



farsouth
networks

COM.X IP PBX

END USER GUIDE

Version 1.2, 28 February 2014

Document History

Version	Date	Description of Changes
1.0	10/01/01	First release
1.1	10/10/08	Added instructions for remote voice mailbox access, completed sections on blacklist, agents / queues, directory and hot desk.
1.2	28/02/2014	Added description of Campon Callback

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INTRODUCTION

OVERVIEW

This document describes the usage of the Com.X PBX from the perspective of an end user, i.e. a normal desktop user or switchboard operator.

TERMINOLOGY

CLI – Calling Line Identification

DID – Direct Inward Dialling

DND – Do Not Disturb

DSS – Direct Station Selection

IVR – Interactive Voice Response

BASIC USAGE

MAKING CALLS

DIALLING AN EXTENSION

In most configurations, dialling an extension simply involves dialling the extension number directly.

On IP phones, the waiting time after dialling certain numbers may be several seconds. To complete dialling without waiting, press # or SEND after dialling.

IP phones may be loaded with an address book for shortcut dialling.

The switchboard phone and other IP phones may have marked shortcut keys (DSS keys) for direct dialling to extensions.

STATE OF AN EXTENSION

In the case that an unanswered call is placed to an extension, the call will be directed as follows, based on the extensions settings:

Extension setting	Description
Busy, call waiting enabled	Caller will hear normal ring back and called party will see/hear notification. Called party can place current call on hold or end the current call and pick up second call, or proceed to unavailable state if not answered.
Busy, call waiting disabled	Caller will be redirected to voicemail if enabled, or follow me settings.
Unavailable	Call not answered after preset timeout, caller redirected to voicemail if enabled.
Do Not Disturb (DND)	Call redirected to voicemail
Call Forwarding	Call redirected to programmed number

CAMPON CALLBACK

Campon Callback streamlines calling between two internal extensions. If a call is placed from an internal 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 once the busy, called user has completed their call. Should the caller elect not to press 1, the call will proceed to voicemail or the configured failover destination.

DIRECT VOICEMAIL ACCESS

A user can dial another user's voicemail box directly (without their extension ringing).

Dial * followed by the user's extension.

DIALLING OUTSIDE LINES

In most configurations, outbound dialling can be performed directly. Alternatively, a special access number may be required, e.g. 0, to access an outside line.

National calls: Area code + local number, e.g. 0118897776

International calls: 00 + country code + number, e.g. 001 805 555 2223

Special numbers: e.g. 10111, 0800 123 456

PIN PROTECTED LINES

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

DIALLING CONFERENCES, RING GROUPS, ETC.

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

DIALLING FEATURE CODES

Feature codes generally start with * and are used for enabling/disabling/configuring special features.

See section 4.6 below for more details.

RECEIVING CALLS

An incoming call will ring the phone and display the calling number information on the LCD (if applicable).

IP phones provide the option to reject a call, which will forward the caller to voice mail if enabled.

DIRECT INWARD DIALLING (DID)

DID may be enabled, in which case an outside caller will be able to dial direct to individual extensions.

TRANSFERRING CALLS

ANALOGUE EXTENSIONS

ATTENDED TRANSFER

An attended transfer allows you to speak to the person at the destination extension before the transfer is activated.

To perform an attended transfer on an analogue handset, use one of two methods:

Method	Description
1	Press Flash/Recall to obtain a second dial tone, dial the destination number and wait to speak and then hang up (the destination is connected to the caller on hang up).
2	Press *2 followed by the destination extension number (works as above)

BLIND/UNATTENDED TRANSFER

A blind transfer allows you to connect a caller directly to a destination extension without first speaking to that extension destination.

Blind transfers from analogue phones can be performed using two methods:

Method	Description
1	Press Flash/Recall to obtain a second dial tone, dial the destination number and then hang up (the destination is connected to the caller on hang up)
2	Press ## followed by the number to transfer to, your phone will immediately drop the call and connect it to the target destination.

IP EXTENSIONS

Press Transfer/TRAN on the phone followed by the 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.

PHONE ACCESSIBLE FEATURES

VOICEMAIL

ACCESS VOICEMAIL IVR

Dial *97 to access voicemail for your extension. Enter your password followed by # when prompted.

Dial *98 to access voicemail for any extension.

