Astiostech

This manual is a step-by-step guide on the basic and most common features of OrenCloud hosted IP-PBX Service.

Note: Some features only are available if they are included in your subscription

In this manual covers the following;-

a. Make calls, local, national, mobile & International.
b. Transfer – Attended
c. Transfer - Blind / unattended
d. On-hold and Off-hold (Take back line)
e. 3 Way conference
f. Enable / Disable DND (Do-Not-Disturb)
g. Enable / Disable Follow-me / Forward
h. Call History (Missed calls, received calls, made calls)
i. Mute call during conversation
j. Pick-up (other extensions)
k. Redial number
l. Voicemail

TIP: Various features will have a scenario included to make them easy to understand and visualizing them. Scenarios will be played out by John with extension 1000 and Bob with extension 1001.

NOTE: Although this manual is specifically written and has screen prints of the Yealink T20 all of the feature codes *i.e. *97#* work on all phones.

V3

Make calls, local, national, mobile, International & Toll-Free:

Below are various examples on call patterns to make local, national, mobile & International calls.

Local (KL) call:
You must include the 03 when dialling the number.
e.g. KL Hilton: **03**22642264

National (MY) call:
You must include the area code 0X when dialling the number.
e.g. KL Johor Bahru: **07**2686868

Mobile (MY) call:
You must include the 01 when dialling the number.
e.g. John Doe HP: **01**21234567

International call:
You must include 00 follow by the country code and phone number.
e.g. Bangkok Hilton Thailand: **0066**24422000 (00 for international access, 66 Thailand country code, 24422000 Bangkok Hilton number)

**Toll free, etc. (1800/1300):**
Dial the number as shown, e.g.
Pizzahut Malaysia Order: 1300882525
Dell Support: 1800882888.

Transfer – Attended:

An attended transfer you do if you want to verify if the remote party is available and/or wants to take the call.

Scenario: Calls comes in, John (Ext1000) picks up call but caller wants to talk to Bob (ext1001). Before transferring John will check with Bob if he wants to take the call or not.
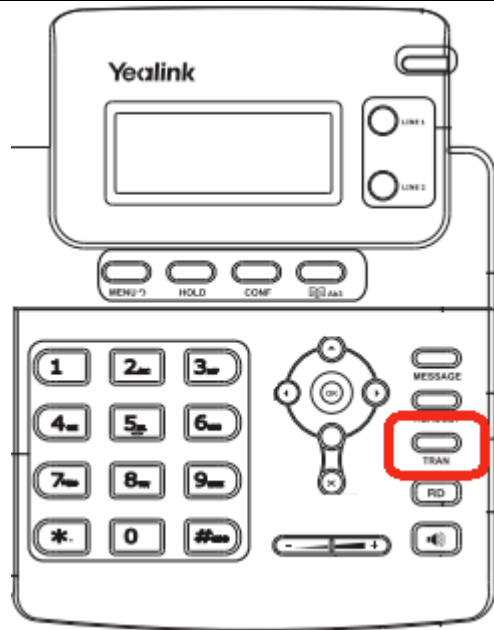
1) When call comes in pickup call
2) Press **TRAN** and the user will be on-hold (LINE-*X* green light will blink)
3) Dial the number you want to transfer to and press **# send**
4) Other party/number will pick up and you can ask him if he wants the call.

IF YES:
a. Press **TRAN** and the call is transferred

Note: The LINE-*X* green light will stop blinking indicating the call was successfully transferred and your LINE-*X* is free again.

IF NO:
a. Ask other party/number to hang up the call
b. Press **LINE-*X*** (**blinking green light)** and you have the caller back on the line.

Transfer – Blind / unattended:

A Blind / unattended transfer will forward the caller to the remote party without any confirmation or interaction.

