

IP PBX system

**Prima** PLATAN

**USER MANUAL**

ver. 2.01.02

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Sopot, 26<sup>th</sup> November 2012*

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# Introduction

We are pleased that you have chosen a product offered by our company. The Platan PRIMA IP PBX is an innovative device which combines features characteristic of Internet telephony with functionality and easy operation typical of traditional PBXs. The most innovative technological solutions together with our many years' experience in designing telecommunications systems has resulted in this product being exceptionally useful.

The Platan PRIMA IP PBX is designed for small companies, service outlets, boarding houses, schools and offices. In other words, it is the best option if several traditional, ISDN and VoIP (SIP) lines are used by several (up to 10) *users*.

In order to operate the IP PBX properly, please read this manual carefully and keep it for future reference.

The documentation regarding the PRIMA IP PBX can be found on the enclosed CD in pdf format. It is organised as follows:

**Part I** – IP PBX structure and installation manual covering the following issues:

- important features of the IP PBX;
- IP PBX structure and installation procedure.

**Part II** – IP PBX user manual covering the following issues:

- functions and services provided by the IP PBX, divided into incoming and outgoing calls;
- programming of some IP PBX functions from the telephone;
- built-in voicemail.

**Part III** – *Prima Web Configurator* manual describing the IP PBX programming procedure.

The majority of IP PBX functions are listed at the end of this manual in a shortened version.

We also invite you to visit our website [www.platan.eu](http://www.platan.eu), where information on new products and changes can be found.

# 1. IP PBX programming

The IP PBX configuration is to be performed by an authorised person using an Internet browser and any PC having access to the IP PBX via:

- direct connection between the PC LAN port and the IP PBX Ethernet port;
- connection of both the PC and the IP PBX to a shared LAN network;
- remote access – if made available by a LAN network administrator.

Some of the Prima IP PBX functions may be programmed from the telephone via a dedicated **Programming mode**.

## 1.1. List of acoustic signals within the IP PBX

The following acoustic signals are possible when using the IP PBX:

- IP PBX information tones that can be heard in the receiver when using the PRIMA IP PBX are as follows:

- IP PBX dial tone – a continuous tone heard after picking up the receiver, indicating that the IP PBX is ready to be used;



- II IP PBX dialling tone – (a double beep before the continuous sound) indicates that the call forwarding and the “do not disturb” function are active;



- engaged tone – a periodic intermittent tone indicating that a line or a party that we are calling is engaged;



- “unavailable” tone – a periodic intermittent tone indicating that it is not possible to make a given call, e.g. because the granted privileges have been exceeded;



- confirmation (continuation) tone – a periodic intermittent tone indicating that the booking has been accepted;



- transfer mode tone - one of the melodies or announcements chosen by the user in the computer program;
- ring-back tone – a periodic intermittent tone in sync with the ringing tone rhythm heard by the party you are calling.



■ IP PBX call ringtones – phone ringing tones. The ringtone depends on the call type. The ringtone settings are presented below:

- extension call ringtone – a periodic intermittent tone informing you about an incoming internal call:
  - 0.25 d / 0.25 p / 0.75 d / 3.75 p
- external line ringtone – a periodic intermittent tone informing you about an incoming external call:
  - 1 d / 4 d
- group call ringtone – a periodic intermittent tone informing you about Group call:
  - 0.5 d / 0.5 p
- DISA call ringtone – a periodic intermittent tone informing you about an incoming call from an external line working in a DISA mode.
  - 0.75 d / 0.25 p / 0.25 d / 3.75 p

e.g.     0.25 **d** – stands for 0.25-second ringtone  
           0.5 **p** – stands for 0.5-second pause



DECT and analogue phones with their built-in melodies may not have the ringtones described above.

## 2. Access to the services offered by the IP PBX

A “\*” **function access symbol** has been introduced in the IP PBX. This symbol should be pressed before the combination of digits responsible for a specific IP PBX function. After the function access symbol has been entered, the numeration range is expanded and the conflict between the IP PBX function codes and its numeration plan is solved.



In the case of IP phones, in order to use „\*” access symbol it may be necessary to configure the IP phone (e.g. by adding “|\*xxx|” phrase to the dial plan).

The above settings **do not apply** to the functions carried out after pressing the **Flash** button, such as for example: **transferring internal and external calls**, **Hold** function, etc. Dialling extension and external numbers (with the “0” prefix) requires no special symbol either.



In IP phones the



function is achieved by



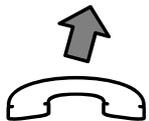
key.

## 3. Making calls

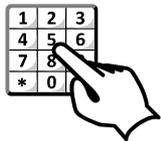
### 3.1. Internal calls

Internal calls are calls between the users (extensions) connected to the IP PBX. Calls to the door phone are also internal calls.

If you want to make an internal call:



Pick up the phone.  
You will hear a dialling tone.



Dial an extension, Group or door phone number .  
The range of extension numeration is defined by the installer within the range between **1** and **9989**, with emergency and voicemail numbers excluded.

A ring-back tone means that a connection will be established after the called party answers.

If you hear an engaged tone, try again after a while or book a call (Booking of a connection with an engaged extension).

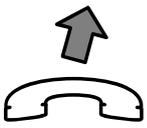
An offering tone (in the form of quiet beeping) heard (in the background) during a call means that an external call (or a Group call) is waiting to be answered. After the conversation has ended and the phone has been hung up or after the call has been put on hold (HOLD) and the phone has been hung up, a ringtone will be heard, indicating that the IP PBX is putting you through to the waiting caller.

### 3.2. External calls

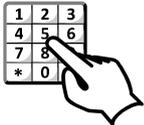
External calls – calls between extensions (IP PBX users) and external parties. Outgoing calls may be made by authorised extensions only (privileges for each IP PBX user are granted by the IP PBX installer or by the service technician in the Prima Web Configurator).

The basic method of accessing **external lines** is to press **0** (so-called escape code). Using the Prima Web Configurator, the installer determines the trunk lines which will be available to a given extension after pressing 0.

If you want to make an external call:



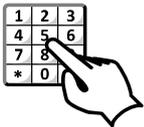
Pick up the phone.  
You will hear a dialling tone.



Dial **0**

You will hear:

- local exchange (LE) dialling tone
- “unavailable” tone if your phone is not privileged to make external outgoing calls



Dial the external number.

If an external number is engaged, a call to this external number may be booked (Booking of a call to an external number – functions: \*92, \*94, \*95).

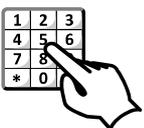
It is not possible to programme direct access to a trunk line from the telephone (i.e. without dialling “0”), but it is possible to do so from the Prima Web Configurator – the so-called Hotline.

External lines can alternatively be accessed through a specific external line, using the **\*80 xxx** code.

If you want to make an external call through a specific trunk line:



Pick up the phone.  
You will hear a dialling tone.



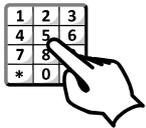
Dial **\* 8 0** **XXX**,

where xxx – trunk line number:

- 001 – 003 analogue trunk (CO) lines
- 005 – 006 ISDN BRA line
- 009 – 011 VoIP line.

You will hear:

- local exchange (LE) dialling tone
- “unavailable” tone if your phone is not privileged to make external outgoing calls



Dial the external number.



Access with \*80 code is possible only for lines that are assigned in a given extension’s privileges or if the extension has the option ‘*privileged*’ on – in such case they can access with \*80 code all the lines, no matter which lines have been assigned to them.

## 4. Services offered by the Prima IP PBX

### 4.1. Services connected with incoming calls

#### 4.1.1. Analogue trunk (CO) lines

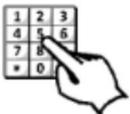
The IP PBX may operate in three different modes of handling incoming calls from trunk lines. The installer must properly configure the modes described below using the Prima Web Configurator.

##### MODE: **None** (no announcement)

An IP PBX operating in the **None** mode establishes an incoming connection from an analogue trunk line with the defined extensions (from 1 to 8 extensions). The selected extensions may be divided into 2 subgroups: *Main extensions* to whom calls are directed first and *Alternative extensions* to whom calls are directed later after the time defined by the installer in the Prima Web Configurator.

This mode is set in the Prima Web Configurator by deselecting the DISA option and selecting the **None** in *Announcement*.

If an outside party is calling the extension of the IP PBX working in the **None** mode, the procedure is as follows:



A Prima IP PBX number (the company's number) is dialled.  
IP PBX ringback tone is heard (free or engaged).



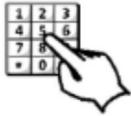
The IP PBX establishes a connection with extensions defined for this mode in the Prima Web Configurator.

##### MODE: **Announcement**

In the **Announcement** mode, the Prima IP PBX plays the announcement or the melody recorded by the user while establishing a connection with a defined extension number (from 1 to 8 extension numbers).

This mode is set in the Prima Web Configurator by selecting an announcement and by deselecting the DISA option.

If an outside party is calling the extension of the IP PBX working in the **Announcement** mode, the procedure is as follows:



A Prima IP PBX number (the company's number) is dialled. A melody or an announcement is heard, e.g. "This is... Please wait for the operator to answer..."



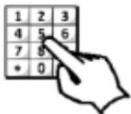
The IP PBX establishes connections with extensions in the order determined in the Prima Web Configurator.

### MODE: DISA

In the DISA mode (Direct Inward System Access), after dialling, an outside party hears an announcement in the course of which they can tone-dial the IP PBX extension number. The time devoted to dialling an extension number (*DISA time*) is definite and set in the Prima Web Configurator.

In order to use the DISA function, an outside caller must use a DTMF phone.

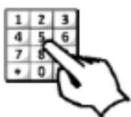
If an outside party is calling the extension of the IP PBX working in the DISA mode, the procedure is as follows:



A Prima IP PBX number (the company's number) is dialled.



An announcement is heard, e.g. "This is .... Please tone-dial the extension number"



An extension number or a different number (as stated in the announcement) is dialled.



The IP PBX establishes a connection with the selected extension number or a Group.

After the DISA time has lapsed and the caller has not dialled any extension number, the IP PBX will establish a connection with *Main extensions* and after a delay set in the program – with *Alternative extensions*.

### 4.1.2. ISDN trunk lines and VoIP

#### MODES: None, Announcement, DISA

The IP PBX working in those modes supports the digital trunk line and VoIP ports in a manner similar to that employed in the case of analogue trunk (CO) lines. The digital ISDN BRA trunk port may handle two calls at the same time (this is due to the distribution of ISDN-BRA access into two B channels, both of which may be separately used as a traffic channel).

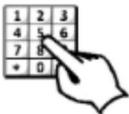
#### **Using the DDI (Direct Dial-In) service:**

The IP PBX makes direct dialling of extension numbers possible for the external callers. In order to use this function, the following conditions must apply:

- the IP PBX must be connected with the operator via ISDN lines or via VoIP;
- the user has a group of DDI numbers assigned by the telecommunications operator.

Using the Prima Web Configurator, the IP PBX installer should programme the IP PBX to handle DDI numbers (*menu: **Call distribution** → **DDI/MSN calls***).

If an outside party wishes to call an IP PBX extension using the DDI function, the procedure is as follows:

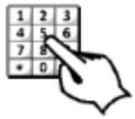


Dial the DDI external number of an extension, e.g. 585558888.

- The external caller will hear a ringback tone – if the selected extension is free (they may also be engaged – in such a case, the called party hears a tone offering an external call in the background).
- The external caller will hear an “unavailable” tone if the DDI traffic configuration within the IP PBX is incorrect or if there is no such number.

