

Evolution PBX User Guide for SIP Generic Devices



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Introduction

This guide provides instructions and helpful information for users of Evolution PBX and Polycom VoIP telephones.

Voicemail

Evolution voicemail boxes are configured by the Evolution system administrator. Evolution voicemail allows you to personalize your unavailable message, save voicemail, forward voicemail to other users, and receive your voicemail in your email account (subject to system administrator configuration).

Using Voicemail

Dial *97 from your extension to reach your voicemail account. Dial *96 from any extension to be connected to the voicemail system and to access a voicemail box that is different from the extension that you are dialing from.

Voicemail Menu

Main Menu

Press the Messages button or dial *97

- 1 - New Messages
- 2 - Change Folder - change to a different folder (new versus old messages)
- 3 - Advanced Options - future use, no function now
- o - Mailbox Options - setup your voicemail recordings
- * - Help - repeats the current menu
- # - Exit - end your call to the voicemail system

Voicemail Menu

These are the options available while listening to a voicemail message:

- 1 - Skip message envelope - skips directly to the message and bypasses the message envelope. The envelope is the date, time and from information that precedes each message.
- 2 - starts message over - replays the current message without the envelope
- 3 - no function
- 4 - Skip Message - skip the current message and go to the next message
- 5 - Repeat Message - replays the current message with the envelope
- 6 - Skip Message - skip the current message and go to the next message
- 7 - Delete Message - deletes the message that you are listening to or just listened to
- 8 - Forward Message - send the current message to another voicemail box on the system. Press 1 to record a message in front of the voicemail message, or press 2 to send the message without recording a message in front of the voicemail message. The message will **not** be automatically deleted from your voicemail box. You may delete or save the messages as normal.
- 9 - Save Message -
- * - skip backwards two seconds
- # - skip forwards four seconds

These are the options available immediately after listening to a message:

- 1 - Skip message envelope - skips directly to the message and bypasses the message envelope. The envelope is the date, time and from information that precedes each message.
- 2 - starts message over - replays the current message without the envelope

- 3 - Advanced Options - press 1 send a voicemail reply to a caller on the same voicemail system, press 2 to call the person who left the message (subject to system configuration), press 3 to hear message envelope, press * to return to main menu
- 4 - Skip Message - skip the current message and go to the next message
- 5 - Repeat Message - replays the current message with the envelope
- 6 - Skip Message - skip the current message and go to the next message
- 7 - Delete Message - deletes the message that you are listening to or just listened to
- 8 - Forward Message - send the current message to another voicemail box on the system. Press 1 to record a message in front of the voicemail message, or press 2 to send the message without recording a message in front of the voicemail message. The message will **not** be automatically deleted from your voicemail box. You may delete or save the messages as normal.
- 9 - Save Message -
- # - Exit

Change Folder Menu

- 0 - New Messages - this folder contains all of your new messages that you have not listened to yet
- 1 - Old Messages - this folder contains all of your saved or skipped messages
- 2 - Work Messages - folder to store saved messages related to work
- 3 - Family Messages - folder to store saved messages related to family
- 4 - Friends Messages - folder to store saved messages related to friends
- # - Cancel - return to the main menu

Mailbox Options Menu

- 1 - Record Unavailable Message - this is the messages callers will hear if they call your extension if you are not on the telephone and you do not answer (your telephone is not busy but you do not answer)
- 2 - Record Busy Message - this is the message callers will hear if they call your extension and you are on the telephone and you do not answer (your telephone is busy)
- 3 - Record Name - this is the recording that callers will hear when they first reach your voicemail box but before your Unavailable or Busy Message. If you do not record your name then callers will hear a standard greeting that announces your voicemail box number (for example, “the person at extension 1001 is unavailable...” versus “Jane Doe is unavailable...”). This recorded name will also be used in the dial-by-name directory if your system has been configured with a dial-by-name directory.
- 4 - Record Temporary Greeting - this is a temporary message that callers will hear that is different than your Unavailable and Busy Messages. The Temporary greeting is useful for extended absences such as vacation. It allows you to record a temporary message so that you do not have to record over your Unavailable or Busy Message. If you record a temporary greeting it will automatically be made the active greeting and if you delete your temporary greeting your voicemail box will automatically revert to your standard Unavailable and Busy Messages.
- 5 - Change Password - allows you to change the password to your voicemail box
- * - Return to the main menu



