

## Telephone and Videophone User Guide

User Reference for  
telephones and  
videophones  
registered with the  
VPBX-1220 Video PBX



Congratulations for choosing the VPBX-1220 video PBX!

The PBX system offers you a number of facilities to supplement those on your telephone or videophone including:

- Voice Mail
- Video Mail
- Call Hold
- Call Forwarding
- Call Transfer
- Conference Calls
- Call Logs
- Ring Groups of people simultaneously
- Interactive voice and video response

This manual shows you how to use these features of the PBX from any telephone or videophone.

## Telephony Features

<b>Telephony Features</b>	
*411	Directory
*43	Echo Test
*44	Conference Test
*45	MCU Test
*60	Time
*61	Weather (New York)
*62	Schedule wakeup call
*65	Replay extension number
*72	Unconditional Call Forwarding (UCF)
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*77	IVR Recording
*78	Enable Do-Not-Disturb (DND)
*79	Disable Do-Not-Disturb (DND)
*90	Call Forward on Busy (CFB)
*91	Disable Call Forward on Busy (CFB)
*97	Message Centre (no ext. req'd)
*98	Enter Message Centre (ext req'd)

<b>In Call Features</b>	
*0	Disconnect
*1	Unattended Transfer
*2	Attended Transfer

### **Call Forwarding - \*72/\*73**

Unconditional Call Forwarding (UCF) - all calls to the specified extension will be forwarded to a different extension.

**Activate:** \*72

Enter the extension for which calls will be forwarded, then the number you wish these calls to be forwarded to.

For example, if you wish to have calls to extension 1000 forwarded to extension 1001 the following key sequence is required:

\*72 <call> 1000#1001# <end call>

**Deactivate:** \*73

UCF can only be canceled from the extension for which UCF has been set.

The key sequence to deactivate a UCF is:

\*73 <call> <end call>

### **Directory - \*411**

Dialing this extension will ask the caller to enter the first three letters of a person's surname using the caller's touch tone keypad.

If a match is found the name is played to the caller who has an option to connect.

Please note that all system users must record their name by calling into their video mail (\*97) and, selecting mailbox options (0), Then selecting the record name option. (3). The hash key (#) is used to terminate the recording and pressing 1 accepts this recording.

### **Wake Up Call - \*62**

Wake up calls can be scheduled by dialling \*62 and following the in-call voice instructions.

Typically the numbers to enter are the 24 hour digits for the next 24 hour period.

e.g. for a wake up call at 4:30 pm key in \*62, then wait for the voice prompt, then key in 1 6 3 0

The system will announce the time that you have entered and then hang up.

If a video call is placed to configure the wakeup call the numbers entered are displayed on the video screen.

### **Replay Extension Number - \*65**

A caller to this extension will hear their extension number played back to them.

## **Do Not Disturb - \*78/\*79**

Do Not Disturb - turning on DND stops calls coming through to an extension. It makes the extension appear busy and so will direct a caller to voice/video mail, a forwarding number or the caller will hear the busy tone.

### **Activate: \*78**

Enter the extension number that you wish to appear busy.

For example, if you wish extension 1000 not to be disturbed then enter the following key sequence:

\*78 <call> 1000#<end call>

### **Deactivate: \*79**

DND can only be canceled from the extension for which DND has been set.

The key sequence to deactivate a DND is:

\*79 <call> <end call>

## **1.1 Voice/Video mail - \*97/\*98**

Local video mail retrieval.

\*97 is used to call in from the local phone or videophone and provide your password when instructed to do so by the voice message and screen tips.

The default password is 1234

Remote video mail retrieval.

\*98 is used to call in from any phone or videophone and provide your extension number and password when instructed to do so by the voice message and screen tips.

To manage video mails and video mail options follow the screen tips and vocal cues.

The options are as below:

1 New Messages

2 Change Folders

0 New Messages

1 Old Messages

2 Work Messages

3 Family Messages

4 Friends Messages

3 Advanced Options

By default there are no advanced options programmed.

0 Mailbox Options

1 Record Unavailable Message

- 2 Record Busy Message
- 3 Record Name
- 4 Record Temp Greeting
- 5 Change Password
- \* Return to Main Menu.

\* Help

# Exit

### **Echo Test - \*43**

A call to this extension number will echo back the audio or audio and video to the caller.

### **Time - \*60**

A call to this extension plays the current local time to the caller.

### **Switched MCU Conference- \*44**

Conference will allow up to 10 callers to dial into a conference with audio mixing and video switching.

Callers can select one video stream to view by using their endpoint's touch tone facility.

### **Continuous Presence MCU Conference - \*45**

The MCU is supported on the VPBX-2440, Bladeserver, and IP Contact Centre.

The MCU is configured to operate at a maximum of 384kbps

Maximum of 16 participants per conference

Total of 16 conference participants at any one time.

Note: Larger numbers of conference participants can be accommodated with additional conference bridge units.

Note: The number of conference participants will be limited by the sizing options specified when the system was purchased.

PBX systems possesses one conference facility. Dialing into the \*45 room allows up to nine participants to attend a continuous presence conference on an ad-hoc basis.

### **In Call Features**

Whilst in an audio or video call the caller and callee can use their touch tone keypads to disconnect a call or transfer a call.

The two consecutive digits must be entered within 1 second of each other.

### **Disconnect Call - \*0**

Entering \*0 within a call will disconnect both parties from each other and drop both legs of the call.

### **Unattended Transfer - \*1**

Entering \*1 during a call will prompt the user to enter a valid number to transfer a call to. The user will hear the word "transfer" and should then enter a valid number followed by the # key.

Once the transferer has entered a number and the # key the target extension number will ring and the transferers call will drop.

### **Attended Transfer - \*2**

Entering \*2 during a call will prompt the user to enter a valid number to transfer a call to. The user will hear the word "transfer" and should then enter a valid number.

Once the transferer has entered a number the target extension number will ring.

When the call is answered at the target extension number the transferer may communicate privately with the target extension until he or she hangs up when the caller will be connected with the target extension.

### **IP Address Calling**

Pre-pend the IP address with a 5 to dial out using an IP address.

Use \* instead of . - converted in the PBX.

e.g. 81.171.226.200 -> 581\*171\*226\*200

or

581171226200

10.1.1.1 -> 10001001001

226001001001

## **Service & Support**

For service and support please contact:

