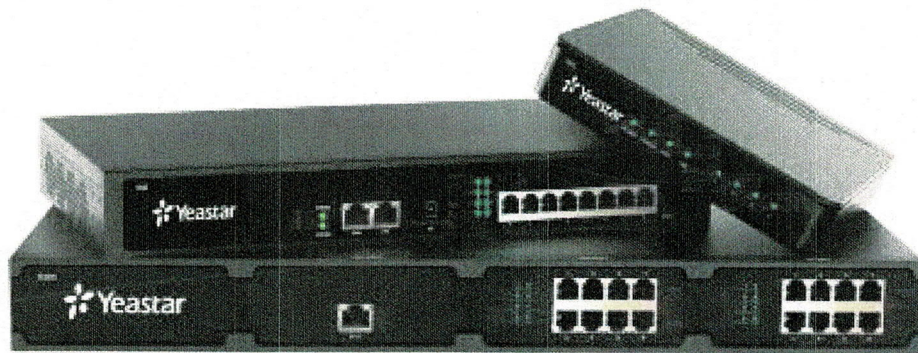




719-602-4100

# S-Series VoIP PBX

## Extension User Guide



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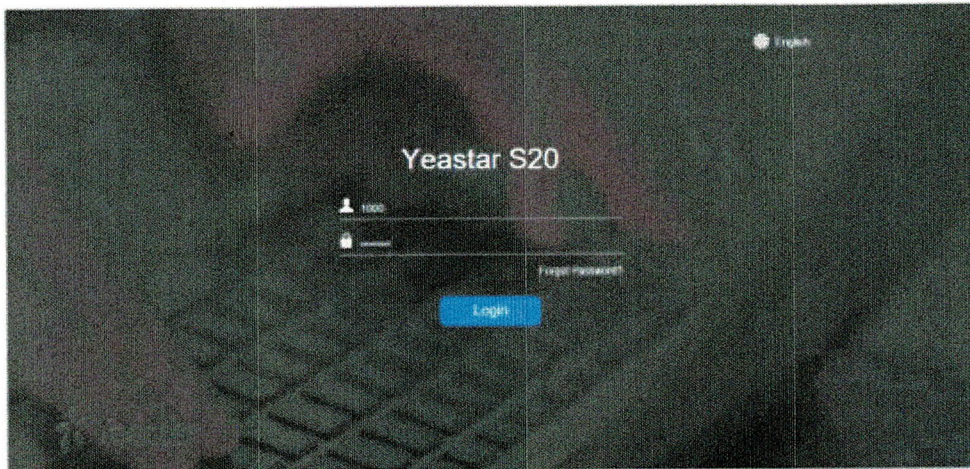
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## 1. Extension User Portal

To log into the Extension User Portal, navigate to the S-Series IP PBX URL.  
Default IP Address: **HTTPS:// 96.81.48.17:9090**

Log in with your S-Series IP PBX extension number and the password assigned by your S-Series IP PBX system administrator. The default password is 'pass' + 'extension number'.

