



Asterisk Appliance

User Guide

Basic Phone Feature List

Call Forwarding System Access - Dial *72 to access your call forwarding system and follow the voice prompts.



Call Forwarding Deactivation - Dial *73 to deactivate Call Forwarding.



Call Forwarding on Busy Activation - Dial *90 to forward your calls if the phone is busy.



Call Forwarding on Busy Deactivation - Dial *91 to deactivate Call Forwarding if the phone is busy.



Call Waiting Activation - Dial *70 to activate Call Waiting. This feature is deactivated by default.



Call Waiting Deactivation - Dial *71 to deactivate Call Waiting.



Directory Access - Dial *411 to access a directory that lists others on the PBX. Using someone's last name, you can find their number.



Do-Not-Disturb Activation - Dial *78 to activate Do-Not-Disturb



Do-Not-Disturb Deactivation - Dial *79 to deactivate Do-Not-Disturb



Extension Request using the Festival Voice Simulator - Dial *65 to hear your extension using the Festival Voice Simulator.



Message Center (won't ask for an extension) - Dial *97 to access your message center



Message Center (will ask for an extension) - Dial *98 to access your message center



Time Request - Dial *60 to hear the exact time as per Internet Time Servers.



Weather Request - Dial *61 for the weather in your area.



Wakeup Call Scheduling - Dial *62 to schedule a wakeup call.



Placing an Outside Call

- Dial 9 (optional) and dial your number
- Press Dial, Speaker or Lift the handset

Last Number Redial:

- Press the Redial key

Placing an Intercom Call:

- Dial extension or Dial 1 + extension (auto answer)
- Press Dial or Speaker or Lift the handset

Transfer a call to a Co-worker (Screened):

- Press the Transfer soft key
- Dial extension number
- Press the Send soft key
- Announce the call
- Press the Transfer soft key to complete the transfer
- If your co-worker doesn't want the call, press the cancel soft key to return to the call.

Transfer a call to a Co-worker (Unscreened):

- Press the Transfer soft key
- Press the blind soft key
- Dial extension number
- Press the Send soft key

Conference:

- Establish first call
- Press conference soft key
- Establish next call.
- When called party answers, press conference soft key

Pickup:

- Dial **
- Dial the ringing phone extension number
- Press the Send soft key

Pickup Group:

- Dial * 8
- Press the Send soft key

Do Not Disturb:

- Press *78 (all calls will go to voicemail)
- Press *79 (DND off)

Page:

- Dial 60 for all zones or 61 for zone 1 or 62 for zone 2
- Press the Send soft key
- Wait for the tone and make your announcement
- Press the end call key to end the page.

Parking a Call:

- Press the ## key or transfer key
- Dial 70
- Press #
- Listen for the park position, most likely 71 or 72
- Press the Transfer soft key to complete the call park

Parked Call pickup:

- Dial the park position, most likely 71 or 72

To adjust the volume of incoming ringing

- When the phone is idle press + or - keys

To change your extension's incoming ring tones:

- Press the Menu key
- Scroll to "Ring Tones"
- Select the ring type

Headset Operation mode:

- Press the headset key

Call Forwarding:

- Press the Forward soft key
- Select which line to forward.
- Enter a number to forward all calls to.
- Press the Enable or Disable soft key to confirm

Station Speed Programming:

- Press Directories
- Press 1
- Press the More soft key
- Press the Add soft key

Station Speed Dial:

- Press Directories + 1 or press the blue up key
- Select your number and press the dial soft key

Station Speed Dial:

- To Program: Dial **4XX + 1NXXNXXXXXX + send
- To Check: Dial *4XX + send
- To Dial: Dial 4XX + send

System Speed Dial:

- To Program: Dial **3XX + 1NXXNXXXXXX + send
- To Check: Dial *3XX + send
- To Dial: Dial 3XX + send

Voicemail - User Guide

Transferring a call to voicemail:

- Press Transfer
- Press the Blind soft key
- Dial * plus the mailbox number

Calling your mailbox from your phone:

- Press the Message key then connect Key or dial *97
- Wait for prompt to enter your password (2580)

Calling your mailbox from any phone in the office:

- Dial * plus your extension
- Wait for your greeting
- Press * and enter your password

Calling your mailbox from your Auto Attendant:

- Dial your main phone number and wait for the Auto Attendant to answer
- Dial * plus your extension
- Wait for your greeting
- Press * and enter your password

Calling your mailbox from outside the office:

- Ask to be transfer you to * plus your extension
- Wait for your greeting
- Enter your extension and password

From your browser:

- Enter http://IP Address
- Enter your extension as your Login
- Enter your password (default ext. #)

Recording your name:

- Call your mailbox
- Press 0

- Press 3
- Record just your name (Clark Kent)
- Press # to end the recording

Recording a unavailable, busy, or temporary greeting for your mailbox:

- Call your mailbox
- Press 0
- Press 1 Unavailable, 2 Busy or 4 Temporary
- Record your greeting

You have reached voicemail for ____ To bypass the greeting press the pound key.
To reach someone else press 0. Please leave your name, phone number and a brief message.

Voicemail Main Menu:

- 1 Play voicemail messages
- 2 Change folders
- * Help
- # Exit
- 0 Mailbox options
 - 1 Record your unavailable message
 - 2 Record your busy message
 - 3 Record your name
 - 4 Record your temporary message
 - 5 Change your password
 - * Return to the main menu

Voicemail Message Playback Menu:

- 3 Advanced options
 - 1 Reply
 - 3 Envelope
 - 4 Play previous message
 - 5 Repeat current message
 - 6 Next message
 - 7 Delete current message
 - 8 Forward messages to another mailbox
 - 9 Save message in a folder
 - * Rewind during message playback
 - # Skip forward during message playback

After recording a message (incoming message, greeting, or name):

- Press 1 Accept
- Press 2 Review
- Press 3 Re-record
- Press 0 Reach operator

1 Play
Messages

2 Folders

3 1-Reply
2-Envelope

4 Previous

5 Replay

6 Next

7 Delete

8 Forward

9 Save

***** Help
← Skip

0 1 Unavailable
2 Busy
3 Name
4 Temporary
5 Password

Exit
→ Skip