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Emergency operation

This Phone system is not designed to make or take emergency calls. The system depends on mains power to operate and is operated by a computer system that may malfunction in adverse conditions. When the system was commissioned an emergency handset should have been installed at a convenient location. Please familiarise yourself with the location of this handset and check its operation weekly.

Quick Start

Making Calls

To make a call you can either dial the number first and then either lift the handset or press the speaker phone button. Or lift the handset first and then dial the number. To dial an outside line add 9 to the number. There is no need to wait for a dialtone after pressing 9 as this system will look at the whole number and decide the best route to take after the number has been dialled.

Answering Calls

You can answer an incoming call by either simply picking up the handset or pressing the flashing green line button on the bottom right of the unit. To release Speakerphone mode you can simply pick up the handset or end the call. To transfer a handset call to speaker phone, Press the speakerphone button and place the handset back in the cradle.

Rejecting a Call

Pressing the Amber end call button whilst the phone is ringing will reject an incoming call. However the behaviour varies depending on the source of the call.

An internal call will be immediately directed to your voicemail with the busy message.

An external call that has rung a group of phones will stop ringing the handset but continue to ring any remaining handsets in the same group. If all handsets have rejected the call then the call will be forwarded to the central voicemail.

Ending a Call

A call will be ended when the other party has hung up. To end the call yourself either replace the handset in the cradle or press the Amber end call button.

Voicemail

Your Phone will indicate a new voicemail message by flashing the Red message light in the top right hand corner. The display will also show the number of new messages waiting.

To access your voicemail from your own extension key *97. You will be prompted for your voicemail password (0000 by default). Follow the voice prompts to listen to, forward or delete your messages.

Place a call on hold

Pressing the red button at any time during a call will place the other party on hold. Your message light will flash to remind you that you have a call held along with the line light which holds this call. Once placed on hold the handset can be safely placed in the cradle without rejecting the call. To retrieve a held call simply lift the handset and press the flashing line number. Alternatively pressing the line number without lifting the handset will resume the call in speakerphone mode.

Missed Calls

When your phone is idle the screen will display the number of missed calls on your extension. Please note that if your phone is part of a ring group then it will show all calls that were answered by someone other than you. To review the missed calls press the Call list button (telephone icon) and use the up and down buttons below the screen to scroll through them. The icon next to the number will show whether the call was answered by you or not. To call back one of these numbers simply lift the handset or press the speakerphone button. To exit the list press the Amber end call button.

Redial list

Pressing the **R** button will show the redial list. using the up and down buttons you can scroll though the last 100 numbers called from this extension. To call one of the numbers lift the handset or press the speakerphone button. To exit the list press the Amber button.

Advanced Features

Transferring a Call

During a call you wish to transfer to press the (Xfer) button and dial the number or press the quick dial button of the extension you wish to transfer to, once this extension has answered you can talk to them to inform them of the nature of the call. When you place your handset down or press the Amber button your caller will be transferred.

Conference Calls

During a call press the (Conf) button to engage another party and form a conference call. The extra party can be either another extension or an external number. Pressing the button will put the other members of the call on hold whilst you establish contact with the new conference member. Once you are connected to the next member you can have a private conversation with them before pressing the (Conf) button again to resume the conference call with all the members. You can add as many parties to a conference call limited only by how many external lines you have.

Answering Multiple calls (Call Waiting)

If during a call another call comes in to your extension or your ring group then the second line light will flash and the display will show the number of the 2nd incoming call. If you wish to take this call then pressing the flashing line button will place your original call on hold and answer the new call. Pressing the Line 1 button will resume the original call. It is possible to manage up to 3 calls from the same extension this way.

Volumes and Levels

The Volume control below the dial keypad will control all volumes in the following manner.

Extension on Hook....Ring Volume

Handset off Hook.....Handset volume

Speakerphone on.....Speakerphone volume

Intercom/Paging mode

Paging mode will utilise the loudspeaker on all speakerphones connected to the system to make an audible announcement. To initiate this dial 100 from any extension and speak after the tone.

Recording a call

If during a call you wish to record the conversation for future reference then press *1. The other caller will not hear the beeps as you press the buttons unless you are in speakerphone mode. For information on how to retrieve recorded calls See the call recording interface section.

Accessing another Extensions Voicemail

To access the voicemail for an extension other than your own, dial *98. When prompted enter the extension number for the voicemail you wish to access followed by the password for that extension.

Phone Book (Directory)

Calling a number from the Directory

Pressing the (Directory) button will show the extension's built in Phone Book. Either using the up down buttons or starting to type the name of the contact you are looking for on the phones keypad will retrieve the number from the directory.

Once the correct contact is displayed lifting the receiver or pressing the speakerphone button will call it.

Adding Numbers to the Directory

To save a new number press the (Save) button and key in the new number to be saved, press the save button again and use the telephone keypad to insert a name for the number.

Deleting numbers from the Directory

Call up the number you wish to delete as if you were going to call it. To delete this contact press the delete key, you will then be prompted to press the key again to confirm.

Quickdial buttons and indicators

Down the right hand side of your extension there are a number of quickdial buttons. These are programmed by the phone administrator and are not user configurable. Each button has an indicator that will show the current status of the extension it calls. A flashing indicator means the extension is currently ringing a solid light means the extension is currently engaged in a call.

Server Features

There are some features available from your computer terminal that add functionality to your Extension.

Logging into Web interface

On your Desktop you should find a shortcut that will take you to a login screen for the Asterisk phone system.

To log in use your extension number (i.e. 101) and your voicemail password (default is 0000)

Voicemail folder

From the default view you can manage and view your voicemail from the browser. This can be a quicker method than collecting voicemail from your extension if there are a reasonable number of messages to deal with.

Next to each message there is a play button, pressing this will play the message on your computer speakers. Whilst playing a smaller window will appear that will offer a download link should you wish to email or archive this message on your computer.

Using the buttons at the top you can delete, move or forward messages.

Call Monitor

The call monitor view will show all inbound and outbound calls taken by this phone. If the call was recorded (see [recording a call](#) under [advanced features](#)) then there will be a link to playback the message.

Clicking the title to each column in the display will sort the calls by that category.

Phone features

Under this section you can adjust certain aspects of your phone regarding incoming calls. It is important that you remember what changes have been made here as they can have a significant effect on how the system copes with inbound calls. As a safety measure and calls coming from a ring group (i.e an external call to the main number) will not be affected by the call forwarding options unless this has been specifically allowed for your extension by the phone system administrator. After changing any settings be sure to press the update button before moving on to the next page or logging out of the web page.

Call waiting

This checkbox determines the behaviour of call waiting on your extension. With it ticked the system will behave as described in [Managing multiple calls](#) under [Advanced Features](#) . With it unchecked your extension will always divert straight to voicemail when it is busy.

Do Not Disturb

Use this option with care With this box checked all incoming calls to this extension will be directed to your voicemail. In the event that a call comes into a call group that contains your extension (i.e an external call) then the call will ring all other extensions in the call group except yours and will only divert to voicemail if your extension was the only available extension left.

Call Forwarding

Setting an internal or external number here and checking the relevant box will allow you to forward incoming calls that meet the criteria to another number. If the number to be forwarded to is an external one don't forget to add a 9 . If your extension is part of a call group then these settings will not have an effect on calls to the group unless your extension has been given specific authority to affect call group calls by the phone system administrator.

Conditions are as follows

Unconditional.....All incoming calls will be forwarded

Unavailable.....All unanswered calls will be forwarded

Busy.....All rejected calls (Amber button) will be forwarded

Follow Me

Follow me is an advanced form of the call forwarding that is not currently enabled on your system. Please ignore this option.

Feature Codes

This section provides a reminder for common feature codes on the system, please note that not all features may be enabled by your administrator. Using some of these codes it is possible to adjust your call forwarding features from your extension.

Settings

From this section it is possible to adjust some user settings for your extension. You can change your voicemail password, Select whether you would like your voicemails forwarded to an email address and select the behaviour of the call recording option.

Troubleshooting

Extension faults

Extension not powered

Check mains adapter is in a powered socket, check DC plug is in bottom of unit securely. Otherwise extension is faulty

No Service

This means Extension is powered but cannot contact the Asterisk Server. Check other extensions and if the problem is isolated to your extension then perform a phone reset as detailed below.

Network disconnected

Check network cable between your extension and the wall, Try the extension in another socket. Otherwise contact the phone system administrator

System faults

All phones show No Service

Check Asterisk server has a network connection (easy to check by seeing if you can get to the Web management pages), Ask phone system administrator to reboot system.

Emergency Contacts

In the event of system malfunction please make contact on the following numbers

Office 01449700005

Wayne Mobile 07779804376

Dafydd Mobile 07971815177

Feature Code Quick Reference

Your Voicemail	*97
Another Extensions voicemail	*98
Intercom/Paging	100
Call Trace	*69
Confirm your Extension number	*65
Speaking Clock (accurate only to system time)	*60
Set Do Not Disturb to on (see warnings in System Features section)	*78
Set Do Not Disturb to off	*79
Turn on Call Waiting Functionality	*70
Turn off Call Waiting Functionality (see warnings in System Features section)	*71