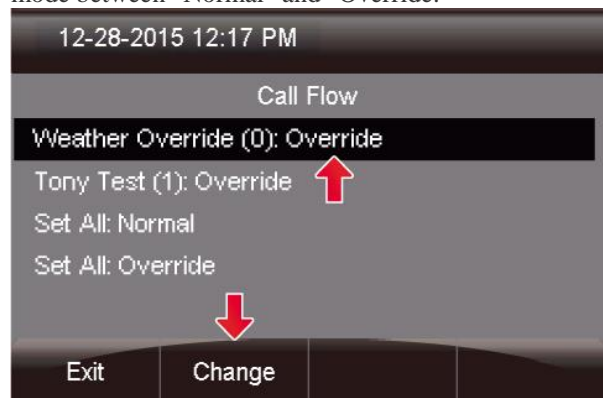
Viewing and Changing a Toggle

Pressing the Call Flow button will bring up a list of all call flows on your system. For each toggle, you can see the following:

- **Name:** This is the name of the Call Flow Control that you defined in your PBX GUI.
- **Index used:** In your GUI, when creating a Call Flow toggle, you define an index from 0-99 for each one. This index identifies the specific call flow and can be used in conjunction with a feature code. The call flow control toggle feature is *28 followed by the index. For example, if the index is "0," you would dial a feature code of *280 to toggle the call flow. If the index is "99," you would dial *2899.
- **Current State:** Either "Normal" or "Override." This determines whether the call is routed to the normal destination or override destination.

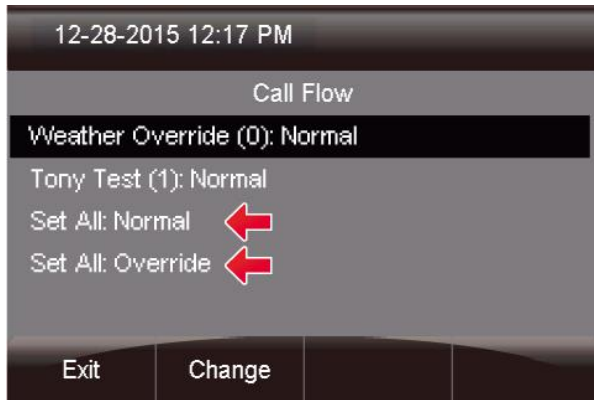


Pressing the **Change** button will let you toggle the mode between "Normal" and "Override."



You can optionally use the Set All: Normal and Set All: Override options at the bottom to set all your call

flow controls to either "Normal" or "Override" mode.



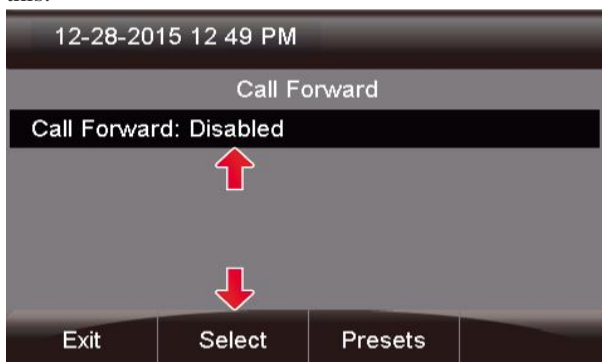
Call Forward App

Enabling Call Forward

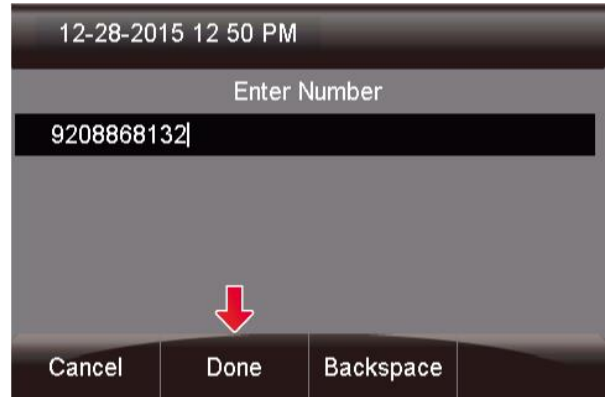
Press the **Call Forward** button.



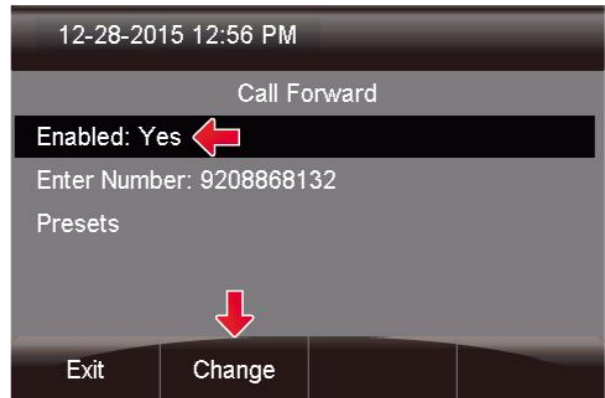
As you can see, the Call Forward option is currently disabled. You can press the **Select** button to change this.



From here, enter a number that you want calls forwarded to and press the **Done** button.

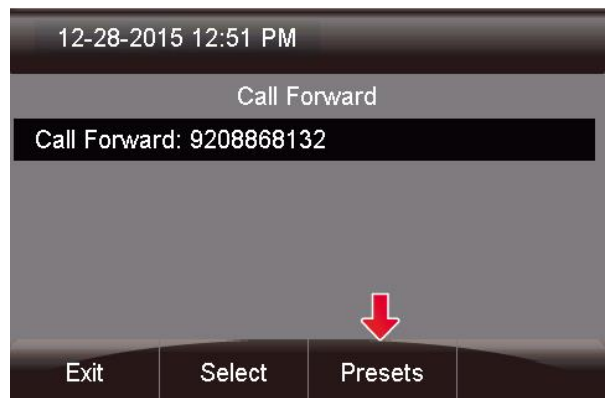


You can now see that Call Forward is enabled with the number you just defined. You can press the **Change** button to toggle this back to disabled.



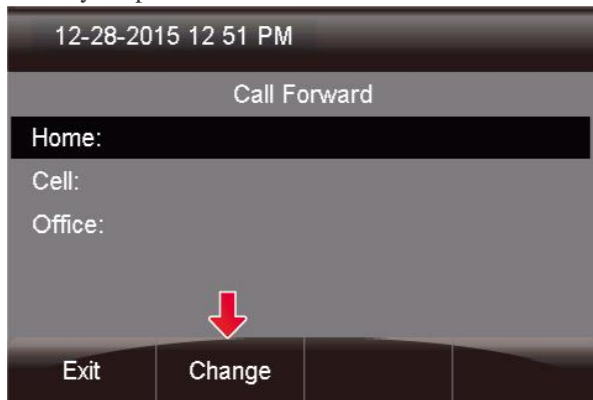
Setting Presets

Inside the "Call Forward" application, press the **Presets** button.

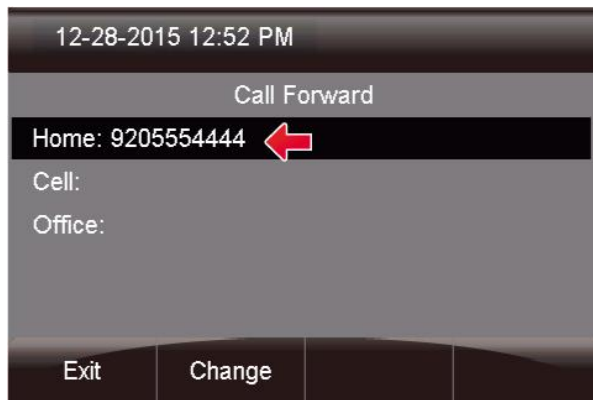
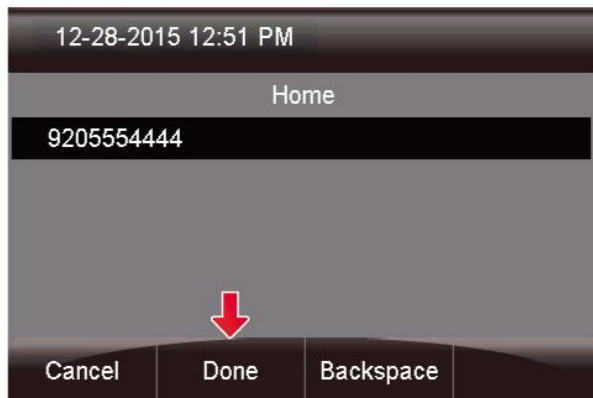


From here, you can highlight options for Home, Cell and Office. Then, press the **Change** button to edit or

define your presets.



Enter in the number and press the **Done** button.



Conference Room App

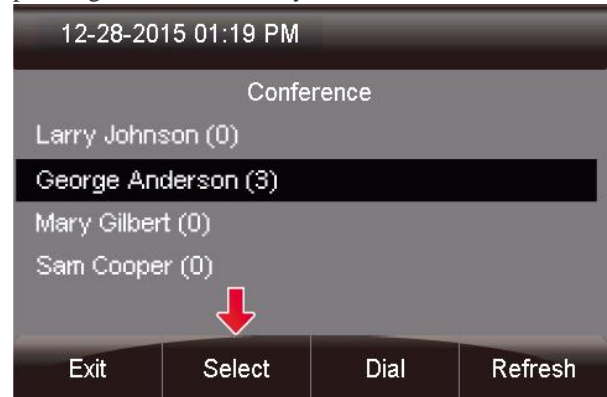
Viewing Conference Rooms

Pressing the **Conference** soft key will bring up a list of all conference rooms that you have permissions to

view.



From here you can choose any specific conference room to manage by using the up/down arrow keys and pressing the **Select** soft key.



You can also see at a glance how many callers are in any specific conference room and use the **Dial** soft key to call in to the conference room.



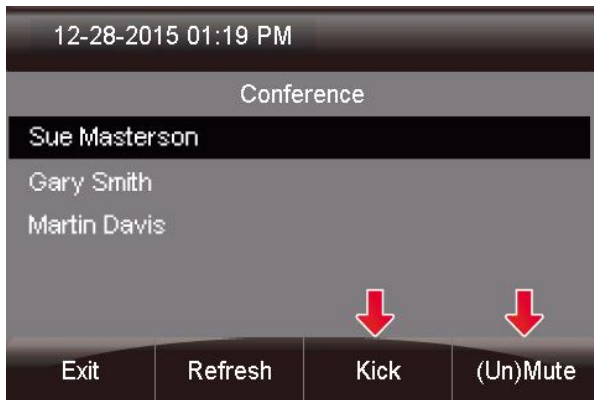
Managing Conference Attendees

Once you enter a conference room to manage it, you should see a screen like this. From here you'll see a list

of callers that are in the conference room.



You can then kick or Mute the caller who is currently highlighted. You can also unmute a muted caller.



Now you can see this caller has been muted by the appearance of "(M)" in front of the caller's name. Additionally, pressing the **Refresh** soft key will update the list of callers in the conference room from your PBX.



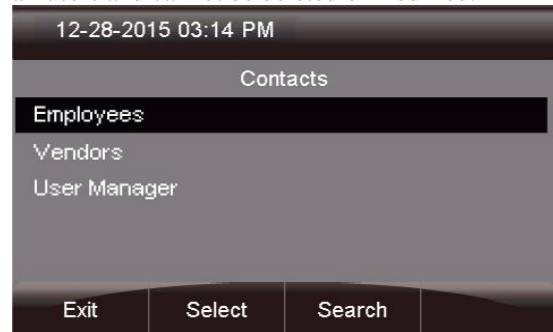
Contacts App

Viewing Contact Groups

Pressing the **Contacts** button will bring up a list of all contact groups created inside the Contact Manager module.

