

IPC Solutions Business Communications

User Guide Cisco SPA500 Series IP Phones AUNP Dial Plan



IPCSolutions

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Introduction

Welcome to IPC Solutions Business Communications (IBC).

IBC is a truly flexible and customisable, next generation communication environment.

This manual provides usage instructions of specific features that have been configured on your system. It is recommended that this document be used in conjunction with the specific telephone handset video tutorial and user documentation found on the IPC Solutions Website:

www.ipcsolutions.com.au/support/knowledgebase/

Note that there are some slight differences between the video tutorials and the handset operation with your system.

IPC Solutions sincerely hopes that this system will meet your business requirements and appreciates any feedback that you have.

Making and Answering Calls

Calling Internally

Dial the internal extension number or press the associated Busy Lamp / Speed Dial button for the extension if configured.


Example: 1400

Calling Externally

To call external numbers, lift the handset or press the speakerphone button and dial the number.

Example: 0400123456

Voicemail

To access IBC voicemail, press the voicemail button  on the phone. Follow the voice prompts or for more information see the voicemail reference sheet below.

To make or transfer a call directly to an extension's voicemail box, dial the Voicemail Direct access code (default *6) and the users extension number.

Example: *6 1400 to leave a voicemail message for extension 1400

Intercom

To call an extension that automatically answers through the speakerphone, dial the Intercom access code (default *8) and then the user's extension number or press the Busy Lamp / Speed Dial button for the Intercom if configured.

Example: *8 1400 to intercom extension 1400

Paging

To intercom multiple extensions in the page group, press the Page soft key. The system administrator configures the group members.

System Speed Dial

System speed dial numbers can be dialled by anyone on the system.

Enter system speed dials by dialling the Speed Dial Set feature code along with the speed dial access number and then the number to dial (don't forget the outside access code for external numbers). The system administrator is also able to configure these numbers and the associated caller name that is displayed when the speed dial is dialled.

Example: *59 *200 0400123456

Just dial the speed dial access number to dial frequently used numbers.

Example: *200 to dial 0400113919

*Hint: Set up speed dial numbers for user's mobile numbers using the same suffix as their extension number e.g. Speed dial *200 calls extension 1400's mobile number.*

Holding and Handling Calls

To put a call on hold, press the Hold button  or the Hold soft key. The line button should flash red. To resume the call, press the Hold button again or the resume soft key or the flashing line button.

While on a call, another call can be made or answered by pressing the ringing or spare line button. In this instance, the original caller is automatically put on hold and their line button flashes. Pressing each individual line button toggles between calls.

Transferring Calls

To transfer an existing call to another number, press the xfer soft key, enter the destination number and press the xfer soft key again. This can be done before the person answers (Blind Transfer -> not recommended) or after the person answers (Attended Transfer).

If the recipient does not answer or does not wish to take the call, end the call with the endCall soft key or wait until they hang up. The original caller, who has been placed on hold, can now be resumed using the procedure above.

Three Party Conference Calls

The procedure for initiating a three party conference call is in fact the same as transferring a call except that the conf soft key is used instead of the xfer soft key. Any party can exit the resulting conference by just hanging up.

Feature Access

Call Pickup and Direct Call Pickup

If another phone is ringing in the office, this can be picked up on your phone by dialling the Call Pickup access code or pressing the Pickup soft key. If multiple phones are ringing, then you will pick up the first one.

Example: *2

If you want to pick up a specific extension rather than the first one ringing, press the Direct Call Pickup code along with the ringing extension number. This can also be achieved by pressing a ringing (flashing) Busy Lamp / Speed Dial button for that extension if configured.

Example: *3 100

Do Not Disturb (DND)

DND puts your phone in a busy state so you are not interrupted by incoming callers. The caller either receives busy tone or is directed to your call forward busy destination (usually voicemail).

Select the DND soft key and DND is activated. A text box is displayed to indicate that DND is set. Press the soft key again to deactivate the function.

Call Forwarding

You can forward or redirect calls to your phone to another number. This can be for all calls or only if your phone is busy or not answered. The number can be any number that can be dialled within the system unless restricted by the system administrator.

Normally you would set the Call Forward Busy and No Answer destination to the voicemail extension. Note that by default, extensions have been set up with two lines so the phone is not busy unless both lines are busy. This is a configurable option by the system administrator.

Note that calls to extensions via a Ring, Hunt or Queue Group are not subject to call forwarding set on the extension.

Setting via Access Code

To set Call Forward, dial the Call Forward All (default *51*), Busy (default *52) or No Answer (default *53) access code along with the destination number.

Example: *53 <Destination>

To cancel Call Forward, dial the Call Forward All (default *51*), Busy (default *52*) or No Answer (default *53*) cancel code only.

