



We focus · We deliver

CooVox Series User Manual(Ext.User)

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Before Reading:

This manual has been written specifically for extension users.

An extension user registered to CooVox IP PBX is able to check the system phonebook, call logs, recordings and faxes

Chapter 1 Feature Codes

Feature codes are special codes that users can dial to access various features on CooVox IPPBX system.

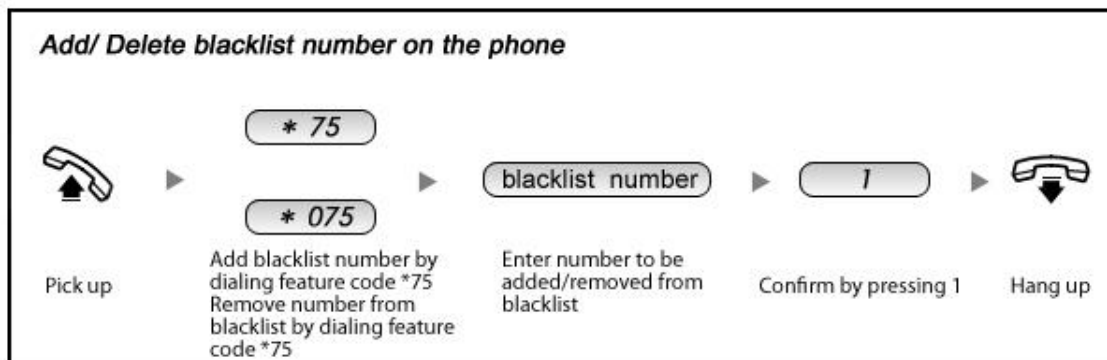
All feature codes introduced below are factory defaults. This chapter will introduce the most commonly used feature codes such as Blacklist, Pick-up Call, Call Parking, Call Transfer, Conference, and Voicemail.

If an operation associated with these feature code fails, then please contact your system administrator to check the feature codes settings as they may have been changed from default values.

1.1 Blacklist

By setting a Blacklist you can block specific numbers from calling inbound to your CooVox IPPBX system. You can add a number to your blacklist by dialing feature code ***75** on your phone, to remove a number from the blacklist you must dial ***075**.

The following diagram details the process for adding and deleting numbers from your blacklist:

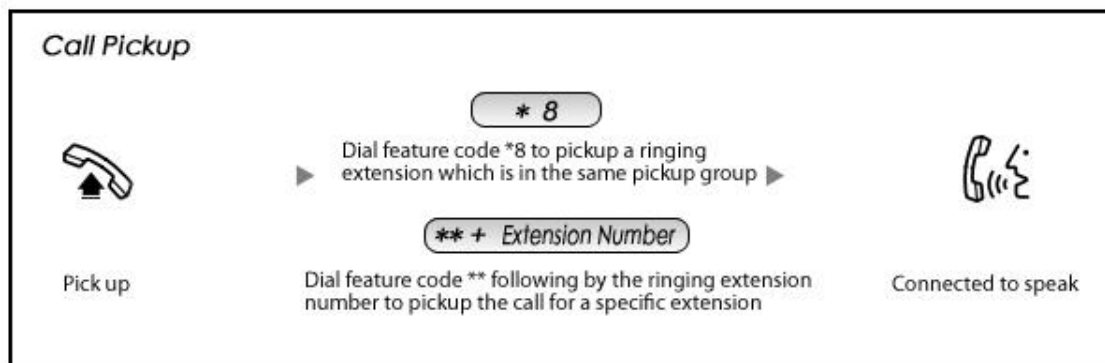


1.2 Pickup Call

When one of your colleagues is away from their phone extension and the phone rings, you can pick-up this call on your extension without physically walking over to the ringing extension.

CooVox IPPBX system can divide the extensions into different call pick-up groups, usually an administrator will create these groups by their relevant departments. Extensions in the same department (pick-up group) can pick-up inbound call in the same department by using feature code ***8** directly. If different departments, users can dial ****** following by the ringing extension number to pick-up the call.

Please follow the process below to pick-up a call:

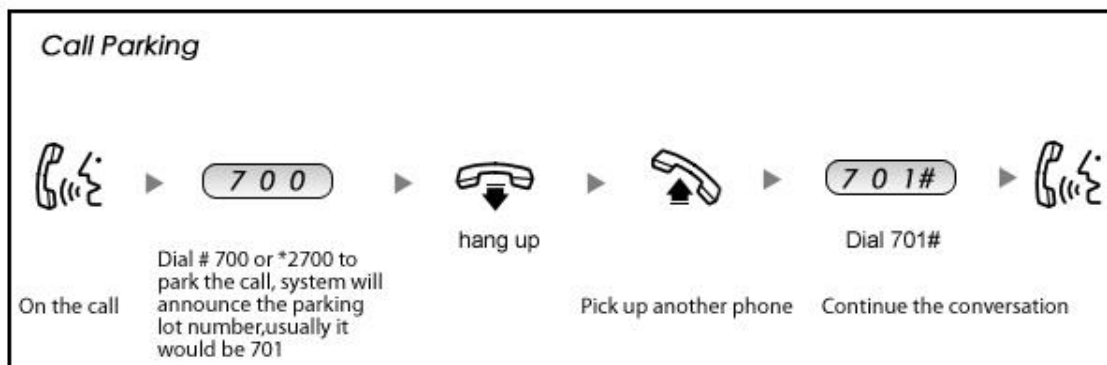


1.3 Call Parking

If you receive a call on your phone but the call is actually for another extension user who is currently busy, then you can temporarily park the call.

To do this, you transfer the call to 700 (a system number used for parking calls), as soon as you transfer this call to 700 the IPPBX system will announce to you which position the call is parked in, usually 701.

This call will park on 701 for 45 (default) seconds, and you can notify the extension user that they have a caller waiting for them on 701. The user can then simply retrieve the call by dialing 701 directly.



Note:

While a call is parked, the caller will hear music while they are waiting. If the call is not answered within 45 seconds then it will go back to the extension which parked this call.

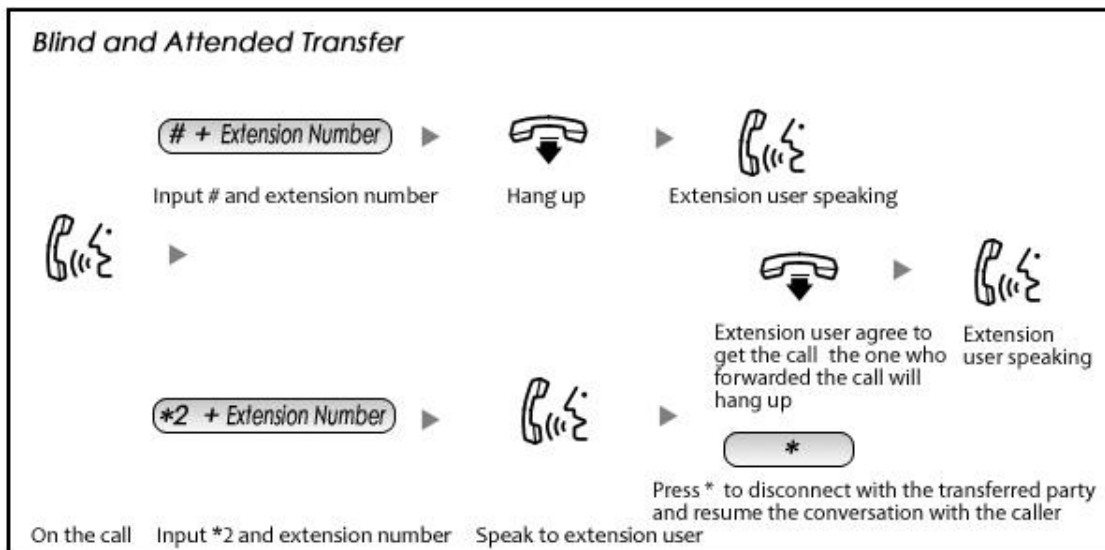
1.4 Call Transfer

You can transfer a call to another extension or an external number using feature codes of the CooVox IPPBX system.

There are 2 sets of feature codes that can be used to perform a call transfer. One is blind transfer where the feature code is #, the other is attended transfer where the feature code is *2.

With blind transfer, you can transfer the call directly, while with attended transfer you are allowed to introduce the call to the third party first before deciding whether to complete or cancel the transfer.

