

# Voice Server User Manual

## Contents

Making calls.....	2
Voicemail .....	2
Transferring calls .....	3
Attended transfer .....	3
Blind transfer .....	3
Follow me .....	3
Physical devices and special numbers.....	3
Dial plans .....	4
Directory .....	4
Handling incoming calls.....	4
Groups .....	4
Incoming number check .....	5
Company Directory.....	5
Messages .....	5
Interactive Voice Response.....	6
Queues .....	7
Do not disturb.....	7
Conferencing .....	7
Parking .....	7
Call Pickup .....	7
Number summary .....	8
Web Interface.....	9
Voicemail .....	9
SMS .....	9
Call Plan .....	10
Extensions .....	11
Directory .....	11
Roaming .....	11
Help .....	12

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## Making calls

The phone system has many advanced features, but to start with it's very simple and much like most other systems.

Throughout this guide we shall use the following example extensions:

800	Reception. Incoming calls come here.
801	The Managing Director.
802	The Sales Director
811	The Managing Director's assistant
812	The Sales Director's assistant
815	Fax machine
820	Albert in Sales
821	Bill in Sales
822	Clare in Sales
830	Debbie in Technical Support
831	Ernest in Technical Support

You call another person by entering their extension number which is three digits long starting with 8.

To call the Managing Director from reception dial 801

To call an outside line you simply enter the number if it starts with 0.

To call the National Rail Enquires dial 08457484950

You can always preface the external call with 9. Sometimes this will cause the system to call out in a different way. You need to do this if you are calling a local number and you don't bother to enter the STD code.

To call the Harrods from within London dial 977301234

## Voicemail

Everyone has a voice mailbox. You can tell if you have a voicemail waiting because your phone will have a light flashing on it, or else it will have a "stutter" dial tone when you pick up the handset. Normally you listen to your voicemails by pressing a dedicated button on the phone, but you can also just dial 771 to get the same effect. Voicemails can also be emailed to you.

Within the voicemail menu there are options to change your greetings and also to record your name which is useful in the Company Directory below. You can also specify a temporary greeting that will be placed instead of your normal greeting.

You can direct a call to someone's voice mail system directly by dialling 66 followed by the last two digits of their extension.

To call the Managing Director's voicemail directly call 6601

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## Transferring calls

The actual details are specific to your phone, but in principle there are two ways of transferring calls: “Attended Transfer” and “Blind Transfer”.

### Attended transfer

In this method, you put the calling party on hold, and then connect to the person they would like to speak with. Depending on the result of that conversation you may decide to put the other party through, take a message or simply tell the caller that the person isn’t available.

To do an attended transfer to the Sales Director:  
Place the caller on hold: phone specific, but often press “Hold” button. Caller will start to hear music being played.  
You now get dial tone. Dial 802.  
If the Sales Director wants to speak to the caller press “Transfer” button.  
If Sales Director doesn’t want to take a call, hang up call to 802 and press “Hold” again. You’ll be back speaking to the caller again.

### Blind transfer

In this method you put the caller directly through to the number they want. This is often useful if you know that the person being called is transferring to voicemail and you want the caller to hear all of the voicemail introduction.

To blind transfer a call to the Sales Director’s voicemail:  
Press “transfer” button. You’ll get dial tone. Dial 6602 and then hangup.

## Follow me

When you dial an extension starting with 8, you are trying to get hold of a person associated with that number – not just ringing the phone on their desk. People can change how they are called by selecting a different dial plan.

The default dial plan when calling an 8nn number is to call their desk phone for a few rings, then call their assistant (if they have one) for a few more rings and then go their voicemail (not, notice, the assistant’s voicemail).

Call the Managing Director by dialling 801.  
If the line is busy or absent you’ll end up talking to the person on 811.  
If they are busy or absent you’ll end up leaving voicemail as if you had dialled 6601.