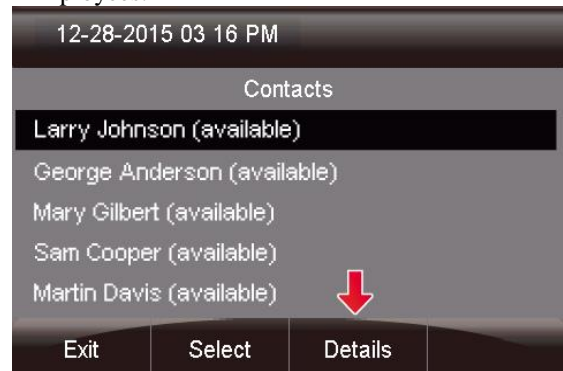


- From here you can see there are 3 groups:
- **Employees**- In this example, this is an "Internal Group".
- **Vendors**- In this example, this is an "External Group".
- **User Manager**- This is a default group that provides all users and cannot be deleted or modified.



Dialing Contacts

- You can press the **Select** button to view the users in that group. In this example, we are selecting "Employees."

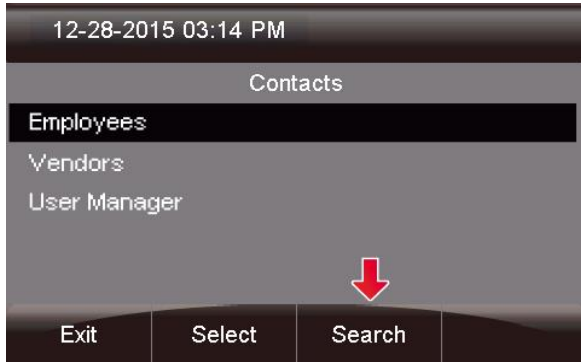


- You can now view information like his or her title, company and email address.

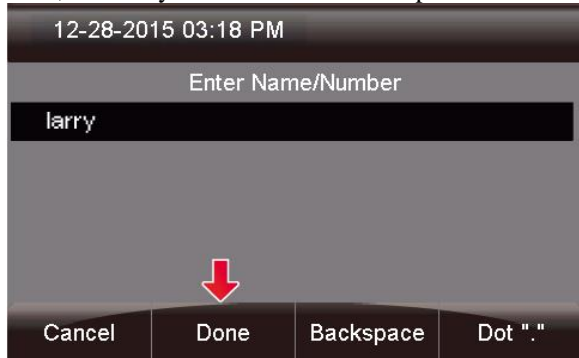


Searching For Users

From the home page of the Contacts application, press the "Search" button.



Next, enter in your search criteria and press "Done".



You'll then see all of the users that start with your

search criteria.



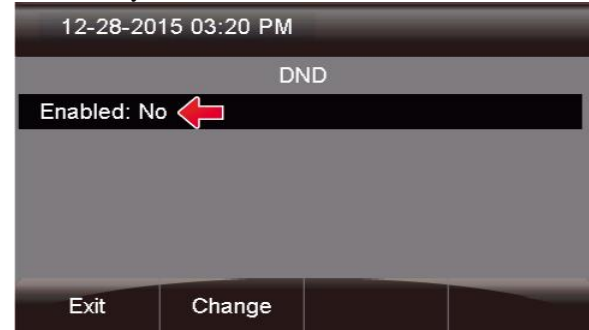
Complete the call or view details similar to the example above.

Do Not Disturb App (DND)

Press the DND button on your phone.



From here you can see the **Enabled** field is set to "No."



Pressing the **Change** button will change the **Enabled** field to "Yes."



Queue Agents App

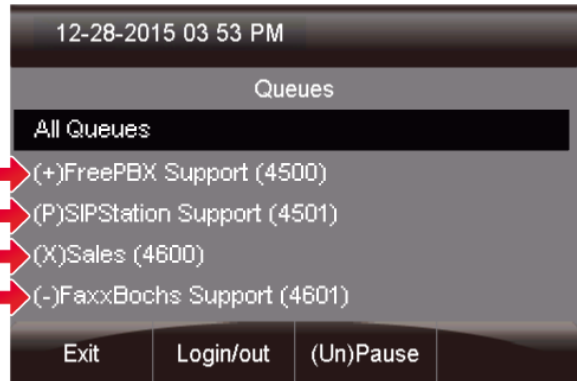
Overview

Pressing the Queue Agents button will show you a list of queues you can log into and log out of. Only queues in which you are set up as a dynamic agent will be displayed. The PBX GUI Queues module is used to configure static vs. dynamic agents.



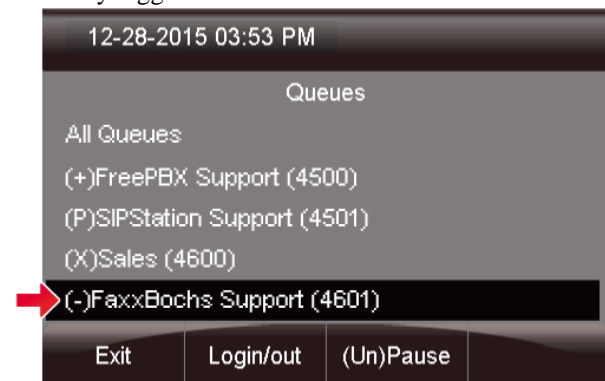
For each queue you can see the following options:

- (-) - Not logged into queue.
- (+) - Logged into queue as a dynamic agent, which means you can also log out at any time.
- (X) - Logged in as a static agent, which means you cannot log out.
- (P) - Logged into queue, but paused.

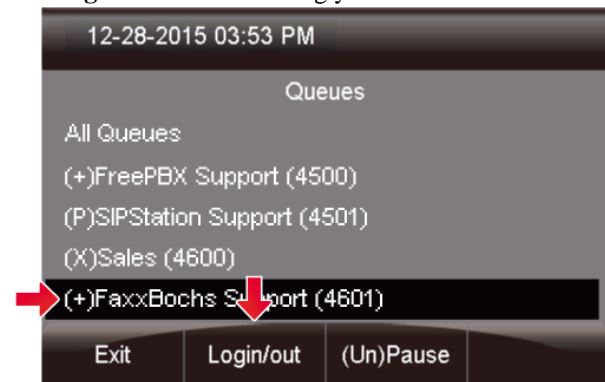


Logging Into a Queue

You will see a " (-)" in front of any queue you are allowed to log into. This means the queue is set up to allow you to log in as a dynamic agent, but you are not currently logged in.



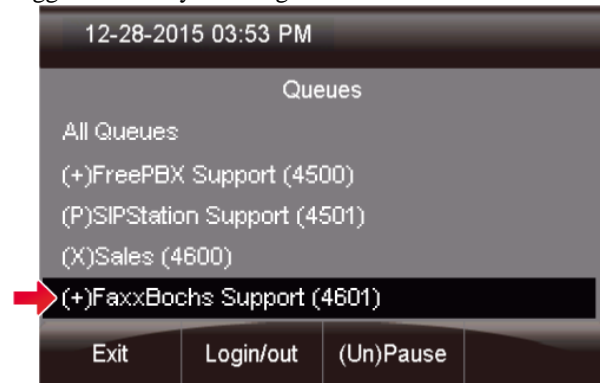
Highlighting that queue and pressing the **Login/out** button will log you in.



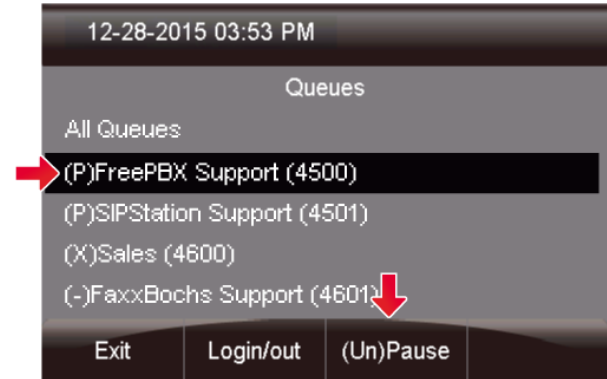
Logging Out of a Queue

You will see a "(+)" in front of any queue that you can log out of. This means the queue is set up to allow you to log in as a dynamic agent, and you are currently

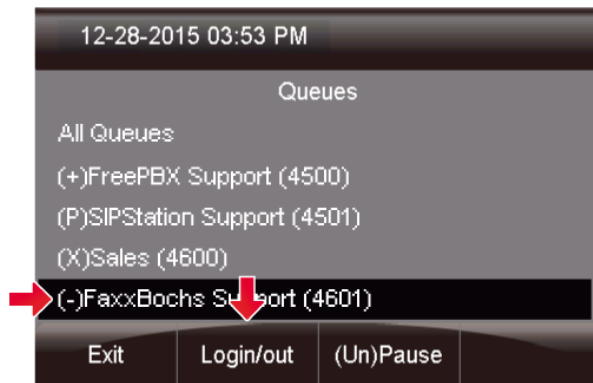
logged in as a dynamic agent.



Highlighting that queue and pressing the **(Un) Pause** button will pause you.

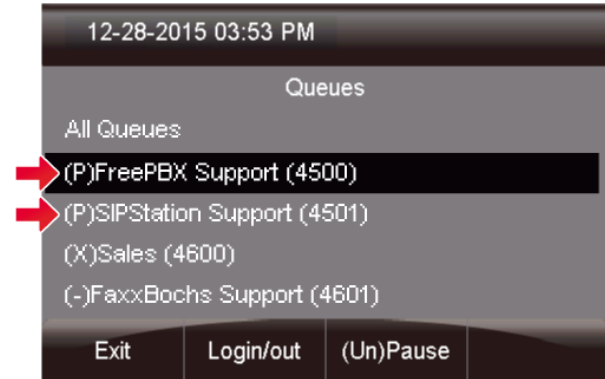


Highlighting that queue and pressing the **Login/out** button will log you out.



Unpausing Yourself In a Queue

Any queue you are logged in to, in which you are currently paused, will be shown with a "(P)" in front of the queue.

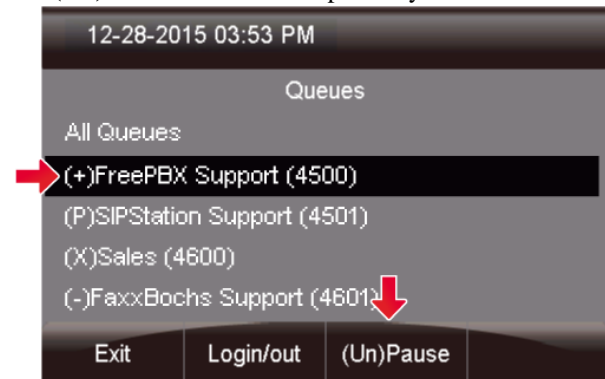


Pausing Yourself In a Queue

In any queue you are logged into, whether as a dynamic or static agent, you can pause yourself at any time. This would be any queue that currently shows a "(+)" or "(X)" next to the queue.

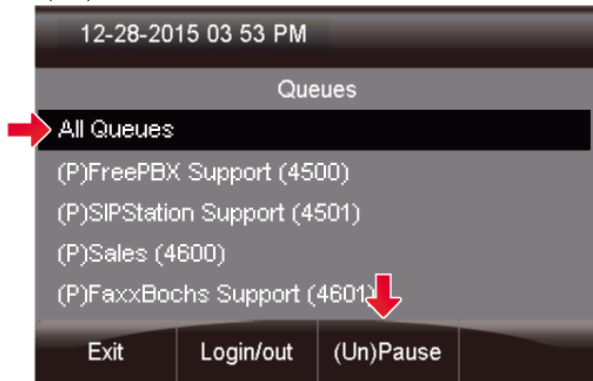


Highlighting that queue and pressing the **(Un)Pause** button will unpaused you.



When the **All Queues** option is highlighted, when you press either the **Login/out** or **(Un)Pause** button, the action will affect all queues. So to pause yourself in all queues, highlight **All Queues** and press

the **(Un)Pause** button.



Call Queues App

Press the **Queues** button on your phone.



With the Queues Application, you can see the following details for each queue:

- **Callers** - Number of callers waiting in queue.
- **Members** - Number of agents logged into the queue.
- **Hold Time** - Average hold time for callers since last reset of queue stats as defined in the Queues module of your PBX GUI.
- **Completed** - Number of calls that were completed to an agent since last reset of queue stats as defined in the Queues module of your PBX GUI.
- **Abandoned** - Number of calls that were abandoned by the caller since last reset of queue stats as defined in the Queues module of your PBX GUI.