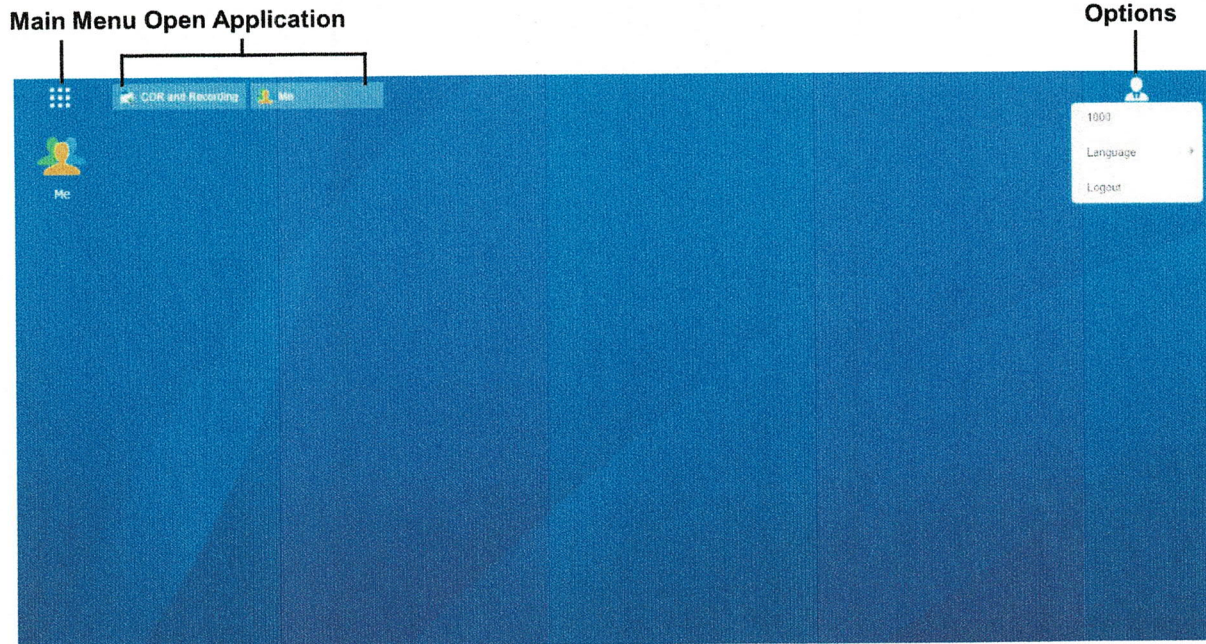


### **NOTE**

If you cannot log in S-Series IP PBX with your extension number, please contact the administrator to check the password.

### 1.1 Getting to Know the Desktop

When you log in Extension User Web GUI, you will see the desktop. From here, you can manage your extension settings and check the voicemail messages, CDR and recordings.



- **Main Menu:** view and open the extension user applications. Right-click the application icon, you can add the application to the desktop.
- **Open Application:**
  - Click the icon of an application to show or hide its window on the desktop.
  - Right-click the icon and choose from the shortcut menu to manage the application window
- **Options:** logout, change Web language.

## 1.2 Me

Click on  to configure your extension settings and check voicemail box.

### 1.2.1 Extension Settings

#### 1) User Information

| User Information |  |                 |  |
|------------------|--|-----------------|--|
| Name             | <input type="text" value="catherine"/> | Email           | <input type="text" value="catherine@yeastar.com"/> |
| Mobile Number    | <input type="text"/>                   | Prompt Language | <input type="text" value="System Default"/>        |

- **Name:** enter your name.
- **Email:** enter your email address, the email will be used to recover password, receive forwarding voicemails, receive fax as an attachment and receive event notifications.
- **Mobile Number:** enter your phone number. The phone number can receive forwarded calls and event notifications.



- **Prompt Language:** choose the prompt language.

## 2) Voicemail

**Voicemail**

Enable Voicemail ⓘ
  Send Voicemail to Email ⓘ

Voicemail Access PIN ⓘ

- **Enable Voicemail:** check the box to enable voicemail feature.
- **Send Voicemail to Email:** check the box to send voicemail to your email address.
- **Voicemail Access PIN:** the password to enter the voicemail menu.

## 3) Call Forwarding

**Call Forwarding**

Always ⓘ

No Answer ⓘ

When Busy ⓘ

- **Always:** always redirect the call to the designated destination.
- **No Answer:** redirect the call to the designated destination when it is not answered.
- **When Busy:** redirect the call when the extension is busy

## 4) Mobility Extension

**Mobility Extension**

Ring Simultaneously ⓘ
 

[Set Mobile Number](#)

Enable Mobility Extension ⓘ

- **Ring Simultaneously:** when the extension has an incoming call, it rings the mobile number simultaneously.
- **Mobility Extension:** to make the system ring your mobile phone, a prefix matching the outbound route also needs to be filled in.
- **Enable Mobility Extension:** if you enable this setting, when you call in the system with your mobile phone, the phone will have the same user permission with the desktop extension. So your mobile phone will be able to reach the other extension, dial out with the trunk, and play voicemail.

## 5) Other Settings

**Other Settings**

Ring Timeout (s) ⓘ 
 DND ⓘ

Call Waiting ⓘ

- **Ring Timeout:** customize the timeout in seconds. Phone will stop ringing over the time defined.

- **DND:** Do not Disturb. When DND is enabled for the extension, the extension will be unavailable.
- **Call Waiting:** check the option if the extension should have Call Waiting capability. If the option is checked, the “When Busy” call forwarding options will be unavailable.