The full transfer process is detailed in the diagram below:

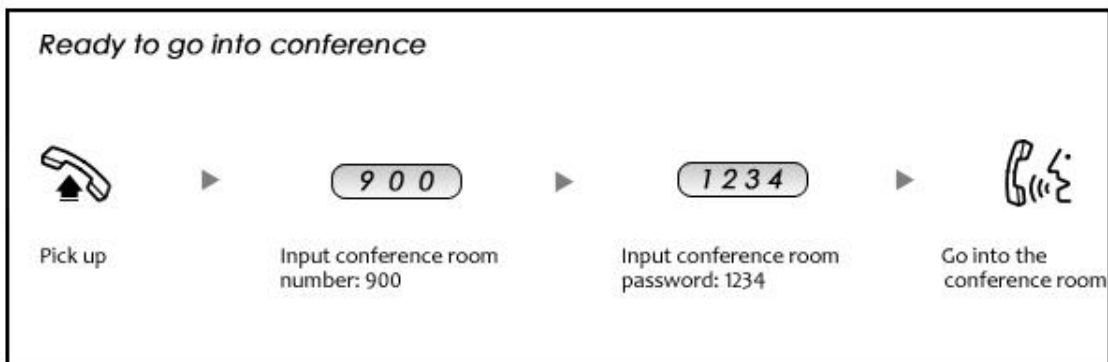


1.5 Conference

Participating in a conference call is as simple as dialing the conference number and entering the conference password.

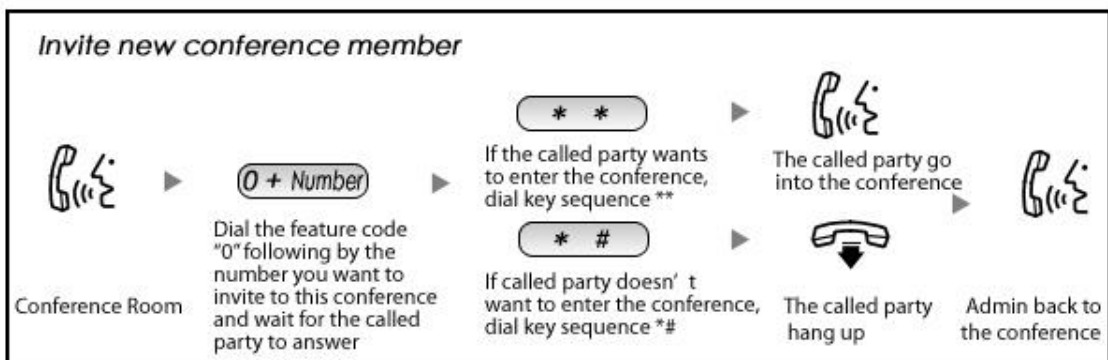
There are two levels of conference call login, conference admin and ordinary conference participant. They are distinguished from each other by the login password used.

The following diagram details how to participate in a conference call:



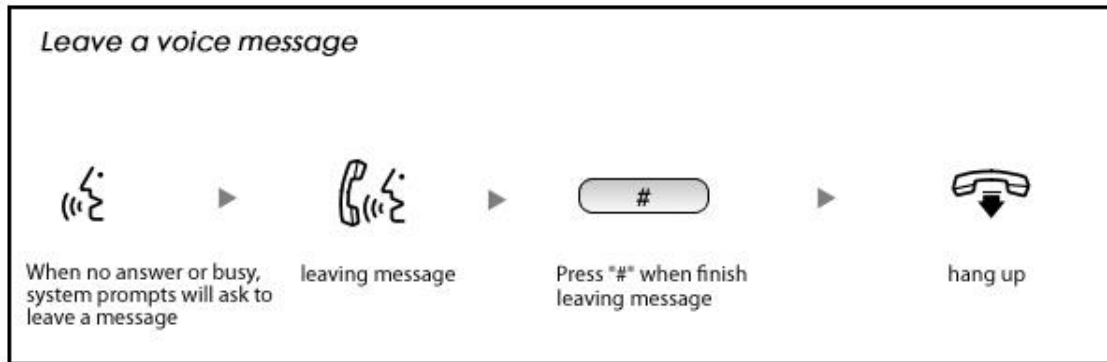
When a conference has commenced, the administrator can invite a new guest (extension user or external number) into the conference. (Default password for admin is 2345)

The process for inviting a guest into a conference call is detailed in the diagram below:

