

DIAL Systems IP PBX User Guide

VX Series IP PBX User Guide



Table of Contents

Introduction.....	3
Features.....	4
Voicemail.....	4
Recording Busy/Unavailable Message.....	4
Playing Back Messages.....	5
Call Transfer.....	6
Attended Transfer.....	6
Blind Transfer.....	6
Extension Dialling	6
Call Parking (Transfer, 70).....	6
Call Forwarding.....	7
Call Divert – All Calls	7
Call Divert – Busy (*90/*91).....	7
Call Pick up – (**).....	7
Group Pick up – (*8).....	7
Call Recording (On Demand and Always).....	7
Web User Interface.....	8
System Tab.....	8
PBX Tab	9
Agenda Tab	9
Calender / Address Book	10



Introduction

This user guide will teach you how to use the various features and functions that will make phone calls more convenient and easy to use. Let us begin.

Features

The DIAL Systems VX Series IP PBX comes with many features that will enhance your calling experience and make communicating a lot easier with shortcut keys and functionality that will assist you in making things more convenient for use.

Here are the common basic features for the end user that comes built-in to the system:

- Extension Dialing
- Call Transfer
- Call Parking
- Call Forwarding

Voicemail

The VX 100 / 200 comes built-in with unlimited voicemail. However, the option to use the voicemail account tied to the individual extensions is in the administrator menu. For more information, you may refer to the Administrator Manual.

Setting up your voicemail has never been easier with the DIAL System. The few things you may want to do is record your personalized busy/away message, change your mailbox password and finally be able to playback and erase messages in your mailbox.

Recording Busy/Unavailable Message

Follow these simple steps to record your personalized message:

- Dial *97 or Press the Message Button from your deskphone to access your mailbox
- The system will prompt you for your password (**Default password:** *your extension number*)
- Select '0' for 'Advanced Options'
- Select '1' or '2' to record busy or unavailable message
- Record your message and then press the '#' key to end

When this is done, your **Busy/Unavailable message** will be played to the caller whenever you are unable to answer a call.

Playing Back Messages

To play back your voicemail messages, simply follow these steps.

From your own phone:

- Dial *97 or Press Message Button to access your mailbox
- The system will prompt you for your password (**Default password:** *your extension number*)
- Press '1' to listen to new messages
- The newest message will then be played
- Press '3' for advanced options such as sending a reply, viewing the message envelope (caller details etc)
- Press '5' to repeat the message
- Press '7' to delete the message
- Push '8' to forward the message to another extension
- Press '9' to save the message
- Press '*' to return to the main menu

From any other phone:

- Dial *98 to access the voicemail
- Key in your extension number
- The system will prompt you for your password (**Default password:** *your extension number*)
- Press '1' to listen to new messages
- The newest message will then be played
- Press '3' for advanced options such as sending a reply, viewing the message envelope (caller details etc)
- Press '5' to repeat the message
- Press '7' to delete the message
- Push '8' to forward the message to another extension
- Press '9' to save the message
- Press '*' to return to the main menu

Call Transfer

The DIAL Systems VX-100 / 200 IP PBX enables you to easily transfer calls from extension to extension. From Cisco IP Phone you may perform an **Attended** or **Unattended** call transfer.

Attended Transfer (Xfer)

An attended transfer allows the person to whom the call is being transferred to decide to accept the call before it is transferred.

From IP Phone:

Dial Xfer You have Ten seconds to enter the target extension. Dial the destination number for the caller to be transferred to. If the person at the target extension wants to accept the transfer Dial Xfer again – the call will be automatically transferred. If the person does not want to accept the call they must hang up their phone. Transferred calls will rings at target for 25 Second before if goes to their Voicemail

Blind Transfer (Bxfer)

An unattended transfer immediately transfers the call to the destination number. To perform an unattended transfer, first tell the caller that you will be placing them on hold.

Cisco IP Phone only:

Dial “Bxfer” from the Softkey Button. The caller will hear music while they wait. Dial the destination number for the caller to be transferred follow by #. The caller will be directly transferred to the extension.

