

## APTECH IP-PBX QUICK USER'S GUIDE

### Accounts and Lines

From a Phone In Off-hook state, select an idle line and dial tone will be heard, or without picking a specific Line start dialing any number and at the end press Line 1 or the Speaker phone key. Remember that your new Phone system is Digital same technology as your Cell Phone, there are some IP Phones that shows a SEND key or a DIAL key, if your phone does not show and specific key just press the # (Pound Key) at the end of dialing any number you may want. If you don't press the # key after dialing the number the call will connect but taking more time in our system.

To make a call, select the line you wish to use. The corresponding LINE LED will light up. The user can switch lines before dialing any number by pressing the LINE buttons.

#### For example:

1. When LINE 1 is pressed, the LINE 1 LED will light up in green. If LINE 2 is pressed, the LINE 2 LED will light up in green and the subsequent call will be made through SIP account.
2. Incoming calls to a specific account will attempt to use its corresponding LINE if it is not in use. When the "virtually" mapped line is in use, the phone will flash the other available LINE in red. A line is ACTIVE when it is in use and the corresponding LED is red.

### Completing Calls

There are FIVE ways to complete a call:

#### 1. **DIAL:** To make a phone call.

- ☑ Take Handset off hook
- or press SPEAKER button
- or press HEADSET button
- or press an available LINE key to activate speakerphone
- ☑ The line will have a dial tone
- ☑ Enter the phone number
- ☑ Press "Send" "Dial" "#" or HANDSET button to send

#### 2. **REDIAL:** To redial the last dialed phone number.

- ☑ Take Handset off-hook
- or press the SPEAKER button
- or press an available LINE key to activate speakerphone
- or on idle screen
- ☑ Press the REDIAL soft-key

#### 3. **VIA CALL HISTORY:** To call a phone number in the phone's history.

- ☑ Press the MENU button to bring up the Main Menu.
- ☑ Select Call History and then "Answered Calls", "Missed Calls" or "Dialed Calls" or etc

depending on your needs

- ☒ Select phone number using the arrow keys
- ☒ Press OK to select
- ☒ Select and press “Dial” to dial out

**4. VIA PHONEBOOK:** To Call a phone in from the phone’s phonebook.

- ☒ Go to the phonebook by pressing the DOWN arrow key or pressing the menu button and selecting “Phone Book”
- ☒ Select the phone number by using the arrow keys
- ☒ Press OK to select
- ☒ Select and press “Dial” to dial out

**5. VIA PAGE/INTERCOM:** Phone and APTECH IP-PBX have to be configured correctly.

- ☒ Take Handset off hook  
or press SPEAKER button  
or press HEADSET button  
or press an available LINE key to activate speakerphone
- ☒ Press OK button (the round button in the center of navigation keys) and the screen will display “LINEx: PAGE”
- ☒ Dial Extension 1010 to do a Page/Intercom
- ☒ Press “SEND” button to dial out and release the paging.

**NOTE:**

- ☒ Dial-tone and dialed number display occurs after the handset is off-hook, or handset button is pressed, or speaker button is pressed, or the line key is selected. After dialing the number, the phone waits 4 seconds (by default; No key Entry Timeout) before sending and initiating the call. Press “#” button to override the 4 second delay.

## ANSWERING PHONE CALLS

### Receiving Calls

1. **Incoming single call:** Phone rings with selected ring-tone. The corresponding LINE flashes in red. Answer call by taking Handset off hook or pressing SPEAKER or HEADSET or by pressing the corresponding account LINE button.
2. **Incoming multiple calls:** When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). Answer the incoming call by pressing its corresponding LINE button. The current active call will be put on hold.

### Do Not Disturb

Do Not Disturb can be enabled/disabled by pressing the MUTE/DND button on the phone when the phone is in idle screen. Or users could set it from the MENU following the steps below.

1. Press the MENU button and scroll down to “Preference”.
2. Select “Do Not Disturb” by pressing menu button.
3. Use arrow keys to either enable or disable “Do Not Disturb” feature.

4. When enabled, there will be a special 'Do Not Disturb' icon appearing on the display. This will send the incoming caller directly to voicemail.

## PHONE FUNCTIONS DURING A PHONE CALL

### Call Waiting/Call Hold

1. **Hold:** Place a call on 'hold' by pressing the "HOLD" button.
2. **Resume:** Resume call by pressing the corresponding blinking LINE.
3. **Multiple Calls:** Automatically place ACTIVE call on 'HOLD' by selecting another available LINE to place or receive another call. Call Waiting tone (stutter tone) will be heard when line is in use.