Scenario: Calls comes in, John (Ext1000) picks up call but caller wants to talk to Bob (ext1001). John blind transfer the caller to Bob without asking him if he want to take the call or not.
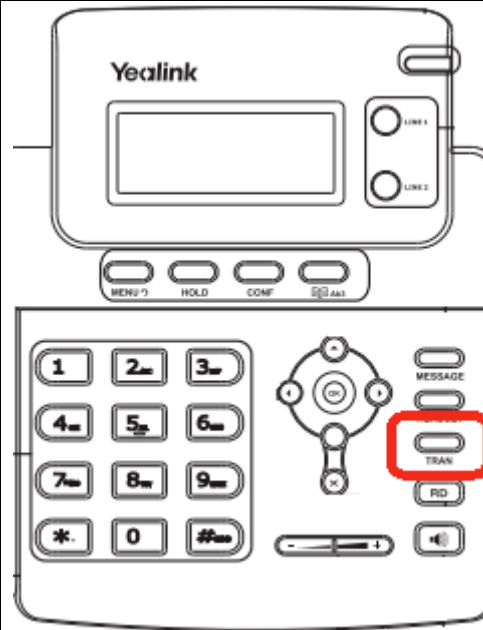

1) When call comes in pickup call
2) Press **TRAN** and the caller will be put on-hold (LINE-*X* green light will blink)
3) Dial the number you want to transfer to and press **TRAN** again and the caller is transferred

Note: The LINE-*X* green light will stop blinking indicating the call was successfully transferred and your LINE-*X* is free again.

On-hold and Off-hold (Take back line):

During a conversation you can put the caller "on-hold" at which point the caller will hear music-on-hold, at any point you can take back the call "off-hold"

Scenario: John (Ext1000) is talking to customer, at one point a colleague comes into John office and want to quick ask something P&C, John inform the caller he will put him on-hold for a minute and after John finish his colleague question he takes back the call.
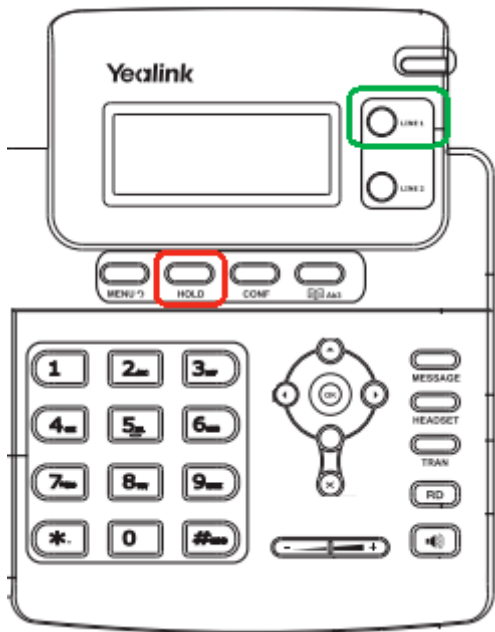
1) During the call press the **HOLD** button and the **LINE X** will be on-hold (line *X* green light will blink)

Note: When the call is on-hold the caller will hear a music-on-hold

2) To take back the call press the **LINE X** line again. The **LINE X** will stop blinking and you have taken back the call.

TIP: If you put any line ON-HOLD you can call out via the other line.

1) During the call press the free **LINE X** (e.g. LINE 2)
2) The caller on **LINE 1** will automatically be put on-hold and you will hear a dial tone.
3) Dial the number you want to call and after finishing your call hang up.
4) **LINE 1** green light will still blink and to take back the call press the **LINE 1**

TIP: Sometimes you need to press the blinking **LINE X** button twice to take back the call.

3 Way Conference

During a conversation you can invite a 3rd participant in the call and have a 3 way conference.