Extension Dialling

For Cisco IP Phone, simply dial the extension number you wish to call. You may need to dial # afterwards.

Call Parking

Call parking allows you to place the current caller on hold (in what is called a parking lot), This feature tells the called party a Call Parking Lots Number which in turns allows other extensions to dial the Call Parking lots number to retrieve the parked calls.

From IP Phone:

Dial 'Xfer' then **70** (70 is the Call Parking Feature code). System will announce parking lot number (example: 71-79). Dial # to place the call on the announced lot.

From Analog Phone (Analog Telephone Adaptor):

Dial 'Flash' then **70** (70 is the Call Parking Feature code). System will announce parking lot number (example: 71-79). Dial # to place the call on the announced lot.

Afterwhich, inform other phone users to retrieve the parked calls by dialing “71”

Note: Call Parking Lots are from 71 to 79. For Analog Phone, use Flash Key instead to replace Xfer.

Call Forwarding

Call forwarding allows you to automatically forward incoming calls to another destination, which can be another extension, a hunt group number or an external phone number. You can specify different destinations for different conditions, for example, when you are already engaged on a call or when you are out of the office and unavailable. When setting call forward, you will be prompted for the destination number to which calls should be forwarded. Enter the destination number and press #. The destination number will be read back to you to confirm. When diverting your calls to an external phone number depending on the PBX Setting, include an outside line prefix (for example, 9).

Call Forwarding – All Calls (*72/*73)

Call Divert for all calls will automatically forward all your calls to the specified destination.

From IP-Phone:

To activate Call Forwarding – All Calls: Dial “Call forwarding” soft key button then destinations

To deactivate Call Divert – All Calls: Dial “Cancel Call Forward” on soft key button

From Analog Phone (Analog Telephone Adaptor):

To activate Call Forwarding – All Calls: Dial *72 plus the **Destination number** then #

To deactivate Call Divert – All Calls: Dial “*73”

Call Forwarding – Busy (*90/*91)

Call forwarding when Busy automatically forwards incoming calls to another destination only when your extension is already engaged on another call. You won't be notified when forwarded.

All Phone Type:

To activate Call Divert on Busy dial *90 plus the **Destination number** then #

To deactivate Call Divert on Busy dial *91.

Call Forwarding – No Answer (*52/*53)

Call forwarding only when no answer ringing time reached. Calls will automatically forwards to another destination. You won't be notified when forwarded.

All Phone Type:

To activate Call Divert on Busy dial *52 plus the **Destination number** then #

To deactivate Call Divert on Busy dial *53.

Call Pick up and Group Pick up (** and *8)

All Phone Type:

Group Pick up - When there is a ringing call within the same group, dial *8.

Call pick up – To pick up a specific ringing extension, dial ** follow by the extension number.

Call Recording (On Demand and Always)

This feature requires Voice Logging Modules

On Demand Recording –

When the extensions are being set as “On Demand Recording”. simple dial *1 to start recording during conversation. After end of conversation, *1 to stop recording.

Refer to the Web User Interface instruction for Recorded Voice retrieval.

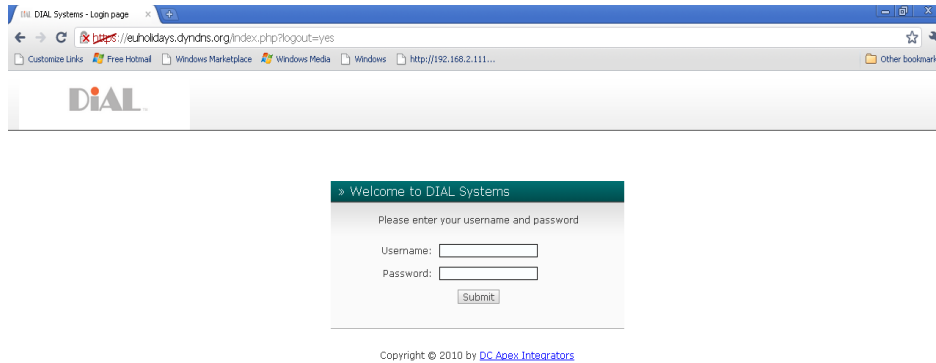
Always recording –

This setting automatically records conversation permanently.

