Full Features Manual for My PBX Series

Your IP PBX is packed with powerful features. When implemented correctly these features can positively impact the day to day functioning of your business making you more productive and enhancing your own and your customer's experience.

The **PBX features** can be classed in 4 different **categories** based on what area of your business they **impact.**

1. User Experience Features
2. Customer Experience Features
3. Productivity Features
4. Cost Control Features

As we go through the features manual we will provide you with some ideas on how these advanced features may benefit your particular business.

Some features will be ready to use after your PBX is installed, some may need additional programming by a DSL Telecom Agent. Please contact your local agent if you require additional features added. Customers under SLA can use their inclusive call outs for the programming. Please be advised that if more additional programming is required DSL Telecom reserves the right to charge for the additional hours of labour.

Some features will work best with add on products and if activated may require additional lines, licences or hardware devices to operate successfully.

Get the most out of your IP system. We are always here to assist.

Regards

The DSL Telecom Team

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User Experience Features

1. **Attended Transfer**

Description: When you transfer a call to another extension and speak to the other extension before putting the call through.

Sequence:
On a Yealink desktop phone; Press transfer, extension number, ok
On a Gigaset cordless phone; *3, extension number, #

Explanation: While on conversation with another party, you dial the attended transfer key sequence. MyPBX says "Transfer" then gives you a dial tone, while putting the other party on hold. You dial the transferee number and talk with the transferee to introduce the call, then you can hang up and the other party will be connected with the transferee. In case the transferee does not want to answer the call, he/she simply hangs up and you will be back to your original conversation.

How this is useful: You can professionally put a customer on hold while checking with your director first if he wants to take the call instead of just putting it through to his office. Your director may want to avoid certain calls at certain times and this gives you the opportunity to check whether your director wants to take the call or not.

2. **Blacklist**

Description: Number Blacklist is used to block an incoming call you do not want to answer.

Sequence: Programming required

Explanation: Blacklist is used to block an incoming/outgoing call. If the incoming call number is registered in the number blacklist, the caller will hear the following: "The number you have dialed is not in service. Please check the number and try again". The system will then disconnect the call.

How this is useful: If you are receiving unwanted automated sales calls, nuisance or prank calls or just want to avoid someone. Please note CLI must be activated on all incoming lines for Blacklist to operate successfully.

3. Blind Transfer

Description: When you transfer a call to another extension without speaking to the other extension first, the transfer is therefore 'blind'

Sequence:
On a Yealink desktop phone; Press transfer, extension number, transfer
On a Gigaset cordless phone; *03, extension number, #

Explanation: Blind Transfer involves passing/transferring a call without notifying the recipient. It is also known as unsupervised transfer or cold transfer.

How this is useful: If you are in a small office and you can see that the person you need to send the call through to is available and they are already aware of the caller and that they need to take the call. Also use-full when transferring to a 'ring group' e.g.: the accounts department.

4. BLF Support (Busy Lamp Fields)

Description: Typically a collection of lights or indicators on a phone that indicate who is talking on other phones connected to the same PBX.

Sequence: Phone Programming Required

Explanation: Used by a receptionist or secretary to aid in routing incoming calls.

How this is useful: Receptionists that handle multiple calls and multiple extensions can transfer calls quickly with one touch BLF keys and also see availability of extensions. They will be able to see at a glance whose extension is free, busy or ringing. (Also see applications: Presence)

5. Call Divert/Forward

Description: Call forwarding (or call diverting) is a feature that allows an incoming call to a called party, which would be otherwise unavailable, to be redirected to a mobile telephone or other telephone number where the desired called party is situated.

Sequence:
On a Yealink desktop phone; Menu, features, call forward, enter number, enable/disable

Explanation: Forward any call to any other extension or any number

How this is useful: Forward your extension number to another extension when you go on leave. Forward calls to your mobile phone so you never miss a sales call or an emergency if you are a doctor on call. (Also see: Follow Me)

6. Call Parking

Description: Call parking is a feature that allows a person to put a call on hold on one telephone extension and continue the conversation from any other extension.

Sequence:
On any phone; to initiate: *6 to retrieve: 690

Explanation: The "call park" feature is activated by pressing *6. This transfers the current telephone conversation to an unused extension number and immediately puts the conversation on hold. (This is called parking the call; and the call is said to have parked onto a certain extension. The telephone system will then announce the extension number of the parked call so that the call can later be retrieved. The PBX parking rooms start at 690, 691, 692 etc.

