



N824 Extension User Guide

Version 1.0

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Yeastar Information Technology Co. Ltd.

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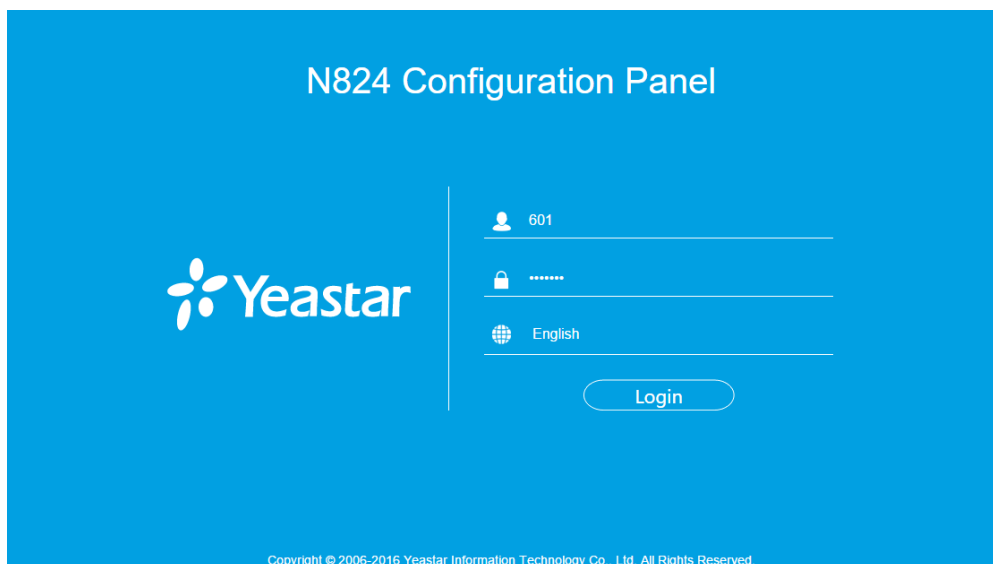
About This Guide

This Extension User Guide explains all N824 management menus available for extension users. Yeastar N824 provides extension user accounts, which allow the extension users to log in N824 using their own extension accounts. All the users can check their own voicemail, recordings and configure the extension settings after logging in N824.

1. N824 Extension User Portal

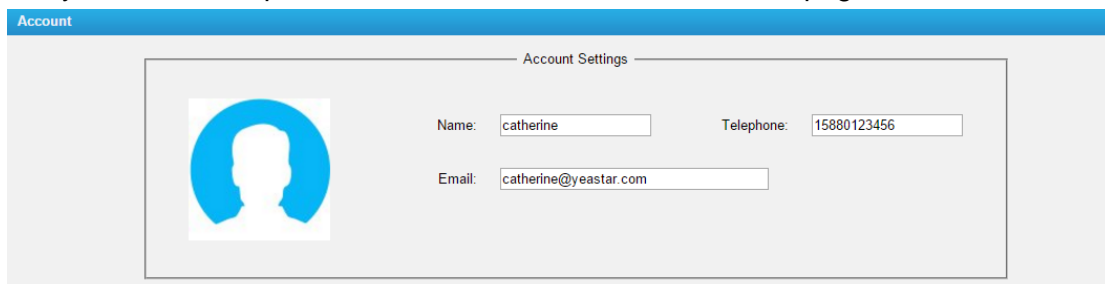
To log into the Extension User Portal, navigate to the N824 URL.

Log in with your N824 extension number and the password is assigned by your N824 system administrator. The default password is “pass” + “extension number”. If you cannot log in N824 with your extension number, please contact the N824 administrator to enable the “User Web Interface” feature for the extension.



1.1 Account

Edit your name, telephone number and email address on this page.

The image shows the 'Account Settings' page. It has a blue header with the word 'Account'. Below the header, there is a profile picture placeholder (a blue circle with a white silhouette). To the right of the profile picture are three input fields: 'Name' with the value 'catherine', 'Telephone' with the value '15880123456', and 'Email' with the value 'catherine@yeastar.com'.