Refer to the Web User Interface (next page) instruction for Recorded Voice retrieval.

Web User Interface

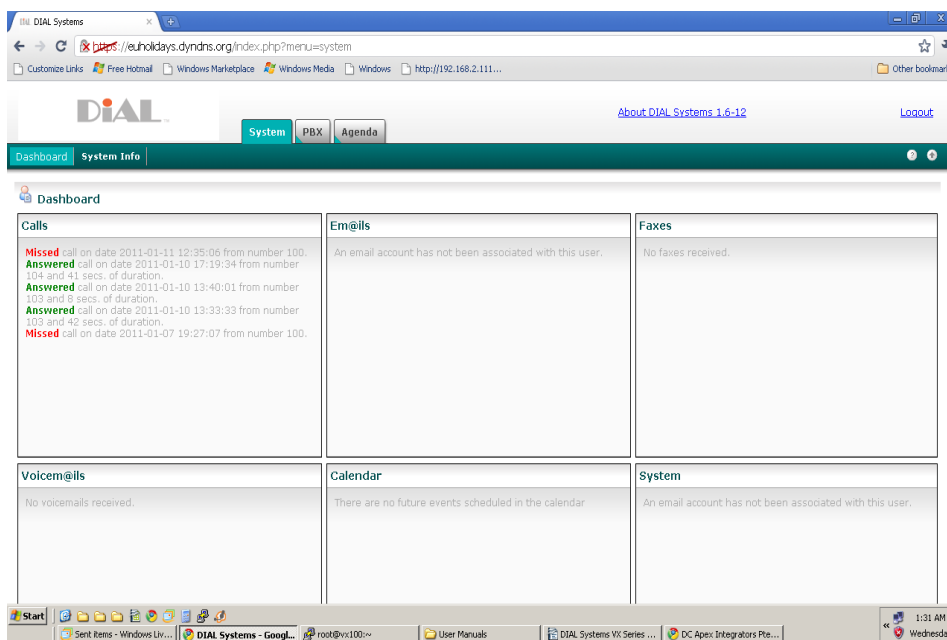
This Interface allows you to access to your own Voice Mails, Voice Recording, Calender and Address Book. Open your Web browser the type the address of the IP PBX you will see Log in page as shown below.



Type your User name as Password to access the page.

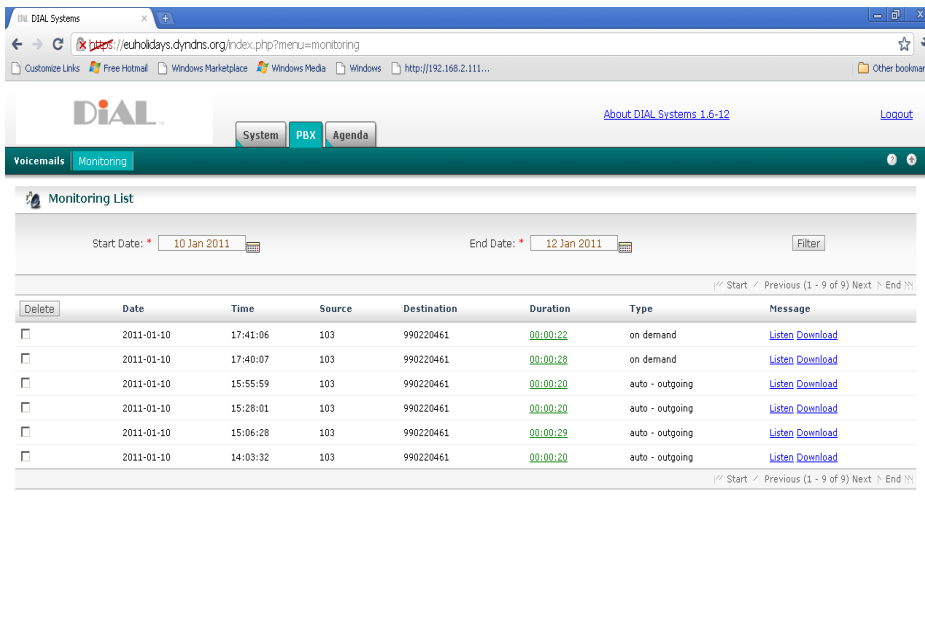
Note: Contact your administrator for if you are experiencing difficulty accessing to your extension page.