Voicemail to Email

Your Evolution system administrator can configure your voicemail account to automatically send an email with your voicemail attached as a digital audio file. Your account may also optionally be configured to send a notification email when you receive

a voicemail. After the email with your audio attachment is sent voicemail messages will remain on the voicemail server so that your message waiting indicator lamp will activate when you receive a message. Optionally your system administrator can configure your account to automatically delete your voicemail messages after they are sent as email. This allows you to avoid listening and deleting messages in both your email account and on your telephone. Your message waiting indicator lamp will not be activated when messages are deleted after being sent as email.

Voicemail Web Interface

Your Evolution system administrator can configure a web interface to view and listen to your voice messages. Contact your administrator for the web address. Voicemail messages that have not been deleted will be displayed. Click the speaker icon to listen to the message and click the X to delete the message. You can also use your mouse to right-click on the speaker icon to download the digital audio file to your computer.

→ Voicemail Messages				
Mailbox	Date	Caller ID	Duration	Modify
1025	Thu Sep 28 2006 - 23:09:37	"5 Gilbert AZ" <4804221244>	15 Sec.	 

Find Me Rules

Find me rules are advanced call forwarding steps that allow telephone calls to your extension to find you at other extensions or telephone numbers. Contact your Evolution system administrator for the web address to configure your find me rules.

- My Call Forwarding Rules are Currently - enables or disables your find me rules
- Look for me first at - the extension or telephone number where you want to ring first. Usually this is your main extension number.
- Then look for me at - each of these steps allow you to specify an extension or telephone number where you want you call to ring next. Click the checkbox on the left to activate this step.
- Then Goto Mailbox - the final destination mailbox number that the call will be delivered if call is not answered in the prior steps.
- The amount of time that the call will spend at each step is determined by the drop down menu to the right of the step. It is controlled in seconds.

An example find me rule is to ring your desk extension for 8 seconds, then ring your softphone extension for 10 seconds, then ring your cellular phone for 10 seconds, and finally end at your desk extension voicemail box.

My Call Forwarding Rules are Currently:

My Follow Me Rules

<input type="checkbox"/> Look for me first at:	<input type="text"/>	<small>(Extension or Telephone Number)</small>	<input type="text" value="Ring for 5 Seconds"/>
<input type="checkbox"/> Then look for me at:	<input type="text"/>	<small>(Extension or Telephone Number)</small>	<input type="text" value="Ring for 5 Seconds"/>
<input type="checkbox"/> Then look for me at:	<input type="text"/>	<small>(Extension or Telephone Number)</small>	<input type="text" value="Ring for 5 Seconds"/>
<input type="checkbox"/> Then look for me at:	<input type="text"/>	<small>(Extension or Telephone Number)</small>	<input type="text" value="Ring for 5 Seconds"/>
<input checked="" type="checkbox"/> Then Goto Mailbox:	<input type="text"/>	<small>(Mailbox Number)</small>	

Change Password

Personal Historical Reporting

Personal historical reporting offers a web-based view of your telephone call activity. Contact your Evolution system administrator for the web address to log in to view your historical reporting. All calls for your extension are listed along with call information such as caller ID, the time and date of the call, and the duration. Following is a screen shot of the historical reporting:

→ Historical Reporting						
Type	Dialed Number	Source	Destination	Date	Duration	Status
INTERNAL	1040	1025	1040	2006-09-28 09:23:46	20.88	ANSWERED
INTERNAL	1025	4804221244	1025	2006-09-28 23:06:36	1.27	NOANSWER

Conference Rooms

Conference rooms allow multiple internal and/or external callers to talk together on the same bridged call. Dial the feature code *10 and follow the audible instructions to connect to a conference room. Conference rooms are configured by the Evolution system administrator. Please contact your Evolution system administrator to learn how to allow external callers to access your conference room.