### 4.1.3. Call Through

*Call Through* – a function enabling the users whose external phones, e.g. mobile phones, are defined in the *Prima Web Configurator*, to make incoming calls from external lines at the expense of the IP PBX through one of the active VoIP accounts.



Dial the Prima IP PBX number using the telephone (for example the mobile phone) defined in the *Prima Web Configurator*.



You will hear an announcement with the *DISA* function.



Dial **0** and then dial the external number – you will make an external call via the IP PBX. You will hear a ringback tone of a local exchange in line with the called party status (free, engaged or unavailable).



In order to use the Call Through function within the IP PBX, incoming calls must be directed to announcements with the *DISA* function.



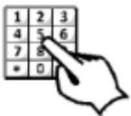
The defined telephones should be saved in the *Prima Web Configurator* in the form of 9-digit numbers, e.g. 600200200 or 585558800.

#### 4.1.4. Call transfer

During a call – if a caller wishes to talk to another person, the call may be transferred without being ended.

If you wish to transfer a call to another extension:

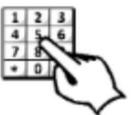
##### TRANSFER WITH OFFERING



Do not hang up the phone! Press



You will hear a continuation tone.



Dial the number of the extension to which you want to transfer the call. The caller will hear a melody.



Wait for the called party to answer and provide them with the information about the call.



Hang up the phone.

The offered call has been taken over by another extension user.

## TRANSFER WITHOUT OFFERING



Hang up the phone before the called party to whom the call is transferred answers. The called party will gain access to the transferred external call after picking up the phone. If the called party fails to answer the call, the transferred call will return to the transferring person.



If the person to whom the call is transferred is engaged, the transferring person may resume the call at any time (provided that they have not hung up the phone) by pressing



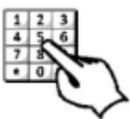
In IP phones the **FLASH** function is achieved by **#** key.

### 4.1.5. Return calls (consultations)

During a telephone conversation with an outside party, you may contact another extension user without ending the external call.



You are having a telephone conversation with an outside party. If you wish to contact an extension user at the same time:



Do not hang up the phone!!! Press **FLASH** or short press the cradle.

Dial the extension number you want to contact.



You will hear a ringback tone. Wait for the extension user to answer.



The outside party is waiting for your call to end. They are hearing an announcement *“Please, wait for the connection...”*



The extension user has answered. You hold a telephone conversation.



After the conversation with an extension user has ended and they have hung up the phone, a connection with the waiting outside party is established again.



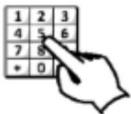
You may resume the external call on hold at any time by pressing



#### 4.1.6. HOLD – external call hold

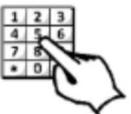
If you are having a telephone conversation with an outside party, you may put this call on hold for a moment (for example in order to answer a call from another external line or to consult with another extension user) – and then return to the call on hold and resume the conversation.

If in the course of a conversation held with an outside party you wish to put the call on hold for a moment:



Press  or short press the cradle.

You will hear a continuation tone.



Dial YOUR extension number – “TEL.”



Hang up the phone.



The call has been put on hold for 60 seconds.  
The caller put on hold will hear a melody or an announcement.



The call put on hold may be resumed before the time limit has expired by picking up the phone and dialling your extension **TEL** number.

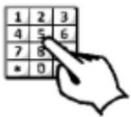
If the call is not resumed within the predetermined time, the IP PBX will automatically put it off hold by calling the extension user who has used this function with an external line ringing tone.

The **HOLD** function allows the user to put on hold only one telephone conversation held at the moment with an outside party.

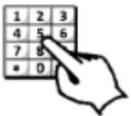
### 4.1.7. Transferring of a call to another external line

If you are having a telephone conversation with an outside party and you are a “privileged” extension (a specific option ticked in the *Prima Web Configurator*), you may transfer the call to another external line, e.g. to the mobile phone of an employee staying outside the company’s premises.

If you are having a telephone conversation with an outside party and you wish to transfer the call to another external line (at the expense of your IP PBX):



Press **FLASH**.  
You will hear a continuation tone.



Select another external line by dialling 0, and dial the number of the outside party to whom you want to transfer the external call put on hold.



Wait for the connection if you want to announce the call and/or hang up the phone. The lines are connected for 16 minutes.

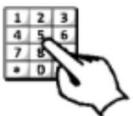
Interlocutors may prolong the call duration. Having heard an alarm tone (*three short signals*) indicating that the time is running out, one of them must press (\*). Otherwise, the connection will be broken 10 seconds after the signal.

### 4.1.8. Capturing and returning calls

You hear your colleague’s phone ringing or an incoming call is signalled on the Platan CTI console. If you wish to capture this call:



Pick up the phone.



Dial **\* 7 1** **TEL**  
(where TEL stands for the number of the extension user whose call you are capturing).



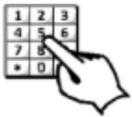
You have captured a call directed to another extension user.



In the manner described above, you may either capture external or internal calls provided that you know the number of the phone being called.

## RETURNING OF CALLS

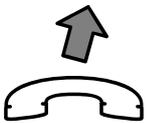
If an internal call has not been answered, you may call back this extension number (calling you recently):



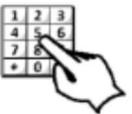
Dial **\*** **7** **1** TEL (where TEL – YOUR extension number)

### 4.1.9. Capturing external calls

You hear your colleague's phone ringing. If you do not know the number of this phone and the ringing tone informs you that this is an external call, you may capture it:



Pick up the phone.



Dial **\*** **7** **1** **0**



You have captured an external call directed to another extension.

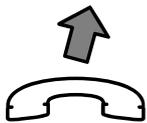


If two external lines are calling at the same time, you may – by using this function – capture the call from the external line which called first.

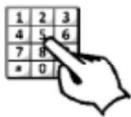
### 4.1.10. Call Forward Unconditional (CFU) to another extension or external telephone (I'm there)

This function makes it possible to forward any call directed to your phone to the phone of another extension or to an external number, or to a voicemail (*if it is active*).

In order to use this function:



Pick up the phone.



Dial **\* 7 3 4** TEL.

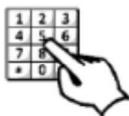
You will hear a confirmation tone.

TEL stands for the number of the phone to which calls directed to your phone are to be forwarded. External numbers should be preceded with 0, e.g. 0585558800.

If you wish to cancel the Call Forward Unconditional function:



Pick up the phone.



Dial **\* 7 3 4**

You will hear a confirmation tone.



Hang up the phone.



If the function of forwarding calls to an external number is used, each call is rated as a regular outgoing external call.

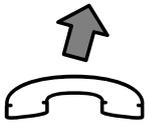


When you call a Group to which the user with an active function of forwarding calls to an external number belongs, the IP PBX will carry out the forwarding only. Other Group users will not be called.

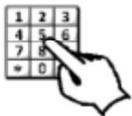
#### **4.1.11. Call Forward Unconditional (CFU) to a selected extension (*I'm here*)**

This function makes it possible to forward any call directed to your extension number to a selected (*from the place you are staying*) telephone (*call here*). In this manner, by “logging into” the IP PBX, you define the place to which it should direct all calls.

If you want the calls directed to your extension number to be forwarded to the telephone:



Pick up the phone to which you want the calls to be forwarded.



Dial **\* 7 3 5 TEL**  
 where TEL – your extension phone number  
 You will hear a confirmation tone.

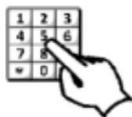


Hang up the phone.  
 The IP PBX will forward all your calls to the telephone from which you have sent the command.

If you want to cancel the call forwarding:



Pick up the phone.



Dial **\* 7 3 4**  
 You will hear a confirmation tone.



Hang up the phone.  
 The IP PBX will cancel all unconditional call forwardings concerning your telephone.

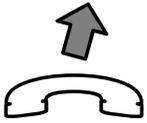


Every instance of setting this function (from another telephone) cancels the previous forwarding.

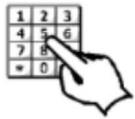
#### 4.1.12. Call Forward Busy (CFB)

This function makes it possible to forward any call directed to your telephone to a selected number when your extension number is busy.

If you want the calls directed to your extension number to be forwarded to the selected telephone number when your extension number is busy:



Pick up the phone.



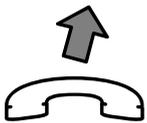
Dial **\* 7 3 6** TEL.

TEL stands for the telephone number to which you forward calls. External number must be preceded with 0, e.g. 0585558800  
You will hear a confirmation tone.



Hang up the phone.  
When you are engaged, the IP PBX will forward your calls to the telephone number you have selected (e.g. an extension, external or a voicemail number).

#### If you want to cancel the **Call Forward Busy**:



Pick up the phone.



Dial **\* 7 3 6**

You will hear a confirmation tone.



Hang up the phone.  
The IP PBX will cancel the Call Forward Busy function concerning your telephone.



If the function of call forwarding to an external number is used, each call is rated as a regular outgoing external call.

When you call a Group to which the busy user with an active function of Call Forward Busy to an external number belongs, this user will hear an offering tone, while other users within the Group will be called.

#### **4.1.13. Call Forward No Answer (CFNA)**

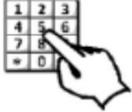
This function makes it possible to forward any call directed to your telephone to a selected number when your telephone fails to answer.

If you want the calls directed to your extension number to be forwarded to the telephone you select if they fail to be answered within 20 s:

 Pick up the phone.



Dial     TEL.



TEL stands for the telephone number to which you forward calls.  
External number must be preceded with 0, e.g. 0585558800  
You will hear a confirmation tone.

 Hang up the phone.

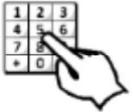
If a call directed to your telephone fails to be answered within 20 s, the IP PBX will direct such a call to the number you have selected (e.g. an extension, external or a voicemail number).

If you want the calls directed to your extension number to be forwarded to the telephone you select if they are not answered within **tt** time:

 Pick up the phone.



Dial     TEL  **tt**.



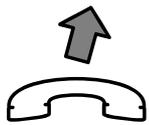
where TEL stands for the telephone number to which you forward calls;  
**tt** – time [s] after which the forwarding is to be carried out.  
You will hear a confirmation tone.

 Hang up the phone.

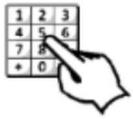
When the call directed to your telephone is not answered for **tt** seconds, the IP PBX will forward the call to the number you have selected (option not available for voicemail).

**tt** time may be between 5 s and 80 s (5 s interval). The IP PBX rounds up the entered time, i.e. if the value of 31 s is selected, the IP PBX will forward calls after 35 s. If you want the forwarding to be activated after 5 seconds, enter 05.

If you want to cancel the Call Forward No Answer function:



Pick up the phone.



Dial **\* 7 3 7**  
You will hear a confirmation tone.



Hang up the phone.  
The IP PBX will cancel the Call Forward No Answer function.

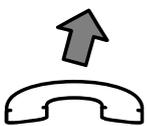
If the function of forwarding calls to an external number is used, each call is rated as a regular outgoing external call.

When you call a Group to which the user with an active function of Call Forward No Answer to an external number belongs, calling of this user will function as if no call forwarding was on.

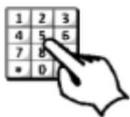
#### 4.1.14. Logging into and out of the Group

The IP PBX makes it possible to log out an extension user from a given Group (see: Group calls). When a user leaves their workstation, they may use this function to prevent the IP PBX from directing incoming calls to them.