Example: *53*

Press the dial soft key to dial immediately rather than waiting for the end of digit entry time. Note that there is no indication on the phone of the call forward that is set and it is recommended that call forwarding of all calls be done via the Call Forward function button as described below.

Setting via the Function Button

Call forwarding of all calls is accessed via the Call Fwd function key, which prompts for a number to forward to. The entry field is pre-populated with the previous number that was set. Enter a new number or keep the pre-populated number and press the Submit soft key. To forward all calls to Voicemail, select the ToVM soft key. The light against the Call Forward function button should change to red.

To cancel Call Forward All, press the Call Fwd function key again whereby you will be prompted if you want to cancel Call Forward. Press the Yes soft key to cancel call forwarding of all calls on your extension. The light against the Call Forward function button should change back to green.

Call Forwarding on Busy and No Answer is done via access code or by the System Administrator only.

Hint: Call Forwards do not need to be cancelled before setting another e.g. they can be overwritten with a new value.

Meetme Conference

To join a Meetme conference, dial one of the Meetme room numbers (default *440-*449) and enter the respective room conference PIN (default 12345) if set. The conference PIN is set by the system administrator. Anyone else wishing to join the conference dials the same room number. If external parties are unable to call directly into the conference, they can be manually transferred in.

All Meetme conference rooms will not allow external participants to join the conference until at least one internal participant has joined. If an external

participant attempts to join the conference prior to an internal participant, they will be notified that they will need to wait, be placed on hold and automatically placed into the conference when an internal participant joins.


Example: *440 then PIN 12345

Mobility

With this system, extensions or users and phones should be viewed as separate entities. More users than phones may be provisioned allowing 'Hot Desking'.

When a phone is first plugged in, it automatically registers in a logged out state. This state will allow calls to Emergency Services only.

To log in a user, press the Login soft key, enter an extension number and press the Submit soft key. The phone will reset (possibly twice if any configuration changes have been made), and the phone should come up with your configured extension profile.

To log out an extension, press the Login soft key (you will likely need to press the right arrow  button to see the soft key). Press the Logout soft key and the phone will reset to a logged out state.

Note that you do not need to log out of a phone before logging in another extension. Also when you log into a phone, you are automatically logged out of a previous phone that you may have been logged into.

Night Switch

Incoming Trunk calls may be directed differently depending on the Night Switch status. An example of this is to send calls during the day to a Receptionist and at after hours to voicemail or an announcement.

Any phone that has the Night soft key may activate night Switch. Press this function key and Night Switch is activated. The key lights to indicate that the system is in Night mode. To deactivate Night Switch, press the Night function button again.

Announcements

Announcements are used within many system applications and are recorded from an IP Phone.

Dial the Announcement Recording access code (default *7) along with the announcement number (default *480-*499). You will be prompted for a PIN for security purposes. Enter the PIN and after the beep record your announcement. At the end of the recording press the # button and your recording will be played back to you.

Example: *7 *480 then PIN 12345

To hear your announcement at any time, call the Announcement.

Example: *480

Hint: For the best recording quality use the handset and not a headset or speakerphone.

Advanced Calling Features and IVR

The below calling features are only configurable by the System Administrator.

Ring Group

A ring group is a group of phones that ring simultaneously. The call is directed to the first phone that answers the call. A ring group can consist of internal and external numbers e.g. your extension and mobile could ring at the same time. If all parties in the group are busy or do not answer, an overflow destination can be configured.

The ring group is called using the ring group access extension (default *400 – *409), which is normally configured as a trunk or Interactive Voice Response (IVR) destination.

Note that any call forwards on internal numbers in the ring group are ignored when a call is presented to it via the group. Call forwards are not ignored if the call is redirected to the overflow destination.

The Ring Group pilot number can be Call Forwarded via a dedicated Call Forward Ring Group function button.

Hunt Group

A hunt group is a group of phones that ring sequentially and are stepped through if busy or do not answer. A hunt group can consist of internal and external numbers e.g. your mobile could ring and if busy or not answered the call is redirected to an internal extension. If all parties in the group are busy or do not answer, an overflow destination can be configured.

The hunt group is called using the hunt group access extension (default *410 - *419), which is normally configured as a trunk or IVR destination.

Note that any call forwards on internal numbers in the hunt group are ignored when a call is presented to it via the group. Call forwards are not ignored if the call is redirected to the overflow destination.

The Hunt Group pilot number can be Call Forwarded via a dedicated Call Forward Hunt Group function button.

Queue Group

Advanced queuing and call distribution is possible with a queue group configuration. Extensions or agents are configured into a queue group and are able to log in or out of the group via a dedicated function button. The function button illuminates and a message is displayed on the phone if the agent is taking queue calls.

The distribution of calls to agents can be based on least recent, round robin, fewest calls or a ring all strategy. Queue announcements are played to users in the queue with periodic messages at configurable intervals.