Viewing Details of a Queue

Pressing the **Queues** button will bring up a list of queues that you are allowed to view and manage. Pressing the **Details** button for any queue will bring up the details of the queue.

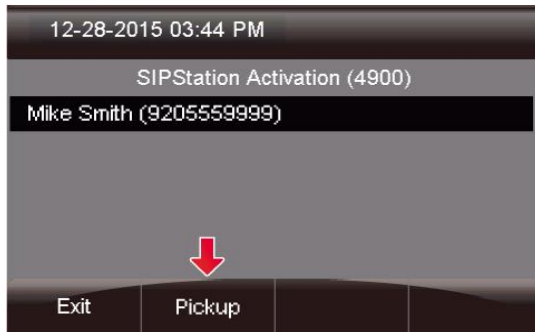


You can then press the **Callers** or **Members** button to view information about waiting callers or logged in members.



Viewing Callers Waiting in Queue

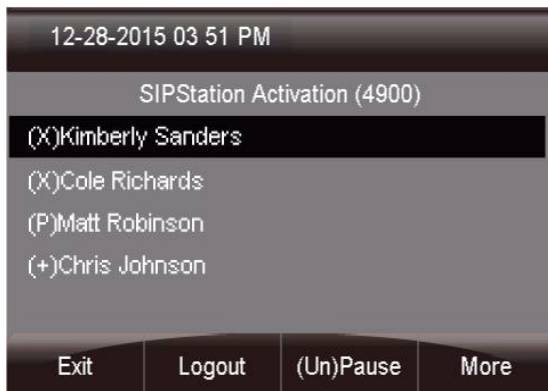
- Pressing the **Callers** button for a queue will bring up a list of all callers waiting in queue.



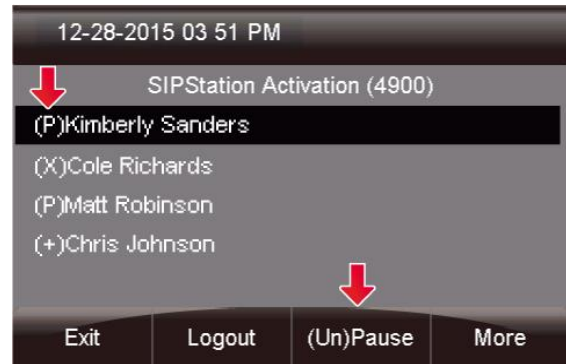
- Pressing the **Pickup** button will allow you to steal that specific caller that is highlighted out of the queue. Your phone will then ring.

Managing Agents in a Queue

- Pressing the **Members** button will show you a list of all agents who are logged into the queue.



- Any member with a "(X)" or "(+)" can be paused.
- Any member that is currently paused will be marked with a "(P)" and can be unpaused.
- Any member with a "(+)" can be logged out of the queue, since they are a dynamic member.
- Any member with a "(X)" cannot be logged out, as they are a static agent and can only be paused or unpaused.
- Pressing the **(Un) Pause** button will toggle the highlighted agent between paused and unpaused.



- Pressing the **Logout** button will log out the highlighted agent from the queue.



Find Me App

Overview

- **Press the Follow Me button.**



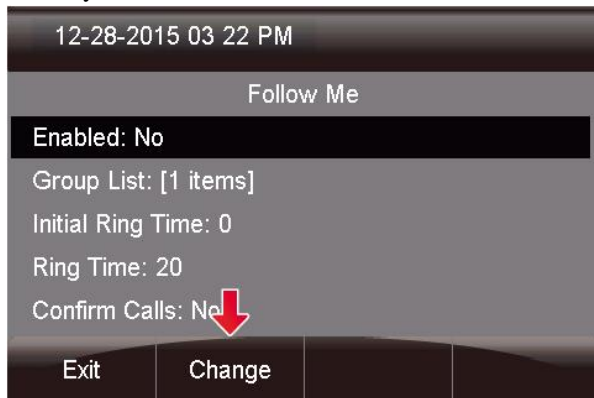
- Here, you can manage the following Follow Me settings:
 - **Enabled:** Yes or No
 - **Group List:** The list of numbers that will be called as part of your Follow Me

- **Initial Ring Time:** How long to ring your extension directly before calling the list of numbers in your Follow Me phone numbers list
- **Ring Time:** How long to ring the numbers in your Follow Me phone numbers list
- **Confirm Calls:** If you are going to be dialing external numbers and want to make sure a voicemail or answering machine does not answer the call, enable this option



Enabled

You can select the **Enabled** option and press the **Change** button to toggle between Yes or No. If set to **No**, inbound calls to your extension will NOT be sent to your Follow Me.



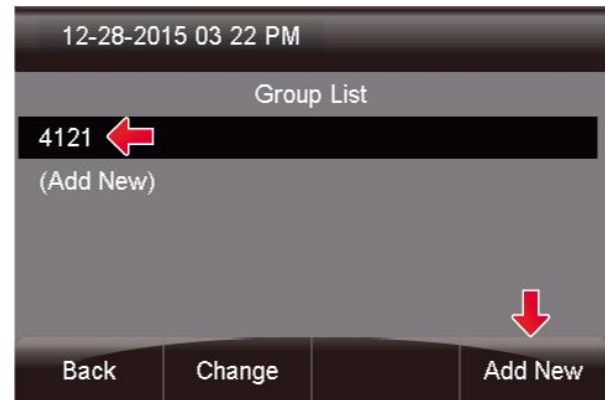
Adding Phone Numbers to a Follow Me List

You can edit and add any numbers you want to be dialed when activating your Follow Me. Select the **Group List** option and press the **Change** button to edit this

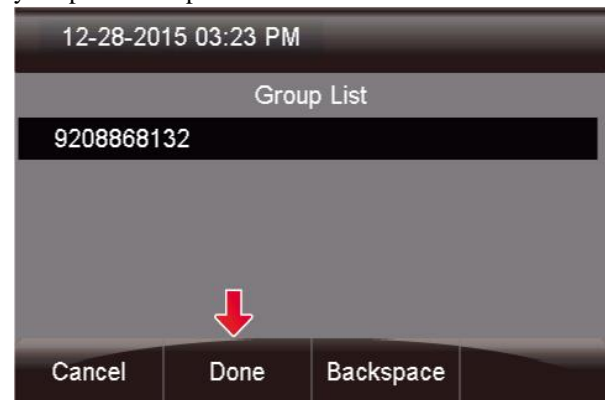
option.



You can scroll through the group list and see all the numbers that will be called as part of your Follow Me. You can then add a new number by pressing the **Add New** button.

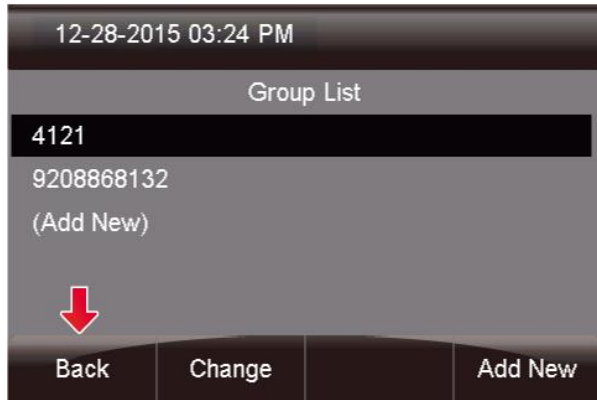


You'll be prompted with a text box to enter the number. Enter the number the same way you would dial it from your phone and press the **Done** button when done.



You should now see the number you just added to your Group List. Press the **Back** button to return to the previous

screen.

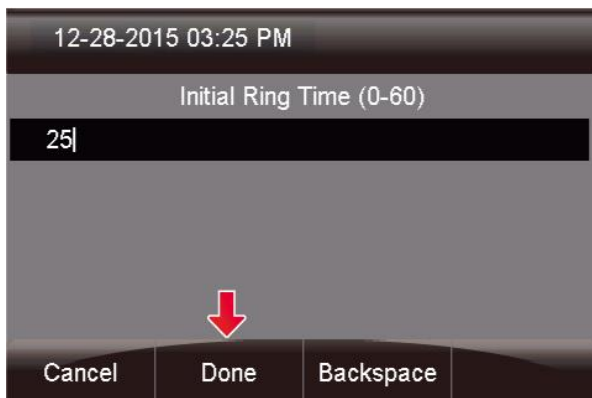


Initial Ring Time

Highlight the **Initial Ring Time** option and press the **Change** button.



Here you can choose how long you want the PBX to call your normal extension (up to 60 seconds) before it calls the phone numbers in your Group List. Set this to **0** if you do NOT want the system to call your desk phone first. Remember, you can include your own extension in your Group List of numbers to be dialed. Enter a value between 1 and 60 seconds.



- Once the time is entered, press the **Done** button.

Managing Confirm Calls

Below **Confirm Calls** is not enabled. Highlight this option and press the **Change** button to enable it.



When "Confirm Calls" is enabled, the system will prompt any external numbers that are dialed from your Follow Me with an option to press 1 to accept the call. This will prevent your cell phone's voicemail from answering the call.



Login and Logout App

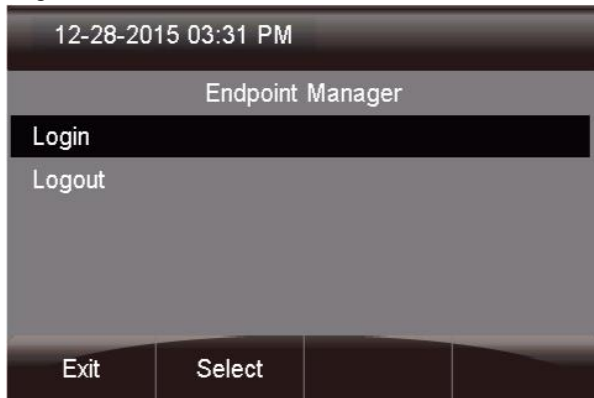
You would use Login and Logout to Hot Desk you extension to a desk you share with someone else, or you have moved to a different desk. Hot Desk only works with similar phone types, S500 to S500, S700 to S700.

Logging Out a User from Your Phone

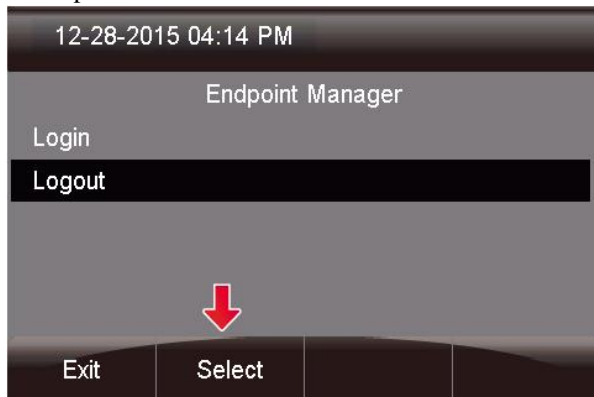
Press the **Login/Logout** application button on the device.



You'll then see options to "Login" or Logout".

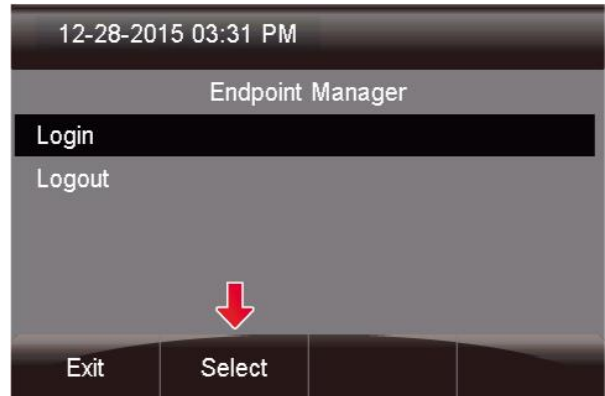


Highlight **Logout** and press **Select** to log the user out of the phone.

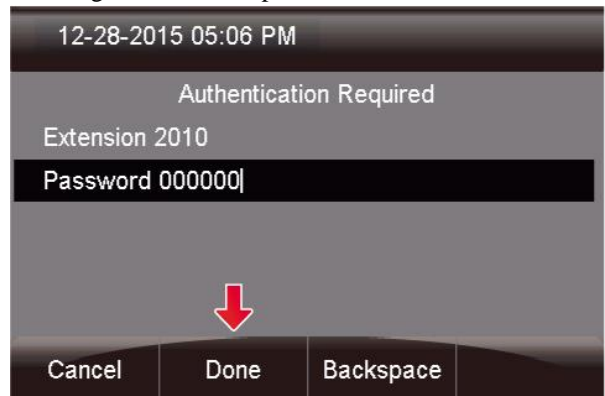


Logging In a User from Your Phone

Highlight the **Login** option and press the **Select** button to log another user in as a new device.



You will be prompted for your extension and password. The password by default is your voicemail password. If you do not have a voicemail box set up on your account, you would use the "User Password" as defined in the End Point Manger Global Settings, (111111). You can also optionally use the Admin password as defined in the End Point Manger Global Settings, (222222), to log in any phone without knowing the voicemail password.



Press the **Done** button when you're finished.

Parked Calls App

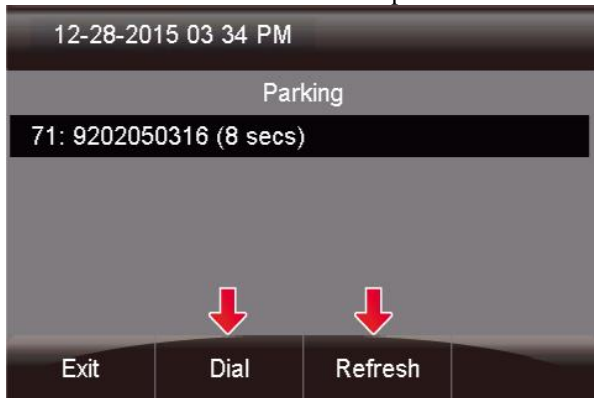
Viewing and Retrieving Parked Calls

Pressing the **Park** button while not on a call will display a list of parked calls. You can see the caller ID of the person parked and how long they have been

parked for.

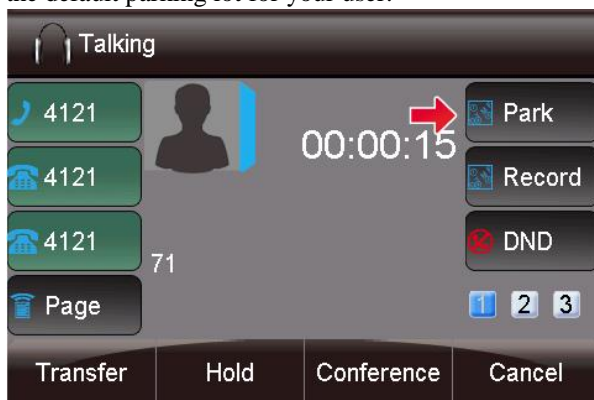


From here you can pick up any specific parked call by using the up/down arrow keys and pressing **Dial**. You can also use the **Refresh** button to update the list.



Parking a Caller into your Default Lot

While on an active call, you can press the "Park" button to park the caller. The caller will be parked into the default parking lot for your user.



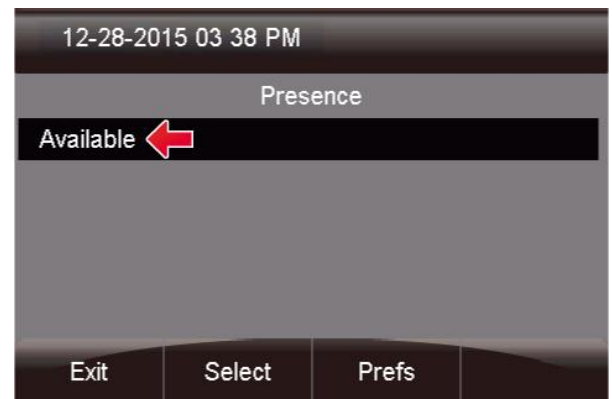
Presence App

Viewing your Current Status

Press the Presence Application on your phone.

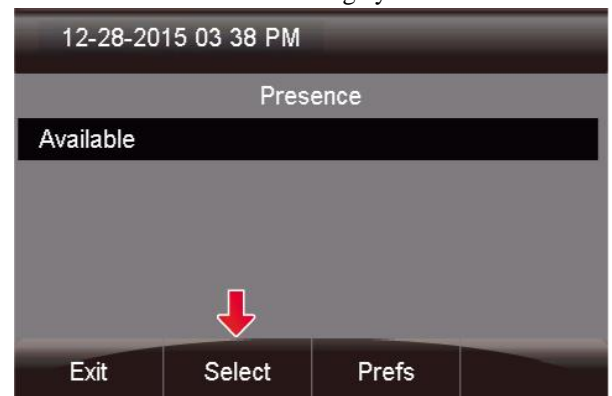


You will be shown your currently active status. In our example below, you can see this user's status is set to **Available**.

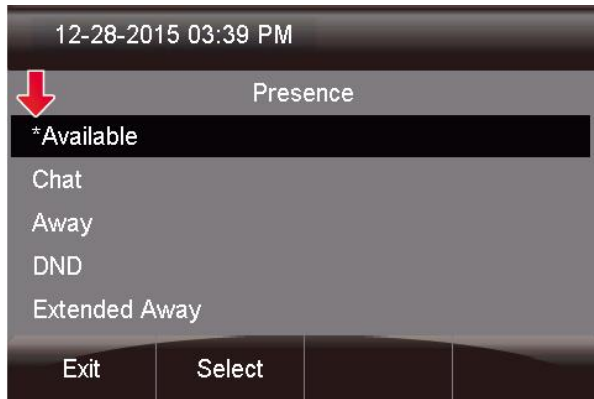


Changing your Current Status

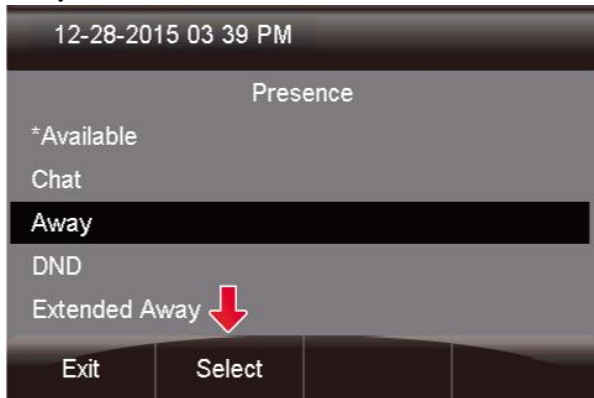
Press the **Select** button to change your current status.



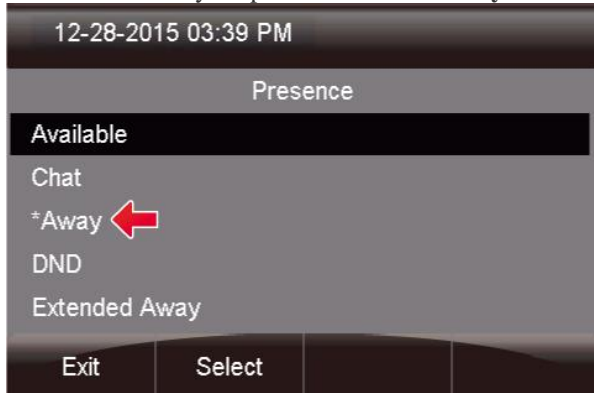
Here, you can see the currently active status has a * in front of the text, such as ***Available**.



Scroll down to the status you want to set and press the **Select** button. This will change your status to your newly selected status.



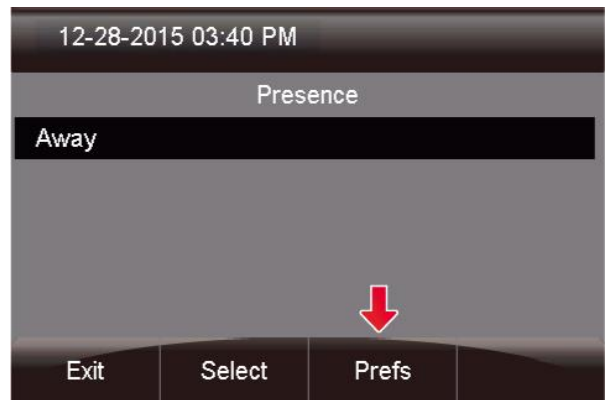
You can now see your presence is set to **Away**.



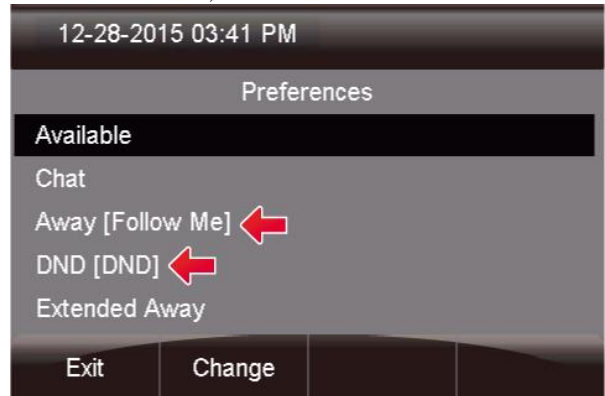
Changing your Preferences for When a Status is Active

- Inside the Presence Application, you can control your preferences for what will happen when you set a status. For each status type you can set:

- **Nothing:** The system will **not** enable DND or Follow Me, and calls will route no differently than if you had no status set.
- **Follow Me:** The system will enable your Follow Me until you change to a status that is told to "Do Nothing" or enable "DND."
- **DND:** The system will enable your Do Not Disturb until you change to a status that is told to "Do Nothing" or enable "Follow Me."
- Pressing the **Prefs** button will bring up a list of all statuses, along with the current preference for each status.

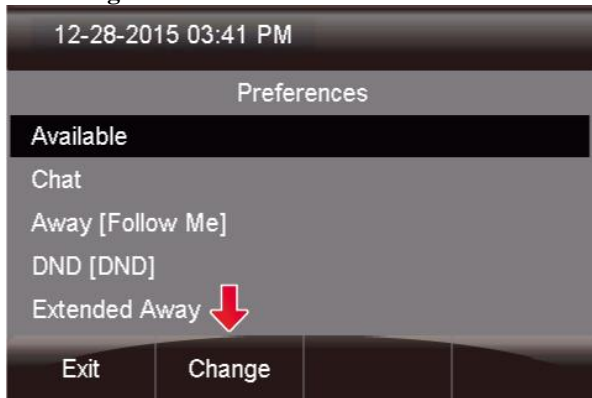


In our example, you can see that **Away** is told to enable **Follow Me**, and **DND** is told to enable **DND**.

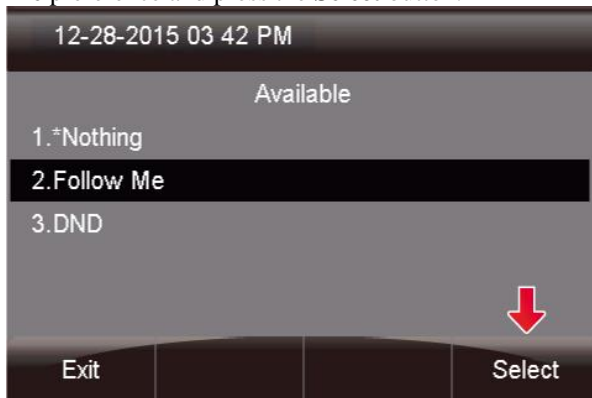


Scroll to the status you would like to set a preference for, and press

the **Change** button.



In this example, we are going to highlight the **Follow Me** preference and press the **Select** button.



Now the next time you toggle to that status the action you defined will be taken.

Time Conditions App

Overview

- The purpose of the Time Conditions application is to let you override your normal time condition rules to in order force a matched or unmatched state. (i.e. "Open for Business" vs. "Closed for Business" or "Day" vs. "Night.")
- There are two types of overrides, **Temporary** and **Permanent**.

Sample Use Cases

Temporary Override (Matched or UnMatched) -

For example, it's 4:00 PM on a Friday. Your normal time condition rule says to put the system in Unmatched (night) mode at 5:00PM, but you want to leave early. Setting a "Temporary Override" will put the system into Unmatched mode (night) until the next

scheduled time change. From there on, the time condition schedule will take over. In our example the override would kick in until 5:00PM, then at 5:00PM the normal schedule will keep the system in Unmatched mode, since that is what the schedule was set up to do.