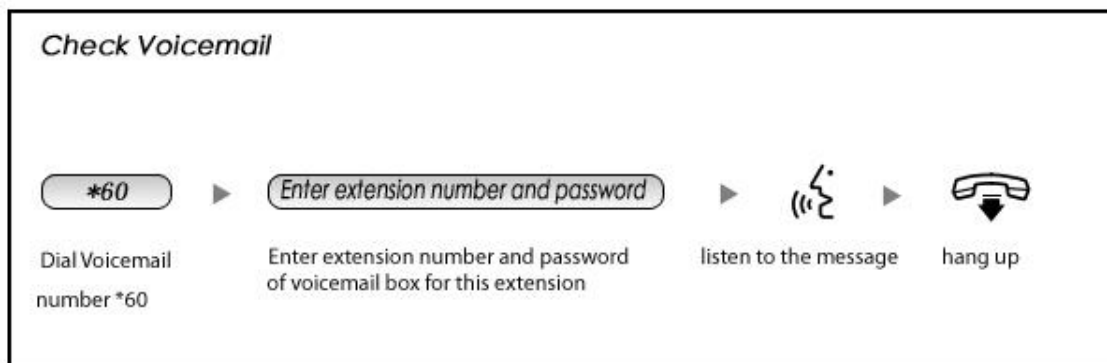


1.6 Voicemail

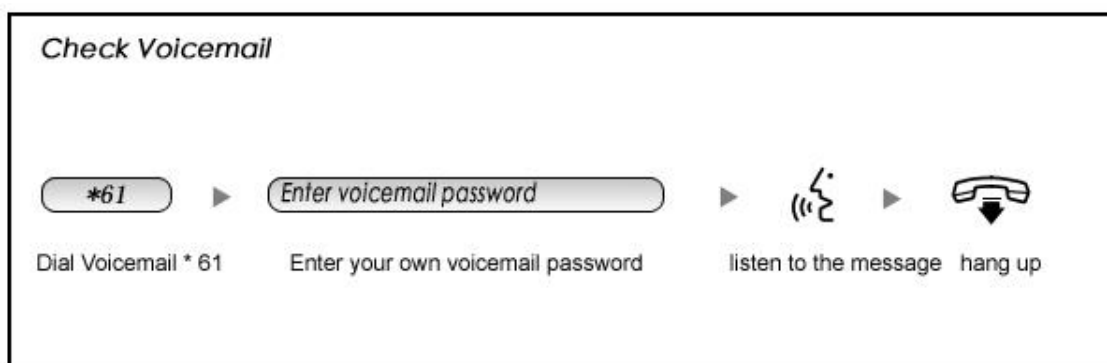
Please follow the process detailed in the diagram below when leaving a voicemail:



Follow the process detailed below to check voicemail messages from another extension:



Check your own voicemail by following the simple process described below:



Voicemail messages can also be sent direct to your email box. If you require this feature then please contact your system administrator who can make the necessary configuration changes.

1.7 One Touch Recording

There are 2 methods to initiate call recording.

- Auto call recording
- One touch recording

Auto call recording is activated by your administrator from the admin Web GUI. If you want all your inbound and outbound calls recording, then you can ask your administrator to activate this feature for you.

One touch recording requires no pre-configurations, you simply record a call by pressing ***1** on an ongoing call.

To check your phone call recordings please refer to Chapter [2.5 Record List](#).

1.8 Call Forward

You can activate/deactivate call forward directly on your phone by using feature codes. The feature codes to activate/deactivate call forward in different conditions are detailed below:

Condition 1: Call Forward All Calls (forward unconditionally)

The feature code for activating call forward all calls is ***71**

Dial *71 followed by the number you require calls forwarding to and end with #, your extension is now set to unconditionally forward all incoming calls. For example, dial *71803# to forward all your calls to extension 803, or dial *71985337096# to forward all your calls to 85337096 (9 is the prefix to call outbound).

The feature code for deactivating call forwarding of all calls is ***071**

Dial *071# to deactivate unconditional call forward.

Condition 2: Call Forward On Busy

The feature code for activating call forward on busy is ***72**

Dial *72 followed by the number you want the calls forwarding to and end with #, now your extension is set to forward incoming calls when you are busy on the phone.

The feature code for deactivating call forward on busy is ***072**

Dial *072# to deactivate call forward on busy.

Condition 3: Call Forward On No Answer

The feature code for activating call forward on no answer is ***73**

Dial *73 followed by the number you wish calls forwarding to and end with #, now your extension is set to forward incoming calls when a call is not answered.

The feature code for deactivating call forward on no answer is ***073**

Dial *073 to deactivate call forward on no answer.

Notice:

Condition 1 is mutually exclusive with Condition 2 and 3. So if you've configured unconditional call forward, call forward on busy and call forward on no answer are of no use. Call forward on busy and call forward on no answered can be configured at the same time.

1.9 Call Spy

Call spy feature allows you to monitor an ongoing call of an extension user. This feature must be activated for the extension before it can be used. Please contact your system administrator to request spy feature activation if required.

There are 3 scenarios when using call spy.