Speed Dial Numbers

Speed dial numbers are numbers that provide shortcuts to calling standard telephone numbers. These numbers are available to all extension configured on Evolution. Evolution speed dial numbers are configured by the Evolution system administrator. Dial the speed dial number and press the send button on your telephone or wait for your telephone to automatically connect. The number will be completed as though the entire telephone number was dialed. For example, if 2323 is configured as a speed dial number for (480) 422-1244 then when you enter 2323 on your telephone then Evolution will dial (480) 422-1244.

Advanced Feature Codes

Advanced feature codes are numbers that are dialed from an internal extension and provide access to telephony features. The following list describes features that are integrated into the standard installation of Evolution PBX:

- *0 - Disconnect - disconnects the current call.
- *1 - One Touch Record - initiates call recording.
- *2 - Attended Transfer - transfers the call after you consult with the party that you are transferring to and after you press the transfer button.
- *3 - Blind Transfer - transfers the call without consulting the party that you are transferring to (transfers immediately).
- *10 - Conference Access - provides access to the conference system. Dial *10 and then follow the audible instructions to enter a conference.
- *11 - Page All - pages all extensions that have been configured for paging.
- 8***<ext#>** - Page Specific Extension Number where <ext#> is the extension number of the extension you want to page.
- *96 - Voicemail Access (different extension) - dial *96 from any internal extension to access any voicemail box that is different than the one that you are calling from. You will be asked to enter the voicemail box number as well as the password. Once entered you will have full access to that mailbox.

***97** - Voicemail Access (local extension) - dial *97 from any internal extension to access the voicemail box for the extension that you are dialing from. You will not be prompted for an extension number nor a password as these will be assumed to be the extension that you are calling from. Most VoIP telephones can be programmed so that their messages button automatically dials *97. Telephones that are integrated into Evolution will be automatically configured for the messages button to dial *97.

***<ext#>** - Transfer directly to voicemail. Blind transfer your active call to *<ext#> where <ext#> is the extension number of the voicemail box that you want to transfer to.

700 - Call Park - any active call can be transferred to 700 to park the call. A parked call is on hold inside of Evolution rather than on hold on the extension. A parked call can be picked up by the extension that parked it or any other extension. To park an active call transfer the call to extension 700. Evolution will audibly respond with another number starting with 701. This number may be used to retrieve the parked call. Dial 701 or the number that Evolution gave you when you parked the call. Hit the send button on your phone if required. You will be connected to the parked call and thus will have picked up the parked call.

9*<ext#> - Call Pickup - dial 9*<ext#> where <ext#> is the extension number of an extension that is ringing and that you would like to answer on your own extension.

Important Terms and Acronyms

Auto attendant - automatic menu system that answers incoming calls and allows the caller to choose the resource with which they want to connect (for example “press 1 to talk to sales, press 2 to talk to support...”)

MAC Address - the hardware address of any device connected to a network. VoIP telephones and ATAs have MAC addresses. A MAC address is hexadecimal (it uses the numbers 0 through nine and A through F) and looks like this: 0000FFFF2222.

PBX - Private Branch eXchange - a telephone system local to an organization as opposed to a telephone system that provides public telephone service. Evolution is a software PBX that runs on standard personal computer equipment.

PSTN - Public Switched Telephone Network - the standard telephone system that allows domestic and foreign phone calls.

SIP - Session Initiation Protocol - standardized telephony signaling protocol used by Evolution and most VoIP equipment.

Softphone - VoIP telephone implemented as a computer software package. The eyeBeam softphone created by <http://www.counterpath.com> is an example of a softphone.

T-1 - High speed, digital line that can be used to carry 23 or 24 telephone calls or can be used as a data connection with 1.544 Mbps bidirectional speed. Also referred to as a DS-1. An ISDN PRI is a T-1 with specific protocols to allow 23 voice calls and efficient signaling on a 24th channel (often simply called a PRI).

Trunks - when used in this document and with Evolution refers to any telephone line or connection from Evolution to the PSTN.

VoIP - Voice over Internet Protocol - voice calls routed over the Internet or over any other Internet Protocol based network.

Errata

Please report errors or confusing descriptions by sending an email to support@intuitivevoice.com.