How this is useful: Free your extension up to make another quick internal/external call or consult with a colleague while the call is parked, after 60 seconds the call will automatically come back to your handset. Park a call at your desk then walk upstairs to accounts and pull the call out of the parking lot on any other extension by dialing the parking room number.

7. Call Pickup

Description: Call pick-up if activated is used to pick up another users call if their phone is ringing and they are unable to answer it.

Sequence:
On a Yealink desktop phone; *4, ok
On a Gigaset cordless phone; *4, green button

Explanation: The "call pick-up" feature is accessed by pressing *4. In places where "call pick-up" is used, the telephone sets may be divided into groups. Under such an arrangement, using "call pick-up" will only pick up a call in the same group. There are two main types:- Group call pickup, this allows you to collect a call from any ringing phone that is in the same pickup group as you, if there were more than one phone ringing then you would have no control over which call you collected. Directed pickup, this allows you to pickup a call at a specific extension, maybe you're in another office and you hear a phone ringing and wonder if it's yours. You dial the pickup number and your extension, and the call will only transfer if it is your extension. The code would differ for directed pickup: *04 Ext number, ok

How this is useful: You don't need to get up from your desk to answer a colleagues ringing phone.

8. Call Waiting

Description: If active it will beep lightly in your ear during call to notify another call is waiting.

Sequence: Active on all IP Phones

Explanation: If a calling party places a call to a called party which is otherwise engaged, and the called party has the call waiting feature enabled, the called party is able to suspend the current telephone call and switch to the new incoming call, and can then negotiate with the new or the current caller an appropriate time to ring back if the message is important, or to quickly handle a separate incoming call.

How this is useful: If you are on an unimportant call you can hear the call waiting tone of another call you may choose to abandon the unimportant call and take the potential more important call.

9. Caller ID

Description: The system or phone will display the incoming caller ID or even users name if it is stored in your phonebook or the callers naming identity is active.

Sequence: Always Active

Explanation: Ensure that you have caller ID activated on your networks telephone lines (Telkom etc.) in order for the system to be able to read the incoming caller ID. Contact your services provider to activate caller ID if not already active. VoIP numbers have free caller ID and are already active.

How this is useful: You can see the number that is calling you. It will also show up in your history so you can dial back on historical numbers at a click of the button (or screen, see applications: Presence)

10.   DND (Do Not Disturb)

Description: DND functionality is the ability of a phone or client to ignore any incoming calls. This can be implemented in several ways.

Sequence:
  *75 to turn on Do Not Disturb mode and
  *075 to turn off Do Not Disturb mode
The Yealink phones also have a dedicated DND screen selection option.

Explanation: *Ringer Off or Ringer Mute.* The call rings as normal but does not alert the user. The call is then handled by the method programmed in the no-answer event, such as sending the call to the voice mail system after 20 seconds of ringing. *Busy Mode*. The phone is taken off-hook or sends a signal to the PBX stating it is busy, and not available for calls. The call is then handled by the method programmed in the busy event, such as forwarding to another free extension or to voice mail. MyPBX implemented in BUSY mode, the call will be forwarded to extensions' voicemail.

How this is useful: You may be out to lunch or working on an important task and do not want to be disturbed, rather activate DND and let the caller go to voicemail or reception.

11.   FAX (T.38)

Description: The PBX supports Fax Routing.

Sequence: Programming Required

Explanation: The PBX can be set up to detect faxes (Fax Tones) and automatically route the faxes to a desired destination either E-mail or an Extension. Customize an **E-mail address** to receive the faxes. You should first configure the "Voicemail Settings->SMTP Settings for Voicemail" correctly before you use this option.
Send faxes to an **extension**. If choosing a FXS extension here, the fax will be sent to the FXS port selected, you should connect a fax machine to this FXS port. If Choosing a VoIP extension, the fax will be sent to the extension's voicemail as an attachment.

How this is useful: If you seldom receive faxes on your fixed Telkom line you may want to use the spare capacity for voice calls and plug this line into your PBX. If someone sends a FAX to you via this line it will be detected and sent via e-mail or straight to an analogue FXS extension (Old Fax Machine)

12.   Follow Me/ Call Forwarding

Description: Change your follow me/Call forwarding rules so that people can find you

Sequence: Log into your own extension via the web interface of your PBX (You will need your PBX's IP Address). The User name and Password will be your Extension Number

Explanation: You can set your own rules on what you would like to happen when your extension is unavailable or DND (do not disturb) is activated.