Scenario 1: Normal Spy

With normal spy you can only listen to both speakers but they cannot hear anything from your phone.

Feature code for normal spy is ***90**.

An example of using normal spy is if you wish to spy on extension 405, you simply pick-up your phone and dial *90405.

Scenario 2: Whisper Spy

Whisper spy is also known as coaching and with whisper spy you can listen to both speakers and talk to the extension number you have spied on.

Feature code for whisper spy is ***91**.

An example of using whisper spy is if a new employee whose extension number is 405 is talking to a customer on the phone, the supervisor can dial *91405# to listen to their conversation and speak to train the new employee.

Scenario 3: Barge Spy

Barge spy is more like an instant 3-way conference call. While the extension user is talking to someone on the phone, you can barge in and talk to both of them.

Feature code for barge spy is ***92**.

An example of using barge spy is while extension user 405 is talking to someone on the phone, you can dial *92405# to barge into this call and talk to both of the speakers.



1.10 Call Queue Agents' Feature Codes

This section is for call queue agents and if this is not applicable to your role then you can skip this section. There are feature codes to pause and un-pause the IPPBX system from distributing calls from a queue to your extension.

Feature code to pause distributing calls is ***95** and to un-pause is ***095**.

If you are leaving your position for a coffee break and don't want any calls from the call queue to be sent to your extension during this period, you can simply dial ***95#** on your phone and leave. After your coffee break has finished and you are back at your desk then just dial ***095#** to resume call processing from the call queue.

1.11 Paging and Intercom Call

On Zycoo CooVox IP phone system, you can use your extension to make paging/intercom calls to a group of extension users or a single extension user. The called party will auto answer on the IP phone in speaker mode and the caller can talk directly to the called party.

Paging and intercom are almost the same features. The only difference between paging and intercom is the called party of an intercom call can talk to the caller while the called party of paging call cannot talk to the caller but instead can only listen. These 2 features are useful for making an instant announcement over company IP phones.

To perform a paging/intercom call to a group of extensions, first please ask your system administrator to create a group and give you the number of the group. Now you can make a paging/intercom call. As an example, if you have a group number 660 then you can dial 660# and talk directly on the phone, other extension users within the group will now hear you from their phones on speaker mode.

The Feature code to perform an intercom to a single extension number is ***50**, and the feature code to make a paging call to a single extension number is ***51**. For example, you dial *50407#/*51407# and the intercom/paging will be sent to extension number 407.

Notice:

Paging/Intercom feature requires the support of auto-answer feature on your IP phones, so you can only make paging/intercom call to IP phones extensions. Analog extensions, softphone extensions are unable to make paging/intercom calls.

1.12 Directory (Dial by Name)

Directory feature is also known as “dial by name”. Its feature code is ***3**. With this feature you are able to call certain extension users without knowing their extension numbers.

If you dial *3# then you’ll hear a voice prompt asking you to enter the first 3 letters of the user’s first or last name. You can press on the phone keypad to enter either the first 3 letters of the user’s first name or last name and then the IP phone system will announce a user name and extension number and then simply press 1 to confirm or press * to match another entry.

For example, you have extension users James and Jane at your company and you are planning to call Jane. You dial *3# and after listening to the voice prompt you press the buttons 5, 2 and 6. System will now ask if you want to call James, press 1 to confirm or * to go on to the next entry, if you press * the system will ask if you wish to call Jane and if you press 1 then you will call Jane’s extension.

Notice:

*On your IP phone, when you finished dialing a feature code, an extension number, or an external phone number, you should end it with a # symbol as this will force your IP phone to send out the number dialed immediately. If your extension is an analog phone please **DO NOT** use # to end dialing a number.*

Chapter 2 Extension User Web Portal

Extension users can use their extension number and voicemail password to login to CooVox IPPBX Web GUI to configure some features and also view certain logs related to your own extensions.

