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End User GUIDE

IP PBX





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Far South Networks is a world leading Proudly South African **manufacturer of IP telephony platforms.** Far South Networks IP PBX and Gateway products, provides the business user with cost effective, full-featured, reliable and easy to use platforms for the converged voice and data market.

End User Guide

IP PBX



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**Conferencing, I.V.R, Queues:**

- Enhanced features typically available only to enterprise class products.

**Operator panel & Heads up Display:**

- Multifunction, web based and call control panel for the whole office. Real-time view of PBX services and user status. Access to voice mail and call recordings. "Click-to-dial" and instant messaging services!

**Phonebook with inbound call lookups:**

- Load a centralised company phone book. Answer your phone calls with a personal touch when receiving a real time, notification for all inbound PBX calls.

**Call Center:**

- Powerful call center monitoring and flexible reporting of all inbound and outbound agents.
- Real time "wall board" of agents and queue call activity.

**Atmos Voice Logger:**

- POPI and FICA compliant.
- Select your service plan with associated monthly rate.
- Easy to use web based user interface.



Login

Login using your known extension number and voicemail password.

Sign in to the Com.X portal

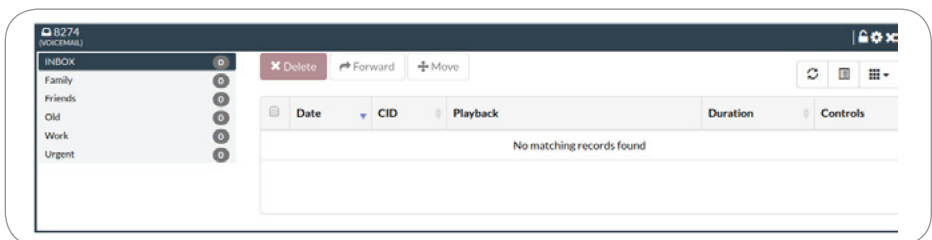
You can sign in to the administrative interface, the user control panel or any of the optional applications from here.

You may identify yourself using your extension number and PIN, or your e-mail address or username and password.

Voicemail

View and listen to your voicemail messages from the voicemail widget. It is also possible to:

- Delete
- Move
- Forward to another user's inbox





User settings for voicemail are shown in the graphic below.

VOICEMAIL SETTINGS (8274)

Voicemail Settings Greetings VMX

Voicemail Pin

Email Address

Pager Email Address

Email Attachment Off

Delete Voicemail Off

Play CID Off

Auto-Refresh Enable

Play Envelope Off

Phone features

View and edit the following phone features:

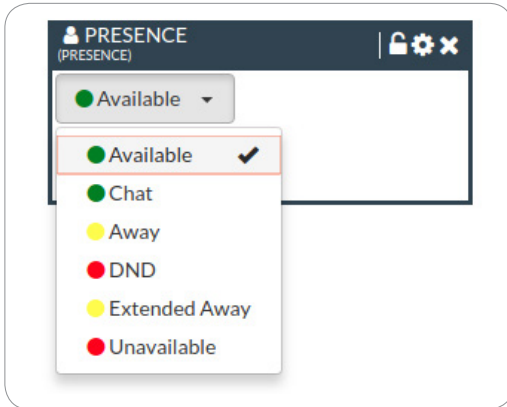
1. **Call waiting:** This feature allows a call waiting indication to be provided when the user is on the phone and a new incoming call arrives.

ALRICK (CALL WAITING)

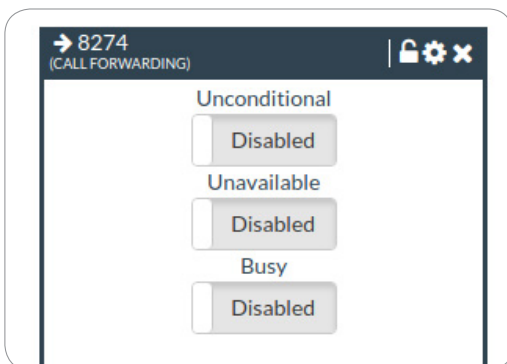
Enabled



2. **Presence:** Presence state allows users to set different statuses for themselves depending on what they are currently doing.



3. **Call Forwarding:** This feature allows the user to manage their incoming calls based on their existing device status:
- Unconditional: Forward all incoming calls to that user to the preconfigured number.
 - 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.





Dialling an extension

- Dialling an extension simply involves dialling the extension number directly.
- With IP phones, the waiting time after dialling certain numbers may be several seconds, to complete dialling without waiting, press # or SEND after dialling.