System Tab-



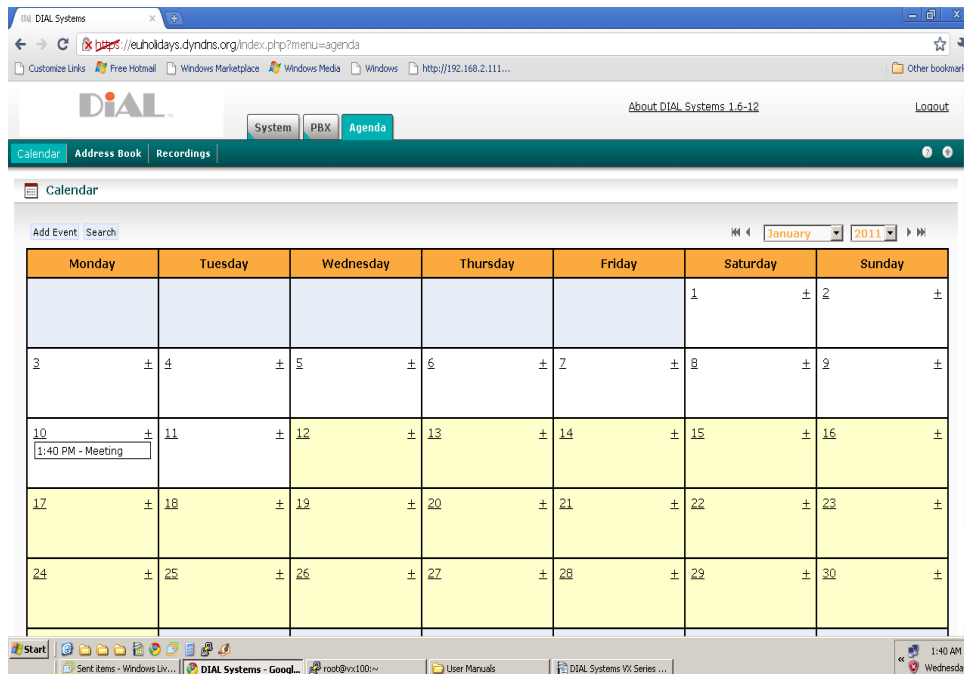
This is the default page. The Dash Board will show the latest updates of your call details, voice mails, calender and system information. Fax and emails are currently not available.

PBX Tab- Voicemail and Monitoring



This page will show the Voice Mail Details and Call Recording Details. Filter from start date and end date to show the details. You may click on the “Listen” button to play the file from your computer media player.