Permanent Override (Matched or Un-Matched) -

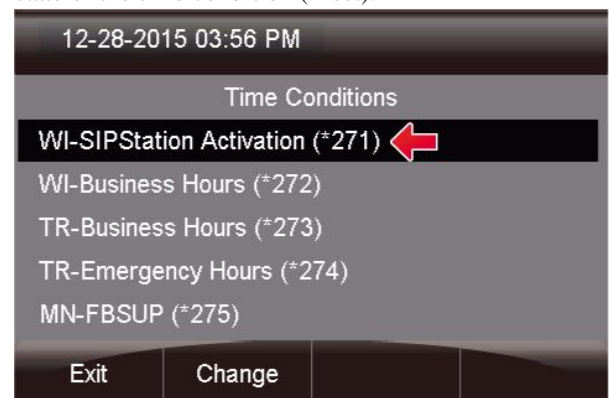
For example, it's 4:00 PM on a Thursday. Your normal time condition rule says to put the system in Unmatched (night) mode at 5:00PM, but you want to leave early, and tomorrow is a holiday. Your business will be closed all day on Friday. Setting a "Permanent Override" (Unmatched) will put the system into Unmatched (night) mode and leave it in that mode until you go back into the application and tell it to reset the override, which will then force the system to use the automated schedule you created.

Viewing Time Conditions

Press the **Time Conditions** button on your phone.

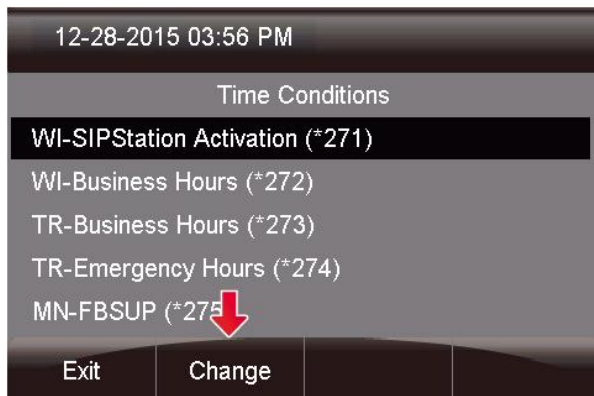


After launching this application, you can see a list of all the time conditions you have permissions for. It will show the name and feature code, and current override state of the time condition (if set).



Overriding Time Conditions

- For any time condition, you can pick from the following options:
- Reset Override - Use this option to remove any overrides currently set. This will tell the system to go back to the automated schedule immediately.
- Temporary Matched - This forces the system to send all calls to the "Matched" destination of this time condition that you set up until the next scheduled automatic change. Once the new automatic scheduled change happens, this time condition will be back on the normal schedule that you set up moving forward, and will not be in override anymore.
- Permanent Matched - This forces the system to send all calls to the "Matched" destination of this time condition that you set up indefinitely until you manually tell it to "Reset Override" from this application or from the [Time Condition PBX GUI module](#).
- Temporary Unmatched - This forces the system to send all calls to the "Unmatched" destination of this time condition that you set up until the next scheduled automatic change. Once the new automatic scheduled change happens, this time condition will be back on the normal schedule that you set up moving forward, and will not be in override anymore.
- Permanent Unmatched - This forces the system to send all calls to the "Matched" destination of this time condition that you set up indefinitely until you manually tell it to "Reset Override" from this application or from the [Time Condition PBX GUI module](#).
- To edit the highlighted Time Condition, press the Change button.



From here, you can see this Time Condition is currently set to Reset Override as indicated by the

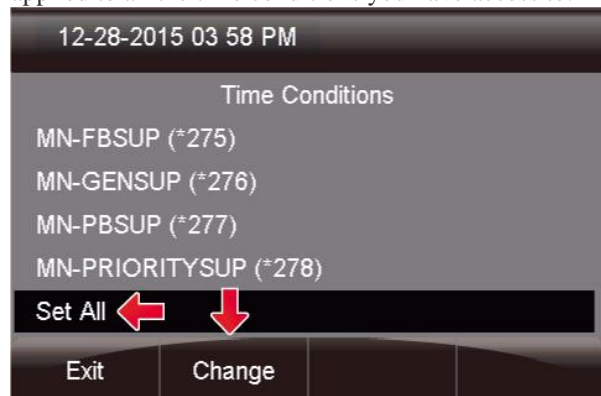
small



Scroll to the new option you would like and press the Select button.



To change the override for all time conditions globally, you can use the **Set All** button and the change will be applied to all the time conditions you have access to.



COS to Restrict Which Toggles a User Can See

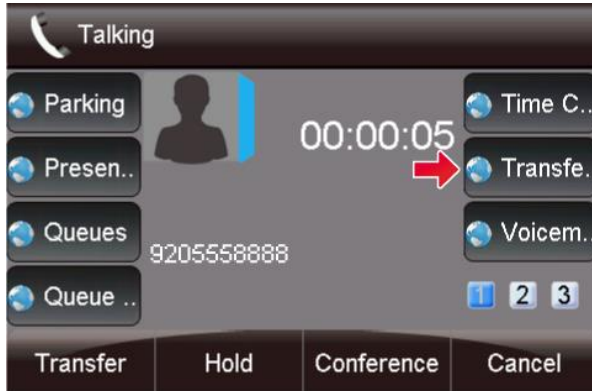
- If you purchased and set up Class of Service restrictions, then the user will only be presented with Call Flow controls that they have permissions to see when they press the Call Flow button. Please see

the Class of Service-Admin Guide for more information on using COS.

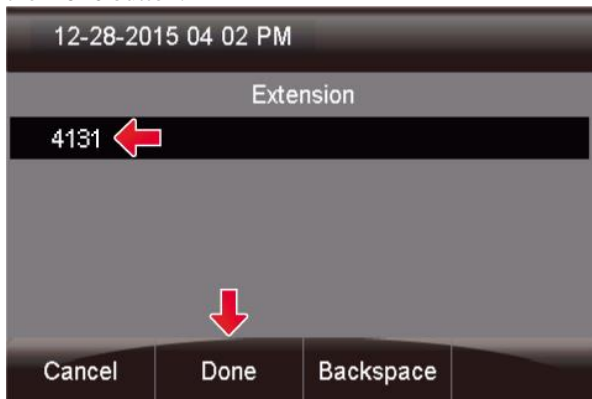
Transfer to Voicemail App

Transferring Calls to the Voicemail of Another Extension

While on a call, press the **Transfer to Voicemail** button to transfer the call to the voicemail of another extension.



Enter in the Extension number and press the **Done** button.



The call will now be transferred to the voicemail of the extension number you defined.

Visual Voicemail App

Setting Up Your Voicemail

Press the Voicemail button.



Then **settings**. You are presented with a list of options and **Password** is automatically selected.

Press **Select** to change your password, then exit when finished.

To Record You're Name

Arrow down to **Name** then the **Select** key. Use **Play** key to hear, the **Change** key re-record it, and the **Delete** key to delete it. Press the **Done** key to go back to the previous Menu, or **Exit** to exit Voicemail settings

To Record You're Unavailable Greeting

Arrow down to **Unavailable Greeting** then the **Select** key. Use **Play** key to hear, the **Change** key re-record it, and the **Delete** key to delete it. Press the **Done** key to go back to the previous Menu, or **Exit** to exit Voicemail settings.

To Record you're Busy Greeting

Arrow down to **Busy Greeting** then the **Select** key. Use **Play** key to hear it, the **Change** key re-record it, and the **Delete** key to delete it. Press the **Done** key to go back to the previous Menu, or **Exit** to exit Voicemail settings.

Viewing Voicemails

This icon at the top of your phone screen will show you that you have a voicemail(s)

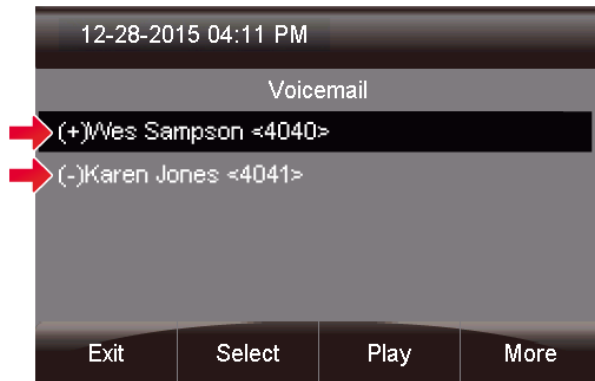


Press the Voicemail button.

From here you can quickly see who left you voicemails and choose which messages to listen to first.

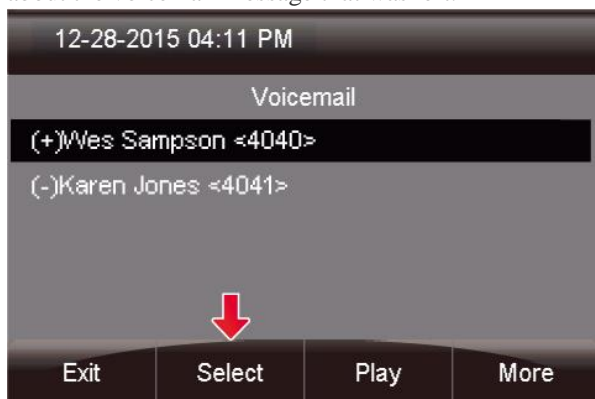


- A (+) in front of the message indicates the message is new.
- A (-) in front of the message indicates the message is old.



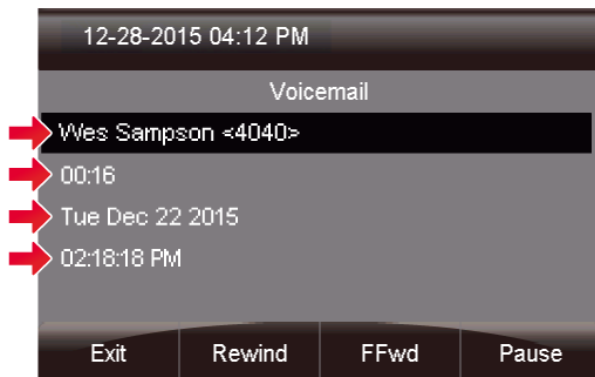
Listening to Voicemails

You can press **Select** to find out more information about the voicemail message that was left.

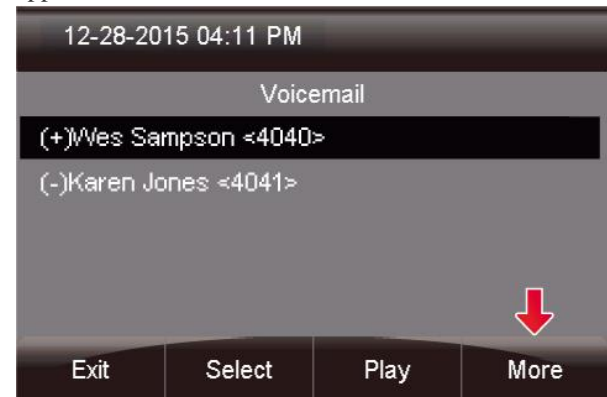


The following will be displayed on this screen:

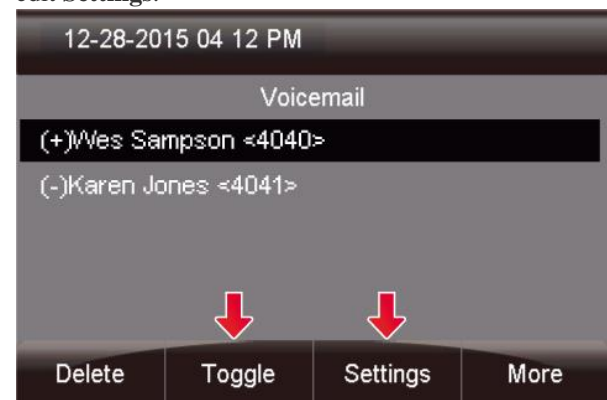
- Name and number of who left the message.
- Length of voicemail message.
- Date the message was left.
- Time of day the message was left.