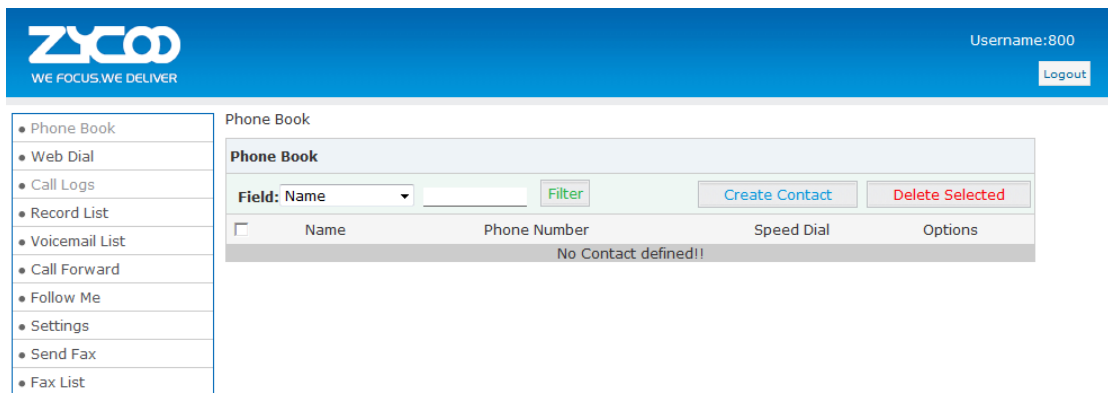
For security related reasons, the extension user portal is not activated for users by default, please contact your system administrator to activate this feature from the admin Web GUI.

2.1 Extension User Web Login

Ask for IPPBX Web GUI URL from your administrator and enter it into a browser address bar, press Enter and you'll see a login page as below:



Enter your **extension number and extension password**, click "login" and you will see the following extension user portal.



(一) 2.2 Phone Book and Speed Dial

On the Phone Book page you can see the contacts which have been added to the CooVox IPPBX system by your administrator and other extension users.

Phone Book

Phone Book						
Field:		Name		Filter	Create Contact	Delete Selected
<input type="checkbox"/>		Name	Phone Number	Speed Dial	Options	
<input type="checkbox"/>	1	John	73459203	01	Call	Edit Delete
<input type="checkbox"/>	2	Smith	34634634		Call	Edit Delete

As you can see in the above, there is a speed dial code for each contact. Speed dial codes can be used to call the contacts with feature code *99. For example, the speed dial code of contact John is 01, extension users can dial ***9901** to call John without dialing his complete phone number.

To avoid conflicts, extension users are not allowed to define speed dial codes. After you have created a new contact, please contact your system administrator who will create a speed dial code for your new contact.

(二) 2.3 Web Dial

While you are logged into your user Web portal, you can call a number from the Web GUI without dialing from the phone keypad. Input the number required and click “Call”. Your extension will now ring and once you pick-up your phone the call will be automatically made for you.

Web Dial

Web Dial	
Dial Number: <u>946637773</u>	<input type="button" value="Call"/>

(三) 2.4 Call Logs

On the call logs page, you can check all of your call detail records. In the dropdown list entitled “Field” select “Caller ID” and click “Filter” and now you can find the call records you made. By selecting “Destination ID” and clicking on “Filter” you can find out the call records that you received.

Call Logs

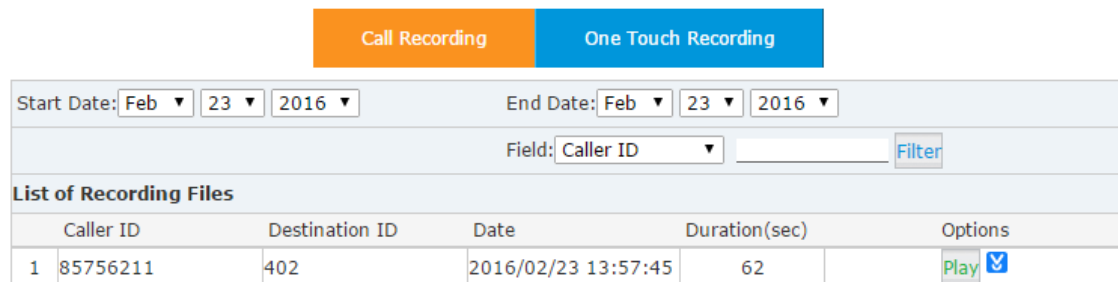
Start Date:	Dec ▼	20 ▼	2015 ▼	Field:	Destination ID ▼	402	Filter
End Date:	Dec ▼	30 ▼	2015 ▼				Download
Call Start	Caller ID	Destination ID	Account Code	Duration(sec)	Disposition		
2015-12-21 16:06:00	85337096 <85337096>	402		55	Answered		
2015-12-21 14:49:15	402 <402>	402		22	Answered		
2015-12-21 12:00:21	402 <402>	402		40	Answered		
2015-12-21 11:46:40	402 <402>	402		7	Answered		

By clicking download you can download your call records as a CSV file to save it on your hard disk drive.

2.5 Record List

All auto call recording files made for your calls can be found from the *Recording List* page under the *Call Recording* tab.