### 1.2.2 Blacklist/Whitelist

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

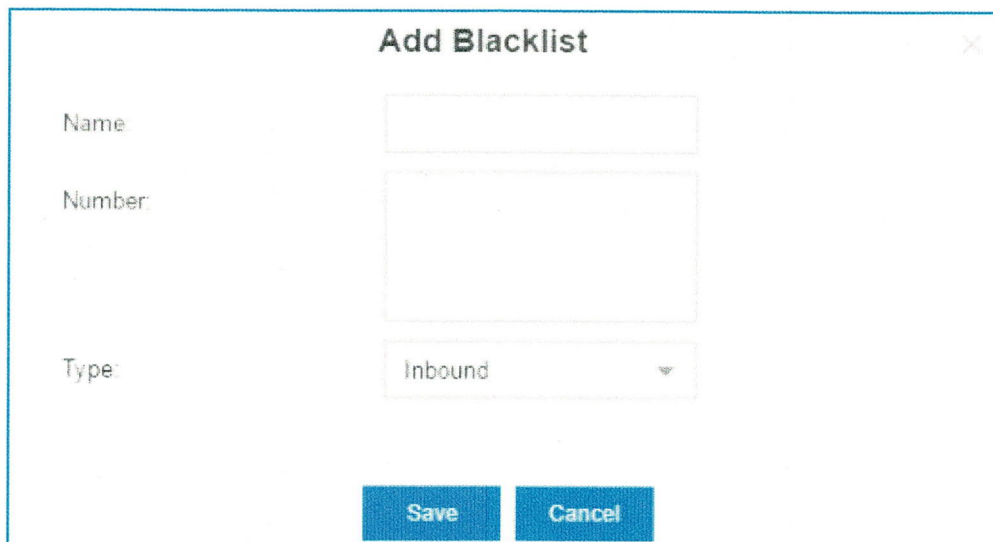
Whitelist is used to allow incoming/outgoing numbers.

The system supports to block or allow 3 types of numbers:

- **Inbound:** the number would be disallowed or allowed to call in the system.
- **Outbound:** users are disallowed or allowed to call the number out from the system.
- **Both:** both inbound and outbound calls are disallowed or allowed.

#### 1) Add Blacklist/Whitelist

Select Blacklist or Whitelist tag, click **Add** to add a number to Blacklist or Whitelist.



The screenshot shows a dialog box titled "Add Blacklist". It contains three input fields: "Name" (a text box), "Number" (a larger text box), and "Type" (a dropdown menu currently showing "Inbound"). At the bottom are two buttons: "Save" and "Cancel".

- **Name:** give a name for the blacklist/whitelist.
- **Number:** enter the numbers, one number per row.
- **Type:** choose the type.

## 2) Import Blacklist/Whitelist

Click **Import**, you will see a dialog window shown as below.

Click **Browse** and select the file to start uploading. The file must be a .csv file. Open the file with notepad, check the sample below. You can export a blacklist/whitelist file from S-Series and use it as a sample to start with.

```

1 Name,Number,Type
2 international,18288383,73829911,outbound
3 ads,28192828,83829920,88287373,inbound
4 blacklist,18283883,89388383,both
5

```

The sample csv file will result in the following speed dial in Yeastar S-Series.

| <input type="checkbox"/> | Name          | Number                    | Type     | Edit | Delete |
|--------------------------|---------------|---------------------------|----------|------|--------|
| <input type="checkbox"/> | international | 18288383,73829911         | Outbound |      |        |
| <input type="checkbox"/> | ads           | 28192828,83829920,8828... | Inbound  |      |        |
| <input type="checkbox"/> | blacklist     | 18283883,89388383         | Both     |      |        |

- **Export Blacklist/Whitelist**

Select the checkbox of the blacklist/whitelist, click **Export**, the selected blacklist/whitelist will be exported to your local PC.

### 1.2.3 Voicemail

Click **Voicemail** tab to check the voicemail messages.

| <input type="checkbox"/> | Read/Unread | Caller ID  | Time                | Duration | Size    | Recording Options |
|--------------------------|-------------|------------|---------------------|----------|---------|-------------------|
| <input type="checkbox"/> | ★           | 1001(1001) | 2016-05-25 21:32:10 | 00:08    | 127.54k |                   |
| <input type="checkbox"/> | ★           | 1001(1001) | 2016-05-25 21:24:14 | 00:05    | 76.92k  |                   |

**Voicemail Message Status:**

★ : Unread

★ : Read

**Manage the Voicemail Messages:**

- Click to play the message.
- Click to download the message file.
- Click to delete the message.
- Click or to switch the message status.

**1.2.4 Password Settings**

You can change the extension login password here. First type the old password, and type new password twice to confirm.

|                      |                      |
|----------------------|----------------------|
| Old Password:        | <input type="text"/> |
| New Password:        | <input type="text"/> |
| Retype New Password: | <input type="text"/> |

**1.3 CDR and Recordings**




Click Main Menu and click to check the call logs and recordings. You can run reports against the logs and filter on the following:

- Time
- Call From
- Call To
- Call Duration

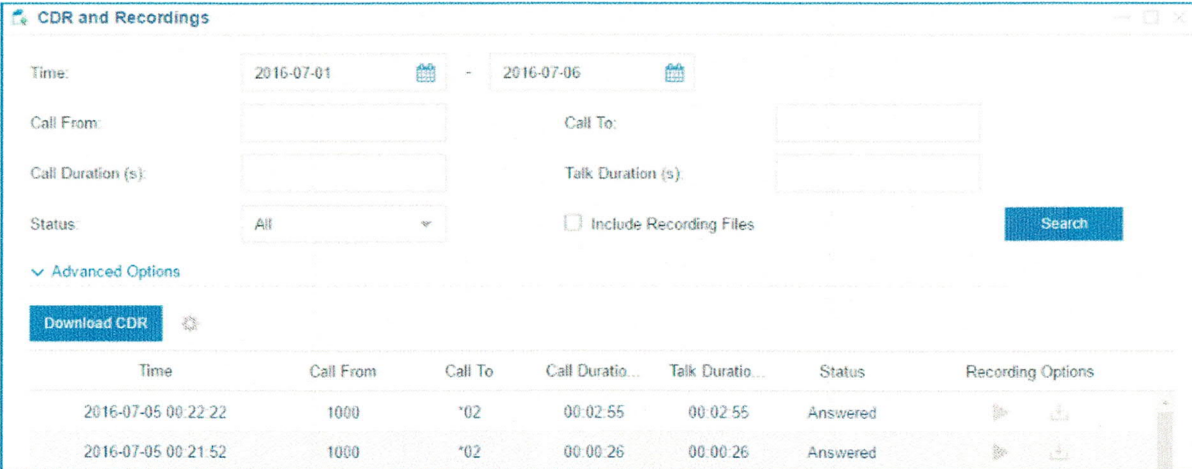


- Talk Duration
- Status
- Trunk
- Communication Type
- PIN Code
- Number Fuzzy Search





You can perform the following operations on the filtered call report:

- **Download Searched Result**  
Click Download the Records to download the searched records.
- **Edit List Options**  
Click  to choose which options will be displayed on the logs page.
- **Play Recording File**  
Click  to play the recording file.
- **Download Recording File**  
Click  to play the recording file.

**Note:** by default, the extension user has no permission to check the recording files.



The screenshot shows the 'CDR and Recordings' interface. It includes search filters for Time (2016-07-01 to 2016-07-06), Call From, Call To, Call Duration (s), and Talk Duration (s). There is a 'Status' dropdown set to 'All' and an 'Include Recording Files' checkbox. A 'Search' button is present. Below the filters is a 'Download CDR' button with a gear icon. The main area displays a table with the following data:

| Time                | Call From | Call To | Call Duratio... | Talk Duratio... | Status   | Recording Options   |
|---------------------|-----------|---------|-----------------|-----------------|----------|---|
| 2016-07-05 00:22:22 | 1000      | *02     | 00:02:55        | 00:02:55        | Answered |   |
| 2016-07-05 00:21:52 | 1000      | *02     | 00:00:26        | 00:00:26        | Answered |   |

## 2. Basic Calling

- **Making Internal Calls**

To make internal calls, pick up the analog phone or IP phone and dial the other extension's number. For example, to reach extension 100, dial **100**.

- **Making Outbound Calls**

To place an outbound call, you should dial the numbers matching outbound routes on S-Series IP PBX. The setting will be different if the administrator has made relative configuration, please contact the administrator for details.

- **Answering Calls**

To answer an incoming call, pick up the phone as you normally would.