In order to log out of the Group:



Pick up the phone.



Dial **\* 7 3 0** XX **0**,

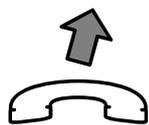
where **XX** stands for the number of a given Group, e.g. Group 1 – 01, Group 2 – 02.



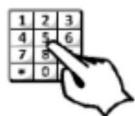
Hang up the phone.  
You have been logged out of the Group. The IP PBX will no longer direct calls to this Group to you.

If an IP PBX extension user has logged out when leaving their workstation, they may log into the Group again on coming to work and the IP PBX will start directing incoming calls to them again.

In order to log into the Group:



Pick up the phone.



Dial **\*** **7** **3** **0** XX **1**

where **XX** stands for the number of a given Group, e.g. Group 2 – 02.



Hang up the phone.

You have been logged into the Group. From this moment on, the IP PBX will direct calls to this Group to you.

The number of the Group to which you belong should be provided by the installer or by the IP PBX maintenance personnel. It is important not to mistake the Group number with its dial number.

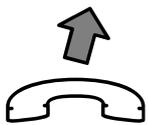
## 4.2. Services connected with outgoing calls

Using the *Prima Web Configurator*, it is possible to grant users individual privileges concerning the majority of functions related to outgoing calls (e.g. restrict the access to external lines for outgoing calls). The above-mentioned functions are described later on in this *Manual*.

### 4.2.1. Direct access to emergency telephone numbers

If you want to call the Police, the Emergency Service or the Fire Service, you may do it using any telephone connected to the IP PBX (including the telephones that are blocked and/or with no access to trunk lines) without the need to access the trunk line, e.g. “0.” If the LCR function is used within the IP PBX, the emergency telephone numbers should be configured in the LCR table in such a way as to use the services of a specific telecommunications operator.

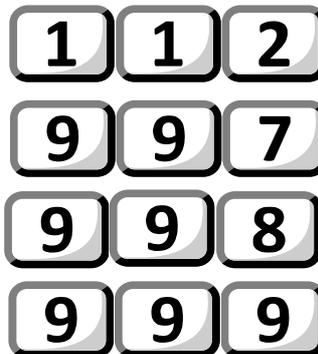
If you have to use this function:



Pick up the phone.  
You will hear an IP PBX dialling tone

Dial:

- **Universal emergency telephone number**
- **Police (in Poland)**
- **Fire Service (in Poland)**
- **Emergency Service (in Poland)**



#### 4.2.2. Outgoing calls through selected trunk lines

The IP PBX can define a number of accesses to trunk lines in outgoing traffic for each user.

- Access to the 0 line – trunk lines available after dialling “0”; trunk ISDN line with CLIR – after dialling \*96
- Access to the 80xxx line – trunk lines available after dialling “\*80xxx” (selection of a specific trunk line);

The IP PBX may handle automatically outgoing external calls taking into consideration the lowest cost of the established connection (LCR function). Thanks to this function, the IP PBX may automatically (according to the **LCR table** settings) select the trunk line (operator) to establish a connection.

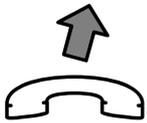
Access to the **80xxx** line makes it possible to select a specific trunk line. The trunk line may be selected by dialling \*80XXX, where XXX stands for a 3-digit trunk line number. For example, after dialling \*80003, your call will be made via the third trunk line.

#### 4.2.3. Outgoing external calls with CLIR

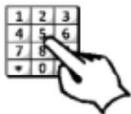
The IP PBX allows outgoing external calls via ISDN outgoing line with the presentation of your own external number manually and intentionally deactivated – CLIR (*Calling Line Identification Restriction*) function.

Privileges to use trunk lines are analogous to those in the case of outgoing external calls after dialling “0.”

In order to restrict the calling line identification presentation (CLIR function) during an external call:



Pick up the phone.  
You will hear an IP PBX dialling tone



Dial **\*** **9** **6** TEL,

where TEL stands for the external number, e.g. **585558800**.

#### 4.2.4. Least Cost Routing – LCR function

**LCR service** consists of an automatic analysis of the number dialled by the user in order to route the call through trunk lines ensuring the cheapest connection. This service may result in changing the first part of the number (prefix) or in changing the whole number to another, determined in the *LCR table*. Then, the right line is selected, through which the call will be made (provided that the user is privileged to use the selected external line).

Efficiency of the LCR service depends on the **LCR table** settings and configuration of users' privileges granted by the installer.



LCR is employed in processes between the IP PBX and the local exchange only in the case of “external calls with the 0 prefix.”

The **LCR table** is analysed after each digit dialled by the user. The process is concluded (the trunk line is assigned) when it is known that dialling of any other digit will not change the selected prefix. The time for selection of the external line is limited (the so-called timeout), i.e. after a specific period of time for dialling the number by the user, the calling party will hear an “unavailability” tone.

If the **LCR table** contains no “empty” prefixes and the number dialled by the user has not been found, the IP PBX functions as if the LCR service was switched off for this user.

By means of the *Prima Web Configurator (Extensions → Privileges)*, trunk lines (analogue, VoIP and ISDN) used in the **LCR table** should be assigned to extensions in the *Available lines* field. A restriction on trunk lines in this field will make the

missing lines inaccessible for a given extension and the IP PBX will not make calls through such lines. Such a situation may be intentionally used to restrict outgoing calls (e.g. to mobile operators).

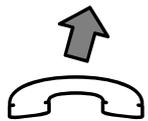
In the IP PBX the **alternative prefixes** and lines may be defined, through which the call is to be made if the “first route” is engaged or damaged.

The LCR service is configured in the Prima Web Configurator (*Advanced Settings: Least cost routing (LCR)*).

#### 4.2.5. Booking access to the trunk line

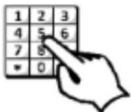
If you wish to connect with a trunk line and you hear an engaged tone, after dialling e.g. “0,” you may book a trunk line connection. Thanks to this option, you will not have to dial “0” repeatedly to check if the trunk line is free.

If you want to book the access to the trunk line:

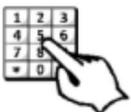


Pick up the phone.

You will hear a dialling tone.



Dial the number of a trunk line bunch, e.g.  in order to connect with the local exchange.



If you hear an engaged tone, press.  You will hear 2 short signals confirming the booking acceptance.



Hang up the phone.

If the trunk line becomes available, your phone will ring. You will gain access to the trunk line after picking up the phone, without the need to dial the trunk line bunch number (in this case – 0).

You may also book a specific trunk line. Then, when you hear an engaged tone after dialling \*80xxx, you book the line by pressing 0.

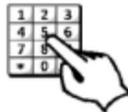
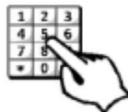
When the LCR service is on (and this applies to the Prima IP PBX) and trunk lines are engaged, you will not hear the trunk line engaged tone right after dialling “0.” This is conditioned by the LCR functioning method. The engaged tone will not be

heard earlier than in the course or after dialling of the external number. Therefore, an access to the trunk line will be booked after “0” is pressed while the engaged tone is heard.

#### 4.2.6. Booking a call with an engaged extension

If you wish to connect with an extension user and you hear an engaged tone, you may book a connection with this user. Thanks to this option, you will not have to dial the number repeatedly to check if the extension user is idle.

If you wish to book a connection with an engaged extension user:

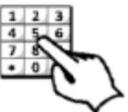
-  Pick up the phone.
-  You will hear a dialling tone.
-  Dial the **extension number**.
-  If you hear an engaged tone, press . You will hear a confirmation tone.
-  Hang up the phone.

When the booked user ends their call and hangs up the phone, the IP PBX will ring with a calling ringtone and will call the booked user when you pick up the phone.

#### 4.2.7. Group call

If you wish to call any of the several users responsible for the same tasks (e.g. one of many trade department employees), you may use a group call function. The IP PBX defines **2 Groups**, i.e. groups called by dialling one group number. Each Group may be composed of up to 8 IP PBX users.

If you want to use the group call function:

-  Pick up the phone.
-  Dial a **Group** dialling number.

A Group member to pick up the phone first will speak with the caller. If a Group member has the Voicemail forwarding on, the forwarding is not carried out if this Group is called.

In addition, the IP PBX offers the following options:

- calls transferring to Groups;
- dialling of the Group dialling number in the DISA mode.

The **Group** dialling number cannot be the same as any other number within the IP PBX e.g. extension numbers.

A **Group** dialling number differs from its ordinal number. One must ensure, especially when logging into and out of a Group, that the group dialling number is not confused with the ordinal number.

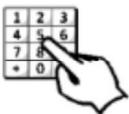
#### 4.2.8. Redialling the last dialled external number

If you want the IP PBX to redial the most recently dialled number of an outside party, such a service is available. You do not have to dial the same number repeatedly if it is engaged. What you need to do is to use the function described below after picking up the phone.

If you want to redial the most recently dialled external number:



Pick up the phone  
You will hear a dialling tone.



Dial **\*** **9** **0**



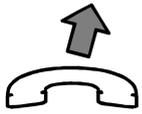
Do not hang up the phone!!!

You will hear a routing tone – the IP PBX will be trying to establish a connection with the external number you have dialled most recently. If the number is engaged again, hang up the phone and try again after a while or use the \*92, \*94 function.

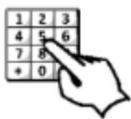
### 4.2.9. Booking a call with the last dialled external number

If the outside party you are calling is engaged, you may order the IP PBX to establish this connection. Thanks to this option, you will not have to dial the same external number repeatedly to check if it is available. When the connection is established, the phone will ring with a calling ringtone.

If you wish to establish a connection with the last dialled external number:



Pick up the phone.  
You will hear a dialling tone



Dial **0** in order to establish a connection with the local exchange and then dial the **outside party's number**.



If you hear an engaged tone, hang up the phone.



Pick up the phone again

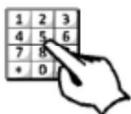


Dial   
You will hear a confirmation tone.



Hang up the phone.

The IP PBX will be trying to establish a connection with the number you have selected by making up to 5 attempts at 2-minute intervals. After the connection has been established, your telephone will ring with a calling ringtone. If you are having a telephone conversation at that moment, you will hear an offering tone informing you about an incoming call. At the same time, the outside party will hear an announcement: *“Please wait for the connection.”* If you fail to answer the call within the defined time, the IP PBX will disconnect it, at the same time cancelling the booked service.



In order to cancel the booked service, dial   
All booked external calls will be cancelled.

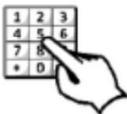
#### 4.2.10. Booking a call with any external number

If you want the IP PBX to connect you with an external number, you may book such a call. Thanks to this option, you will not have to dial the same number repeatedly if the outside party is engaged. The IP PBX will be trying to establish a connection with the selected number.

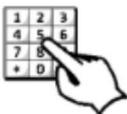
If you wish to establish a connection with any number:



Pick up the phone.  
You will hear a dialling tone.



Dial **\* 9 4**  
You will hear a confirmation tone.

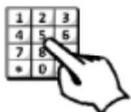


Dial the **number of the outside party** you wish to call (up to 14 digits),  
e.g. 585558800.



Hang up the phone.

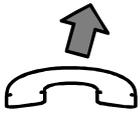
The IP PBX will be trying to establish a connection with the selected number. After the connection has been established, your telephone will ring with a calling tone. If you are having a telephone conversation at that moment, you will hear a tone informing you about an incoming call. At the same time, the outside party will hear an announcement, e.g. *Please wait for the connection...* If you fail to answer the call within the defined time, the IP PBX will disconnect it, at the same time cancelling the booked service.



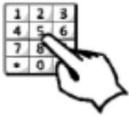
In order to cancel the booked service, dial **\* 9 4** again.  
All booked external calls will be cancelled.

#### 4.2.11. Booking a call with any external number at a specific time

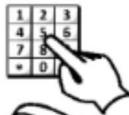
If you want the IP PBX to connect you with any external number at a specific time, you may book such a call. The IP PBX will book the access to the trunk line at a specific time and will try to establish a connection with the selected external number.

If you wish to establish a connection with any external number:

Pick up the phone.  
You will hear a dialling tone



Dial **\* 9 5** **HH MM**,  
where: **HH**– hour within the range of 00-23, **MM**– minutes within the range of 00-59.  
You will hear a confirmation tone.

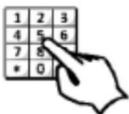


Dial the number of the outside party you wish to call (up to 14 digits), e.g. 585558800.



Hang up the phone.

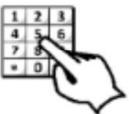
The IP PBX will be trying to establish a connection with the selected number. After the connection has been established, your telephone will ring with a calling ringtone. If you are having a telephone conversation at that moment, you will hear an offering tone informing you about an incoming call. At the same time, the outside party will hear an announcement, e.g. *Please wait for the connection...* If you fail to answer the call within the defined time, the IP PBX will disconnect it, at the same time cancelling the booked service.



In order to cancel the booked service, dial **\* 9 4**  
All booked external calls will be cancelled.

#### 4.2.12. Speed dialling

It is also possible for each user to define up to 9 individual short (speed dial) numbers. In order to record an individual speed dial number in the IP PBX:

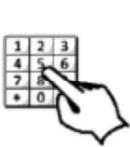


Dial **\* 8 9** **X TEL**,  
where **X** stands for the memory number within the range of 1 to 9  
**TEL** – external number, e.g. **\*89 1 585558800**



After hanging up the phone, the number will be memorised.

In order to use an **individual** speed dial number:



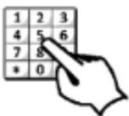
Dial **\* 9 1** X,  
where **X** stands for the memory number within the range of 1 to 9.



A connection with the selected external number recorded in the form of a speed dial number will be established.

### 4.2.13. Adding an extension to ongoing conference call

If you want to add an extension user to an ongoing conversation (conference call):



Dial **FLASH \* 7** TEL,  
where **TEL** is the number of an extension user you want to add to a conference.

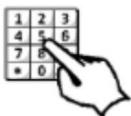
### 4.2.14. Analogue FLASH on trunk lines

In its basic meaning, **FLASH** (a short calibrated pause) reassigns tone dialling (DTMF) to a given extension line disconnected by the system after a call has been initiated. This function is used when during an ongoing call you want to use a different IP PBX service, e.g. to put the call on hold (**HOLD**), to transfer the call to another extension user, etc. Pressing of the **FLASH** button is interpreted by the IP PBX as a short “hanging up,” which is not long enough to end a call.

The second meaning of **FLASH** (the so-called analogue **FLASH**) – pressing of this button in the course of an external call results in a “short disconnection” of the trunk line.

In this way, the IP PBX sends the **FLASH** signal to the local exchange (for some local exchanges this is a necessary signal to start using their additional functions).

If you want to send the **FLASH** signal to the local exchange:



Press **FLASH \* 1** during an external call.



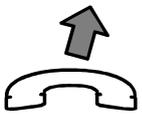
You may now use the additional functions offered by the local exchange.

## 4.3. Additional IP PBX functions offered by the telephone

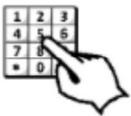
### 4.3.1. Wake-up call (reminder)

The term wake-up call is just a matter of convention because this function consists in the IP PBX “reminding” the user about the tasks that need to be done at a specific time. This service may be used in 2 modes: **single** and **multiple**. These two modes may function independently, i.e. the same user may use both **single** and **multiple** wake-up calls.

If you want to book a **single** wake-up call:



Pick up the phone.  
You will hear a dialling tone.



Dial **\* 7 3 1** T hh mm,

where: **T** – day of the week

0 – everyday	4 – Thursday
1 – Monday	5 – Friday
2 – Tuesday	6 – Saturday
3 – Wednesday	7 – Sunday

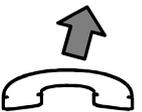
**hh** – hour, **mm** – minute



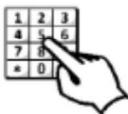
After hearing a confirmation tone, hang up the phone.

The user may have several “wake-up calls” booked at the same time. If a single wake-up call is booked in a daily mode, the IP PBX will provide this service as soon as possible.

If you want to book a **multiple** wake-up call:



Pick up the phone.  
You will hear a dialling tone.



Dial **\* 7 3 2** T hh mm,

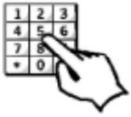
where: **T** – day of the week (*see: above*)

**hh** – hour, **mm** – minute



After hearing a confirmation tone, hang up the phone.

### Wake-up call in practice:



After dialling **\* 7 3 1** 2 12 44,  
a single wake-up call was booked for **Tuesday at 12:44 pm.**



The phone rings with an alarm tone.



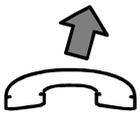
Pick up the phone.  
You will hear an announcement or a melody.



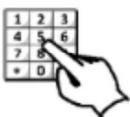
Hang up the phone.

If the wake-up call is not answered, the phone will stop ringing after the defined period of time.

### If you want to **delete** the previously booked **wake-up calls**:



Pick up the phone.  
You will hear a dialling tone.



Dial **\* 7 3 3**

Hang up the phone.



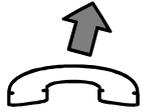
All previously set wake-up calls have been deleted.

### 4.3.2. Manual switching between the IP PBX operation modes

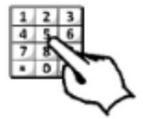
This function is used to switch on the IP PBX **operation mode 1-4** at the time and on the day of the week different than programmed in the IP PBX **operation mode table**.



This function is available to the extensions defined as *privileged* in the *Prima Web Configurator*.

If you wish to activate the **operation mode 1** manually:

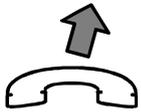
Pick up the phone.  
You will hear a dialling tone.



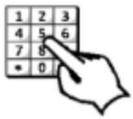
Dial **\* 7 4 2**  
The IP PBX starts working in mode 1.



Hang up the phone.

If you wish to activate the **operation mode 2** manually:

Pick up the phone. You will hear a dialling tone.



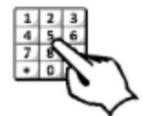
Dial **\* 7 4 3**  
The IP PBX starts working in mode 2.



Hang up the phone.

If you wish to activate the **operation mode 3** manually:

Pick up the phone.  
You will hear a dialling tone.

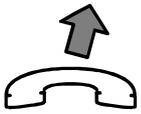


Dial **\* 7 4 4**  
The IP PBX starts working in mode 3.

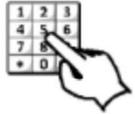


Hang up the phone.

If you wish to activate the **operation mode 4** manually:



Pick up the phone.  
You will hear a dialling tone.



Dial **\* 7 4 5**

The IP PBX starts working in mode 4.



Hang up the phone.

You may “manually” return (switch over) to the mode currently active in the software by entering the number of this mode. The IP PBX will change the mode automatically according to the times programmed in the *Prima Web Configurator*.

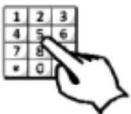
### 4.3.3. DO NOT DISTURB function

When the **Do Not Disturb (DND)** function is active, all callers calling you will hear an engaged tone for the period of time defined in the computer software or until this function is manually cancelled. At the same time, you may make outgoing calls with no restrictions.

If you want to activate the **Do Not Disturb** function:



Pick up the phone.  
You will hear a dialling tone.



Dial **\* 7 6 0**



Hang up the phone.  
You have activated the **do not disturb** function.

If you want to deactivate the **Do Not Disturb** function:



Pick up the phone.  
You will hear a dialling tone.



Hang up the phone.

You have deactivated the **Do Not Disturb** function.

If this function is not deactivated, it will be cancelled automatically after 930 seconds.

#### 4.3.4. MCID – Malicious Call Identification

Malicious call identification is available for digital lines (ISDN) only – this function makes it possible to register the numbers of called and calling parties as well as the dates and times of calls. Malicious, troublesome or threatening calls may be registered during the call after this function has been activated from the telephone. The data registered by the telecommunications operator by means of the additional MCID function is at the disposal of the operator that makes it available to the state authorities performing the security, and public order protection tasks within the scope and on the terms stipulated by the relevant acts of law.

In order to mark a given call as “malicious”, the following should be done during a call:



### 4.4. IP PBX programming from the telephone

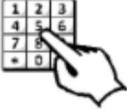
Some of the functions offered by the IP PBX (e.g. **announcement recording, date and time setting**) may be programmed from the telephone in the **programming mode**.

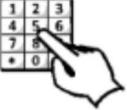
In order to ensure stable IP PBX operation, it is recommended that the **programming mode** be used only by a user having necessary knowledge and privileges.

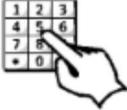
If you wish to activate the IP PBX **programming mode**:



Pick up the phone.

 Dial   the IP PBX function activation mode is on.

 Dial  

 Enter the IP PBX **access code**.  
If the code you have entered is correct, you will hear a confirmation tone and the access to the IP PBX programming mode will be granted.

 You exit the programming mode when the telephone receiver is hung up for a time longer than 10 seconds.

#### 4.4.1. Access code for IP PBX programming from the telephone

This code is necessary to access the IP PBX programming mode. **Default access code: 12345678**. It is recommended to replace the default code with your own in the *Prima Web Configurator*. After the IP PBX has been reset, the code is changed to the default one.



If an invalid code is entered, you will hear an engaged tone.

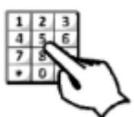
#### 4.4.2. Announcement recording

The IP PBX makes it possible to record 8 announcements.  
Depending on the IP PBX equipment, the total duration of all announcements may be up to 8 minutes

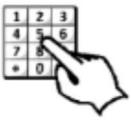
In order to record an announcement:



Pick up the phone.



Activate the IP PBX programming mode via the telephone.  
You will hear a confirmation tone.



Dial **29** **XX**,  
where **XX**= 01,02...08 and stands for the announcement number



You will hear a continuous tone lasting for approx. 3 seconds.  
**After the tone, you may record your own announcement.**

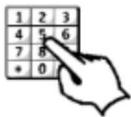


After the announcement has been recorded, hang up the phone.

#### **Announcement numeration used in the course of recording:**

1. – announcement 1
2. – announcement 2
- .
- .
- .
8. – announcement 8

In order to listen to the recorded announcement,

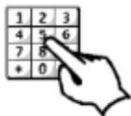


Dial **\*741XX** or **\*701XX**.

It is possible to use the same announcement in more than one external line.  
Therefore, multi-layered announcements may be created.

#### **4.4.3. Verification of announcement recorded by the user**

In order to check (listen to) the recorded announcement:

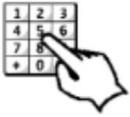


Pick up the phone and dial **\*701** **XX**, where:  
**XX** stands for the announcement or melody number (*within the range of 1 to 8*).

The previous (by pressing “\*”) or the next (by pressing “#”) announcement/melody may be listened to while listening to the announcement or the melody without the need to hang up the phone. Apart from that, the **XX** announcement/melody may be listened to after pressing **XX**.