## Physical devices and special numbers

In order to be able to locate people by different mechanisms there are some underlying numbers that reflect the physical ways in which you can call them. We have already learned that 66nn is the voicemail for user nn. 61nn is the actual desk phone for user nn. If you dialled 6101 and the Managing Director was busy on the phone then you would get a busy

signal, rather than the assistant or voicemail options as described above. In a similar way 62nn dials the assistant for user nn, 64nn dials the mobile phone for user nn and 65nn dials their home number assuming these last two are in the database.

60nn	Call roaming phone (see later)
61nn	Call nn's desk phone
62nn	Call nn's assistant's desk phone
64nn	Call nn's mobile
65nn	Call nn's home
66nn	Call nn's voicemail

### Dial plans

People can change their dial plans to reflect their personal needs or where they are working today. For example, if they are out of the office they might elect to try their mobile, then their assistant and finally their voicemail. This would only work if they disabled the voicemail on the mobile, of course. Similarly if they were working from home they might try their home number, then their mobile and then voicemail.

Dial plans are changed by dialling 76n where n is the call plan you want. Dial plans are set up by your administrator. Dial 760 to hear your current dial plan. You can also see and change your dial plan via a web interface described later in this document.

<p>Change the Managing Director's dial plan to 2 by dialling 762 from extension 801. Call 801 from reception, and it will call the MD's mobile via 6401 and then go to voicemail (6601). Change it back to the default by dialling 761 at extension 801. Call 801 again from reception and you get the desk phone (6101), then the assistant (6201) and then voicemail (6601).</p>
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### Directory

The system maintains a directory of short dials that can be used by dialling 5NN. The entry includes the long number and a name. The first 50 numbers are company wide. At a later date the range 51-99 will be available for personal short dials. You can also often set up personal short dials on a phone.

If a number is in the short dial system then any incoming call from that number will have the corresponding name displayed as the Caller ID name. Other frequent callers can also be added so that their name rather than their number is displayed,

### Handling incoming calls

#### Groups

A Group is a list of numbers to call in parallel. This is most commonly used to provide the functionality often called a "Hunt Group" whereby a number of extensions are called in parallel. 10 groups can be defined and they are called by 672G where G is the group number. Commonly you would refer to real extensions in groups rather than via the 8nn

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mechanism as you don't want someone who has set their phone to "do not disturb" which would immediately transfer the caller to their voicemail.

Group 0 contains 6111 and 6112.  
Dial 6720 and both the Managing Director's assistant and the Sales Director's assistant's phone will ring (forever).

### **Incoming number check**

You may have more than number associated with your incoming lines. When someone calls you from outside the system checks the called number against a list, and if found then a matching number is called.

For example the numbers 01234 567890 through to 01234 567899 might be assigned to an incoming ISDN line. You want 01234 567899 to be the external number for the fax machine. Your administrator will have enter 567899 (BT only provides the first six digits) and 6115 (specifying the fax) in the Incoming Trunks section of the system. Anyone who dials 01234567899 gets through to the fax immediately.

Any other number is dealt with as a standard incoming call. In this case the system compares the current date and time, and chooses different routes specified for whether the office is open, closed or on holiday. The opening times and holidays are all user-defined and will be set up by the administrator.

Once the time slot has been established then there are three stages of call routing possible, which are tried one after the other with timeouts. These are commonly used in conjunction with Groups to provide a flexible system.

Daytime plan is 6100 for 10 seconds then 6720 for 10 seconds then 6600  
Incoming call will ring 6100 for 10 seconds, then 6111 and 6112 for ten seconds, then 6600 which is reception's voicemail.

### **Company Directory**

The Voice Server can read out the names of people in the company for you, providing an easy way for callers to find the right person. If you dial 772 then this mechanism is invoked – normally this would be through an IVR choice (see below).

The caller is asked to enter the first three letters of the last name of the person wanted. If anyone matches then the voicemail recording of their name is played. If the person has not recorded their name then their name is spelt out letter by letter, so it's normally a good idea for everyone to record their name if this is going to be used. The caller is given the option of calling this person or moving on to the next entry.

### **Messages**

A message can be recorded via 69NN where NN indicates the message number. Message numbers 00 to 19 are reserved. Messages are played back via 68NN. Messages can be used wherever any extension is valid.

Dial 6921 and record "I'm sorry we are closed open 9 to 5".  
Place 6821 as the entry in the incoming menu for outside office hours.  
Anyone calling after hours will hear the message.

If a message is played in a dial plan then the next item in the dial plan list is executed afterwards, rather than hanging up which is the normal behaviour when a call is accepted. This means that you can specify 6831 to read out a message 31 followed by 6601 to send the caller to voicemail, for example. This will play message 31 and then go on to the voicemail.

Alternatively you might want to pre-empt anyone calling extension 821.

Dial 6942 and record "I'm sorry Bill doesn't work here anymore I'll connect you to a colleague".  
Set Dial Plan 5 to 6842 then 820  
Set Dial Plan for 821 to 5 by dialling 765 at extension 821  
Anyone calling 821 now gets the message and is diverted to 820

If you want to hang up after the message use the special extension 779 as the next step which will hang up the call.

## Interactive Voice Response

Although widely referred to as IVR this is in reality the "press button 5 to contact sales" that we are all so familiar with at call centres.

There are ten numbers available as 670N, and each represents a message to be played followed by a set of actions to be taken when the caller presses a digit. Normally of course the message will direct the caller to the available actions.

The first action is to play the message 00 to 09 associated with IVRs 6700 to 6709. Your administrator will have placed other numbers into boxes representing what happens when the caller specifies a single digit, or when a timeout expires.

Unless otherwise specified by the administrator if the caller presses 8 then the system expects two more digits and then calls 8nn, thus allowing for customer extension self-service. Similarly the default for 9 is to enter the company directory subsystem as described above.

Administrator has set group 1 to be sales:  
6721 dials 6120, 6121 and 6122  
Dial 6900 to record "Press 1 for sales, 2 for reception or dial the extension if you know it" as message 00  
6700 is set up with 6721 under slot 1 and 800 under slot 2.  
Calling 6700 will play this message and wait for caller, who can choose

- 1 Calls group 1 and hence 6120, 6121 and 6122 at the same time
- 2 Calls extension 800 and hence whatever that dial plan specifies

801 To get through to the Managing Director's dial plan

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## Queues

A Queue represents a group of numbers that are called when a call comes in. There are ten queues that can be set up and any user can be a member of one or more queues. There are various queuing strategies that can be specified for each queue.

If all the members of a particular queue are busy then the caller hears background music, and after a period is told where they are in the queue and an estimate of how long they may have to wait.

A call is placed in queue Q by sending them to extension 671Q which also plays message 1Q beforehand. Callers can press any digit while in a queue to leave voicemail for extension 00.

Administrator has set queue 4 to be technical support:  
6714 includes 6130 and 6131  
Dial 6914 to record "Please wait while we connect you to technical support" as message 14.  
Dial 6714 to hear the message, and then listen to music until one of the technical supports numbers is free.

## Do not disturb

This is often implemented in the phone, but the special number 777 is always busy so setting the phone to divert to 777 is equivalent to Do not Disturb: anyone who calls gets a busy tone and the dial plan will move on to the next step such as voicemail.

## Conferencing

The system supports 10 conference rooms on 78N– anyone dialling into one of these numbers all speak to each other.

## Parking

Calls can be transferred via 790 into a "parking zone" – the system tells the transferor the parking lot number, and then anyone can retrieve the call by calling 79P where P is the number. To use this, do an attended transfer into 790.

## Call Pickup

You can pick up a call intended for someone else by dialling \*\* so long as you are entitled to do this.