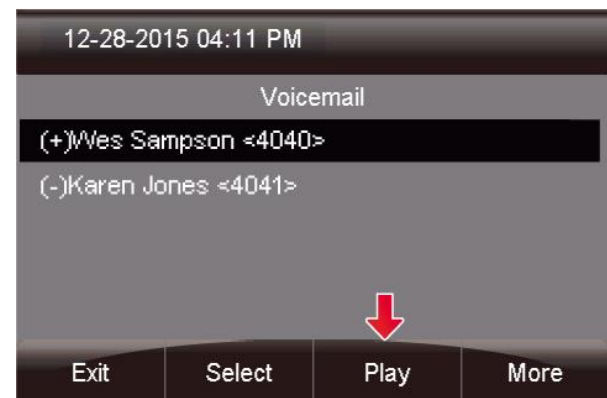
If you press the **More** button, additional options will appear.



You now see options to **Toggle** this voicemail from unread to read or vice versa, and an option to edit **Settings**.



Lastly, you can press the **Play** button to listen to your voicemail.



The message will now play over your device.

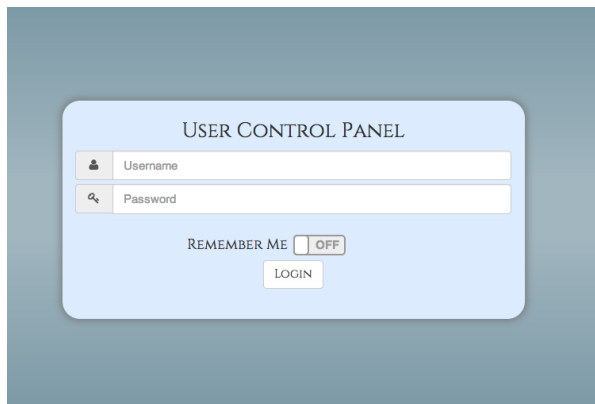
User Control Panel

The user control panel is a way for users to control call handling and personal settings from a web

browser. You can login to the User Control Panel by pointing your browser to the IP Address of your PBX and picking the User Control Panel

Option. Administrators can login using the admin username and password that is used to access the FreePBX Administration section. Individual users can login using their extension number and voicemail password.

The Login Screen is where you enter your user name and password. Normally your extension number and voice mail password.



Home Page

The Home page is where we land each time we log into UCP. From here you can access your Call History, Conference Rooms, Device Management, FAX management, Presence setting for your extension, Settings like Follow Me and DND, and Voice Mail messages. To the top right of your Home Page



Call History

The Call History section allows you to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call.

Usage

DATE	DESCRIPTION	DURATION	CONTROLS
2014-04-01 12:22:04pm	▶ AUDIO	00:00:00	▶ ⬇
2014-04-01 09:49:04pm	▶ AUDIO	00:00:00	▶ ⬇
2014-04-01 09:09:04pm	▶ CALL TRANSFERRED TO EXT 100	00:00:00	▶ ⬇
2014-04-01 08:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 07:09:04pm	▶ CALL FORWARDING - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 06:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 05:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 04:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 03:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 02:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 01:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇
2014-04-01 00:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	▶ ⬇

For each Call record we have the following

- **Date**- Date and Time call was received or placed.
- **Description**-For each call we have the following icons under the Description
- **Duration**- Length of call in Hours- Minutes-Seconds
- **Controls**- If the call has a Call Recording associated with it you will get a play and download icon for the Call Recording.

You can search for any call by using the Search bar at the top and putting in the number of the person you called or who called you and pressing GO

You can search for any call by using the Search bar at the top and putting in the number of the person you called or who called you and pressing GO

DATE	DESCRIPTION	DURATION	CONTROLS
2014-04-01 09:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	
2014-04-01 08:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	
2014-04-01 07:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	
2014-04-01 06:09:04pm	▶ VOICEMAIL PICKUP - VOICEMAIL	00:00:00	

Conferences – UCP

Usage

Empty

When the conference room is empty you will see the page below



Users Present

When users are present you will see users and be able to perform various actions on those users



Mute User

To mute a user click the "speaker" icon next to their name.

Kick User

To remove a user from the conference click the "X" next to their name. The system will inform them they have been kicked then drop them.

Settings

On this tab you can change settings for the chosen conference room.



User Pin

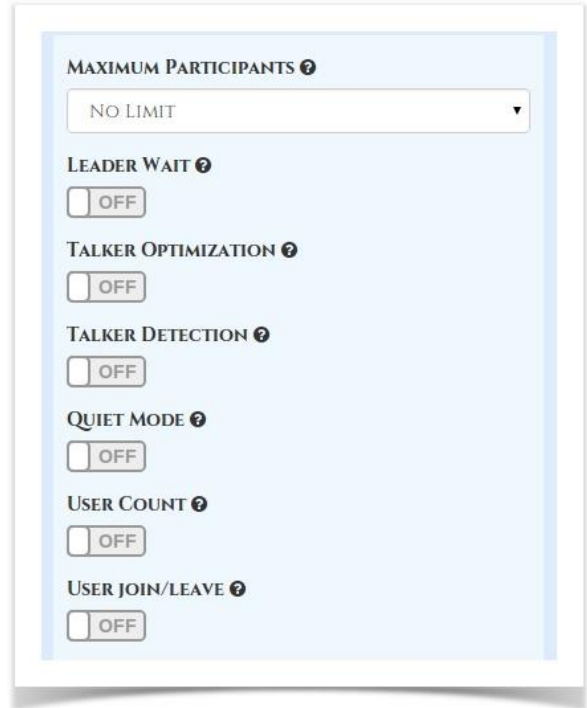
You can require callers to enter a password before they can enter this conference. Leave this blank for none

Admin Pin

Enter a PIN number for the admin user.

Join Message

A message to be played to the caller before joining the conference.



Leader Wait

Wait until the conference leader (admin user) arrives before starting the conference.

Talker Optimization

Turns on talker optimization. With talker optimization, Asterisk treats talkers who are not speaking as being muted, meaning that no encoding is done on transmission and that received audio that is not registered as talking is omitted, causing no buildup in background noise

Talker Detection

Sets talker detection. Asterisk will send events on the Manager Interface identifying the channel that is talking. The talker will also be identified on the output of the meetme list CLI command.

Quiet Mode

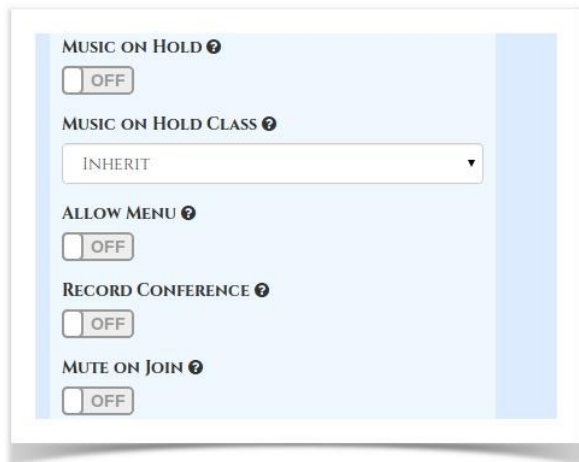
Quiet mode (do not play enter/leave sounds)

User Count

Announce user(s) count on joining conference

User Join/Leave

Announce user join/leave



Music On Hold

Enable Music On Hold when the conference has a single caller

Music On Hold Class

Music (or Commercial) played to the caller while they wait in line for the conference to start. Choose "Inherit" if you want the MoH class to be what is currently selected, such as by the inbound route.

Allow Menu

Present Menu (user or admin) when '*' is received ('send' to menu)

Record Conference

Record the conferences.

Mute on Join

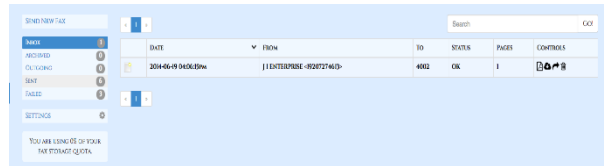
Mute users when they enter the conference

Fax - UCP

Viewing Faxes

Faxes can be filed under the following Folders

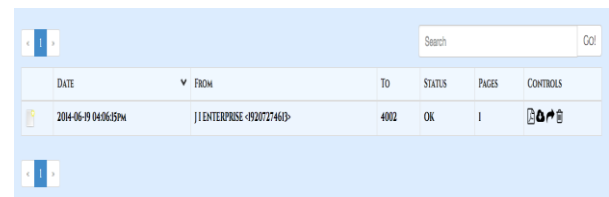
- **Inbox-** These are faxes that have not been viewed yet.
- **Archived-** These are faxes that you have viewed but not deleted.
- **Outgoing-** Faxes that are in progress of being sent.
- **Sent-** Faxes that have successfully sent.
- **Failed-** Faxes that were sent and failed out.



For each fax we can see the following;

- **Date-** Date Fax was received to sent.
- **From-** The Caller ID who sent the fax
- **To-** The number or extension the fax was sent to.
- **Status-** The status as reported by Asterisk of the fax.
- **Pages-** Number of pages Asterisk reports the fax is.
- **Controls-** Controls for this fax

- View the fax
- Download the fax onto your computer
- Forward the fax to another number
- Delete the fax from the system.

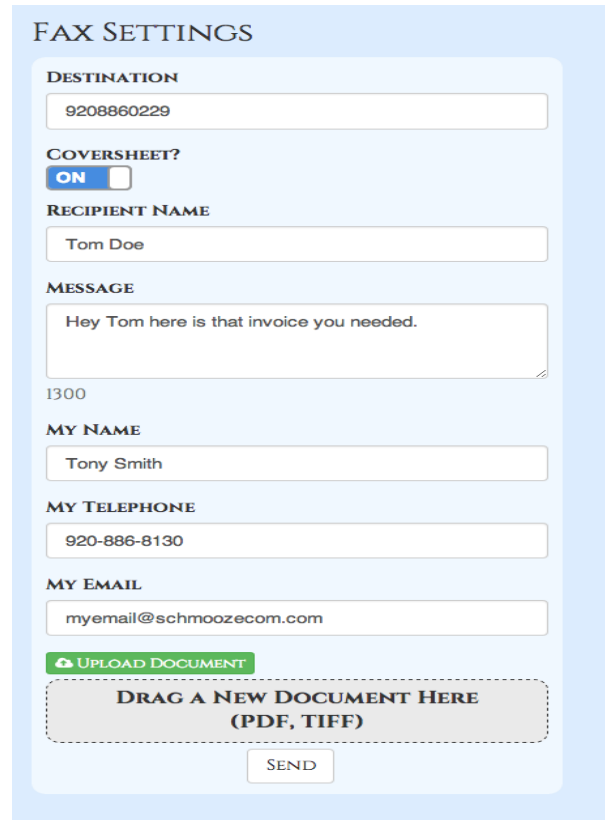


Sending Faxes

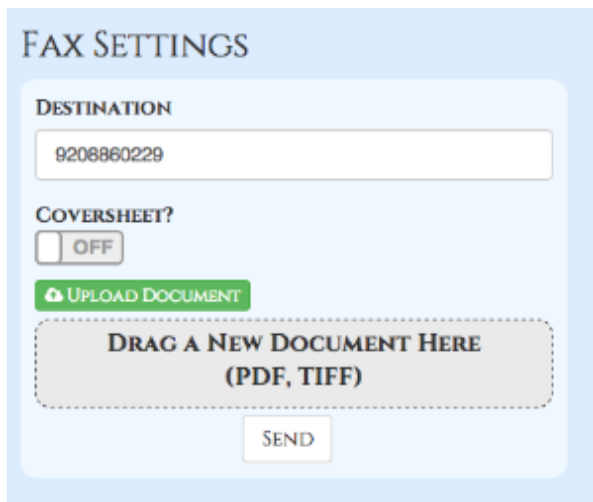
To send a fax choose the "Send New Fax" option at the top



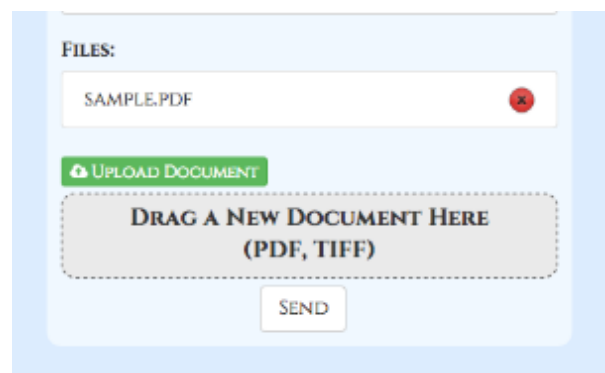
From here define the Fax Number we are sending the Fax to.



