

Feature Codes

Introduction

This manual is oriented to know the operation of the telephone switchboard and PBX Integra processes and configuration management.

Is orient to resolve all operational functions of a traditional PBX adding administration and management modules with new technologies.

Added to the basic functionality, extending a series of quick options and services, integrated into one product, which will enable the management of multiple communication channels with a single centralized device.

Basic Functions

Pickup

Allows calls from other extensions be picked up in the following ways:

*8	Pick up a group call (section)
* + XXX	Pick up an extension call determined by XXX

External Calls

Make calls out (depending on the permissions of the user), permissions are associated to each extension:

- Make local calls.
- Make international calls.
- Make calls to cellular phones.
- Make internal calls.

9 + number	External call (according to internal permissions)
*25 or	External call with recall possibility

Deviations

Deviations are possible based on the state of internal or directly based on a specific user requests.

*62	Enable deviation when the extension is busy
*63	Disable deviation when the extension is busy
*64	Enable deviation when the extension is not available
*65	Disable deviation when the extension is not available
*72	Enable total deviation of the extension.
*73	Disable total deviation of the extension.
*66	Check voicemail box
*67	Erasing all messages in voicemail
*88	Activation on demand Call Recording of an extension

Deviation can be made:

- To other extension (ej: 214).
- To an external number dialing "9 + number" (ej: 94013864).

Telephone status

Set the phone in certain states if the user does not want to have certain services, or not be bothered.

*78	Activate the "do not disturb" mode
*79	Deactivate the "do not disturb" mode
*91	Activate voicemail
*92	Disable voicemail

Others

Check states or information.

*50	Extension Status (Indicates the services are activated)
*75	Says my extension number

Operative.

Making a call

For external calls you have to type:

9 +4013864

9 +16

Dial all together.

Internal calls: Internal calls are made directly, for example: 205 or 207.

Note: For IP phones, after dialing can be marked "send" or "#" to send the call.

Pick up another extension call

* 8. Dialing * 8 pickup calls in the same group.

* 100 to lift the extension 100 if is ringing.

Simple transfer or Blind Transfer (##)

Case: A is talking to B and A wants to transfer the call to extension C, without asking if

C wants to take the call.

Steps:

- When A and B are talking, A mark # #, the PBX plays "Transfer" and A digits the extension of C. After A digits the extension number B is transferred to C.
- B is in communication with the extension C, or listening the ring tone until C answers or not.
- If C does not answer the call is returned to the source.

Transfer with consultation or Attended Transfer (#0)

Case: A is talking to B and A wants to transfer the call to C, consulting if C wants to talk to B.

Steps:

- When A and B are talking, A dials # 0, the PBX plays "Transfer" and gives a dial tone so that the extension C is dialed. B waits on hold.
- A dials the extension of C and talk to C.
- If C wants to take the call, A must hung up so C and B get connected.
- If C does not want to take the call, A dials * or C Hangs up, this cuts communication between A - C while A keeps talking with B.

Call Parking

The PBX has the ability to put up calls. For example: you are talking to A and wants to talk to B but you do not know where B is, you can put up the call from A while B is found, is like letting someone wait in line for the caller.

Procedure to park:

- When talking with A #3 is dialed.
- The PBX indicates the position where It's the call. Example, the PBX says: 701. So, that was the call parked at position 701.

Taking a parked call:

The position where the call is parked is dialed. In the above example, dial 701 to get the parked call.

Conference Room

If you want to set up a conference you should use one of the conference rooms of the PBX. The conference rooms are more like an extension with the difference that all internal callers can talk to that entity itself. The rooms are dynamic, are created by marking 555XXX, where XXX is the number of conference.

To access a conference room:

- Call directly to the room: ex dial 555100.
- Be transferred to the room.

To transfer to a room is typed, # # (The PBX says transfer) + 555 + room number.

Voicemail

Voicemail Notification:

Analog phones. The dialing tone when dialing is choppy.

IP Phones. It depends on the equipment, but generally is indicated on the screen.

You can configure a notification by mail to the mail box, warning that there is a voicemail. You can also attach voice mail.

Check the voice mail box:

- You dial ***66**
- The PBX asks for the password

You can access an account from another telephone dialing: * 66 + number (extension).

You can delete all messages in the box typing the * 67, for this is for the voicemail password will be asked and then played an audio query if you want to delete all messages, if so pressing 7 can erase all otherwise the transaction is aborted.

Do Not Disturb mode

When you are busy and do not want your phone rings you must enter the code * 78. From the moment we do this all calls to your extension will indicate that it is busy. To disable this mode must dial * 79.

Call Forwarding

Total (unconditional)

For calls to your extension being redirected to another, you must enter * 72 and then type the extension where you want to transfer calls. To disable this function must dial * 73.

When busy

If desired to redirected calls to one another extension, but only if the first is busy, it must enter * 62 followed by the extension number to which the calls they wish to transfer. To disable this mode you must dial * 63.

When not available

If you want the calls to be redirected to an extension, but only if the first is not available (when no answer after a while), you must enter * 64 followed by the extension number to which wish to

transfer calls. To disable this mode you must dial * 65.

Enable and disable voicemail



To enable voicemail on an extension you must enter * 91 to disable it while you must enter * 92.

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