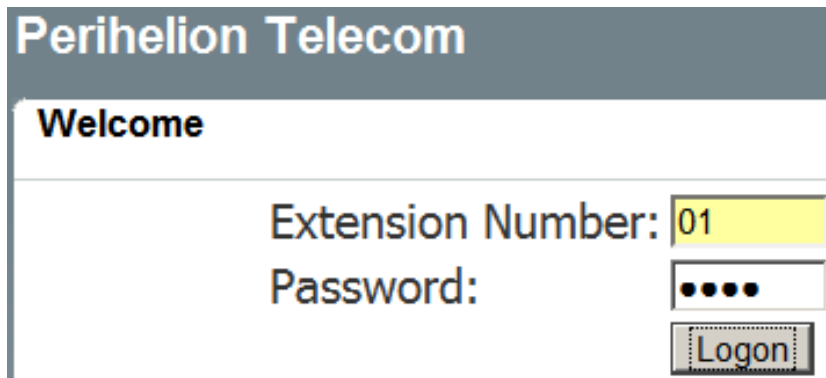
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## Number summary

5NN	Short dial NN
60NN	Call roaming SIP phone NN
61NN	Call desk phone SIP for NN
62NN	Call assistant for NN (if defined).
63NN	Call softphone for NN
64NN	Call mobile for NN
65NN	Call home phone for NN
66NN	Leave voicemail for NN
670N	IVR playback message 0N
671Q	Enter Queue Q
672G	Call group G
673S	Call Sequence S
68NN	Playback message NN
69NN	Record message NN
760	Read me my dial plan
761	Set my dial plan to 1: work phone then assistant (if set) then voicemail
76N	Set my dial plan to N
771	Retrieve my voicemail
772	Company Directory
773	Read me my roaming user identity
774	Read me my roaming password
777	Always busy
779	Hang up
78P	Connect to conference P
790	Transfer here to park a call
79P	Pickup parked call at P
8NN	Call user NN's current dial plan
9n	Call external number n via VoIP gateway (if feature enabled)
0n	Call external number n via local PSTN connection
**	Call Pickup

## Web Interface

You can choose to control your PBX via a web page. Your administrator will tell you what the IP number or name to use. You will be greeted with a login page. Enter your two digit extension number and your voicemail password.



Perihelion Telecom

Welcome

Extension Number: 01

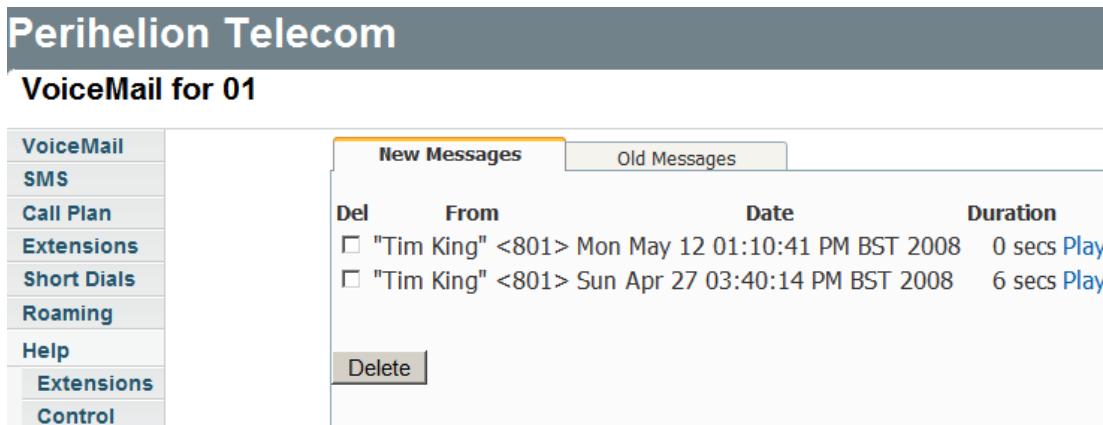
Password: ●●●●

Logon

## Voicemail

Here you can see your new and old voicemails. Click on the box to select a voicemail to delete then press the delete button. Click on the play link to hear the voicemail.