### Mute

1. During the call, press the MUTE button to enable/disable muting the microphone.
2. The "Line Status Indicator" will show "LINE: TALKING" or "LINE: MUTE" to indicate whether the microphone is muted.

### Call Transfer

Your new Phone supports both *Blind* and *Attended* transfer. Also, users could make auto-attended transfer when this feature is enabled from web GUI.

**Auto-Attended Transfer:** During the first call, press "TRANSFER" hard button and it will bring up another line.

The first call will be on music on hold. Enter the number and press SEND or "#" key to establish the second call. After the second call is established, users could press "TRANSFER" hard button to transfer the call, or press the SPLIT soft key so the second call will be resumed.

## CONFERENCE ROOM

**Call the main number, when the IVR answers Dial 900, users invited to the Conference should enter PIN 9199 and the Administrator PIN 99910**

**USER PIN: 9199**

**ADMIN PIN: 99910**

### 3-Way Calling

Phone can host conference calls and supports up to 3-way conference calling.

**1. Initiate a Conference Call:**

- ☒ Establish a connection with two parties
- ☒ Press CONF button
- ☒ Choose the desired line to join the conference by pressing the corresponding LINE button

### **2. Cancel Conference:**

- ☒ If after pressing the “CONF” button, a user decides not to conference anyone, press the current active LINE button
- ☒ This will resume two-way conversation with the current line

### **3. End Conference:**

- ☒ Press HOLD to end the conference call and put all parties on hold
- ☒ To speak with an individual party, select the corresponding LINE key

Phone also supports **Easy Conference mode**. In Easy Conference mode, users can initiate conference by calling another number when the current line is in talking or conference. Also the conference can be re-established by pressing the ReConf softkey when the conference is on hold. Easy Conference mode can be used combined with the traditional ways to establish 3-way conference.

### **1. Initiate a Conference Call:**

- ☒ Establish one call
- ☒ Press CONF button and a new line will be brought up
- ☒ Dial the number and press SEND button to establish the second call
- ☒ Press CONF button again or press the ConfCall softkey to establish the 3-way conference

### **2. Hold Conference:**

Networks, Inc. PHONE

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- ☒ During the conference, press HOLD button and the conference will be put on hold
  - To resume the conference, press the ReConf softkey
  - To split the conference and resume the call with each party, press the corresponding line key

### **3. End Conference:**

- ☒ If the users decide not to conference after establishing the second call, press EndCall softkey instead of ConfCall softkey/CONF button. It will end the second call and the screen will show the first call is on hold.
- ☒ During the conference, press EndCall softkey or hang up to end the conference.

### **NOTE:**

- ☒ The party that starts the conference call has to remain in the conference for its entire duration, you can put the party on mute but it must remain in the conversation. Also, this is not applicable when the feature “Transfer on call hangup” is turned on.
- ☒ When using Easy Conference mode, press SEND button to establish the second call after entering the number instead of using “#”.

## Voice Messages (Message Waiting Indicator – RED LIGHT)

A blinking light MWI (Message Waiting Indicator) on the top of the Phone indicates a message is waiting. Dial into the voicemail box or \*97 to retrieve the message. An IVR will prompt the user through the process of message retrieval. If after pressing \*97 you press zero you will be able to customize your answering message.

## APTECH IP-PBX CALL FEATURES

Your new IP-PHONE supports traditional and advanced telephony features including caller ID, caller ID w/name, call forward/transfer/park/hold as well as intercom/paging.