## SECOND METHOD

In order to check (listen to) the recorded announcement:



Pick up the phone and dial **\*741** **XX**, where: **XX** stands for the announcement or melody number according to the pattern below:

xx=01	announcement 1;	xx=13	ring-back tone
xx=02	announcement 2;	xx=15	routing;
xx=03	announcement 3;	xx=16	three tones;
xx=04	announcement 4;		
xx=05	announcement 5;		
xx=06	announcement 6;		
xx=07	announcement 7;		
xx=08	announcement 8;		
xx=09	melody 1;		
xx=10	melody 2;		
xx=11	melody 3;		
xx=12	melody 4;		



Hang up the phone.



The phone will ring with a calling ringtone. After picking up the phone, the recorded announcement (or default melodies) may be listened to.

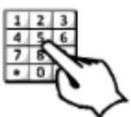


The **\*741xx** function may also be used for independent telephone volume control if the telephone ringing is too quiet or too loud.

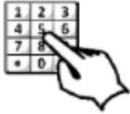
### 4.4.4. Date and Time setting

The current time and date may be set (or corrected) in the IP PBX. This may be done either via the computer software or via the telephone. In order to change the date and time via the telephone, the IP PBX access code must be provided and the programming mode must be entered.

If you want to set or correct the IP PBX **Time** and you are in the **programming mode**:



Dial **60**

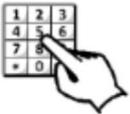


Dial six digits defining the current time.

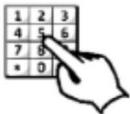
E.g. to set the time to 13:27:00, the following number should be dialled:

**1 3 2 7 0 0**

If you want to set or correct the IP PBX **Date** and you are in the programming mode:



Dial **6 1**



Dial seven digits defining the date: YY MM DD T,  
e.g.: to set the date to: 2012.09.19 Wednesday – the following number  
should be dialled:

**1 2 0 9 1 9 3**

where: **12** – year 2012

**09** – September

**19** – day of the month

**3** – Wednesday (1 – Monday,... 7 – Sunday)

#### 4.4.5. Deleting active bookings

If all bookings programmed in the IP PBX need to be deleted, this operation may be performed via the telephone. In order to do it, the IP PBX access code must be provided and the programming mode must be activated.

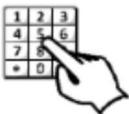
If you want to delete all active IP PBX bookings:



Pick up the phone



Activate the IP PBX programming mode



Dial **8 1**

You will hear a confirmation tone.



Hang up the phone.

All bookings programmed in the IP PBX have been deleted.

## 5. Voicemail

The IP PBX has built-in voicemail (SD/MMC cards required) which may be activated by either selected or all IP PBX users. **Voicemail configuration is carried out in the *Prima Web Configurator*.**

### General description

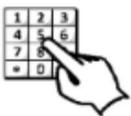
- users' personal inboxes,
- recording of messages from internal and/or external callers (maximum 25 messages for every user)
- maximum duration of one message – 4 min.
- notifications about new messages,
- built-in voice messages,
- individual box configuration by users via the voice menu,
- two box operation profiles,
- taped messages.

### 5.1. Using voicemail

#### 5.1.1. Voicemail initiation and activation

In the case of new IP PBX models, the voicemail is active by default. If the extension user has the voicemail enabled, the calls directed to them will be forwarded automatically to their personal voicemail inbox, if they fail to answer within 20 seconds.

#### 5.1.2. Calling a voicemail inbox



**The Prima IP PBX directs the call to your extension number.**

If your voicemail inbox is enabled and call forwarding to the voicemail box has been set, the call will be forwarded.



**After the voicemail inbox has been called, the calling party hears a welcome announcement** – either a standard one or recorded by the user. A standard welcome announcement is as follows:

*“You are connected to the voicemail ....  
Please, leave your message after hearing the bip.  
Hang up as soon as you’re done.”*



**Then, a single tone is generated and the message starts to be recorded.** The message registering process may be deactivated. In such a case, the voicemail box will play taped messages. When the user is absent, e.g. information about the possible method of contact at a given moment may be played.



It is possible to register the connection attempt. The voicemail box records such an occurrence as a new message. When the message is being listened to, information that the user has left no message is played.

#### Notes:

- while the message is being recorded, no digits should be dialled; otherwise, the recording process will end and the “unavailable tone” will be heard,
- if the maximum recording time limit is exceeded, the recording process ends with an “unavailable” tone (the message recorded up to that moment is saved),
- if a voicemail box is called from the door phone, the recording process ends after the door phone key has been pressed again or after exceeding of the maximum recording time limit, signalled with a short “unavailable” tone,
- a voicemail inbox may be called if a user has been granted adequate privileges, an inbox is enabled and is not engaged (if any of the conditions listed above is not met, the IP PBX functions as if the box was disabled),
- if a user with the function of call forwarding to a voicemail set belongs to a Group, call forwarding to this user's voicemail inbox is not executed if the Group is called.

### 5.1.3. Notification about new messages

The following methods of notification about new messages or connection attempts have been defined for the IP PBX:

- the voicemail box rings after the first hanging up of the phone (it is obvious that the user is near the telephone);
- the voicemail box rings every 2 minutes.

Voicemail box notifications are carried out in the form of phone ringing (calling rhythm) and messages sent onto the telephone handling the IP PBX messages. If you pick up the phone during the notification process, a connection with the voicemail box will be established. After the call, you may use the Voicemail Menu.

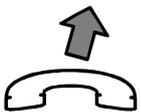
**Notes:**

- Notifications are not generated if the phone has the “Do Not Disturb” function activated.
- Notifications cannot be captured from another telephone; any capturing attempts will result in the “unavailable” tone.

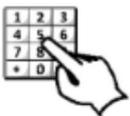
### 5.1.4. Direct access to a voicemail box

Connection with the voicemail may be established by dialling the voicemail box access number. The voicemail access number: ‘90’.

#### ACCESS TO A VOICEMAIL BOX – LOCAL



You’re calling from your own telephone.  
Pick up the phone.



Enter the voicemail **local access number**.



You are now in your personal voicemail box – Voicemail Menu main level.

### 5.1.5. Voicemail connection (main menu level)

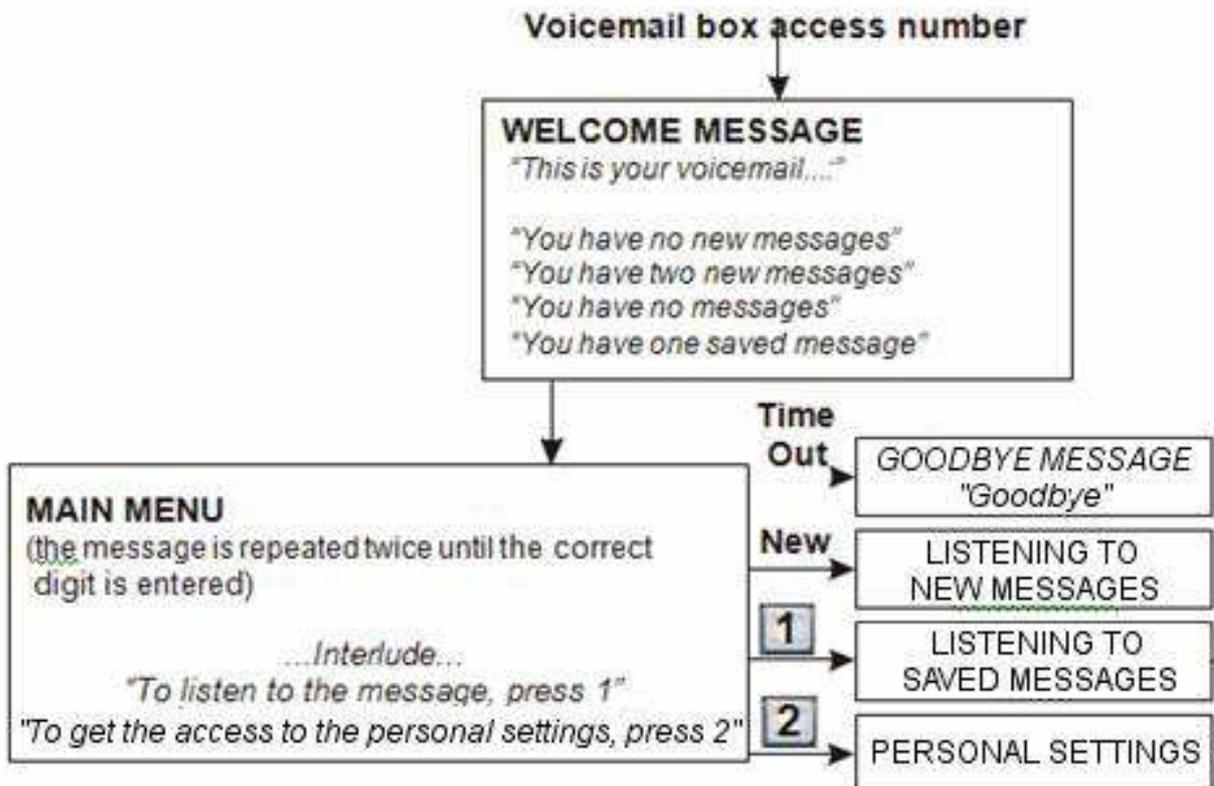
If you *call* your personal voicemail box, you will be informed about the number of new and saved messages. Next, depending on whether there are any new messages or not, you will hear either the main menu options or the new messages. The main menu is played back twice. After that, you hear a goodbye message and the connection with the voicemail is ended.

**Notes:**

- If any other digit (than those supported in this menu) is entered, the voicemail box ignores it.
- A voicemail box may be called if, among other things, a user is properly privileged, a box is enabled and is not engaged and if 1 of 16 voice channels is free (if any of the conditions listed above is not met, the IP PBX functions as if the voicemail box was disabled).
- If a voicemail box is full, the following message is heard (before the information about the number of messages):

*“Your voicemail box is full”*

The voicemail box main menu flow chart is presented below:



### 5.1.6. Listening to voicemail messages

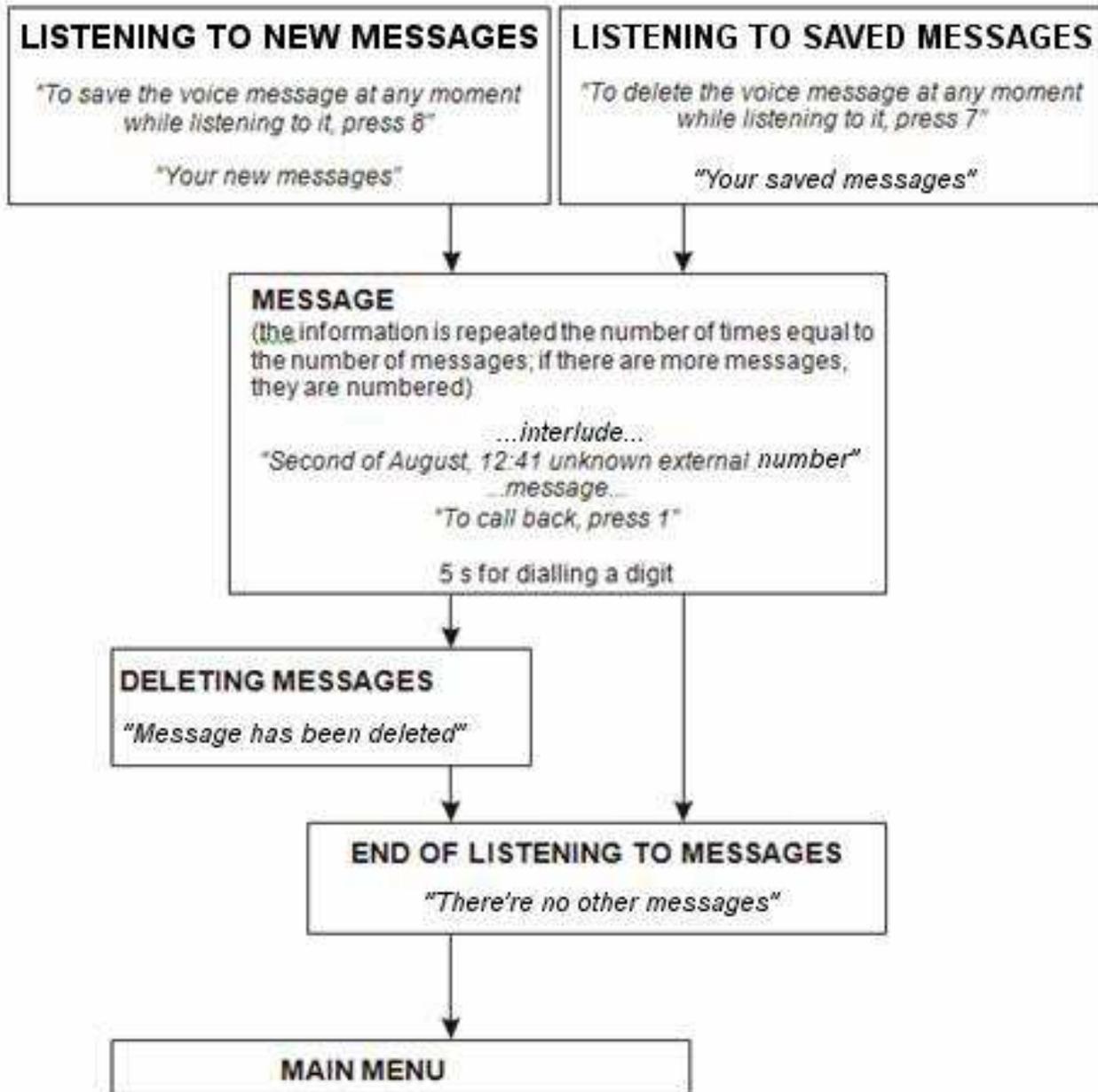
The flow chart presented below applies to the basic profile and to the default settings of deleting voicemail messages.

#### Notes:

- A new message may be either deleted (7) or saved (8) when it is being listened to.
- You may instantly delete the saved message while listening to it.
- A new message may also be deleted while or after listening to it.
- If no message has been recorded, the following information can be heard: *“No new messages left”*.



If more than one message has been recorded, the last one is played first.



### 5.1.7. Listening to voicemail messages – profiles

The IP PBX makes it possible to select the voicemail box operation mode. The standard profile is designed for beginners, while the advanced profile – for more experienced users. The differences between the standard and the advanced profile are presented below.

The voicemail box operation mode may be changed using the telephone. What you must do is to *enter* your personal voicemail box and use **MENU: PERSONAL SETTINGS**.

FUNCTION	BASIC PROFILE	ADVANCED PROFILE
Presentation of date, time and the number of the caller that left the message	X	
Deactivation of hints about the keys in the voicemail menu		X
Automatic presentation of new messages	X	X
Presentation of information about the keys in the personal option access menu	X	X

### 5.1.8. Displaying date, time and caller's number

Information about the date and time at which the message was left and about the caller's number made up of several messages. The date is composed of the number of the day and of the month.

The information is presented in the following format:

*“date ... time ... number [extension\external] [...\unknown]”*

e.g.

“the second of August at twelve forty one unknown external number”

“the twenty fifth of February at one past eight number five eight five five five eight eight zero zero”.

### 5.1.9. Returning of calls

While listening to the recorded message, it is possible to call back the caller that left it. In the case of returning a call, the voicemail box is exited automatically.

In order to call back the caller that called you and/or left you a message, press **1** while listening to the message. (*See: MENU: WHILE LISTENING TO MESSAGES*)

#### Notes:

- Returning a call is possible provided that the IP PBX can recognise the number of the caller that left the message (extension or external number with CLIP).
- The privileges of the user calling a voicemail box are maintained.

## 5.2. Voicemail menu

### 5.2.1. MENU: While listening to messages

- 1** Return call
- 2** Day on which the message was left
- 3** Number of the caller that left the message
- 4** Previous message
- 5** Next message
- 7** Delete message
- 8** Save message
- 9** Delete all heard messages
- 0** Information about active keys
- \*** Return to main menu

### 5.2.2. MENU: Personal settings

- 2** Welcome message change
  - 1** Personal welcome message recording
  - 2** Personal welcome message presentation
  - \*** Cancel

**3** Message presentation profile selection

**1** Profile change

**\*** Cancel

**7** Activation or deactivation of connection attempt notification

**1** Activation/Deactivation

**\*** Cancel

**8** Activation or deactivation of message recording

**1** Activation/Deactivation

**\*** Cancel

**9** Activation or deactivation of voicemail

**1** Activation/Deactivation

**\*** Cancel

**\*** Return to main menu

**Notes:**

- Menu level change is signalled with a sound.
- If the message recording is deactivated, it is recommended that a personal welcome message with suitable information for the caller be recorded, e.g. *I'm away on holiday...in the case of an important business matter, please call...*
- In order to record a personal welcome message, use Menu: Personal settings
- Entering the main menu is signalled with a different sound.

## 6. Agent 001 for call recording

Agent001 computer program serves for listening to the calls recorded on the SD card. In order to record calls, the **call recording licence** for Prima IP PBX is required.

### 6.1. Equipment requirements

The program is to be installed in a desktop or a mobile computer (laptop) meeting the following minimum requirements:

- Pentium 200 or equivalent processor;
- Windows XP/VISTA/7 operating system;
- 50 MB free space on hard disk;
- 32 MB RAM memory;
- LAN card;
- CD drive.

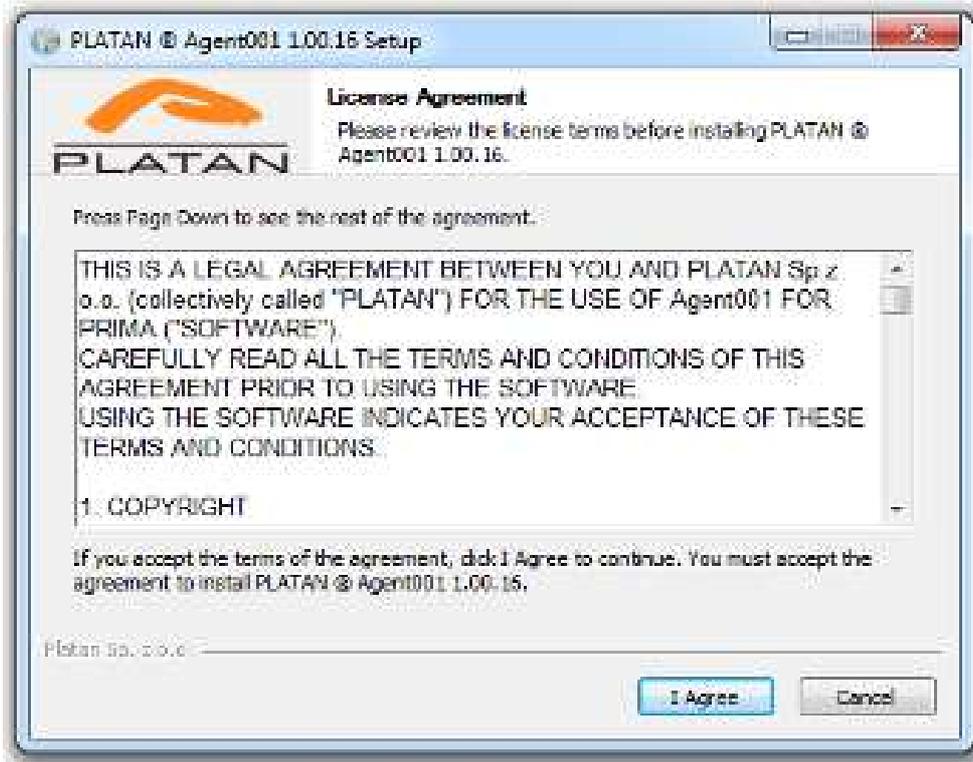
### 6.2. Agent 001 installation

A CD with a computer program necessary to serve calls recorded in Prima IP PBX is provided with the device. After inserting the CD into the drive, the window should appear automatically: Agent 001 setup. Press “Install Agent 001”

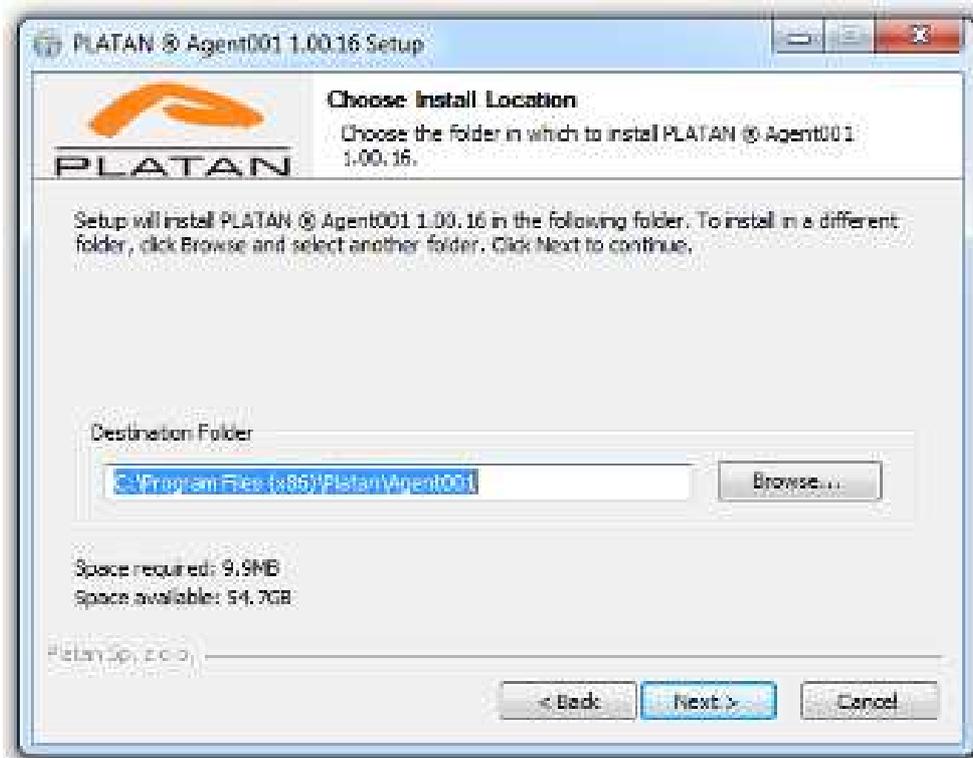
If the CD does not run automatically, run the **Agent\_setup.exe** on the CD. At the beginning of the installation process, the language selection window appears:



In order to install the computer program, after choosing the language, the user must read and accept the **Licence Agreement**. If the user does not accept the terms and conditions of the **Agreement**, the Installation Wizard will discontinue the process:



The Installation Wizard suggests a default installation path: **C:\Program Files\Platan\Agent001** and informs you about the disk space required:



At the end of the installation, the Installation Wizard will offer a possibility of running the application:

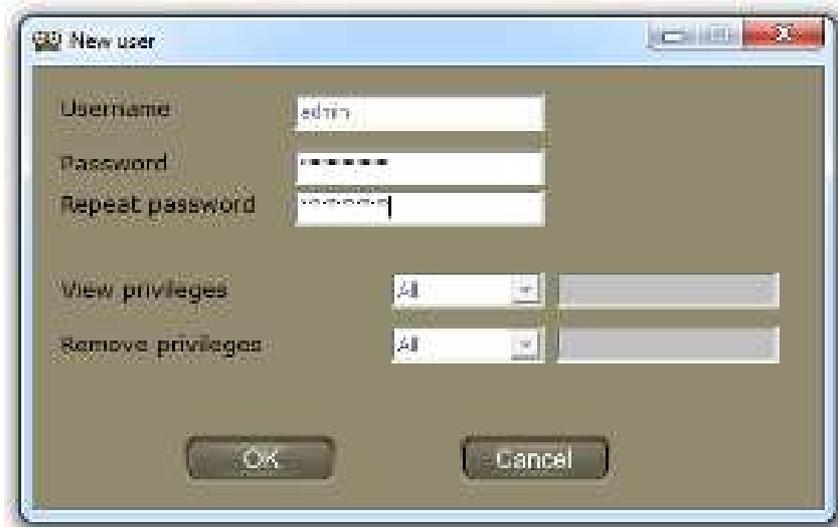


### 6.3. Running the application

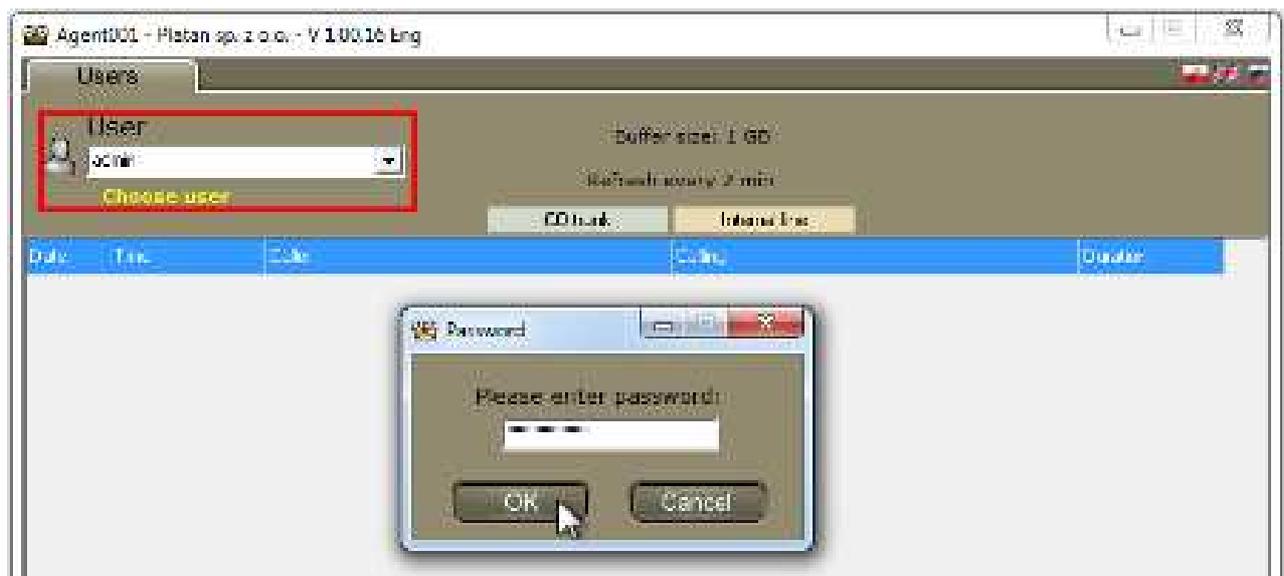
After the first Agent001 launch, the information about the lack of defined users appears:



On pressing OK, the *New user* window appears permitting the creation of *Admin* account, for which a password has to be defined.



**Admin** settings are to be confirmed by **OK** button. Then the **admin** user should be selected from the drop-down menu and previously defined **admin** user password entered:



## 6.4. Administrator account

### 6.4.1. Prima IP PBX connection configuration

In order to configure the connection with Prima IP PBX, open the **Connection** window to enter the IP PBX URL address (Prima IP address), and password (default IP PBX access code: 12345678). Then click on **Connect**.



After establishing the connection, the recordings from Prima SD card are received. The following information is provided on the application bottom bar:

- free space on the computer disk
- number of files received from the IP PBX
- the fact of SD card being installed in the IP PBX
- currently logged user



If there are no call recording licence in Prima IP PBX, the following message will appear: **No licence for call recording**.



## 6.4.2. Adding users

In *Users* windows, the administrator can add new users by pressing *Add user* button.

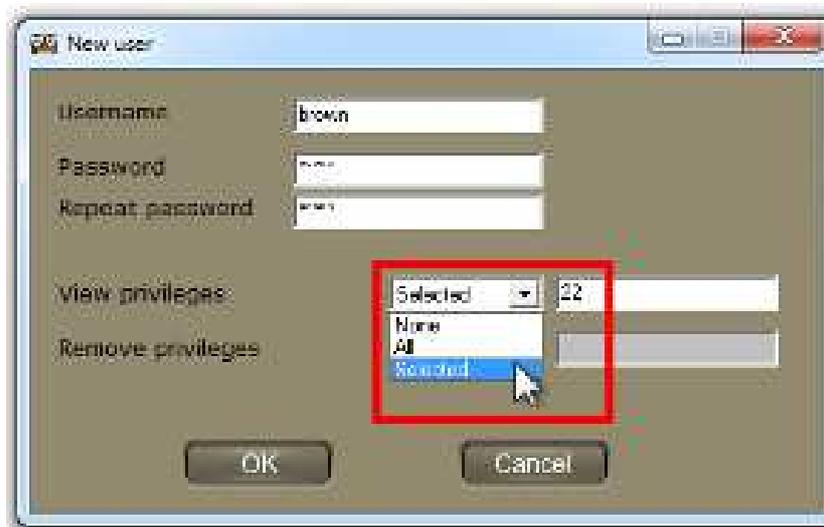


In *New user* window enter a new username and assign a password to this user:

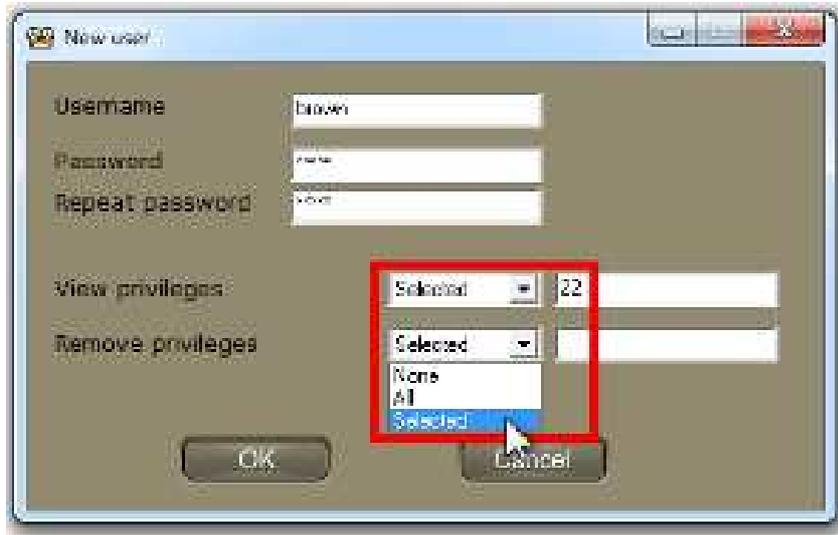


Then assign the user privileges:

- to **view** (and listen to) the recorded calls: no privileges, all extension users, selected extension user (enter the selected user extension number)



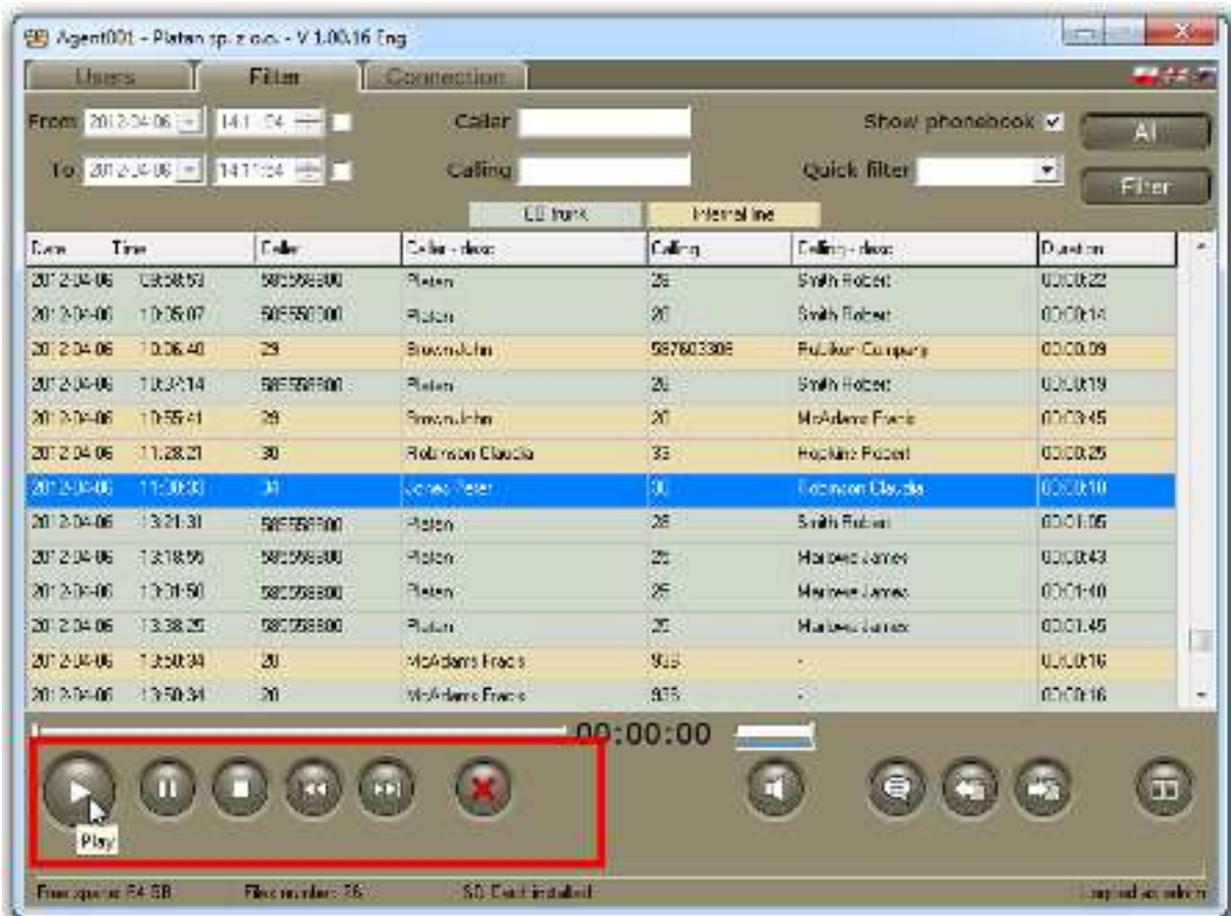
- and to **delete** recorded calls: no privileges, all extension users, selected extension user (enter the selected user extension number)



### 6.4.3. Using an administrator account

*Admin* user has privileges:

- to **view**/listen to all calls recorded in Prima IP PBX:



- to **delete** recorded calls:



- to create, record and send **announcements** to the Prima IP PBX:



In order to receive better quality announcements in Prima IP PBX, the announcements should be prepared as .wav files in A-Law or GSM format.