Choose the Old Messages tab to see old messages.



Perihelion Telecom

VoiceMail for 01

- VoiceMail
- SMS
- Call Plan
- Extensions
- Short Dials
- Roaming
- Help
- Extensions
- Control

New Messages | Old Messages

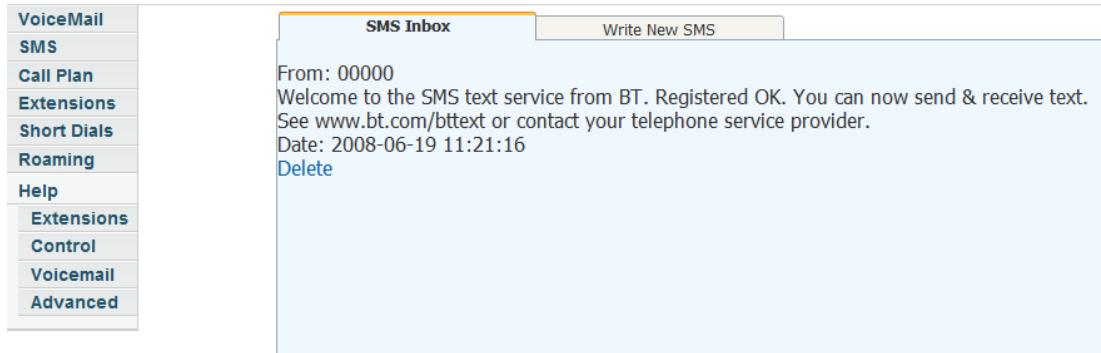
Del	From	Date	Duration
<input type="checkbox"/>	"Tim King" <801>	Mon May 12 01:10:41 PM BST 2008	0 secs <a href="#">Play</a>
<input type="checkbox"/>	"Tim King" <801>	Sun Apr 27 03:40:14 PM BST 2008	6 secs <a href="#">Play</a>

Delete

## SMS

If you have a BT landline then you can send and receive texts. Unless you have a DDI service then all texts will come to user 01. There is a link to delete each text.