Scenario: John (Ext1000) is talking to customer and would like to invoice Bob (ext1001) into the call so all three parties can talk.
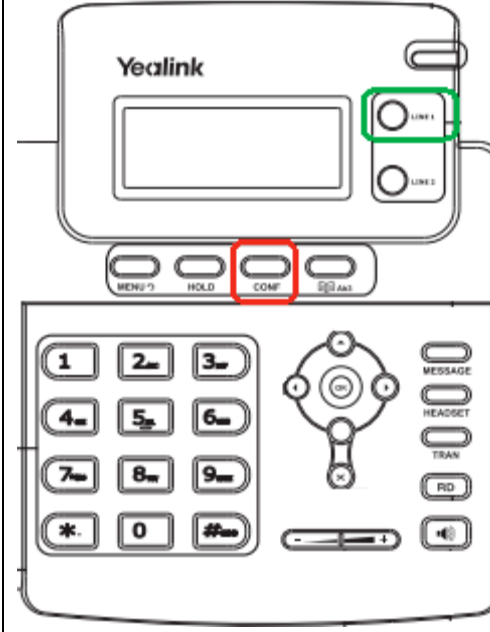
1) During your press **CONF** and the initial caller is put on-hold (LINE-*X* green light will blink)
2) Dial the number you want to join into the conference and press **# send**

IF 3rd Party answers call:

a. If the 3rd Party Answers press **CONF** and the 3way conference is established.

IF 3r Party DOES NOT answer call:

a. Press the **LINE-X** which is blinking
b. On the Display you will see at the left bottom corner **HOLD**
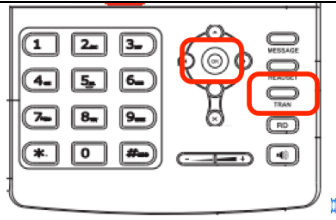c. Press **LINE-X** which is blinking again and you will take back the call with the initial caller.

TIP: You can invite anybody as 3rd party, can be another extension, mobile number, fixed line, etc.

Note: If the user who initiated the conference hang-up the conference will be over, invitees can leave

Enable / Disable Follow-me / Forward)

You can set a number in the phone that when you receive a call the call will forward it to that number.

Scenario: Customer Jake calls John and John has set the FWD to his mobile number 012-3451234 hence John HP will ring

Enable / Disable DND (Do-Not-Disturb)

If you do not want to be disturbed, any incoming call will be diverted to the follow-me destination and/or to voicemail.

FWD: 1003
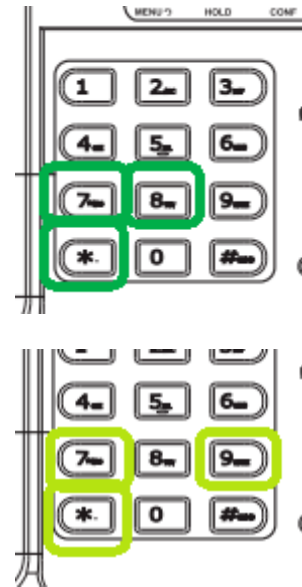24 Jul 10:39

FWD: 1003
24 Jul 10:39

Enable FWD

1) Press the hardkey **TRAN** and the display will prompt you to key in the number, key in the number and press **OK**.
   Note: key in the number as if you would dail it from your phone. E.g. to a moble number key in 0163413456 and save.
2) On the Display the **FWD** icon will be visible under your extension info.
   Note: If you key in a number before next time you press **TRAN** the Follow-me will be automaticly set to that numner. If you want to forward to diferent number you need to ask your admin to change/delete the set number.

Disable FWD

1) Press again the hardkey **TRAN** and the **FWD** icon will disappear and **FWD** is disabled.

Enable DND

1) Press ***78** and **# (send)**
2) System will announce DND enabled.

Disable DND

1) Press ***79** and **# (send)**
2) System will announce DND is disabled.

IMPORTANT: There is no visual indication that DND is enables so use this feature wisely!