- to **import recordings** from SD card. Admin can put SD card in their PC card reader and import calls to the computer hard disk



- to **export recording** to WAV file. Exported file has the following form: year-month-day\_hour-minute-second.wave, e.g. 2012-02-11\_11-57-04.wave)



- to create **descriptions** for callers and called parties, which will be presented in additional columns, when the option “Show phonebook” in **Filter** window is ticked.



## 6.5. User account

After having logged in, a user have privileges:

- to **view**/listen to the recorded calls by means of the navigation keys:



- to **export recording** to WAV file. Exported file has the following form: *year-month-day\_hour-minute-second.wave*, e.g. 2012-02-11\_11-57-04.wave)



- to create **descriptions** for callers and called parties, which will be presented in additional columns, when the option “Show phonebook” in *Filter* window is ticked.



## 6.6. Filter

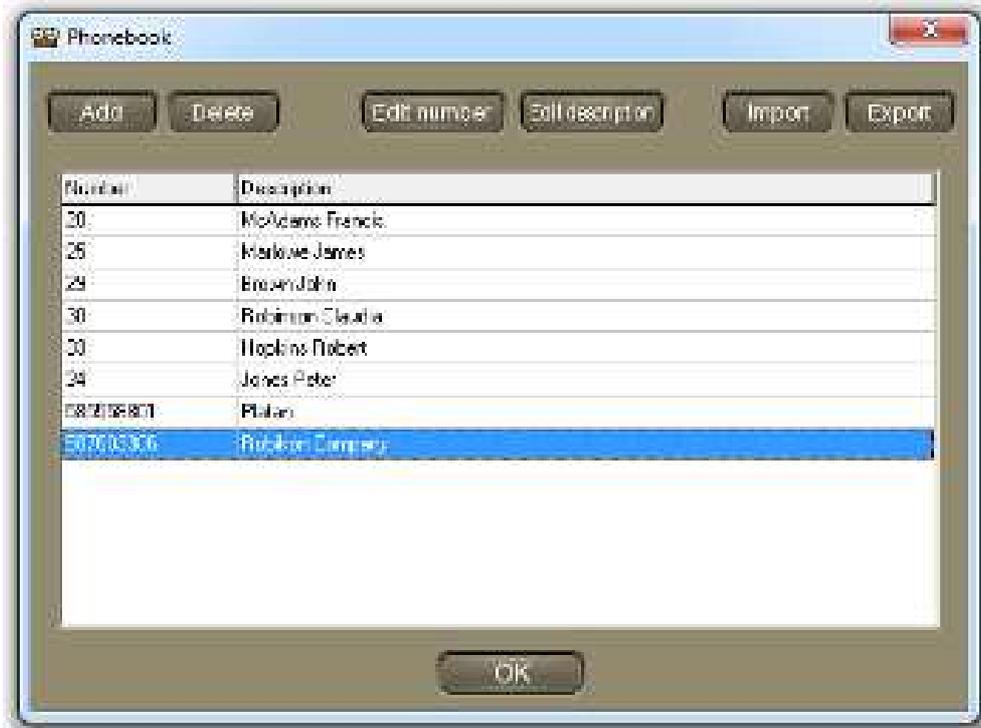
Users can easily search recordings in *Filter* window, using the following criteria:

- date and time of call starting
- date and time of call ending
- caller number
- called party number



## 6.7. Phonebook

The *Phonebook* window permits to add descriptions to callers and called parties numbers, after enabling the option ‘Show phonebook’ in *Filter* window.



## 7. Short list of Prima IP PBX functions

Function	Function description
<b>2 – 9899</b>	<ul style="list-style-type: none"> <li>dialling an extension number,</li> <li>dialling a Group or a radio centre number</li> </ul>
<b>0</b>	external call
<b>*8 0 xxx</b>	external call through a 'xxx' line (001-011)
<b>.</b>	1-3 analogue line
<b>.</b>	5-6 ISDN BRA1 line
<b>.</b>	9-11 VoIP line
<b>0 engaged tone 0</b>	booking access to an engaged external line
<b>*8 0 xxx engaged tone 0</b>	booking access to a specific engaged external line
<b>"TEL" engaged tone 0</b>	booking of a call with an engaged extension with the "TEL" number
<b>*9 0</b>	redialling the last dialled external number
<b>*9 2</b>	establishing a call to the last dialled external number
<b>*9 4 "external call"</b>	establishing a call to any external number
<b>*9 5 "hh" "mm" "external number"</b>	establishing a call to any external number at a specified time
<b>*9 4</b>	cancelling *92, *94 and *95 services
<b>997, 998, 999, 112</b>	direct access to emergency telephone numbers
<b>*7 0 1 xx</b>	listening to announcements ('xx' – announcement No. 1-8)
<b>*7 1 "TEL"</b>	call capturing
<b>*7 1 0</b>	external call capturing
<b>*7 3 1 "T" "hh" "mm"</b>	"Wake-up call" setting (single), "T" – day of the week
<b>*7 3 2 "T" "hh" "mm"</b>	"Wake-up call" setting (multiple), "T" – day of the week
<b>*7 3 3</b>	booked wake-up call off
<b>*7 3 4 "TEL"</b>	unconditional call forwarding to "TEL" ("I'm there")
<b>*7 3 4</b>	unconditional call forwarding off
<b>*7 3 5 "TEL"</b>	unconditional call forwarding from "TEL" to me ("Call here")
<b>*7 3 6 "TEL"</b>	unconditional call forwarding to "TEL" when busy
<b>*7 3 6</b>	"when busy" call forwarding off
<b>*7 3 7 "TEL" #</b>	call forwarding to "TEL" when no answer for 20 s
<b>*7 3 7 "TEL" # "tt"</b>	call forwarding to "TEL" when no answer for "tt"
<b>*7 3 7</b>	"when no answer" call forwarding off
<b>FLASH 0 "external number"</b>	call forwarding to an external line (privileged extension)
<b>*7 4 0</b>	"babysitter" on
<b>*7 4 2</b>	operation mode 1
<b>*7 4 3</b>	operation mode 2
<b>*7 4 4</b>	operation mode 3
<b>*7 4 5</b>	operation mode 4
<b>*7 6 0</b>	"do not disturb"
<b>*7 6 1</b>	"do not disturb" function off

<b>FLASH “my TEL”</b>	hold – putting the call “on hold”
<b>FLASH “TEL”</b>	external call transfer to an extension with the “TEL” number
<b>FLASH “TEL”</b>	return (consultative) call from an extension with the “TEL” number
<b>FLASH 0</b>	resuming a call with the transferred extension
<b>FLASH * 1</b>	FLASH on external analogue (CO) line
<b>FLASH * 7</b>	adding a party to the ongoing conference
<b>*96</b>	blocking the presentation on ISDN external line
<b>90</b>	voicemail
<b>*749</b>	listening to the IP address of the IP PBX from the telephone

## In the IP PBX programming mode

<b>*708 “code”</b>	<b>activation of the IP PBX programming mode</b> (default code: 12345678)
<b>2 9 x x</b>	recording an announcement from the telephone (xx – announcement number from the range of 01-08)
<b>41 “IP address” #</b>	programming the IP PBX IP address (e.g. 41 192*168*1*198#) <b>(the IP PBX will be reset after programming)</b>
<b>42 “subnet mask” #</b>	programming the subnet mask, e.g. 42 255*255*255*0#) <b>(the IP PBX will be reset after programming)</b>
<b>6 0 HH MM SS</b>	clock setting in the IP PBX
<b>6 1 YY MM DD T</b>	date setting in the IP PBX, T – day of the week (1– Monday, ..., 7 – Sunday)
<b>81</b>	deleting active bookings within the IP PBX
<b>#</b>	exiting the service mode

## 8. Glossary

**DTMF** (Dual Tone Multi Frequency) is the name of tone signalling used in telephone devices. It is also known as TouchTone®. DTMF is an example of MFSK (Multiple Frequency Shift Keying).

**DISA** (Direct Inward System Access) is the name of a functionality offered by PBX telecommunications systems, enabling you to call an extension user without going through an operator.

Having connected with a PBX, a user hears an announcement prepared by the PBX owner and while or after listening to it, dials the desired extension number using a telephone with DTMF tone dialling.

A drawback of this system is that the caller pays for the call from the moment the DISA device answers the phone, i.e. they pay for the time that passes until the phone is answered after the extension number has been dialled.

**DDI** (Direct Dial-In (Europe) or Direct Inward Dialing (USA)) is the name of a function offered by PBX systems, enabling you to call an extension user directly.

A PBX user is provided by the operator with at least 10 telephone numbers and each of them is assigned to individual extension users. A connection between the PBX and the operator's local exchange is most often established using an ISDN line.

DDI offers the following advantages:

It makes the PBX operator's assistance no longer necessary and eliminates the need of using an additional extension number. It is also cheaper than buying from the operator a separate telephone line for each extension user.

**CLIP** (Calling Line Identification Presentation) is a service that consists in presenting the caller's number on the telephone display (or on a special telephone snap-in's display). This service is available for both land line and mobile networks.

**CLIR** (Calling Line Identification Restriction) is a service that blocks the presentation of the caller's number. Thanks to this functionality, the number of the user initiating the call will not be shown even if the other party has the CLIP function on.

**MSN** (Multiple Subscriber Number) is the name of the service in PBX systems using ISDN lines.

Thanks to MSN several (up to 8) appliances (phone, modem, fax) can be connected to

an ISDN terminal and assign each of them a different telephone number.

MSN offers the following advantages:

- It makes the PBX operator's assistance no longer necessary and eliminates the need of using an additional extension number.
- It is also cheaper than buying from the operator a separate telephone line for each extension user. For example, you pay the operator for one ISDN line with a packet of MSN numbers and have 5 MSN numbers at your disposal, which is much cheaper than buying separate lines.

**Prefix (or prefix)** is a string of digits following the 10XX or 10XXX pattern (where X stands for any digit), identifying a given telecommunications operator. Telecommunications operators and the calls made by their customers are identified within the telecommunications networks by means of assigned prefixes. Prefix is officially referred to as the network access number. In a sense, prefixes enable communication between customers and telecommunications networks (owned by telecommunications operators). By choosing a given prefix, a customer chooses the operator through the network of which a call is to be carried out.

## Environmental protection – disposal of waste equipment



This device is labelled with the symbol of a crossed-out waste container in accordance with the European Community Directive 2002/96/EC (WEEE), the Polish Act on Waste Electrical and Electronic Equipment of 29 July 2005 (Dz. U. of 2005, No. 180, item 1495) and the Act on Batteries of 24 August 2009 (Dz. U. 2009, No. 79, item 666).

Such a mark indicates that after the period of use, a given device must be separated from other household waste.

The user is required to return it to the entities collecting waste batteries, electrical and electronic equipment. Pursuant to the Act, waste equipment collectors, including local waste collection points, shops and district entities, establish an adequate system allowing users to return such equipment.

Proper handling of worn out batteries, waste electrical and electronic equipment helps avoiding the consequences that are harmful to human health and natural environment, resulting from the presence of hazardous components, and from improper storage and recycling of such equipment.