

USER GUIDE



Asrix
Solutions

Connect, any way you want...

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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 out-side line add 9 to the number. There is no need to wait for a dial tone after pressing 9 as this system will look at the whole number and decide the best route to take after the number has been dialed. When you have finished entering the numbers you can press the # sign to initiate the call or you can wait and the call will connect on its own.

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 red end call button while the phone is ringing will reject an incoming call. However the behavior varies depending on the source of the call.

An internal call or a direct external 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 hand-sets 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 red end call button.

Voicemail

Your Phone will indicate a new voicemail message by flash-ing 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 hold button at any time during a call will place the other party on hold. Your message light will flash to re-mind 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 re-trieve a held call simply lift the handset and press the flash-ing line number. Alternatively pressing the line number with-out 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 caller list button 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 red end call button.

Redial List

Pressing the double up arrow or the redial button will show the redial list. Using the up and down buttons you can scroll through the last 100 numbers called from this extension. To call one of the numbers lift the handset or press the speaker-phone button. To exit the list press the red button.

Advanced Features

Transferring a Call

During a call 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 red button your caller will be transferred. To transfer directly to an extension's voicemail box press the (Xfer) button * (star) button then the

Feature Code Quick Reference

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

- “8” “Folder 8” messages.
- “9” “Folder 9” messages.
- “#” Cancel the change folder operation.

extension number and #. Then press the red end call button to finish the transfer.

Conference Calls (3 way calling)

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 while 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.

NOTE: If you need more than 3 people in a call then you will need to use the conference bridge.

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 utilize the loudspeaker on all speaker-phones connected to the system to make an audible announcement. To initiate this dial the group number 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 the record (RAC) button. The other caller will not hear anything as you press the button unless you are in speakerphone mode. For information on how to retrieve recorded calls see the call monitor interface section.

Accessing another Extensions Voice mail

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

- "6" Go to the next message in the folder.
- "7" Delete or undelete the message.
- "8" Forward the message to another user on the system.
- "9" Save the message to a different folder.
- "0" Mailbox options.
- "*" Replay the prompt.
- "#" Exit the voice mail system.

Advanced Options after Listening to a Message

The following buttons may be pressed in the "Advanced Options" menu while you are listening to a message.

- "1" Record a message and send it directly to the mailbox of the person that sent you the current message.
- "2" Call the person that left the message back.
- "3" Play the message envelope.
- "4" Place an outgoing call.
- "5" Leave a message for another user on the system.
- "*" Return to the main menu.

Changing Folders

If you select the option to change folders the voicemail system will present you with the following options:

- "0" "New" messages.
- "1" "Old" messages.
- "2" "Work" messages.
- "3" "Family" messages.
- "4" "Friends" messages.
- "5" "Folder 5" messages.
- "6" "Folder 6" messages.
- "7" "Folder 7" messages.

The Message Envelope

The voice mail system will play back the message “envelope”. Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback.

The voice mail system will then play back the message.

During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- “*” Rewind the message by 3 seconds.
- “#” Fast forward the message by 3 seconds
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the play-back of the message and perform the corresponding action from the post-message playback options.

After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- “1” Go to the first message in the current folder.
- “2” Change folders.
- “3” Advanced options.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.

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.

Quick Dial Buttons and Indicators

On your extension there are a number of quick dial 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

Enter the address of the server into a web browser and that will take you to a login screen.

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 voice-mail 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. While 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.

- "*" Repeat the menu options.
- "#" Exit from the voice mail system.

Advanced Options in Main Menu

The following buttons may be pressed in the "Advanced Options" menu that was accessed from the Main Menu.

- "4" Place an outgoing call.
- "5" Leave a message for another user on the system.
- "*" Return to the main menu.

Mailbox Options

- "1" Record your unavailable message.
- "2" Record your busy message.
- "3" Record your name.
- "4" Record your temporary greeting.
- "5" Change your password.

Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

"1" Record a temporary greeting.

This will allow you to record a new temporary greeting. "2" Erase temporary greeting.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

"*" Return to the main menu.