TIP: If you are in doubt and don't know if DND id enables or disabled just quickly do a ***79** (Disable DND)

Call History (Missed calls, received calls, made calls):

This option lets you browse through the MISSED CALLS as well as MADE and RECEIVED CALLS.
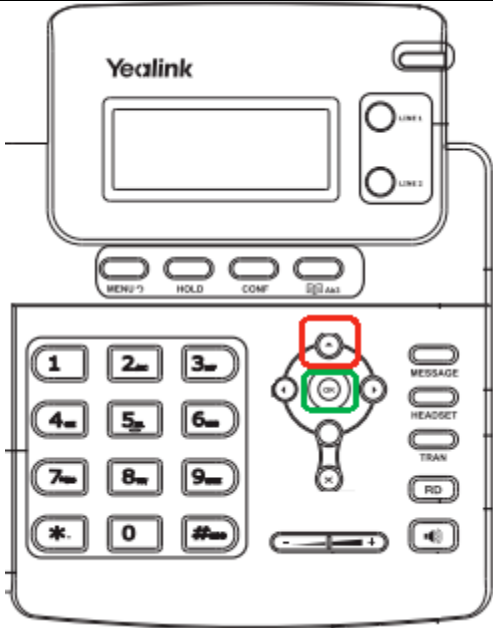
Missed calls
1) On the display it will show "*X* MISSED CALL"
2) Press the **UP** button once to show the last MISSED CALL
3) Press **OK** to dial back the number

Call history
1) Press the **UP** button to go into the call history
1) Press the **UP** and **DOWN** key to browse through the call history.

↘ Indicates MISSED CALLS

↙ Indicates RECEIVED CALLS

↗ Indicates MADE CALLS

Note: At any moment you can press the **OK** to radial the number shown on the display

Mute call during conversation:

Mute the microphone during a call so the caller is not able to hear what you are saying but you can hear the caller.

1) During the conversation press **X** to mute the call, this will disable the phone microphone(s)
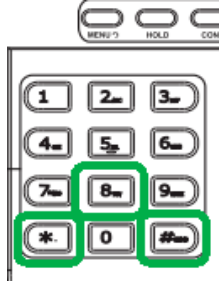2) Press **X** again to un-mute

NOTE: The MUTE symbol will be shown on the display.

Pick-Up (Other extensions):

When a call comes on another extension then yours you want to be able to pickup the call from the ringing extension.

Scenario: John (Ext1000) phone is ringing, Bob want to pick up John (Ext 1000) with his phone (Ext1001)

1) While other phone is ringing
2) Press key combination *** (star)** follow by **8 (eight)** follow by **# (hash)**
3) Now you have pickup the call.

Redial number:

Redial the last number you called and/or browse thought the last numbers you have dialled and then redial.

1) Press the **RD** button
2) On the display it will show the last number dialled

Press **OK** to redial and/or Press **UP** and **DOWN** to browse to the dialled call history and when you find the number you want to redial press **OK**

Voicemail;

The most common voicemail features are described below.

Note: there are many more features but those are outside of this manual and will not be used by the average user.

New voicemail: How-to detect if you have a new voicemail
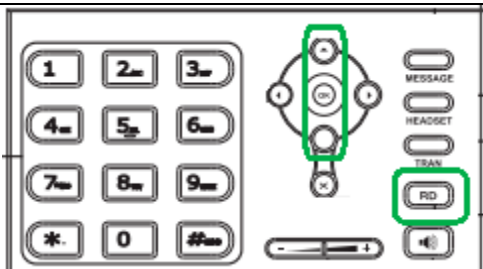**Listen to your voicemail**: How-to listen to your voicemail
Set/Change personal voicemail greetings: How-to Set and/or Change your Voicemail
Delete personal voicemail greetings: How-to delete your personal voicemail greetings
Change voicemail password: How-to change your voicemail password

New voicemail
1) The **message** light will either blink or constantly burn
2) Press **message** button
3) System will ask for password, key in your password
4) The system will present all the options, to listen to you new voicemail press **1**

Set/Change personal voicemail greeting
1) Press **message** button to login to your voicemail
2) Press **0 (zero)** and follow the instructions

Delete personal voicemail greeting
1) Press **message** button to login to your voicemail
2) Press **0 (zero)** to enter mailbox options
3) Select which greeting you want to delete and after to record your message press **#**
4) Press **1** to accept the new (empty) recording

Change Voicemail password
1) Press **message** button to login to your voicemail
2) Press **0 (zero)** to enter mailbox options

Press **5** change password and follow the instructions