

Bi Way Communications

Hybrid eXchange

PBX

Manual

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Introduction

Congratulations on the purchase of your new HXPBX.

The HXPBX is the latest state of the art in voice communications as it combines the technologies of traditional landlines and Voice over Internet Protocol (VoIP) this achieving the same quality calls as traditional landline with the savings and flexibility if VoIP technology.

Conventions

Your PABX is equipped with any or all of the following –

Extensions

Zap Trunks

VoIP Trunks

The phone intensions of your HXPBX will normally start at 201 and finish at 299. Your PABX may use a different number range, if this is the case then substitute your extension number where appropriate.

The zap trunks are the lines connected to the traditional landlines.

The VoIP trunks are the lines or channels that are connected to a VoIP provider(s). VoIP trunks can also be used to interconnect PBX's together.

Connecting Your Phone

Connect a computer cable from into a computer network wall socket to the telephone WAN port.

If the telephone powers up then the system is using Power Over Ethernet (POE). If the telephone does not power up then there should be power adaptor with the telephone, this will have to be plugged into a power point and into the telephone.

When your phone has started up it will display your extension number.

You can connect your computer to the telephone by plugging a computer cable from your computer network port into the telephone PC port.

Moving Your Phone

If you need to move your phone to another location then simply remove the computer cabling from the wall socket and remove the power adaptor from power point.

Go to the new location and plug in the computer cable into an appropriate wall socket and plug the power adaptor into a power point.

If your phone does not have a power adaptor then the phone will be using POE, ignore the step about plugging in the power adaptor.

Telephone Operation

Your telephone is equipped with 3 different volume controls, these are for :-

Handset

Hands Free

Headset

When you are using any of the above mode by using the volume button (the button with the speaker symbols) you can adjust the volume. By selecting the save button the telephone will use this volume setting as the default for this mode of operation.

Hands Free Operation

Your phone is equipped with hands free operation, this allows for the phone to be used without picking up the handset to dial a phone number or to hold a conversation with another party. Follow the points listed below to obtain the best results.

- Locate the station so that there is no obstruction between the person and the microphone (approximately 30 cm of clear space in front of the microphone is recommended).
- Speak directly towards the microphone in a clear voice.
- Advise the called party that a Hands-free Station is being used. This assists the flow of conversation.
- Pause briefly with exchanges of conversation as the Hands-free Station can only transmit in one direction at a time. Portions of the conversation may be lost if both parties speak at the same time.
- If a group of people is using the Hands-free Station, speak one at a time to avoid confusion.
- If background noise is prevalent in the vicinity of either the Hands-free Station or telephone of the called party, use the handset.
- Adjust the volume control of the speaker so it is loud enough to hear the called party, if the volume is excessive then the called party will hear an echo of themselves.

INTERNAL PROCEDURES

Internal Calls

Answering a Call

When a call is made to your extension the LINE1 light or top light will flash quickly and the phone will ring. If the phone you are using is a single line telephone then the telephone will ring as there is no line buttons.

The LCD display will show the extension that is calling you and may also display a name associated with that extension. Pick up the handset to answer the call or press the SPEAKER button to answer the call Hands-free. If you have a headset then you may press the headset button to answer the call.

When you have finished the conversation with the other party hang up the handset or press the SPEAKER button or press the headset button to terminate the call.

Making a Call

To make an internal call, you may dial the number on the handset then by pickup the handset, pressing the hands free button or pressing the headset button the number will be dialled. The phone will display the name associated with the extension you are dialling. The phone will be heard to ring and when the ringing phone is picked up a conversation can be held. The call can then be placed on hold or transferred to another extension or another phone number.

Conference Calls

To make conference call please use the following procedure –

- After answering the call, press the CONF button then dial the extension number. When the extension is answered you can join this extension into a conference call by pressing the conference button. All parties can now speak with each other.
- You may have up to 4 calls in a conference call.
- At any time a person may leave the conference call by hanging up their phone. When the person who originated the conference call hangs up **all** extensions connected to the conference call will terminate.