Dialling conferences, ring groups, etc

- Conferences, ring groups, queues and other internal facilities are dialled in the same manner as normal extensions.

Campon callback

- If a call is placed from an extension to a busy extension with Campon Callback enabled, the caller is presented with the option to press "1" to evoke an automatic call back busy extension.
- Should the caller elect not to press 1, the call will proceed to voicemail or another failover destination as configured.

Pin protected lines

- If PIN protection is enabled on a trunk line, the user will be prompted for the pin code followed by # before the call setup will be completed.

Call transfer: analogue extensions

Attended transfer

- An attended transfer places the party on hold and connects the caller to the required destination extension.

Method	Description
Flash/ Recall	Press Flash/Recall to obtain a second dial tone, dial the required destination number, when answered you may speak then hang up (the destination then connects to the originating caller) .
Press *2	Press *2 followed by the required destination extension number.



Blind/unattended transfer

- A blind transfer connects a caller directly to a destination extension.

Method	Description
Flash/ Recall	Press Flash/Recall to obtain a dial tone, dial the required destination number and then hang up (the destination is connected to the originating caller).
Press '###' Press the required extension number	Press '###', followed by the required extension number. The call will be connected to the destination immediately.

Call Transfer: IP extensions

- Press Transfer/TRAN on the handset followed by the required number to transfer to.
- The caller is placed on hold while you optionally speak to the destination user.
- This method can also be used without requiring the call to be answered, i.e. Blind/unattended transfer.
- One or more paging groups may be configured. To page users in the group, simply dial the extension number of the paging group.

Paging

One or more paging groups may be configured. To page users in the group, simply dial the extension number of the paging group.

Call parking

- Call parking allows a user to put a caller on hold in a parking lot. A parked call can be retrieved by any other user, as well as by the user who parked it.
- To park a call, transfer it to extension 70(default).
- Page 10
- Agents and queues
- Log into queues, dial the queue number followed by *.
- Log out of queues, dial the queue number followed by **.

Conferences

One or more conference rooms may be configured.

- Dial the extension number of the conference.
- You may be prompted for a PIN and to speak your name, after which you will be added to the conference.



Agents and queues

- Log into queues, dial the queue number followed by *.
- Log out of queues, dial the queue number followed by **.

Call recording

- If enabled by the administrator, you can record your conversations, and then access the recording via the product's web based user portal.
- Dial *1-Records' the current conversation.

Directory

- Dial # to access your PBX directory.
- When prompted, dial the first three letters of the directory entries configured by your administrator. These could be the first three letters of the person's surname, or name.
- The system will then confirm whether the correct person was selected. If so, press 1 or press * to continue the search through the directory.
- On accepting the entry, you are connected to the person's extension number.

Call forwarding

- Call forwarding redirects a telephone call to another destination.

Speed dials

- Commonly used telephone numbers may be allocated to a speed dial index using the quick call activation speed dial feature codes.

**C****Feature code list**

Handset Feature Code	Action	Description
#	Speed dial prefix	Enter # followed by the speed dial index to place a call to the number associated with that index
*30	Add a number to the Blacklist	Calls to a blacklist number will not be permitted
*31	Remove a number from the blacklist	
*32	Blacklist the last caller	Add the number of the caller to whom the extension was most recently connected to the blacklist
*52	Call Forward No answer/ Unavailable Activate	
*53	Call Forward No Answer/ Unavailable Deactivate	
*72	Call Forward All Activate	Forward all calls to an extension under all conditions
*73	Call Forward All Deactivate	
*74	Call Forward All Prompting Deactivate	Enter an extension number for which Call Forward All Prompting is deactivated
*90	Call Forward Busy Activate	Activates call forwarding when the extension is busy
*91	Call Forward Busy Deactivate	
*92	Call Forward Busy Prompting Deactivate	Enter an extension number for which Call Forward Busy Prompting is deactivated
*70	Call Waiting- Activate	Allows the extension to receive incoming calls even if it is in a busy state
*71	Call waiting- Deactivate	If the extension is busy and it receives a call, the call will be directed to the fail-over busy destination
*76	DND Toggle	Toggles between Do Not Disturb states of the extension