Call Recording




The screenshot shows a web interface for call recording. At the top, there are two tabs: "Call Recording" (highlighted in orange) and "One Touch Recording" (highlighted in blue). Below the tabs, there are date selection fields for "Start Date" and "End Date", both set to "Feb 23 2016". A "Field" dropdown menu is set to "Caller ID", and a "Filter" button is visible. Below this is a table titled "List of Recording Files".

	Caller ID	Destination ID	Date	Duration(sec)	Options
1	85756211	402	2016/02/23 13:57:45	62	Play <input checked="" type="checkbox"/>

You have the options to play this recording directly from your browser or playback with an extension phone device by clicking "Play".




Type 1 is used to playback the recording within the browser directly by clicking , and Type 2 is used to playback the recording on a phone, please select an extension number and click "Play". For recorded files, you also have the option to download it to your local hard disk drive, please click the button to download.


One touch recording files can be found under the *One Touch Recording* tab. You have the same playback options for the one touch recording files as you do for auto recorded files.

2.6 Voicemail List

There are feature codes for extension users to listen to their voicemail messages directly from their phones and on the extension user web portal a user can also check and playback voicemail messages.

On the *Voicemail List* page, you can see all of your new and old voicemail messages by selecting the appropriate folder on the “Field” dropdown list.

Voicemail 

Field: New ▼	Move to	Field: Old ▼	
List of Voicemail Files			Delete Selected
<input type="checkbox"/>	Caller ID	Date	Duration(sec) Options
<input type="checkbox"/>	1 "013880424687" <013880424687>	Tue Feb 23 15:26:54 2016	36 Play Delete 

You have the options to playback, delete and download voicemail messages.

By selecting a folder in the dropdown list on the left and a different folder on the right side and clicking “Move to” you can move a message from one folder to another. For example, on the left side if you select “New” and on the right side you select “Old” and click “Move to” you can move the message from “New” folder to “Old” folder. This option is to mark the new (unchecked) message as old (checked). After completing this action, you will no longer receive the message waiting indication on the phone.

2.7 Call Forward

Call forward can be set by feature code. However, you also have the option to configure call forward visually.

On *Call Forward* page, there are only a few parameters that can be configured—condition and forward number.

Forward

Forward Settings

Always 955074118

Busy _____

No Answer _____

Ring lasting for _____ seconds

In this example, any inbound calls to your extension will be automatically forwarded to the number 55054118, the first digit 9 is the prefix for outbound calls.

When call forward on “*Busy*” is configured, inbound calls will be forwarded only when this extension is busy (on the phone). When “*No Answer*” is selected, you have to define the ringing timeout and then when inbound calls are made to your extension, your phone will ring for the designated timeout period and then the call will be forwarded.

2.8 Follow Me

Follow Me is similar to “call forward” on no answer, but call forward can only forward to a single designated number, Follow Me can forward an inbound call to multiple destinations, including extension numbers, landline numbers and also mobile numbers. This feature will reduce the risk of missing an important phone call.

On the *Follow Me* page you can configure your extension to forward inbound calls to any number that you may be contactable on.

Follow Me

Follow Me Settings

Enable:

Ring lasting for 20 seconds

Follow Me List:

405,20
955074118,30
985326721,30

In this example, inbound calls will be handled by the following procedures:

Step 1: An inbound call rings your extension and rings for 20 seconds.

Step 2: IPPBX system then forwards this call to extension 405 and rings this number for 20 seconds.

Step 3: IPPBX system then forwards this call to number 55074118 (9 is outbound prefix) and rings this again for 30 seconds.

Step 4: Finally, IPPBX system forwards this call to number 85326721 (9 is outbound prefix) and rings for 30 seconds.

If during the above 4 procedures no one answers the phone during the ring duration the call is finally dropped. The follow me process is terminated once the call is answered in any of the procedures.

2.9 User Settings

On the *Settings* page there are call waiting, Do Not Disturb (DND) and VM Password options that can be configured.

User Settings

Options	
Call Waiting: <input checked="" type="checkbox"/>	Do Not Disturb: <input type="checkbox"/>
VM Password: 1234	
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

Call waiting option is only effective if your extension is an analog extension. If you have an IP extension, then please configure this option on your IP phone Web GUI.

Do Not Disturb (DND) can be activated/deactivated here in the Web GUI, or on the actual phone by feature code. If DND is activated then your extension will not accept any incoming calls. However, you can still make outbound call to other numbers.