Listening to Messages

voicemail system to leave a message, you may be able to press the “*” button to switch from leaving a message to accessing your mailbox.

By calling a special extension.

Your phone system administrator may have configured a special extension that can be called to access your mailbox. Contact your phone system administrator for details. Before you are allowed to listen to your messages, you may be asked to enter your mailbox number and a password.

The First Time You Log In

The first time that you log into your mailbox, you may be required to change some settings. In particular, you may be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

Menus

This section contains a detailed discussion of the menus used to access your mailbox.

Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder.
- “2” Change folders.
- “3” Advanced options.
- “0” Mailbox options.

Phone Features

Under this section you can adjust certain aspects of your phone regarding incoming calls. It is important that you re-member 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 behavior of call waiting on your extension. With it checked the system will behave as described in “Answering 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 (red 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.

If the caller pressed the "*" button to end the recording and the phone system administrator has configured the system to let the caller review the message, the caller will be presented with the following options:

- "0" Transfer to an operator.
- "1" Save the message.
- "2" Review the message.
- "3" Re-record the message.

If the caller presses "1" the message will be placed in your "New" folder. If the user presses "0" the message will be cancelled and the user will be transferred to the operator.

Accessing Your Mailbox

Logging In

The elastix allows your administrator a lot of flexibility so there is no single answer to how to log into your mailbox. Contact your administrator for details on how to access your mailbox. However, below is a discussion of several popular methods for accessing mailboxes that your administrator may have chosen:

By pressing a button on your phone .

Your phone may have a special button on it that has been configured to allow access to your mailbox. Consult the documentation that came with your phone and your phone system administrator for details.

By calling your extension and pressing the "*" button . If you call your own extension and are redirected to the

record a message that you can listen to later. Depending on how the phone system was configured, the caller may first hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message looks like this:

1. Play the appropriate greeting. See Section 1.1 for more information on which greeting will be played. The phone system administrator can control whether a greeting is played or not and can also control whether the busy or unavailable greeting is played (if you record a temporary greeting, the temporary greeting will always be played if the administrator does not turn off greetings).
2. Play some short instructions. Again, the phone system administrator can control whether the instructions are played or not.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message.

While listening to the greeting or the instructions, the caller can press any of the following buttons:

- “#” Skip the rest of the greeting and instructions and immediately begin recording the message.
- “*” Transfer out of the message recording application.

Typically used by the phone system administrator to allow users to access their mailboxes.

- “0” Transfer to an operator.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the “#” button.

If the caller hangs up the phone to end the recording, the voicemail system will put the message in your “New” folder.

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 behavior of the call recording option.

Voicemail Server

An Overview

The elastix offers a highly flexible, highly capable voice mail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email. The notification message may also include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like

when you will be available, other methods to contact you, or other options that the caller can use to receive assistance. The elastix has three types of greetings:

Busy Greeting

If the elastix thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at extension *number* is on the phone.
- *recorded name* is on the phone.

or the busy greeting can be a message that you record.

Unavailable Greeting

If the elastix thinks that you are unavailable (e.g. you don’t answer the phone or your phone is not connected to the network) the caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at extension *number* is unavailable.
- *recorded name* is unavailable.

or the unavailable greeting can be a message that you record.

Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your “busy” or “unavailable” status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

Folders

The elastix allows you to save and organize your messages into folders. There are ten folders:

Folder Names

- New
- Old
- Work
- Family
- Friends
- Folder 5
- Folder 6
- Folder 7
- Folder 8
- Folder 9

When a caller leaves a message for you, the message will be put into the “New” folder. If you listen to the message, but do not delete the message or save the message to a different folder, the voicemail system will automatically move the message to the “Old” folder.

When you first log into your mailbox, the voicemail system will make the “New” folder the current folder if you have any new messages. If you do not have any new messages the voicemail system will make the “Old” folder the current folder.

Leaving a Message in a Mailbox

If you are not able to answer a phone call, your administrator may have configured the phone system to allow the caller to