### Call Features

Blacklist a number	*30	<input checked="" type="checkbox"/>	Enabled
Blacklist the last caller	*32	<input checked="" type="checkbox"/>	Enabled
Remove a number from the blacklist	*31	<input checked="" type="checkbox"/>	Enabled
<b>Call Forward</b>			
Call Forward All Activate	*72	<input checked="" type="checkbox"/>	Enabled
Call Forward All Deactivate	*73	<input checked="" type="checkbox"/>	Enabled
Call Forward All Prompting Deactivate	*74	<input checked="" type="checkbox"/>	Enabled
Call Forward Busy Activate	*90	<input checked="" type="checkbox"/>	Enabled
Call Forward Busy Deactivate	*91	<input checked="" type="checkbox"/>	Enabled
Call Forward Busy Prompting Deactivate	*92	<input checked="" type="checkbox"/>	Enabled
Call Forward No Answer/Unavailable Activate	*52	<input checked="" type="checkbox"/>	Enabled
Call Forward No Answer/Unavailable Deactivate	*53	<input checked="" type="checkbox"/>	Enabled
Call Forward Toggle	*740	<input checked="" type="checkbox"/>	Enabled
<b>Call Waiting</b>			
Call Waiting - Activate	*70	<input checked="" type="checkbox"/>	Enabled
Call Waiting - Deactivate	*71	<input checked="" type="checkbox"/>	Enabled
<b>Core</b>			
General Call Pickup	*8	<input checked="" type="checkbox"/>	Enabled
Directed Call Pickup	**	<input checked="" type="checkbox"/>	Enabled
In-Call Attended Transfer	*2	<input checked="" type="checkbox"/>	Enabled
In-Call Blind Transfer	##	<input checked="" type="checkbox"/>	Enabled
In-Call Disconnect Code	**	<input checked="" type="checkbox"/>	Enabled

### Do-Not-Disturb (DND)

DND Activate	<input type="text" value="*78"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
DND Deactivate	<input type="text" value="*79"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
DND Toggle	<input type="text" value="*76"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>

### Info Services

Call Trace	<input type="text" value="*69"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
Directory	<input type="text" value="#"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
Echo Test	<input type="text" value="*43"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
Speak Your Exten Number	<input type="text" value="*65"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
Speaking Clock	<input type="text" value="*60"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>

### Paging and Intercom

Intercom prefix	<input type="text" value="*80"/>	<input checked="" type="checkbox"/>	Enable
User Intercom Allow	<input type="text" value="*54"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
User Intercom Disallow	<input type="text" value="*55"/>	<input checked="" type="checkbox"/>	Enable

### Speed Dial Functions

Set user speed dial	<input type="text" value="*75"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
Speeddial prefix	<input type="text" value="*0"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>

### Voicemail

Dial Voicemail	<input type="text" value="*98"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>
My Voicemail	<input type="text" value="*97"/>	<input checked="" type="checkbox"/>	Enabled <input type="button" value="v"/>

## CALL PARKING AND TRANSFER

The Aptech IP-PBX provides this facility through the Parking Lot facility. To Park a Call just transfer any call to Extension 70.

The call will be parked at extension 70+1. Each call parked will be parked at that extension +1 e.g. if you have 3 calls that you need to park, the first call parked will be parked at ext. 71, the next call will be automatically allocated ext. 72 and the next ext. 73 and so on.

This is handy if you want to manage the calls to be transferred. After parking the call, you may call the person you are transferring it to and tell him/her that there is a call on extension 71. The person can then dial 71 and get the parked call.

### How is it done?

When you answer a call and want to Park that call, do the following:

1. Press Transfer, you'll hear Dial Tone, Dial 70 and #, the call will be transferred to a park extension. In this case it will be 71. After the announcement, you may hang up and dial the extension of the person you wish to transfer the call to and inform him to dial 71 to accept the call or Page to announce the call.
2. While all this is happening, the caller will be listening to the music on hold.
3. If for any reason the person refused to take the call, you then hang up and dial 71 to pick up the call and speak to the caller making the usual excuses ***"I am afraid Mrs. Roberts, Dr. Roberts is busy with his nurse and his office door is locked from the inside"*** and the next time Dr. Roberts will always accept the calls from his wife.

## TELE CONFERENCE ROOM (WORKS ON PBX'S WITH AT LEAST 4 PHONE LINES)

- ☒ The conference room number is Extension **8000**
  - ☒ User PIN is 8217 to join the conference.
  - ☒ Administrator PIN is 8888 to join the conference.
  - ☒ Joining message greeting when someone joins the conference.
  - ☒ Leaving message greeting when someone leaves the conference.
  - ☒ The music on hold is also flagged as **Yes** as you'll hear music on while waiting.
- Once these are done, from one of your phones dial, 8000 and you will be able to join the conference.

You are now in the conference room and every time someone joins or leaves the conference, it will also be announced, when Administrator joins, the conference starts.

To test this, go to another phone and also dial 8000. You should hear an announcement (if you are listening on the first phone), indicating that someone has joined the conference. You may include ext: 8000 in your IVR choice for external callers to join in the conference.

If there are 2 (or more) of you, you will be able to talk to each other. If one of you hangs up, you will know about it.