VM password is used when you are checking voicemail from the phone and login to the extension user web portal. Change the default password here with digits only and do not use any characters that cannot be typed on the phone.



2.10 Send/Receive Faxes

CooVox IPPBX system has changed the method used to send faxes and now you no longer have to walk by a fax machine to send your fax, simply open the extension user web portal and on the *Send Fax* page specify the remote site fax number and upload the fax file(format: .tif/.tiff/.txt/.pdf/.jpg/.png) then the fax is sent.

Send Fax

Send Fax
Fax Log

Send Fax

Destination: 02885337096

Send fax must be .tif, .tiff, .txt, .pdf, .jpg or png.

Please choose file to upload: invoice.tif

If you are person designated to process all incoming faxes for your company, then you can find all incoming faxes on the *Fax List* page.

<ul style="list-style-type: none"> • Phone Book • Web Dial • Call Logs • Record List • Voicemail List • Call Forward • Follow Me • Settings • Send Fax • Fax List 	<p>Fax List</p> <p>Start Date: <input type="text" value="Aug"/> <input type="text" value="20"/> <input type="text" value="2015"/></p> <p>End Date: <input type="text" value="Dec"/> <input type="text" value="28"/> <input type="text" value="2015"/></p> <p>Caller ID: <input type="text"/> <input type="button" value="Filter"/></p> <table border="1"> <thead> <tr> <th>Caller ID</th> <th>Date</th> <th>File Name</th> <th>Status</th> </tr> </thead> <tbody> <tr><td>05722297333</td><td>12/24/15 10:44</td><td>fax000000015.tif</td><td>Done</td></tr> <tr><td>01085790987</td><td>12/23/15 14:56</td><td>fax000000014.tif</td><td>Done</td></tr> <tr><td>05722296237</td><td>12/22/15 15:36</td><td>fax000000013.tif</td><td>Done</td></tr> <tr><td>051789904981</td><td>12/18/15 13:50</td><td>fax000000012.tif</td><td>Done</td></tr> <tr><td>05722296248</td><td>12/17/15 07:18</td><td>fax000000011.tif</td><td>Done</td></tr> <tr><td>02037085791</td><td>12/04/15 13:15</td><td>fax000000007.tif</td><td>Done</td></tr> <tr><td>01085790903</td><td>11/24/15 20:37</td><td>fax000000006.tif</td><td>Done</td></tr> <tr><td>01085790903</td><td>11/20/15 16:26</td><td>fax000000005.tif</td><td>Done</td></tr> <tr><td>02082303466</td><td>11/18/15 16:06</td><td>fax000000004.tif</td><td>Done</td></tr> <tr><td>051786244043</td><td>11/12/15 09:52</td><td>fax000000002.tif</td><td>Done</td></tr> <tr><td>01085790930</td><td>11/08/15 14:01</td><td>fax000000001.tif</td><td>Done</td></tr> </tbody> </table>	Caller ID	Date	File Name	Status	05722297333	12/24/15 10:44	fax000000015.tif	Done	01085790987	12/23/15 14:56	fax000000014.tif	Done	05722296237	12/22/15 15:36	fax000000013.tif	Done	051789904981	12/18/15 13:50	fax000000012.tif	Done	05722296248	12/17/15 07:18	fax000000011.tif	Done	02037085791	12/04/15 13:15	fax000000007.tif	Done	01085790903	11/24/15 20:37	fax000000006.tif	Done	01085790903	11/20/15 16:26	fax000000005.tif	Done	02082303466	11/18/15 16:06	fax000000004.tif	Done	051786244043	11/12/15 09:52	fax000000002.tif	Done	01085790930	11/08/15 14:01	fax000000001.tif	Done
Caller ID	Date	File Name	Status																																														
05722297333	12/24/15 10:44	fax000000015.tif	Done																																														
01085790987	12/23/15 14:56	fax000000014.tif	Done																																														
05722296237	12/22/15 15:36	fax000000013.tif	Done																																														
051789904981	12/18/15 13:50	fax000000012.tif	Done																																														
05722296248	12/17/15 07:18	fax000000011.tif	Done																																														
02037085791	12/04/15 13:15	fax000000007.tif	Done																																														
01085790903	11/24/15 20:37	fax000000006.tif	Done																																														
01085790903	11/20/15 16:26	fax000000005.tif	Done																																														
02082303466	11/18/15 16:06	fax000000004.tif	Done																																														
051786244043	11/12/15 09:52	fax000000002.tif	Done																																														
01085790930	11/08/15 14:01	fax000000001.tif	Done																																														