1.2 Voicemail






















You can listen to and manage your voicemail messages here. Choose the folder to check the “New” or “Old” voicemail messages.

- Click  to listen to the message.
- Click  to delete the message.
- Click  to download the message.

Voicemail




Advise: To play the recording, please use Google or Firefox browser with Flash plugin

Folder: New Delete Move to Folder: Urgent Total: 7 Show: 1-7

Caller ID	Time	Duration	Options
<input type="checkbox"/> 915060761695	Fri Jun 12 04:51:01 PM UTC 2015	11	  
<input type="checkbox"/> 6205	Wed Jun 3 05:17:43 PM UTC 2015	29	  
<input type="checkbox"/> 6272	Wed Jun 3 04:32:42 PM UTC 2015	10	  
<input type="checkbox"/> '李水福' <6215>	Fri Apr 17 03:51:26 PM UTC 2015	5	  
<input type="checkbox"/> 'Jason' <6013>	Thu Apr 16 08:13:38 PM UTC 2015	6	  
<input type="checkbox"/> '李水福' <6215>	Tue Mar 17 02:27:00 PM UTC 2015	7	  
<input type="checkbox"/> '叶志达' <6055>	Mon Mar 16 11:21:43 AM UTC 2015	8	  

1.3 Call Recordings

You can listen to and manage your one-touch recording files here.

- Click  to listen to the recording
- Click  to delete the recording.
- Click  to download the message.

1.4 Voicemail Settings

Voicemail Settings

Voicemail Settings

Enable Voicemail

Voicemail Password:

Enter again to confirm:

Enable Send Voicemail

- **Enable Voicemail:** enable voicemail feature.
- **Voicemail Password:** change the voicemail access code, type in the new password here.
- **Enter again to confirm:** confirm the password.
- **Enable Send Voicemail:** check this option to enable “Voicemail to Email” feature,

the voicemail messages will be delivered to your email address (the one you set on “Account” page).

1.5 Advanced Settings

On this page, you can configure “Mobile Extension Client”, “Follow Me” and “Other Options”.

1) Mobile Extension Client

Configure **Mobile Extension Client** if you want to register this extension to the Linkus App.

- **User Password:** the password to register mobile extensions and log in the extension user web interface.
- **Ring Strategy:** set ring strategy between the extension and mobile extension.
- **Extension Timeout:** how many seconds the FXS/SIP extension will ring before it times out; the Mobile Client will ring afterwards.

2) Follow Me

You can configure call forwarding feature to redirect a call to voicemail box or another phone number. Check this option to decide when to forward the calls and set the call forward destination.

- **Always:** always forward the call to another destination.
- **No Answer:** forward the call when there is no answer.
- **When Busy:** forward the call when the extension is busy.

Note: if you want to forward the call to an external number, please add the outbound dial pattern before the number.

For example: transferring to your mobile phone number 123456789, the dial pattern of outbound route is “9.”, you should set the number as 9123456789.

3) Other Options

- **Call Waiting:** check this option if the extension is authorized for Call Waiting. If this

option is checked, the “When busy” follow me options will be unavailable. The call waiting function of IP phone has higher priority than N824’s call waiting function.

- **DND:** Don’t Disturb. When DND is enabled for an extension, the extension will be unavailable.
- **Ring Out:** check this option if you want to customize the ring time. Ring tone will stop over the time defined.
- **Busy Camp-on:** if a dialed extension or a desired line is busy, with this feature, when the extension or line becomes idle, your telephone will ring automatically, so you can pick up to speak with the extension or seize the line and dial an external number.
- **Rxgain:** set the receive volume for the extension.
- **Txgain:** set the transmit volume for the extension.

1.6 Timer Settings

Want the phone to wake you? Click Timer Settings Section, set your wake-up time and other options, and give the alarm a name (like “Good morning”).