If your phone has a message waiting lamp with a button, this may also be used to access voicemail.

To access voicemail remotely, dial your DID number and wait for your voicemail message to play. When the message plays, press * to be prompted for your password. After correctly entering your password, you will gain access to your voice mailbox.

VOICEMAIL MENUS

Once in the voicemail IVR, the following options are available:

MAILBOX OPTIONS (PRESS 0)

Press 0 from voicemail top menu to access mailbox options.

The following IVR options are available:

Press	Description
1	Record unavailable message
2	Record busy message
3	Record your name
4	Record a temporary greeting
5	Change your password
*	Return to main menu

LISTEN TO MESSAGES (PRESS 1)

Press 1 from voicemail top menu to review messages. The first message will begin to play.

At any time you may use the menu options below:

Press	Description
3	Advanced options (see further details below)
4	Play previous message
5	Repeat current message
6	Play next message
7	Delete current message
8	Forward message to another user
9	Save message

CHANGE FOLDERS (PRESS 2)

You may change the currently active folder (default is new messages).

Options include:

Press	Description
0	New messages
1	Old messages
2	Work messages
3	Family messages
4	Messages from friends

ADVANCED OPTIONS (PRESS 3)

You may access advanced options after listening to a message.

Advanced options include:

Press	Description
1	Reply to current message
3	Listen to message envelope (caller ID, time)

SPEED DIAL

A default speed dial list may be created by the system administrator.

CREATE OR EDIT SPEED DIAL

Users may enter their own speed dial list as follows:

1. Dial *75 and wait for prompt "Please enter the speed dial location then press pound"
2. Enter a location (speed dial code) followed by hash, for example 01#
3. If the location is new, wait for prompt "Please enter the telephone number then press pound"
4. Enter the full number (including line access digits if any) and press #
5. The new speed dial will be confirmed by voice prompt

DIAL A SPEED DIAL NUMBER

To use an existing speed dial, dial # followed by the speed dial code.

For example, if the code is 01, dial #01.

CALL FORWARDING

Call forwarding is activated and de-activated using the feature codes listed below.

ACTIVATE CALL FORWARDING

Feature Code	Action
*52	Activate call forwarding on unavailable
*72	Activate call forwarding on busy + unavailable
*90	Activate call forwarding on busy

DEACTIVATE CALL FORWARDING

Feature Code	Action
*53	Deactivate call forwarding on unavailable
*73	Deactivate all call forwarding
*74	Deactivate all call forwarding (will prompt for extension number)
*91	Deactivate call forwarding on busy

CALL WAITING

Call Waiting allows presentation of a second incoming call.

On an IP phone, a second incoming call will be signalled on the display.

On an analogue phone it will be signalled by a tone.

Feature Code	Action
*70	Enable call waiting
*71	Disable call waiting

CALL PICKUP

PICK UP GROUP

Call pickup allows a user in a certain *pickup group* to pick up a call ringing on any phone in the pickup group. The pickup groups are determined by the system administrator.

To pick up a call in the designated pickup group, dial*8 (to pick up a call)

DIRECTED PICK UP

A call to another extension can be picked up, even if not in the same pickup group, using directed pickup.

To pick up a call to a ringing extension, dial ** followed by the number of the ringing extension.

This will connect the calling party to your extension.

FOLLOW ME

Follow Me allows flexible configuration of forwarding, multiple phone ringing and other features on a per user basis.

Follow Me is configured using the PBX user interface (see following chapter). It may be enabled or disabled from the phone as follows:

*21 – toggle follow me activated/deactivated – a voice prompt will read the status

DAY/NIGHT MODE

Day/night mode allows for calls on a particular route to be directed to different destinations at night than they are at day. Switching from day to night mode is not automatic, and a user is required to toggle between the two destinations.

If a password is required, it will be prompted for after dialling the feature code. As a day/night mode is allowed on any route to any destination, many can exist on the same system (please discuss configured day/night features with your administrator).

Feature Code	Action
*280	Toggle day/night mode set 0
*281	Toggle day/night mode set 1

DO NOT DISTURB (DND)

An extension may be set to DND mode. In this mode, calls will immediately be redirected to the usual unavailable location as determined by voice mail or follow me.

