



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.

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 the **TRAN** button.
- 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 **RESUME** 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 the **TRAN** button.
- 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.

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

- 2) To take back the call press **RESUME** and you have taken back the call.

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

- 1) Put on **HOLD**.
- 2) Dial the number you want to call and after finishing your call hang up.
- 3) Press **RESUME** take back the original caller that was on-hold.

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 call press **CONF** and the initial caller is put on-hold
- 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 3rd Party DOES NOT answer call:

- a. Press **Resume** 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

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 the MUTE button to mute the call, this will disable the phone microphone(s)
- 2) Press the MUTE button again to un-mute

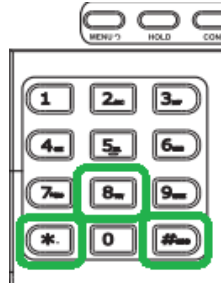
NOTE: The MUTE symbol will be shown on the display.



Pick-Up (Other extensions):

When a call comes on another extension than 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.

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

Redial number:

Redial the last number you called and/or browse through the last numbers you have dialed and then redial.



- 1) Press the **RD** button
 - 2) On the display it will show the last number dialed
- Press **OK** to redial and/or Press **UP** and **DOWN** to browse to the dialed call history and when you find the number you want to redial press **OK**



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 your 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