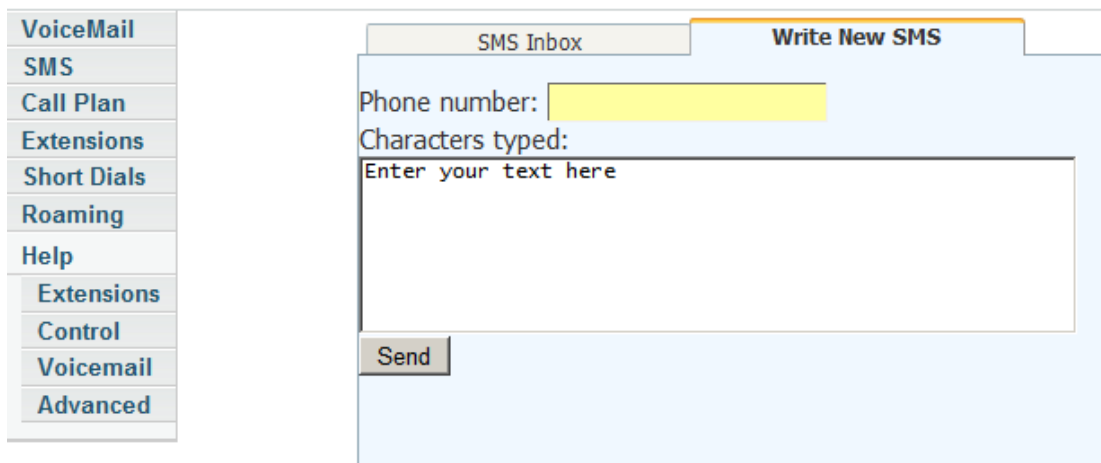
## SMS for 01



The screenshot shows the 'SMS for 01' interface. On the left is a vertical menu with options: VoiceMail, SMS, Call Plan, Extensions, Short Dials, Roaming, Help, Extensions, Control, Voicemail, and Advanced. The main content area has two tabs: 'SMS Inbox' (selected) and 'Write New SMS'. The 'SMS Inbox' tab displays a message from '00000' with the text: 'Welcome to the SMS text service from BT. Registered OK. You can now send & receive text. See www.bt.com/bbtext or contact your telephone service provider. Date: 2008-06-19 11:21:16'. A 'Delete' link is visible below the message.

If you choose the “Write New SMS” tab then you’ll see a screen like this. Enter your message and don’t forget the phone number to send it to. The page tells you how many characters you have typed and you have a limit of 160.

## SMS for 01



The screenshot shows the 'Write New SMS' interface. The left menu is the same as in the previous screenshot. The main content area has two tabs: 'SMS Inbox' and 'Write New SMS' (selected). The 'Write New SMS' tab contains a form with the following fields: 'Phone number:' followed by a yellow input box, 'Characters typed:' followed by a small box, and a large text area with the placeholder text 'Enter your text here'. A 'Send' button is located at the bottom left of the form area.

## Call Plan

Your administrator will have set up various call plans that allow you to choose how calls are directed to you. You can choose the plan you want to use here: select the plan and press “Change”. You can also select a call plan by dialling 76N where N is the plan you want. 760 tells you what your current plan is.

## Callplan for 01

VoiceMail	Select Plan	Dial1	Timeout1	Dial2	Timeout2	Dial3	Timeout3
SMS	<input checked="" type="radio"/>	1	Work	10	Assistant	15	Voicemail
Call Plan	<input type="radio"/>	2	Mobile	15	Assistant	15	Voicemail
Extensions	<input type="radio"/>	3	SoftPhone	10	Assistant	15	Voicemail
Short Dials	<input type="radio"/>	4					
Roaming	<input type="radio"/>	5					
Help	<input type="radio"/>	6					
Extensions	<input type="radio"/>	7					
Control	<input type="radio"/>	8					
Voicemail	<input type="radio"/>	9	Work				
Advanced	<input type="button" value="Change"/>						

## Extensions

This lists the people in your company. Dial them by dialling 8NN where NN is taken from the list. Click on the column headings to sort by that column.

VoiceMail	Ext	Name
SMS	00	
Call Plan	01	Tim King
Extensions	02	New User
Short Dials	03	Mike O'Reilly
Roaming	04	Testing
	05	
Help	06	
Extensions	07	

## Directory

If your administrator has set up short dials then this will list them. Any number in the directory will show up on the phone with their name when they call you.

## Company Directory

VoiceMail	Short Dial	Name	Number
SMS	500	TJJ Ltd	01291642040
Call Plan	501	Tim King	01291641778
Extensions	502	White Hart	01291650761
Short Dials	503	Jane	01223707017
Roaming	504		
	505		

## Roaming

This page describes how you can connect any SIP-compliant phone, such as modern mobile phone, into the central PBX which will route your calls back to the office. If you use this

feature then you should choose a call plan that has “Roaming” as the first choice (and probably “Mobile” as the second) so that when people call you they first try to call you on your roaming device - you have to be in a WiFi hotspot of course.

Roaming can also be used when working from home or at a customer’s premises. Take a SIP phone and connect it to the broadband connection using the details provided on this page and the phone will act as if it were in the office. Register it at Perihelion’s central service – [sip.perihelion.co.uk](http://sip.perihelion.co.uk). If you need to specify a STUN server to get out from behind a firewall then use [stun.perihelion.co.uk](http://stun.perihelion.co.uk).

You can also get your roaming username and password by dialling 773 and 774 respectively.

## Help

There are several pages of help on the web site.