Interoffice Calls

If you have branch offices with HXPBX's then each branch will have a different extension number range. To dial an extension number of another branch office simply dial the extension number (e.g. if your extension number is 205 and you wish to speak to another branch with extension number 409 you would dial 409)

You can transfer any call between branches.

EXTERNAL PROCEDURES

External Calls

Answering a Call

When a call is made to your extension the LINE1 light or top light will flash quickly and the phone will ring. If the phone you are using is a single line telephone then the telephone will ring as there is no line buttons.

The LCD display will show the extension that is calling you and may also display a name associated with that extension. Pick up the handset to answer the call or press the SPEAKER button to answer the call Hands-free. If you have a headset then you may press the headset button to answer the call.

When you have finished the conversation with the other party hang up the handset or press the SPEAKER button or press the headset button to terminate the call.

Making a Call

To make an external call, you may dial the number on the handset then by pickup the handset, pressing the hands free button or pressing the headset button the number will be dialled. You will need to dial the outside line access code which is 9 then the number, e.g. 912345678 (in this example I dial 9 for an outside line then the number 1234567).

The phone will be heard to ring and when the ringing phone is picked up a conversation can be held. The call can then be placed on hold or transferred to another extension or another phone number.

If the phone number is engaged then the engaged tone will be heard.

To dial phone numbers in your state then area code can be omitted, to dial phone numbers in another state or overseas you will have to add the area code or international access code after dialling the outside line access code.

Conference Calls

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- After answering the call, press the CONF button then dial the external number. When the number is answered you can join this number into a conference call by pressing the conference button. All parties can now speak with each other.
- You may have up to 4 calls in a conference call.

- When the number has answered advise the party you have call that you will be connecting their call to a conference call.
- All parties now can talk together.
- At any time a person may leave the conference call by hanging up their phone. When the person who originated the conference call hangs up **all** extensions or external numbers connected to the conference call will terminate.

SPECIAL FEATURES

Call Diversion

There are 3 types of call diversion and these are-

Call Forward All

Activate

This type of diversion will divert all calls to the number you have programmed.

To activate this function dial *72 from your keypad then follow the voice prompts.

The sequence is –

- Enter your extension number i.e. 202 then press the hash (#) key
- Enter the extension number you wish to divert you phone calls to i.e. 203 then press the hash (#) key. If you are diverting the phone to an external number you will have to key in the number in the same format that is supported by your dial plan i.e. 912345678#.
- The system will then confirm the phone number you are diverting all your calls to.
- Hang up the phone.

Deactivate

Dial *73 from your extension to turn off the Call Forward All.

Dial *74 from any extension to cancel Call Forward All. You will have to enter your extension number then press the # key. Hang up the phone when the system confirms you have 'Deactivated Call Forward All'.

Call Forward on Busy

Activate

This type of diversion will divert calls to the number you have programmed when your phone is busy.

To activate this function dial *90 from your keypad then follow the voice prompts.

The sequence is –

- Enter your extension number i.e. 202 then press the hash (#) key
- Enter the extension number you wish to divert you phone calls to i.e. 203 then press the hash (#) key. If you are diverting the phone to an external number you will have to key in the number in the same format that is supported by your dial plan i.e. 912345678#.
- The system will then confirm the phone number you are diverting your calls to.
- Hang up the phone.

Deactivate

Dial *91 from your extension to turn off the Call Forward Busy.

Dial *92 from any extension to cancel Call Forward Busy. You will have to enter your extension number then press the # key. Hang up the phone when the system confirms you have 'Deactivated Call Forward All'.

Call Forward No Answer or Unavailable

Activate

This type of diversion will divert calls to the number you have programmed when the phone does not answer or is unavailable.

To activate this function dial *52 from your keypad then follow the voice prompts.

