

Standard PBX Features



VONEX
always on

Global Directory Listings

A global directory can be created that can be accessed by all handsets, this directory shows in alphabetical order by pressing the directory button and can also be access by star codes. Please submit with the star code range of 100 or higher due to programming star codes.

Directories need to be submitted as CSV files with the following format:

Column 1	First Name
Column 2	Last Name
Column 3	Full National Number
Column 4	Star Code

Conference Room

A conference room extension has its own DID which can be in any state and allows an unlimited amount of callers on extensions and outside lines to have a virtual conference. They can be set with separate moderator and participant pin codes.

The following star codes can be used during the conference to:

*0	Send the participants list
*1	Mute your device
*2	Unmute your device
*7	Mute other participants
*8	Unmute other participants
*9	Hang up the conference

After-Hours Service Flags

After-Hours Service Flags can be assigned to Auto Attendants, Agent Groups and Hunt Groups. They are designed to send calls straight to message bank or number of your choosing outside business hours. When requesting a service flag please advise your business hours.

Hunt Groups

Hunt Groups are very similar to a standard line hunt with a few more features and flexibility. Our Hunt Groups have 4 tiers and can have multiple numbers on each tier, these numbers can be extensions or out bound numbers, generally the final stage is used for a voicemail box.

Hunt Groups have their own DID which generally becomes the main incoming number unless the customer has an Auto Attendant.

Example of a Hunt Group

Stage 1 Extensions	500	Duration: 10
Stage 2 Extensions	500 501	Duration: 10
Stage 3 Extensions	500 501 502	Duration: 10
Final Stage	8500	

In this example the reception phone (500) will ring for 30 seconds with extensions 501 ringing as well after 10 seconds, all 3 handsets will ring for the final 10 seconds with the call finally diverting to the message bank of extension 500 after a total of 30 seconds.

Hunt Groups can also have an after-hours service flag which goes straight to message bank or number of your choosing outside business hours.



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Auto Attendant

An auto attendant is an automated IVR (Interactive Voice Response) letting callers select from a recorded list of options or dial a direct extension. You can have up to 10 options per auto attendant on the button 0-9, you may also have a different night service on each option as well as have any option go to a voice mail, mobile or hunt group.

This is very useful if you have different areas with multiple handsets i.e.

Option 1	Sales
Option 2	Support

When configured with hunt groups each option can even have a different ring tone and display the option name on the handsets within the group.

Twinning

Twinning is Simultaneous Ring on a mobile device that is bound to your handset, the call can be picked up from either your handset or mobile.

Unlike call forward twinning is designed to work with hunt groups and agent groups and can be set to the various ring time options.

Transferring Calls

Cold Transfer

To cold transfer calls hit the transfer button dial the number you wish to transfer to and press the tick or OK button.

Warm Transfer (announcement)

To warm transfer calls place the call on hold (not park), dial the number you wish to transfer to, announce the call and then press the transfer button then the tick or OK button.

Call Parking

The "call park" feature is a system wide hold, its activated by pressing a pre-programmed button on your handset. This transfers the current telephone conversation to that button and immediately puts the conversation on hold. The park button will then flash on all handsets programmed with the park feature

If the desired called party is not the person who picked up the call, and the desired called party is at another location, the person who picked up the call may park the call and then asked the desired called party to retrieve the call.

For example, Karen is an assistant and Holly is her boss. If Karen picks up a call whose desired called party is Holly, Karen can park the call and say "Holly, you have a call parked on line 1" and Holly would press the park 1 button that has been programmed on her Handset to retrieve the call on hold.

Message Bank

To access Message Bank from your handset, press the Retrieve Button.

To access Message Bank from any handset dial 8 followed by the extension number (e.g. 8500 to access the message bank of extension 500).

To access the main menu press * and enter the access code 2011.

2011 is the standard pin code for all handsets, this can be changed by the customer and if they forget their new pin code we can reset to the original.

Main Menu

To hear your messages	1
To change your access code	2
To record your name	3
To record your personal welcome message	4
To record a message	5
To select your mail box greeting	9

Messages Menu

Repeat	1
Delete	2
Call Back	3
Envelope Information	4
Help	5

Virtual Message Bank

Virtual Message Bank can be used for as a centralised message bank when you do not want to use an extension i.e. for an Auto Attendant, Agent Group, or Hunt Groups as well as after-hours allowing consultants to have their own message banks for their individual extensions only.

Generally they are setup in the 600 extension range and can be set to send straight to an email address.

To check messages on a virtual message bank you dial 8 followed by the extension number (e.g. 8600 to access the message bank of extension 600). To access the main menu press * and enter the access code 2011.

Voicemail to Email

Voicemail to Email can be setup on any extension or a virtual message bank.

Our standard setting is to send the voicemail as a wave file attachment which can be played in Media Player with the voicemail deleted from the message bank. The following options can also be selected:

- Send email on missed calls
- Send email at the end of every call
- Send email on status changes
- Send email when mailbox is full
- Send email if the call was rejected due to blacklisted number