How this is useful: You can forward calls from your extension to another extension while on lunch, forward your calls to your mobile phone while out of the office or to voicemail if you are in meetings. Note: You will need to have spare telephone lines to forward calls out of the office.

13.   Intercom/Zone Intercom

Description: Call an extension and force immediate pickup (phone will automatically go to speaker phone). Audio will be two-way. Yealink phones currently supported.

Sequence: *5, extension number, ok

Explanation: The intercom can be used to make public announcements on multiple devices or a single device.

How this is useful: Combine this feature with a Snom PA1 (Public Announcement) and a speaker and you can announce over the speaker to a factory floor, a classroom or a waiting room.

14.   Mobility Extension

Description: The main feature of Mobility Extension is that when it calls in MyPBX, it will enjoy all the authority of internal extensions, e.g.: direct call to other extensions, calling through trunks and voicemail checking.

Sequence: Programming Required

Explanation: Allows a user to dial in from their mobile phone and operate the extension by listening to voicemail, dialing other extensions or even dialing out over trunks.

How this is useful: Remotely check voicemail, call into your office with direct access to any extension.

15.   One Touch Record

Description: Easily record conversations for monitoring purposes

Sequence: Dial *1 during a call

Explanation: A user may initiate or stop call recording by dialing *1 during a call. (*1 is default setting) Log into your web extension interface with your extension number as the username and password to view all recordings. (See also Listen In)

How this is useful: Record critical calls when customers place orders, follow up payments or have disputes. The recordings are stored in a .WAV file on your extension interface for retrieval and download. Attach the recordings to an e-mail for sending.

16.   Paging Groups

Description: Paging is used to make an announcement over the speakerphone to a phone or group of phones. Note: A paging group can have a maximum of 20 members.

Sequence: Programming Required.

Explanation: Targeted phones won't ring, but instead answer immediately into speakerphone mode.

How this is useful: Make an announcement to a specific department.

17.   QoS (Quality of Service)

Description: QoS (Quality of Service) is a major issue in VOIP implementations. The issue is how to guarantee that packet traffic for a voice or media connection will not be delayed or dropped due to interference from other lower priority traffic such as browsing.

Sequence: Ready

Explanation: When the network capacity is insufficient, QoS provides priority to users by setting the value. Voice will get priority over other traffic.

How this is useful: Using devices that allow for QoS will result in clear voice transmission.

18.   Ring Groups

Description: A Ring Group takes one inbound call and rings all phones that are placed in the specific ring group; the first to pick up gets the call.

Sequence: Programming Required

Explanation: This feature, on other phone systems, is sometimes called "Simultaneous Ring". You can choose how you want the call to 'ring' the ring group. You can ring all phones simultaneously or each phone sequentially.

How this is useful: Very handy for inbound sales or support departments or even a small office where the first person that is able to pick up the call can take the call. Note. If your phone is part of a ring group the call forwarding feature will not work.

19.   Speed Dials

Description: A speed dial is a short code to dial for a pre-programmed number.

Sequence: *99, speed dial number, call (Programming Required)

Explanation: If you program your first speed dial in as No 1 and the number you would like to program in is 087 802 0917 then in order to call this number a user would just need to dial *991 from any handset and the IP PBX will connect the call.

How this is useful: Saves loads of time by dialing a shorter number and not having to look up the contact details of the desired party. All extensions can share a global speed dial list of the most common customers, suppliers or contacts.

20.   **Voicemail Per Extension**

Description: Each extension has its own Voicemail box.

Sequence: *2 (when prompted for password enter your extension number)

Explanation: Once dialed into the voicemail menu you can personalise your voicemail greeting, listen to messages and delete older messages. On Yealink phones you can push the message button to dial straight in. The green button on the Yealink phones will glow and beep periodically if there are new voicemails available for the user.

How this is useful: Each extension can have their own personal voicemail. Each user can customize their own greeting for their personal voice mailbox.

21.   **Web Based Control Panel**

Description: Each extension can log into its own web interface and manage you own settings.