## 3. Call Transfer

There are 2 types of call transfer available on S-Series IP PBX: Blind Transfer and Attended Transfer. Users can achieve call transfer by pressing the feature code during the call.

- **Blind Transfer**

Default feature code: \*03

1. Dial "\*03" during the call;
2. Dial the called number after hearing a prompt "transfer";
3. The call will be transferred after the number is dialed.

- **Attended Transfer**

Default feature code: \*3

1. Dial "\*3" during the call;
2. Dial the called number after hearing a prompt "transfer";
3. Talk to the transfer recipient;
4. The call will be transferred after hanging up.

## 4. Call Pickup

Call Pickup is a feature that allows one to answer someone else's call. The feature is accessed by pressing call pickup feature code on S-Series IP PBX. If a colleague's phone set is ringing, one can answer that call by picking up one's own set and then using the call pickup feature, instead of walking to the colleague's desk.

- **Group Call Pickup**

The default call pickup for Group Call Pickup is \*4. Press **\*4** to pick up a call from a ringing phone which is in the same group as you are.

- **Direct Call Pick**

The default Direct Call Pickup (Extension Pick up) feature code is \*04. Press **\*04** and follow the extension number to pick up the call. For example, if an incoming call reaches to extension 100,

you can pick up the call using your phone by dialing \*04100.

## 5. Call Monitor

S-Series IP PBX supports multiple call monitor modes:

- **Extensive:** all the following 3 modes will be available to use.
- **Listen:** you can only listen to the call, but can't talk (default feature code: \*90).
- **Whisper:** you can talk to the extension you're monitoring without being heard by the other party (default feature code: \*91).
- **Barge-in:** you can talk to both parties (default feature code: \*92).

To use spy feature on S-Series IP PBX, you need to ensure that the target extension you want to monitor is allowed being monitored. The administrator should also select one spy mode for you. For example, if you have the permission to do "Listen" monitor and extension 100 is allowed being monitored. You can dial \*90100 to monitor calls at extension 100.

## 6. Advanced Calling Feature

- **Intercom**

To make an announcement to a specific extension, you need to dial \*5 follow the extension number on your phone. For example, to an announcement to extension 500, dial \*5500, then the extension 500 will be automatically picked up.

- **Call Parking**

To put a call on hold and continue the conversation from another phone, dial \*6 during the call, and the system will prompt that the call is parked at an extension, i.e. 6900. Then you can resume the conversion on another phone by dialing the extension number 6900

You can also do directed call parking with feature code \*06. For example, dial \*066900 during an active call, and then resume the conversation on another phone by dialing the extension number 6900.

### One Touch Record

Dial \*1 during the call to make one-touch record.

## 7. Voicemail

- **Different ways to check voicemail**

- ✓ **From your own extension:** dial \*2.
- ✓ **From other extension:** dial \*02 to enter the voicemail voice menu, then dial your extension number and password to check your voicemail. For example, your extension number is 100, and you want to check voicemail on other phone, dial \*02, then dial 100 to check your voicemail.



- ✓ **Email:** “Voicemail to Email” feature is enabled by default. If an email address is set, the voicemail will sent to the email.
- ✓ **Web browser:** log in S-Series IPPBX with the extension user account to check your voicemail.

## Appendix A – Feature Codes

|                           |           |
|---------------------------|-----------|
| One Touch Record          | *1        |
| Check Voicemail           | *2        |
| Voicemail for Extension   | **        |
| Voicemail Main Menu       | *02       |
| Attended Transfer         | *3        |
| Blind Transfer            | *03       |
| Call Pickup               | *4        |
| Extension Pickup          | *04       |
| Intercom                  | *5        |
| Call Monitor - Listen     | *90       |
| Call Monitor -Whisper     | *91       |
| Call Monitor – Barge-in   | *92       |
| Call Parking              | *6        |
| Directed Call Parking     | *06       |
| Parking Extension Range   | 6900-6999 |
| Enable DND                | *74       |
| Disable DND               | *074      |
| <b>Call Forwarding</b>    |           |
| Reset to Defaults         | *70       |
| Enable Forward All Calls  | *71       |
| Disable Forward All Calls | *071      |
| Enable Forward When Busy  | *72       |
| Disable Forward When Busy | *072      |
| Enable Forward No Answer  | *73       |
| Disable Forward No Answer | *073      |

[End]