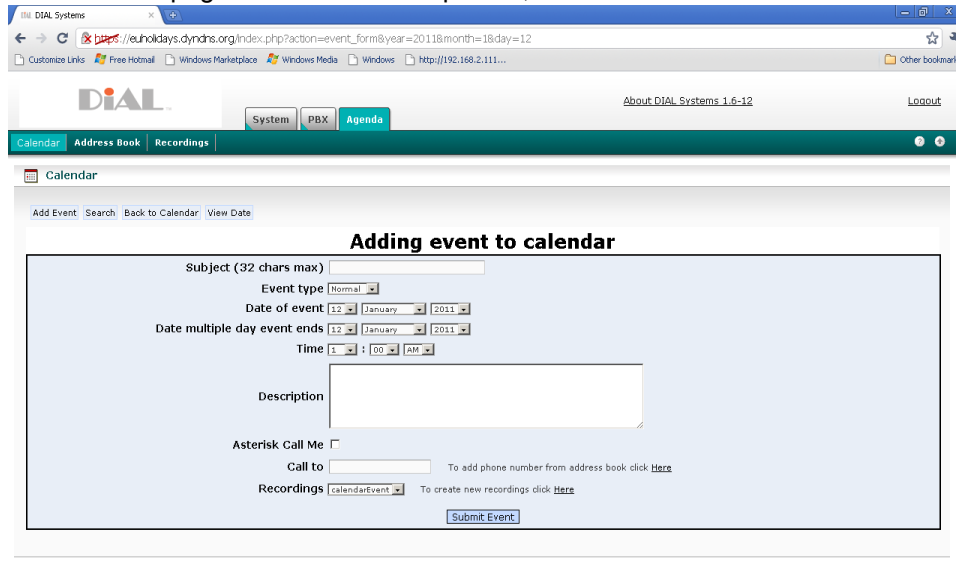
Agenda Tab-



Agenda page shows all schedules created as a reminder.

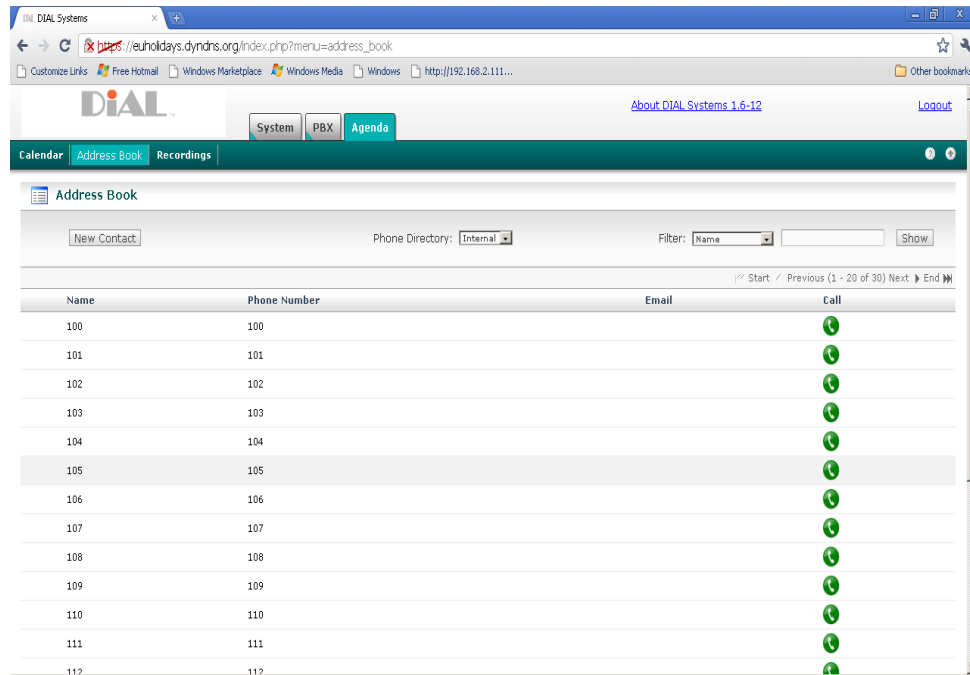
Calendar-

Click Add Event, you will see this page as shown on this picture, add a new event and check with *Asterisk Call Me*. The



System will ring to your ext to inform you with robotic voice reminder.

Address Book-



Select Internal or External for Address Book.

Internal means internal extensions. You may click on the phone icon to call. Your phone will call back, when you picks up, the PBX will then dial to the party immediately.

External means Outside Call.

Note: Administrator are required to create external numbers with names in order to shown on this page.