Handset Feature Code	Action	Description
*78	DND Activate	When an extension is set to Do Not Disturb mode, calls are redirected to the selected unavailable location
*79	DND Deactivate	
*21	Follow Me	Toggles follow me between activated/ deactivated states
*98	Dial Voicemail	Log in to a voice mail box of any extension
*97	My Voicemail	Listen to messages and configure voicemail options
*8	Group pick up	A user in a pickup group may answer a call ringing on any phone in the same pickup group
**	Direct pick up	A call to another extension can be picked up, even if not in the same pickup group
*280	Toggle Day/Night mode set 0	Day/Night mode allows for different call routing strategies in each mode and is achieved via feature code entry
*281 to *289	Toggle Day/Night mode set 1	Day/Night destination 1 would be switch using *281, Day/Night 2 using *282 and so on

Notes:

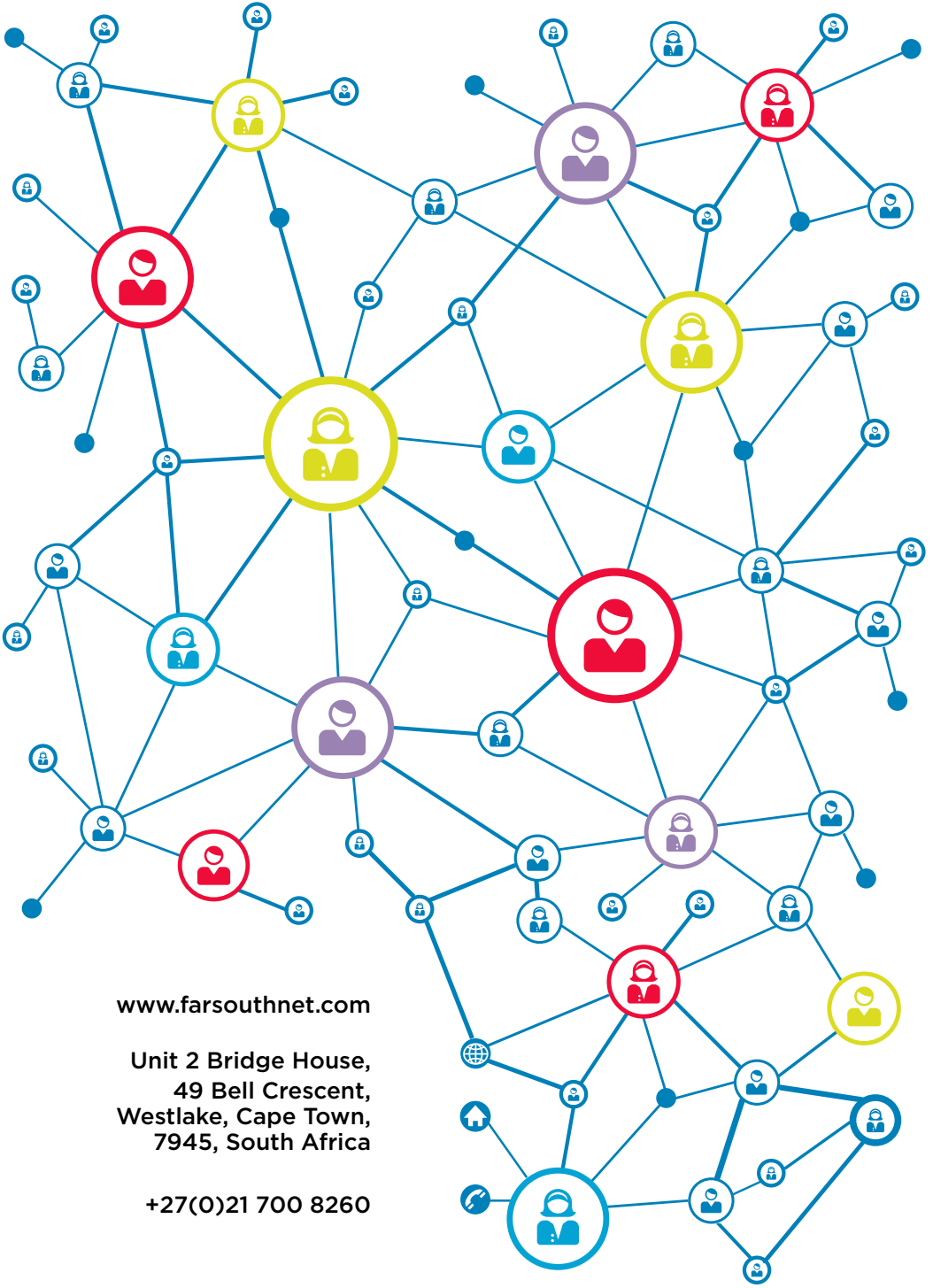
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