Feature Code	Action
*78	Activate Do Not Disturb
*79	Deactivate Do Not Disturb

CALL TRACE

Call trace allows the user to obtain information about the previous call, and dial back automatically if required.

Follow voice prompts after dialling *69 feature code.

MISCELLANEOUS FEATURES

Feature Code	Action
*43	Echo test
*65	Speak your extension number
*60	Speaking clock
*77	Make recording
*99	Listen to recording

AUTO ATTENDANT / IVR

The system administrator may set up Auto Attendant / IVR menus, which will be available for inbound callers and may also be available on internal extension numbers.

RING GROUPS

The system administrator may set up ring groups, whereby multiple phones in a group ring together when the group extension is dialled.

MUSIC ON HOLD

Music on Hold, as configured by the system administrator, is played back to callers on hold.

PAGING

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

CALL PARKING

Call parking allows a user to put a caller on hold in a parking, however, 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).

You will be informed as to which slot the call was assigned and the pickup code (these range from 71 through to an upper limit configured by your administrator).

Another user may pick up the call by dialling the pickup code.

CONFERENCES

One or more conference rooms may be configured. To participate in a conference, 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

Agents can log into queues by dialling the queue number followed by *.

To log out of a queue, dial the queue number followed by **.

TIME CONDITIONS

Time conditions are configured by the System Administrator and provide alternative handling of incoming calls based on the current time and date.

BLACKLIST

To black-list the number of a caller for a call you have just completed, dial *32

To add a specific number to the black list, dial *30 and enter the number when prompted, followed by #

To remove a number from the black list, dial *31 and enter the number when prompted, followed by #

CALL RECORDING

If enabled by the administrator, you can record your conversations, and then access the recording via the web portal (see next chapter for details).

*1 – Record current conversation

HOT DESK

To log into a free device using your extension, dial *11, followed by your extension number and pin.

To log out of a device (and free the device for login) dial: *12.

Only devices configured as 'free' devices by your administrator will allow login and logout using your extension number.

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.

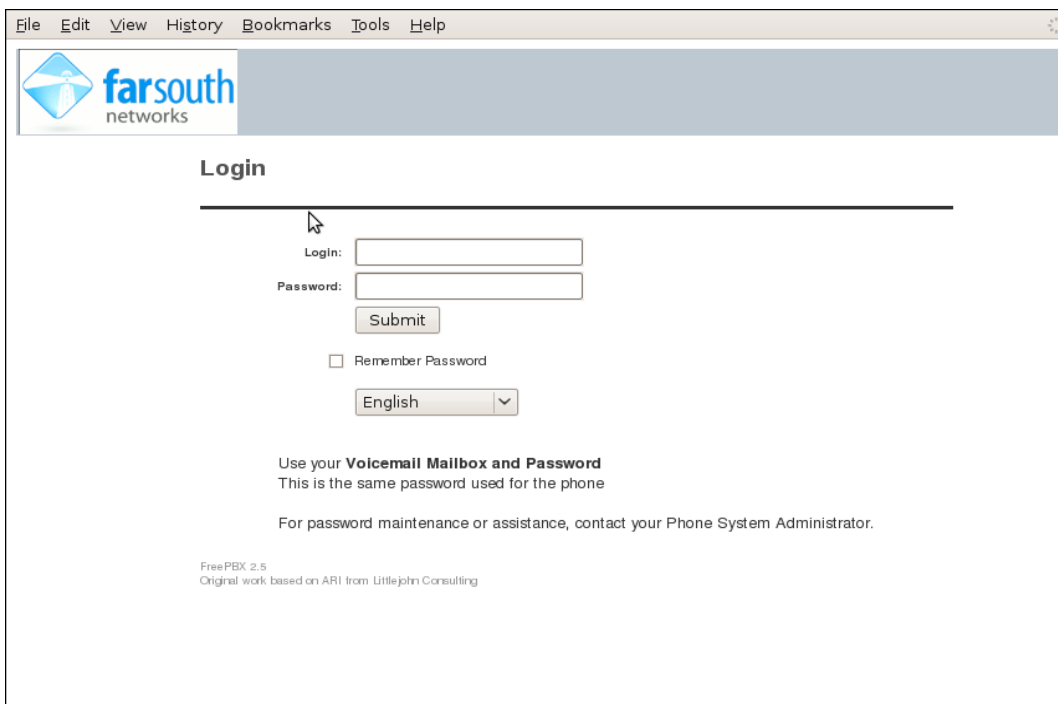
On accepting the entry, you are connected to the person's extension number.