Sequence: Go to the IP address of your PBX, enter your extension number as username and password

Explanation: The web extension interface is the place to find all your Voicemail files, One Touch Call recordings and Follow me settings

How this is useful: Retrieve call recordings without using an administrator, change your follow me settings with an easy to use simple web interface.

Customer Experience Features

22. Audio Interface

Description: This allows you to play audio devices through your PBX.

Sequence: Programming required

Explanation: Play radio, CD player or any audio device through your PBX.

How this is useful: Let your customers listen to radio or your favorite selection of songs while they are on hold. Play audio over your PA system

23. Business Hours

Description: Instruct your IP PBX how to behave after hours and on weekends and/or public holidays.

Sequence: Programming required

Explanation: Let your PBX route inbound calls differently after hours

How this is useful: You can set up IVR/Auto attendant for after-hours informing your customers that your offices are closed and when you will be open again, you can also instruct the customer on the best method to contact you after hours e.g. via e-mail and or to leave a voice message.

24.   IVR / Auto Attendant

Description: Interactive Voice Response (IVR) is a phone system application that prompts callers with recorded messages and options and processes voice input and/or touch-phone keypad selections from these menus. The IVR function responds to this input by providing appropriate information in the form of voice answer or provides a connection to a "live" operator.

Sequence: Programming required

Explanation: IVR will automatically route your inbound callers to the correct destination based on the caller's instructions with the IVR.

How this is useful: Alleviate pressure on your staff by directing customers automatically to the correct department or extension. Provide information to your customers allowing them to find the correct person in your organization to manage their query. Make your company look larger than it is to your customers.

25.   Music On Hold

Description: Upload any music on hold you like. Certain models accommodate audio for radio as well.

Sequence: Programming required

Explanation: The IP PBX can take music files and make them available to your listeners while they are on hold

How this is useful: Provide your customer with a more pleasurable experience when dealing with your organization. Record adverts and upload them so your customer can listen to specialized advertising while they are on hold or wait in your call queues.

Productivity Features

26.   Call Routing

Description: Route your inbound or your outbound calls via any call route

Sequence: Programming required

Explanation: Inbound calls can be routed to receptionist phone, specific extensions, IVR's Voicemails, agent queues, automatic forwards to other offices. If you can think of a route the IP PBX can probably do it. Outbound calls can be routed over specific trunks (lines) or specific networks (Fixed Line; VoIP; CDMA; GSM etc.)

How this is useful: You can direct inbound call flows to multiple destinations with multiple 'tree' structures within your business. Route inbound calls by schedule, time of day etc. (See Business Hours) you can also route calls by caller ID! Your outbound call routing allows you to send certain calls over specific networks to achieve cost savings. We can route calls over any network.

27.   Conference Rooms

Description: Virtual conference rooms are used when multiple participants would like to be included in the same conversation. You can transfer multiple internal and external callers into one of the conference rooms and all talk together.

Sequence: Transfer callers to conference rooms starting at 640, 641, 642 etc.

Explanation: Save time and increase productivity by including interested parties in on the same call to participate in a virtual teleconference.

How this is useful: Save time and stop repeating your important conversations by including the decision makers in on the call in the first place.

28.   DID (Direct Inward Dialing)

Description: Also called DDI (Direct Dial-In). This is used on ISDN, PRI or SIP trunks. There is a range of numbers allocated to the line and all calls to these numbers are forwarded to the same line trunk by the telecoms network. DID feature on the IP PBX will identify which number in the range has been dialed and the PBX can then route the incoming call in any way you would like.

Sequence: Programming required.

Explanation: As calls are presented to the PBX, the dialed destination number (DNIS) is transmitted, usually partially (e.g., last four digits), so that the PBX can route the call directly to the desired telephone extension within the organization without the need for an operator or attendant. The service allows direct inward call routing to each extension while maintaining only a limited number of subscriber lines to satisfy the average concurrent usage of the customer.

How this is useful: ISDN has typically been used in the past on analogue PBX systems because of the wider number range available on these trunks and the direct dial in capabilities. Nowadays multiple SIP (VoIP) numbers can be used to achieve the same effect at a lower cost. You can also set up an IVR and direct dial an extension through an IVR so the new technology has eliminated the necessity of using ISDN.

29.   Voicemail to E-mail

Description: Voicemail to E-mail routes your extensions voicemail to your e-mail address

Sequence: Programming required.

Explanation: Route Voicemail directly from your extension to any e-mail address. The Voicemail's are sent as WAV file attachments on an e-mail.