The screenshot shows the 'Timer Settings' section of a web application. At the top, there are tabs for 'Account', 'General Settings', 'Advanced Settings', 'Management Settings', and 'Timer Settings'. Below the tabs, there is a 'Timer Settings' section with a note: 'Note: you can get a reminder call or wake-up call with timer settings'. A list of timer settings is shown, with one entry: 'Good Morning 07:00 - One Day - calmriver - 1 - 1'. Below the list, there is a form to add a new timer. The form has the following fields: 'Label' (text input with 'Good Morning'), 'Time' (two dropdown menus for hours and minutes, showing '07' and '00'), 'Type' (dropdown menu with 'Once'), 'Prompt' (dropdown menu with 'calmriver'), 'Ring Times' (dropdown menu with '1'), and 'Ring Interval' (dropdown menu with '1 min'). There are 'Add' and 'Clear' buttons.

1.7 Call Logs

By default, the extension user has no permission to check or manage call logs. If you want to manage the CDR, please contact the N824 administrator to set the access permission for you.

Call Logs

Search Condition

Start Date: 14 Feb 2016 End Date: 14 Feb 2016 Caller/Callee: Trunk: All




Duration: Billing Duration: Status: All Communication Type: All

Account Code:

Total: 4 Show: 1-4 View: 25

Time	Caller	Callee	Source Trunk	Destination Trunk	Duration	Billing Duration	Status	Communication Type	PIN User
2016-02-14 05:26:55	501	500			28	25	ANSWERED	Internal	<input type="button" value="X"/>
2016-02-14 05:26:16	501	500			24	21	ANSWERED	Internal	<input type="button" value="X"/>
2016-02-14 05:25:48	500	501			18	15	ANSWERED	Internal	<input type="button" value="X"/>
2016-02-14 05:24:28	501	500			27	24	ANSWERED	Internal	<input type="button" value="X"/>

<<Prev Next>> Page : 1 / 1

- Search**
 You can search and filter call data by specifying the call date, caller/callee, trunk, duration, billing duration, status, and communication type.
- Delete**
 Click  to delete the chosen record.
- Download Searched Results**
 Click  **Download the recordings** to export the filtered records to a .csv file.
- Delete Searched Results**
 Click  **Delete the recordings** to delete the filtered records.

1.8 Auto Recordings

By default, the extension user has no permission to check or manage auto recordings. If you want to manage the auto recordings, please contact the N824 administrator to set the access permissions for you.

Record Logs


Search Condition





Start Date: 1 Mar 2015 End Date: 05 May 2015 Caller/Callee:

Duration: Trunk: All Communication Type: All

Total: 23374 Show: 1-25 View: 25

ID	Time	Caller	Callee	Trunk	Duration(second)	Communication Type	Options
<input type="checkbox"/> 1	2015-04-24 01:57:35		623	PSTN7	63	Inbound	<input type="button" value="Play"/> <input type="button" value="Download"/> <input type="button" value="X"/>
<input type="checkbox"/> 2	2015-04-24 01:57:29	615	616		58	Internal	<input type="button" value="Play"/> <input type="button" value="Download"/> <input type="button" value="X"/>
<input type="checkbox"/> 3	2015-04-24 01:57:26	607	608		59	Internal	<input type="button" value="Play"/> <input type="button" value="Download"/> <input type="button" value="X"/>

- Search**
 You can search and filter record data by specifying the call date, caller/callee, trunk, duration, and communication type.
- Play**
 Click  to play the recording file.

- **Download**
Click  to download the chosen recording file.
- **Delete**
Click  to delete the chosen record.
- **Download the Selected Recordings**
Click  **Download the selected Recordings** to download the selected recording files.
- **Delete the Selected Recordings**
Click  **Delete the selected Recordings** to delete the selected recording files.

2. Basic Calling

- **Making Internal Calls**
To make internal calls, pick up the analog phone or IP phone and dial the other extension's number. For example, to reach extension 100, dial .
- **Making Outbound Calls**
To place an outbound call, you should dial the numbers matching outbound routes on N824. By default, you need to dial 8 before the number to call out. For example, to reach the external number 15880234567, dial . This setting will be different if the administrator has made relative configuration, please contact the administrator for details.
- **Answering Calls**
To answer an incoming call, pick up the phone as you normally would.

3. Call Transfer

There are 2 types of call transfer available on N824: Blind Transfer and Attended Transfer. Users can achieve call transfer by pressing the feature code during the call.