The sequence is –

- Enter your extension number i.e. 202 then press the hash (#) key
- Enter the extension number you wish to divert you phone calls to i.e. 203 then press the hash (#) key. If you are diverting the phone to an external number you will have to key in the number in the same format that is supported by your dial plan i.e. 912345678#.
- The system will then confirm the phone number you are diverting all your calls to.
- Hang up the phone.

Deactivate

Dial *53 from your extension to turn off the Call Forward No Answer.

Call Transfer

Unattended Transfer

Advise the caller you are going to transfer the call.

Press the transfer button (XFER) then wait for a dial tone and then dial the number of the wanted extension.

The extension will ring then press the XFER button again, the call has been now transferred to that extension. You may now hang up the phone.

With this type of transfer there is no way to get the call back if the other extension does not answer.

Attended Transfer

Advise the caller you are going to transfer the call.

Push the XFER button, this places the call on hold then dial the extension number

When the extension answers the call announce the call to the user and if they will accept the call then press the XFER button again. The call will then be transferred to that extension.

If the extension does not answer then the call can be retrieve by the following method:

Single Line Telephone

To retrieve the original call hang up on the call then press the resume button. The call will then be returned to your telephone.

Multi Line Telephone

To retrieve the original call you hang up on the transfer call. The line 1 button will be flashing red.

Pick up the phone and press the flashing line button to retrieve the original call.

Call Parking

When you need to transfer a call but wish to announce the call or wish to be able to pick up the call from another phone then follow this procedure.

Dial ##70 and the call will be parked in position 71 to 79, the system will advise you of the park number.

Single Line Telephone

Hang up the phone the dial the wanted extension number.

When the call is answered advise the person they have a call on appropriate park number.

To pick up a parked call, dial the parking number s you would dial an internal number.

The call will be released from park after 45 seconds back to the extension that parked the call. To answer the call, answer the telephone as per answering an internal call.

Multi Line Phone

Press the line 2 key on the phone and then dial the extension you wish to talk to. When the call is answered advise them there is a call on the appropriate park number.

To pick up a parked call, dial the parking number s you would dial an internal number.

The call will be released from park after 45 seconds back to the extension that parked the call.

To answer the call, answer the telephone as per answering an internal call.

Call Hold

To hold a call press the hold button then hang up.

The call will return to your handset 45 seconds after the call is placed on hold.

A call placed on hold can only be picked up by the extension placing the call on hold.

On a multi-line phone it is possible to have multi calls on hold. To pickup a call that has been put on hold press the appropriate line button.

To answer the call, answer it as per answering an internal call.

Call Waiting

This service allow for a second call to ring your telephone whist you are on the phone.

Activate

Lift the handset and dial *70, the system will confirm Call Waiting is active.

Deactivate

Lift the handset and dial *71, the system will confirm Call Waiting is deactivated.

Do-Not-Disturb (DND)

The DND function means that your phone will not ring on an incoming call. If you have call diversion active then the phone call will divert to the telephone number programmed.

Day / Night Modes

The PABX can be programmed with a control which allows the users to turn on or off functions, this is call day/night control. To access the day / night control programmed into your PABX the code is *28n where n is a number between 1 to 9. The same code is used to turn on or off the selected mode i.e. *281.

When the code is dialled the PABX will answer with 2 beeps then announce the day code number (n) and enabled. This means the respective day / night mode has been turned on.

When the code is dialled again the PABX will answer with 1 beep and announce the day code number (n) and disabled. This means the respective day / night mode has been turned off

Info Services

The following Info Services are available –

Call Trace

*69

This will trace your last call. You can dial the last call by pressing 1 after the system has told you what the last number you received a call from.

This will not work for external phone numbers.

Directory

#

This will allow you to search for a telephone number from the phone directory. Each Extension may have a name associated with it, please check with your PBX administrator.

Echo Test

*43

The purpose of this test is to indicate the latency of the system by repeating every word you say back to your earpiece. Hang up the phone to cancel the test.

Speak your Extension Number

*65

The system will tell you your extension number.