How this is useful: React to sales enquiries quickly by receiving voicemail via e-mail on your smartphone while you are out the office. Store all your voicemails in an e-mail folder for record purposes. Forwarding voicemails is as easy as forwarding an e-mail. Create an e-mail distribution list to send voicemail to multiple parties via e-mail.

30. Listen In

Description: Listen in (also known as normal spy) allows your extension to listen in on other extensions phone conversations but they can't hear you

Sequence: *90, dial extension number you want to listen in on. Programming required.

Explanation: Listening in allows you to listen to another extensions phone conversation. You will be able to hear both the customer and the user's extension but they will not be able to hear you. The 'normal spy' function needs to be activated on the specific extensions you would like to listen in on in order for the feature to work.

How this is useful: Training new sales people is easy as they can listen in on the conversation and listen to both buyer and seller on the line to pick up sales and closing techniques. The feature is also useful if you are on an important call and need someone else in your office to listen in on the call, this will save you having to repeat what was said to the customer to your colleague after the call is completed.

31. Barge In

Description: Barge In (also known as barge spy) allows your extension to take over a call from another extension.

Sequence: *92, dial extension number you want to barge in on. Programming required.

Explanation: Barge in allows you to kick someone off a call and take over that call with a customer.

How this is useful: In a call center type environment the sales manager may want to barge in on a customer's call if the call center agent is misleading or incorrectly dealing with the customer. The manager can barge in on the call, take it over and clarify the terms of the deal.

32.   Whisper In

Description: Whisper In (also known as whisper spy) allows your extension to whisper in the earpiece of a desired extension allowing the user to hear you but not the customer.

Sequence: *91, dial extension number you want to barge in on. Programming required.

Explanation: Whisper in allows you to speak to another extension during an active call without the customer hearing you.

How this is useful: Excellent for training new staff on what to say during a sales or support call. You will be able to hear the agent and the customer and you will be able to whisper in the agent's ear and the customer will not hear you. This is also used to inform directors of important messages during lengthy conference calls without disturbing the conference call.

Cost Control Features

33.   Call Back

Description: Call back allows users to 'miss call' the PBX when they are out of the office and the PBX will automatically call you back.

Sequence: Programming required.

Explanation: MyPBX allows caller A to dial an inbound route number, and after hearing the ring, A can hang up the call or wait for MyPBX to cut off the call, then MyPBX will call caller A with this number. When caller A picks up the call, A can dial the number he wants to call; MyPBX will call the desired number with its outbound route.

How this is useful: If you have reps on the road, truck drivers or technicians in the field this service will allow you to control call costs by letting them dial out from the office rather than consistently topping up your employees with airtime so they can call back to the office.

34.   CDR (Call Detail Records)

Description: The PBX has standard call detail records which will show you basic call detail reports on numbers dialed by extension, time, route and duration.

Sequence: Login to the web interface for call detail records

Explanation: Retrieve and download basic call records to monitor activity on inbound and outbound calls.

How this is useful: Allows you to see which extensions are dialing certain numbers, you can also monitor activity of outbound sales staff members. A limitation of the call detail records is that it does not assign a cost to the call. For more advanced cost calculations please refer to the TMS (Telephone Management Service) add on.

35.   Firewall

Description: The PBX has built in fire walls to protect the customer against unauthorised access

Sequence: Programming required

Explanation: The Firewall is your first line of defense against any internal or external threats on your network.

How this is useful: Prevents unauthorized use which helps you control costs. The Firewall is only one of many security features that DSL Telecom implement to keep you protected against external and internal threats. Make sure you get a licensed DSL Telecom agent to handle your IP PBX security to prevent attacks.

36.   Pin User (PIN Code Control)

Description: PIN Users may be used to keep track of calls in relation to particular activities or clients. They can also be used to keep track of calls by particular users or sets of users.

Sequence: Programming required

Explanation: MyPBX can store a number of PIN Users.
PIN entered are checked against those stored by the system. If an invalid PIN is entered, the PIN is requested again. The system administrator can configure certain numbers or types of numbers to require entry of a PIN before you can continue making a call to such a number. The system administrator can also configure you to have to enter a PIN before making any external call.

How this is useful: Control who is allowed to make calls, monitor expenses by creating a PIN code for each user in your office. This option is best used in conjunction with the TMS add on service