- **Blind Transfer**
Default feature code: *03
 1. Dial "*03" during the call;
 2. Dial the called number after hearing a prompt "transfer";
 3. The call will be transferred after the number is dialed.
- **Attended Transfer**
Default feature code: *3
 1. Dial "*3" during the call;
 2. Dial the called number after hearing a prompt "transfer";
 3. Talk to the transfer recipient;

- The call will be transferred after hanging up.

4. Call Pickup

Call Pickup is a feature that allows one to answer someone else's call. The feature is accessed by pressing call pickup feature code on N824. If a colleague's phone set is ringing, one can answer that call by picking up one's own set and then using the call pickup feature, instead of walking to the colleague's desk.

- **Group Call Pickup**

The default call pickup for Group Call Pickup is *4. Press ***4** to pick up a call from a ringing phone which is in the same group as you are.

- **Direct Call Pick**

The default Direct Call Pickup (Extension Pick up) feature code is *04. Press ***04** and follow the extension number to pick up the call. For example, if an incoming call reaches to extension 100, you can pick up the call using your phone by dialing ***04100**.

5. Spy

N824 supports multiple spy modes:

- **General spy:** the account will have the permission to use the following 3 modes.
- **Normal spy:** the account can only hear the call, but can't talk. Feature code: *90.
- **Whisper spy:** the account can hear the call, and can talk with the monitored extension. Feature code: *91.
- **Barge spy:** the account can hear the call and talk with them both. Feature code: *92.

To use spy feature on N824, you need to ensure that the target extension you want to monitor is allowed being spied. The administrator should also select one spy mode for you. For example, if you have the permission to do "Normal Spy" and extension 100 is allowed being spied. You can dial ***90100** to monitor calls at extension 100.

6. Advanced Calling Feature

- **Intercom**

To make an announcement to a specific extension, you need to dial ***5** follow the extension number on your phone. For example, to an announcement to extension 500, dial ***5500**, then the extension 500 will be automatically picked up.

- **Call Parking**

To put a call on hold and continue the conversation from another phone, dial ***6** during the call, and the system will prompt that the call is parked at an extension,

i.e. 690. Then you can resume the conversion on another phone by dialing the extension number 690.

- **One Touch Record**

Dial *1 during the call to make one-touch record.

7. Voicemail

- **Different ways to check voicemail**

- ✓ **From your own extension:** dial *2.
- ✓ **From other extension:** dial *02 to enter the voicemail voice menu, then dial your extension number and password to check your voicemail. For example, your extension number is 100, and you want to check voicemail on other phone, dial *02, then dial 100 to check your voicemail.
- ✓ **Email:** “Voicemail to Email” feature is enabled by default. If an email address is set, the voicemail will sent to the email.
- ✓ **Web browser:** log in N824 with the extension user account to check your voicemail.

- **How to change voicemail greetings?**

You can customize your own voicemail greetings.

1. Dial *2 to enter voicemail on your handset.
2. Enter the access password.
3. Press 0 for Mailbox Options. You will then be given the choices of what type of message you want to record.
4. Press 1 to record your Unavailable Message.
5. Press 2 to record your Busy Message.
6. Press 3 to record your name.
7. Press 4 to record your Temporary Message.
8. Choose the message that you want to record, press # to finish the record.
9. Press 1 to accept your message.
10. Press 2 to listen to your message.
11. Press 3 to re-record your message if you don't like the previous message.

Appendix A – Feature Codes

One Touch Record	*1
Check Extension Voicemail	*2
Voicemail for Extension	**
Voicemail Main Menu	*02
Attended Transfer	*3
Blind Transfer	*03
Call Pickup	*4
Extension Pickup	*04
Intercom	*5
Normal Spy	*90
Whisper Spy	*91
Barge Spy	*92
Call Parking	*6
Enable DND	*75
Disable DND	*075
Reset “Follow Me” to defaults: <ul style="list-style-type: none"> • Always Forward: Disabled. • Busy Forward to Voicemail: Enabled. • No Answer Forward to Voicemail: Enabled. • DND: Disabled. 	*70

[End]