WEB ACCESSIBLE FEATURES

Individual users are able to access PBX features via a web portal, accessible from the main GUI page. The IP address of your unit can be obtained from your administrator.

LOGIN

Log-in using your known extension number and voicemail password. If the voicemail password is not yet set, use a single space character as password.



The screenshot shows a web browser window with the following content:

- Browser menu: File, Edit, View, History, Bookmarks, Tools, Help
- Logo: farsouth networks
- Section: Login
- Form fields: Login: [text input], Password: [text input]
- Submit button: Submit
- Checkbox: Remember Password
- Language dropdown: English
- Instructions: Use your **Voicemail Mailbox and Password**. This is the same password used for the phone. For password maintenance or assistance, contact your Phone System Administrator.
- Footnote: FreePBX 2.5, Original work based on ARI from Littlejohn Consulting

INBOX

You can view and listen to your voicemail messages from the Inbox view. It is also possible to:

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

CALL MONITOR

You can view a history of your calls on this screen. You can also listen to and download recordings that were made during calls.

PHONE FEATURES

You can view and edit the following phone features:

- Call waiting
- Do not disturb
- Call forwarding

The screenshot shows a web browser window with the 'farsouth networks' logo. The page title is 'Phone Features for Switchboard (1000)'. On the left is a navigation menu with links: Voicemail, Call Monitor, Phone Features, Follow Me, Feature Codes, Settings, and Logout. The main content area has the following settings:

- Phone Features**
 - Call Waiting
 - Do Not Disturb
- Call Forwarding**
 - Unconditional: Enable
 - Unavailable: Enable
 - Busy: Enable

At the bottom, there is an 'Update' button and a footer: 'FreePBX 2.5 Original work based on ARI from Littlejohn Consulting'.

FOLLOW ME

If follow me is enabled, you can control the follow me settings as presented in the graphic below.

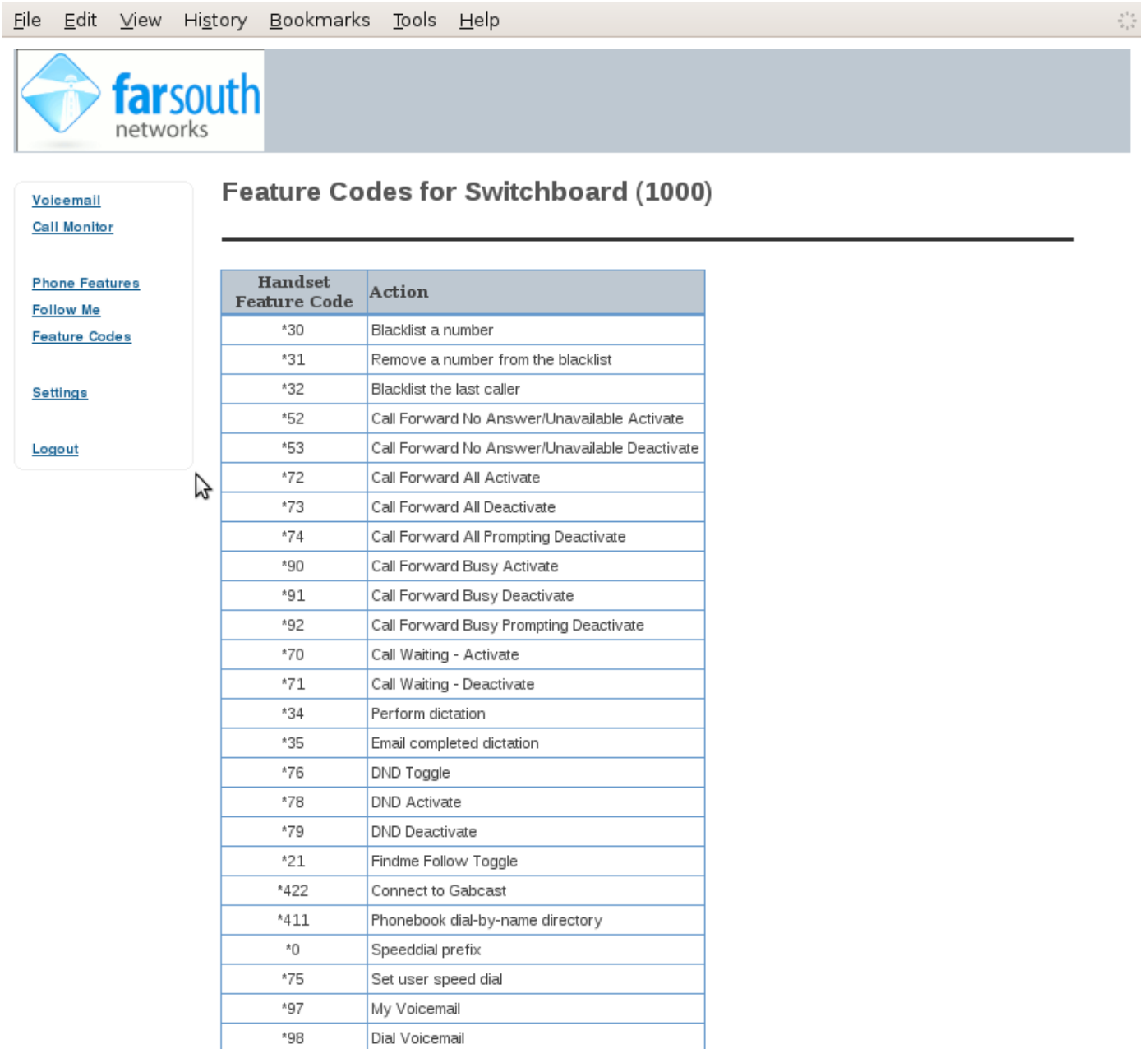
The screenshot shows a web browser window with the 'farsouth networks' logo. The page title is 'Followme Settings for Switchboard (1000)'. On the left is a navigation menu with links: Voicemail, Call Monitor, Phone Features, Follow Me, Feature Codes, Settings, and Logout. The main content area has the following settings:

- Enable**:
- Follow Me List:**
- Ring 1000 First For:** seconds
- Ring Followme List for:** seconds
- Use Confirmation:** Enable

At the bottom, there is an 'Update' button and a footer: 'FreePBX 2.5 Original work based on ARI from Littlejohn Consulting'.

FEATURE CODE LIST

The available feature codes are listed in the graphic below.




Handset Feature Code	Action
*30	Blacklist a number
*31	Remove a number from the blacklist
*32	Blacklist the last caller
*52	Call Forward No Answer/Unavailable Activate
*53	Call Forward No Answer/Unavailable Deactivate
*72	Call Forward All Activate
*73	Call Forward All Deactivate
*74	Call Forward All Prompting Deactivate
*90	Call Forward Busy Activate
*91	Call Forward Busy Deactivate
*92	Call Forward Busy Prompting Deactivate
*70	Call Waiting - Activate
*71	Call Waiting - Deactivate
*34	Perform dictation
*35	Email completed dictation
*76	DND Toggle
*78	DND Activate
*79	DND Deactivate
*21	Findme Follow Toggle
*422	Connect to Gabcast
*411	Phonebook dial-by-name directory
*0	Speeddial prefix
*75	Set user speed dial
*97	My Voicemail
*98	Dial Voicemail

FreePBX 2.5
Original work based on ARI from Littlejohn Consulting

SETTINGS

User settings for voicemail and call recording are shown in the graphic below.

File Edit View History Bookmarks Tools Help



[Voicemail](#)
[Call Monitor](#)

[Phone Features](#)
[Follow Me](#)
[Feature Codes](#)

[Settings](#)
[Logout](#)

Settings for Switchboard (1000)

Language:

Voicemail Settings

Voicemail Password:

Enter again to confirm:

Passwords must be all numbers and at least 3 digits

Email Notification Enable

[Email Voicemail To:](#)

[Pager Email Notification To:](#)

Ask caller to review their voicemail before sending

Email voicemail as attachment

Say caller id in recording emailed

Say envelop (date/time) in recording emailed

Delete voicemail when emailed

Audio Format:

Call Monitor Settings

Record INCOMING: Always Never On-Demand

Record OUTGOING: Always Never On-Demand

FreePBX 2.5
Original work based on ARI from Littlejohn Consulting