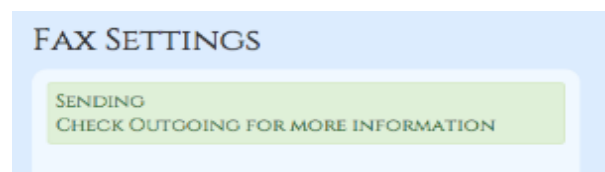
Either drag the documents you want to fax or use the "UPLOAD DOCUMENT" button. You can upload 1 or more documents and as they are uploaded they will be listed under the Files Section.



We can now optionally include the Fax Cover sheet. Please see the Fax Configuration module in your PBX Admin GUI on how to setup the Company wide Cover Sheet.



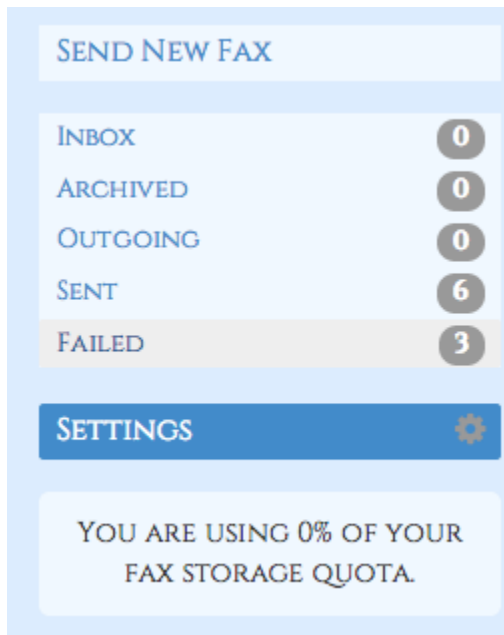
Press Send when done to send the fax. To view the status of any pending outbound fax click on the Outgoing mailbox.



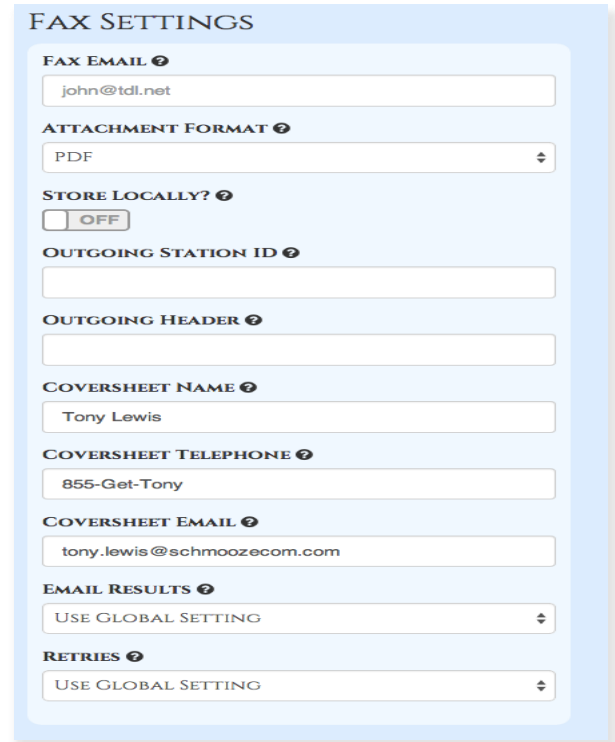
When a Fax has successfully been sent it will be moved to the Sent Folder. If it fails to send after all the retries have been exhausted it will be moved to the Failed Folder.

Fax Settings

To manage the Fax settings related to your user press the Settings Option in Fax.



- 1- Try 1 time resending a failed fax.
- 2- Try up to 2 times to resend a failed fax.
- 3- Try up to 3 times to resend a failed fax.
- **Use Global-** Use the settings that is defined globally in the Fax Module in the PBX Admin G



- **Coversheet Name-** Your personal name to be displayed on the Coversheet as to who the fax came from.
- **Coversheet Email-** Your personal email to be displayed on the coversheet as to who the fax came from.

Email Results- On outbound fax do you want a email of the results.

- **Never-** Never send email on results of outbound fax
- **Always-** Always send email on results of outbound fax
- **On Success-** Only send email if fax is successful
- **On Failure-** Only send email if the fax fails on sending after all retries have been exhausted.
- **Use Global-** Use the settings that is defined globally in the Fax Module in the PBX Admin GUI.
- **Retries-** If a outbound fax fails to get confirmation on being successful how many times do you want to retry to send the fax.
- **0-** Don't try and retry sending the fax.

Presence - UCP

Changing your status

View the wiki here on how to change your presence on the fly anytime.

Usage

For any given setting you can automatically set a presence state or choose to do nothing.

Available states are set by the PBX administrator in the Presence State Module.

On UCP Login Set Status To

When you log in to the User Control Panel perform the selected action

On Browser Close or UCP Logout Set Status To

When you close your browser (or tab) for the User Control Panel or Log off perform the selected action

Automatic Actions based on status type

On a change to the selected status type you can have the system enable certain modes such as "Do Not Disturb" or "Find Me/Follow Me"

Available

When available do the following

Chat

When in Chat do the following

Away

When Away do the following

DND

When in DND do the following

Extended Away

When Extended Away do the following

Unavailable

Follow Me Settings - UCP

Usage

Find Me/Follow Me

Enable

Should Find Me/Follow Me be enabled for this user

Follow Me List

List extensions to ring, one per line. You can include an extension on a remote system, or an external

number by suffixing a number with a pound (#). ex: 2448089# would dial 2448089.

Announcement

Message to be played to the caller before dialing this group.

Ring <Exten> First For

This is the number of seconds to ring the primary extension prior to proceeding to the follow-me list. The extension can also be included in the follow-me list. A 0 setting will bypass this.

Ring Follow-Me List For

Time in seconds that the phones on the follow me list will ring. The number of rings will depend on region. Example: If a phone rings for 1 second then waits 2, each ring is 3 seconds.

USE CONFIRMATION ?
 OFF

REMOTE ANNOUNCE ?
NONE ▼

TOO-LATE ANNOUNCE ?
NONE ▼

Use Confirmation

Enable this if you're calling external numbers that need confirmation - eg, a mobile phone may go to voicemail which will pick up the call. Enabling this requires the remote side push 1 on their phone before the call is put through. Example "Press 1 to accept.

Remote Announce

Message to be played to the person RECEIVING the call, if 'Confirm Calls' is enabled

Too-Late Announce

Message to be played to the person RECEIVING the call, if the call has already been accepted before they push 1.

Call Forwarding

Whether or not to forward calls in a given state. Check the box and enter the destination in the text field.

CALL FORWARDING

CALLFORWARD RINGTIMER ?
DEFAULT ▼

UNCONDITIONAL ?
 [Text Field]

UNAVAILABLE ?
 [Text Field]

BUSY ?
 [Text Field]

Call Forward Ring Timer

Number of seconds to ring prior to going to voicemail or other fail over destinations that may be setup by an administrator on this account. The Always setting will ring the call forward destination until answered or the caller hangs up. The Default setting will use the value set in Ring Time. Your setting here will be forced to Always if there is no Voicemail or alternative fail over destination for a call to go to.

Unconditional

Forward calls immediately regardless of current state of line/PBX to the number entered.

Unavailable

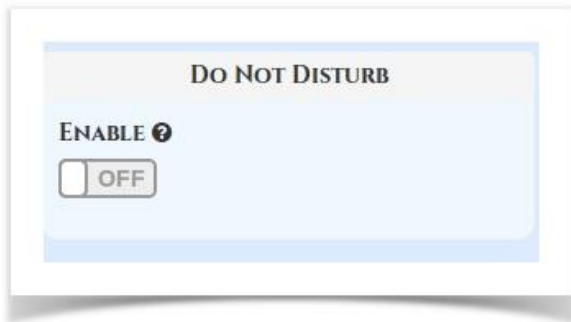
Preconfigured number to which calls are forwarded if the customer endpoint becomes unresponsive due to an Internet outage or software/configuration failure of endpoint

Busy

Preconfigured number to which calls are forwarded if the customer endpoint is busy, usually due to being on an active call

Do Not Disturb

Used to indicate that this user does not wish to be disturbed.



Call Waiting

A weather this user making a telephone call should be notified of an incoming call and is able to place the first call on hold while answering the second.



Where is save button?

All settings are updated and applied in real time. No need to press save.

SMS - UCP

- This feature requires [SIPStation](#) Service
- This feature requires FreePBX 12 and UCP
- This feature requires the SIPStation module
- This feature requires the SMS module

Enabling a User to send or receive SMS's

- Log in to the FreePBX UI
- On the top menu click **Admin**
- In the drop down click **User Management**
- In the right navigation pane click on the user you wish to edit.

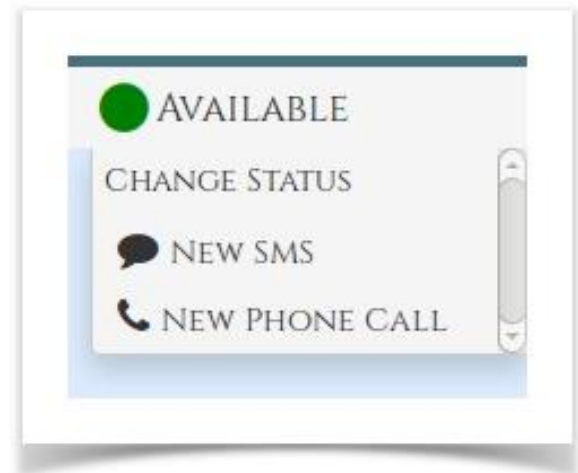


- In their settings you will see **SIPStation SMS DIDs**, Check the box next to the desired numbers
- Click **Submit** at the bottom

Sending an SMS

Login to the User Control Panel

On the top right click on the colored dot.



Click **New SMS**

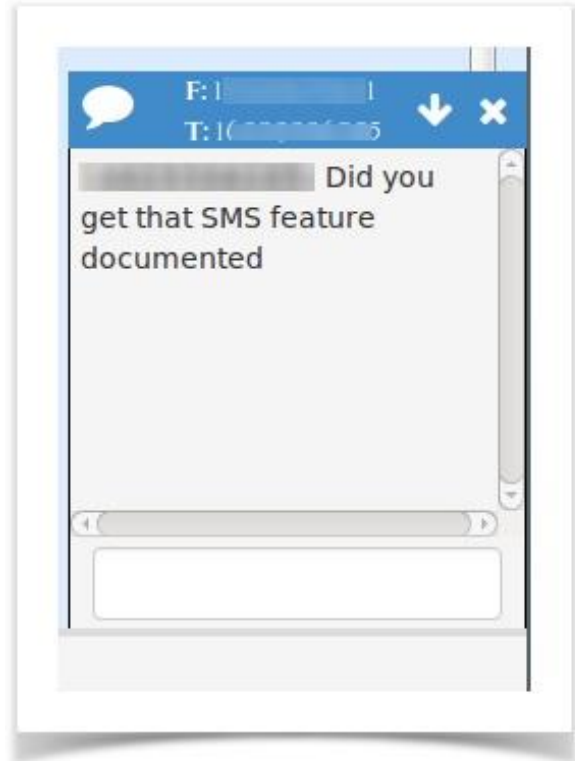
A pop-up will appear



In the **From** drop down there will be a list of numbers available to this user
Choose the number you wish to send your SMS from.
In the **To** box put in the Destination number.
Press **INITIATE**
This will open a chat box. Note: this box will also appear if you receive a SMS while logged in.