Speaking Clock

*60

This will tell you the time, the time is the local time of your PBX.

Speed Dialling

Individual Phone

Your phone may be equipped to store a number of phone numbers in the phone. Please refer to the phone manufacture users guide to enable the programming of numbers into the phone or how to use the speed dial facility to dial phone numbers stored into the phone.

Global

To add a number to the global speed dial list, you simply pick up one of your extensions and dial *75 to access the global speed dial programming function. Input the speed dial location then press the # key then input the phone number including the outside line access if applicable.

After doing that, Asterisk will confirm the code and the number that you have just registered. If you want to make a correction to or change the telephone number that you have entered simply repeat the process.

To dial a speed dial number enter *0xxx where xxx is the speed dial location i.e *0302 will dial the number store in location 302

Voice Mail

Each extension has voice mail. Access to voice mail is achieved by dialling *97 from your extension then enter your password; the password is the extension number.

You can access your voice mailbox from any extension number by dialling *98 then enter your extension number then enter your password.

Your extension is equipped with a message wait indicator, this indicator will illuminate when there is voice mail messages waiting.

Once into the voice mail the menu will guide you. There are 2 important voice mail messages that must be set-up; these are you unavailable message and your busy message.

The voice mail menu is as follows –

Main menu

- 0 Mailbox Options
 - 1 Record unavailable message
 - 2 Record busy message
 - 3 Record your name
 - 4 Record your temporary message
 - 5 Change your password
(This option might not work, please check with PBX administrator)
 - * Main menu
- 2 Change Folders
 - 0 New messages
 - 1 Old messages
 - 2 Work
 - 3 Family
 - 4 Friends
 - # Cancel
- * Help
- # Exit

TWO WIRE ADAPTORS

Internal call

Pick up the handset, listen for the dial tone then dial the extension number.

Outside line call

Pick up the handset, listen for the dial tone then dial the outside line access code then the phone number.

Call Hold

To place a call on hold is only possible using call parking. To park the call press ##70 and the system will advise you of the parking number.

Hang up the handset or hold down the hang up button on the phone. Pick up the handset then dial the extension number. When the call is answered advise the person on that extension there is a call for them..

If the person wishes to take the call then advise them of the park call location (71-79), you may now hang up.

If the person does not want to take the call, hang up your handset then pick up the handset and dial the park call location to retrieve the call.

A parked call will be returned to the originating extension after prescribed period of time, ask your PABX provider of the time.

Call Pickup

To pick up a call from call parking, pick up the handset and listen for the dial tone. Dial the park call location to retrieve the call.

Call Transfer

Call transferring can only be using the unattended procedure, you cannot announce the call to the extension.

Dial # and then the wanted extension number, the call will be transferred directly to the extension.

You may now hang up the phone.

VoIP PABX Feature Codes Numbers

To fully utilise your VoIP PABX the following access numbers allow you to

CALL FORWARD

Call Forward All Activate	*72
Call Forward All Deactivate	*73
Call Forward All Prompting Deactivate	*74

Call Forward Busy Activate	*90
Call Forward Busy Deactivate	*91
Call Forward Busy Prompting Deactivate	*92

Call Forward No Answer/Unavailable Activate	*52
Call Forward No Answer/Unavailable Deactivate	*53

CALL WAITING

Call Waiting – Activate	*70
Call Waiting – Deactivate	*71

DO-NOT-DISTURB (DND)

DND Activate	*78
DND Deactivate	*79

DAY /NIGHT MODE

Public Holiday Bypass	*281
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INFO SERVICES

Call Trace	*69
Directory	#
Echo Test	*43
Speak Your Exten Number	*65
Speaking Clock	*60

RECORDINGS

Check Recording	*99
Save Recording	*77

VOICEMAIL

Dial Voicemail	*98
My Voicemail	*97

CORE

Simulate Incoming Call	7777
Simulate Incoming FAX Call	666
User Logoff	*12
User Logon	*11
Zap Barge	888



SPA942



SPA962 and SPA932