After a maximum period of time waiting in the queue, a caller can be redirected to an overflow destination or given the option to press a digit to exit if they do not wish to wait.

A number of configurable options are available within the queue group not outlined in this guide.

The queue group is called using the queue group access extension (default *420 - *429), which is normally configured as a trunk or IVR destination.

Note that any call forwards on internal numbers in the queue group are ignored when a call is presented to it via the group. Call forwards are not ignored if the call is redirected to the overflow destination.

The Queue Group pilot number can be Call Forwarded via a dedicated Call Forward Queue Group function button.

IVR Group

An Interactive Voice Response (IVR) system is an application that provides incoming callers a menu selection to enable automated call handling based on the caller's requirements. Multiple IVR's may be daisy chained to provide a multi level menu system. For example; press 1 for Sales, and press 2 for Technical Support and after pressing 1 another menu is presented; press 1 for lawnmowers and 2 for tractors.

The head IVR is called using the IVR access extension (default *430 - *439), which is normally configured as a trunk destination.

The IVR pilot number can be Call Forwarded via a dedicated Call Forward IVR function button.

Feature Customisation

The IPC Solutions Business Communications system is extremely customisable. The features described in this manual cover many of the telephony requirements of a business telephone system. If however, a business problem cannot be solved with the current feature list, a customised solution may be the answer.

Please contact IPC Solutions to discuss further.

Voicemail

A voicemail box is allocated to all users by default. When you forward your phone to voicemail, callers can leave a message for you if you are unavailable to take the call. Either dial the Voicemail number or press the voicemail speed dial button on your phone.

Upon entering the voicemail system, you are prompted for your PIN. Enter your PIN (default your extension number) and either wait or press '#' immediately to bypass the timeout period. On first use, you will be prompted to change your PIN and set up your greetings.

If voicemail remote access is available, you will be prompted to enter both your extension and PIN when calling the voicemail system. Enter the digits from your phone and press '#' to bypass the timeout after the digits have been entered.

The system administrator may have set up the voicemail system to email you a notification that a message has been left which also may contain the actual message as an attached WAV file. Depending on your configuration, your message may be removed from the voicemail system if attached to an email. Whatever the configuration, if the Message Wait Indicator (MWI) on the phone is flashing, you may listen to voicemail messages from the phone.

Voicemail Menu Layout

‡**1** "Press 1 for (new/old) messages."

Begins playing chosen messages, then presents mailbox menu.

‡**2** "Press 2 to change folders."

Changes the current folder.

0 new

1 old

2 work

3 family

4 friends

cancels folder change

3 "Press 3 for advanced options."

†**1** "Press 1 to send a reply."

NOTE: The sender must have a mailbox on the system to send a reply.

†**2** "Press 2 to call the person who sent this message."

The Caller ID will be presented, along with the following options:

1 "Press 1 to call this number."

2 "Press 2 to enter a different number."

Enter a number to call, followed by #.

NOTE: Caller ID must be present, and this option must be enabled by the system administrator.

†**3** "Press 3 to hear the message envelope."

This will play the Caller ID of the call, as well as the time and date that the message was received.

† **4** "Press 4 for the previous message."

NOTE: This option will not be presented if the message is the first in the mailbox.

† **5** "Press 5 to repeat the current message."

Repeats current message.

† **6** "Press 6 to play the next message."

Skips to the next message, taking no action.

† **7** "Press 7 to (un)delete this message."

Marks the current message as deleted. This option will skip to the next message if the administrator has enabled such functionality. Otherwise, the menu will be repeated, and the option changed to undelete.

† **8** "Press 8 to forward the message to another user."

To forward the message to another voice mailbox

1 "Press 1 to prepend a recording to this message."

"Record message, followed by #."

2 "Press 2 to forward without prepending".

† **9** "Press 9 to save this message."

To save the message in another folder.

0 "0 for new,"

1 "1 for old,"

2 "2 for work,"

3 "3 for family, or..."

4 "4 for friends."

"# cancels"

‡ **0** "Press 0 for mailbox options."

1 "Press 1 to record unavailable message."

To record the unavailable message.

2 "Press 2 to record busy message."

To record the busy message.

3 "Press 3 to record name."

To record the name of the mailbox holder, for playback in the directory, or when messages are forwarded/sent to other users.

4 "Press 4 to change password."

To change your PIN.

***** "Press * to return to main menu."

***** "Press * for help."

Full menu, including options denoted with `‡`.

"Press # to exit."

While listening to a recorded voicemail message, press # to fast forward, or * to rewind.

Notes:

† Denotes that this option will only be presented when there are messages in the current folder.

‡ Denotes that this option will only be played when there are no messages in the current folder, or the user is at the main menu.