Receiving SMS Messages

When a user sends a TXT message to a number that is assigned to you. You will get a chat style box when logged in.



You can then respond as any other chat conversation and the user will receive your message as a text message.

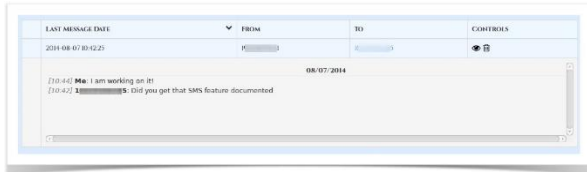


You may now interact with the message as if it were any other chat.

If you are Not logged in your messages will be under the SMS tab



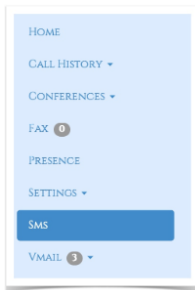
You can click the eye icon to view the message



You can click on the number under **To**, to open up the chat window and respond.
You can click the trash can to delete.

Viewing SMS History

Your SMS History is available in the SMS tab.



SMS Information

In the SMS tab you can do see the following for each message

Date

Date of when the last SMS was sent or received for this thread

From

What DID of yours the SMS thread was from

To

Who the message thread was to. Clicking on the To Number will bring up the SMS box to allow you to reply to the SMS.

Controls



- **View** (eye) the history of the message
- **Delete** (trash) the message

Voicemail - UCP

Managing Voicemail Messages

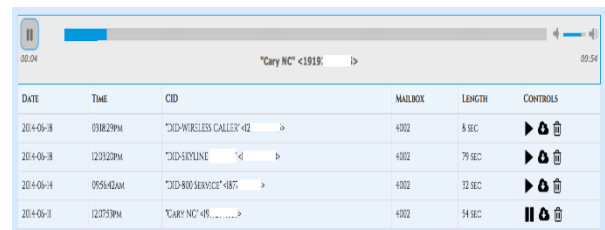
For each extension we can see all our voicemails.

INBOX	DATE	TIME	CID	MAILBOX	LENGTH	CONTROLS
FAMILY	2014-06-09	20:20PM	"6" <46...>	4002	14 SEC	▶ ⓧ
FRIENDS	2014-06-08	20:42PM	"DID-WIRELESS CALLER" <26...>	4002	8 SEC	▶ ⓧ
WORK	2014-06-08	02:52PM	"DID-SKYLINE" <42...>	4002	79 SEC	▶ ⓧ
URGENT	2014-06-04	09:56AM	"DID-800 SERVICE" <877...>	4002	32 SEC	▶ ⓧ
SETTINGS	2014-06-01	02:55PM	"CARY NC" <1919...>	4002	54 SEC	▶ ⓧ

For each voicemail we can see the following;

- **Date**- Date voicemail was left
- **Time**- Time voicemail was left
- **CID**- Caller ID of who left the voicemail if supplied
- **Mailbox**- Extension number where voicemail was left
- **Length**- Length in Mins and Seconds of the message
- **Controls**- For each message we can choose any of the following Controls

While playing a voicemail you can use normal player controls to pause, fast-forward and rewind the message inside your browser.



On the left side are a list of folders that voicemails can be moved to. Clicking on any folder will bring up the

voicemails inside that folder.

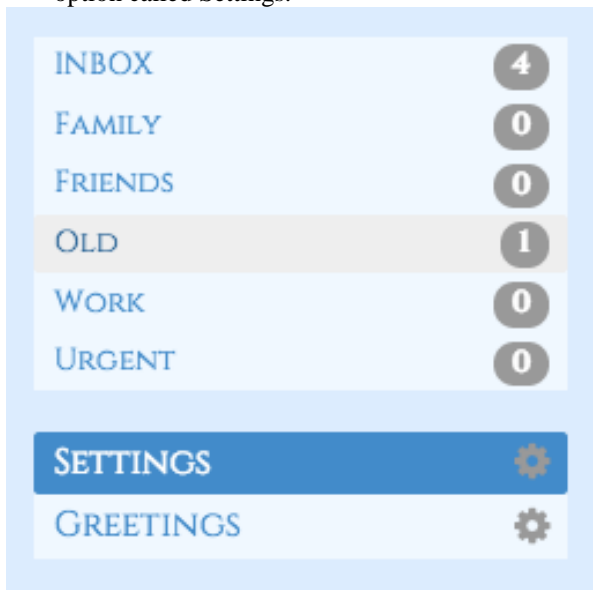


At any time you can drag a voicemail from any folder into any other folder and the message count next to each folder will auto update.



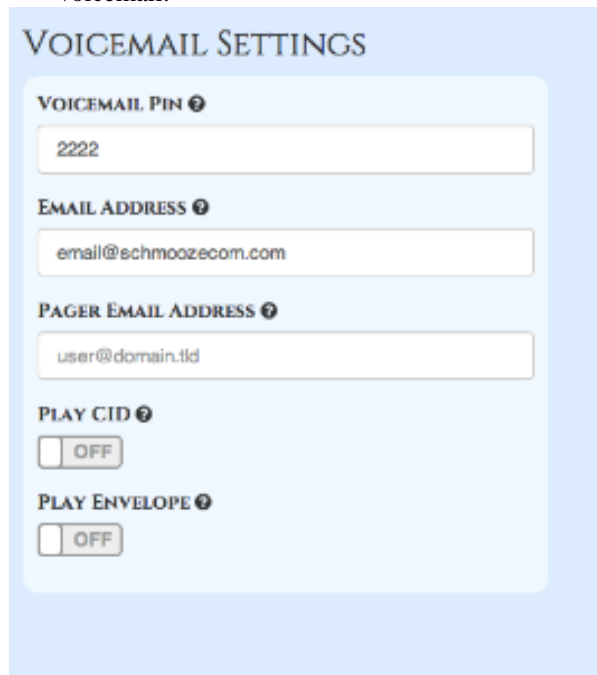
Managing Voicemail Settings.

- On the left side of our voicemail section we have a option called Settings.



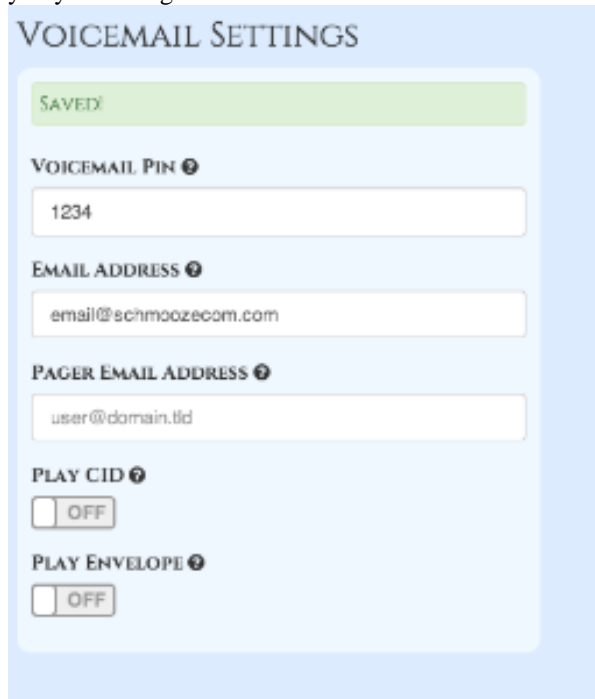
Settings is where we can manage the following options for our voicemail box.

- **Pin/Password**- The password for our voicemail box.
- **Email Address**- Email address if defined where to send voicemails to.
- **Play CID**- Play the Caller ID of who left the voicemail anytime you listen to the voicemail
- **Play Envelope**- Play the date and time stamp of when the voicemail was left anytime you listen to the voicemail.



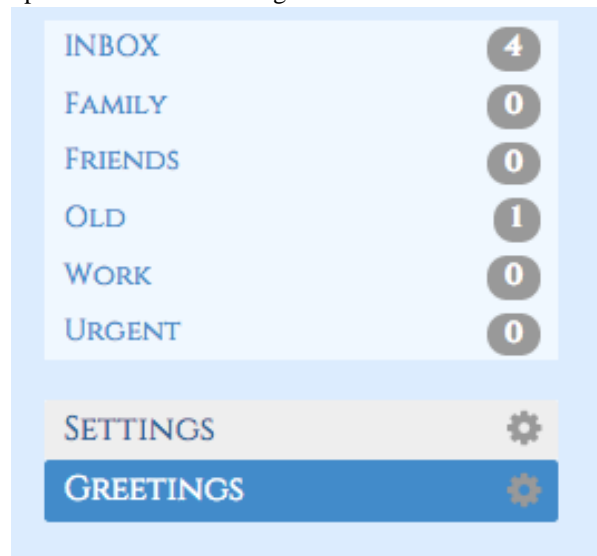
Anytime you make a change there is no save button. All changes are instant and a greenbox will show up informing

you your changes have been saved



Managing Voicemail Greetings.

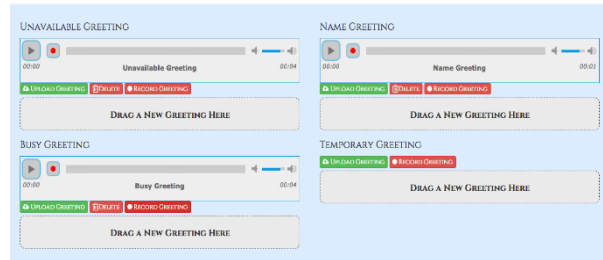
On the left side of our voicemail section we have a option called for Greetings



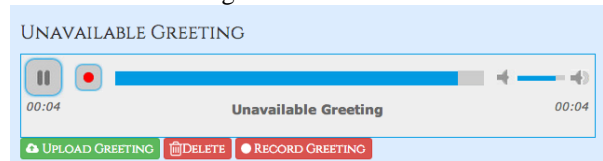
Greetings are where we can control the announcement that is played to callers with our personal message. Your PBX has the following types of greetings.

- **Unavailable-** The greeting that is played to callers when you are not available to take their call and they go to your voicemail box.

- **Busy-** The greeting that is played to callers when you are not available to take their call and you are on another call already.
- **Name-** This is a recording of your name and used mainly for things like the Company Directory and other modules.
- **Temp-** A Temp greeting when recorded will be played instead of the Unavailable or Busy greeting. When you delete the greeting your other greetings will be played again.



For each greeting you can press the Play button to listen to the Greeting.



You can press the Green "UPLOAD GREETING" button to upload a new audio file for your greeting or you can drag your audio file from your computer into the "Drag A NEW GREETING HERE" box to upload a new greeting.



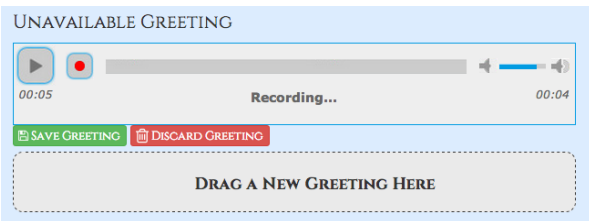
Pressing the red "DELTE" button will delete the voicemail greeting.



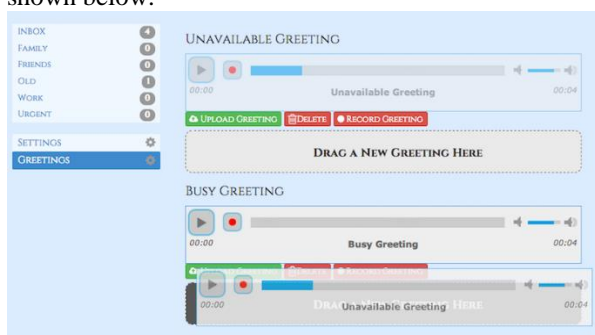
Pressing the Red "RECORD GREETING" button will prompt you to enable your Mic on your compute and let you record your greeting.



Press Save once done recording and your new greeting will be saved.



If you would like to copy your unavailable greeting to also be your busy greeting simply drag the Unavailable Greeting to the "Drag Box" of the Busy greeting as shown below.



References

Lewis, Tony. *Phone Apps*. 27 December 2016. 21 April 2017.

Schilleman, Mike. *Sangoma Phone User Guide*. 06 April 2016. April 2017.