

Brekeke PBX

Version 2

User Guide

Brekeke Software, Inc.

Version

Brekeke PBX Version 2 User Guide

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- 1. BASIC PBX FUNCTIONALITIES..... 5**
- 1.1. Holding Calls 5**
 - 1.1.1. Placing a Call On Hold 5
 - 1.1.2. Taking a Call Off Hold 5
 - 1.1.3. Resuming a Call on Hold after a Hang Up 5
- 1.2. Making an Attended Transfer 5**
- 1.3. Unattended Transfer 6**
 - 1.3.1. Making an Unattended Transfer 6
 - 1.3.2. Returning to Original State Before an Unattended Transfer is Complete..... 6
- 1.4. Voicemail Access and Settings..... 6**
- 1.5. Call Pickup 7**
 - 1.5.1. Call Pickup from Within a Call Pickup Group 7
 - 1.5.2. Call Pickup from a Non-Group Extension..... 7
- 1.6. Call Parking..... 7**
 - 1.6.1. Parking a Call 7
 - 1.6.2. Pick Up a Parked Call..... 8
 - 1.6.3. Resuming a Parked Call 8
- 1.7. Conference Calls 8**
 - 1.7.1. Entering a Conference Room 8
 - 1.7.2. Hold a Conference Meeting Instantly 8
 - 1.7.3. Joining a Conversation 9
 - 1.7.4. Inviting Others to an Existing Meeting 9
- 1.8. Call Supervising 9**
 - 1.8.1. Supervising Call Example..... 9
 - 1.8.2. Automatic Monitoring (Pro Edition only) 10
 - 1.8.3. Tutor Mode (Versions 2.2 and later) 10
- 1.9. Call Recording (Pro Edition only)..... 11**
 - 1.9.1. Recording While A Call is in Progress 11
 - 1.9.2. Recording Monitored (Supervised or Conference) Calls..... 11

- 1.9.3. Recording Option When Initiating a Call11
- 1.10. Mute 11**
 - 1.10.1. Mute Callee11
 - 1.10.2. Mute Caller 12
- 1.11. Broadcasting..... 12**
- 1.12. Confirm Call (Versions 2.2 and later)..... 12**
 - 1.12.1. Pick up a Confirm Call 12
- 1.13. Paging (Versions 2.2 and later) 13**
 - 1.13.1. Automatic Paging 13
- 1.14. Busy Lamp Field (Versions 2.3 and later) 14**
- 1.15. Presence (Versions 2.3 and later) 14**
- 1.16. Shared Call Appearance (Versions 2.3 and later)..... 14**

- 2. USER SETTINGS..... 15**
 - 2.1. Login to the Brekeke PBX Admin tool..... 15**
 - 2.2. Voice Mail 15**
 - 2.2.1. Voice Mail > User Messages 15
 - 2.3. Voice Prompts..... 16**
 - 2.3.1. Voice Prompts > User Details..... 16
 - 2.3.2. Format of Sound Files 16
 - 2.4. Users > Edit..... 16**
 - 2.4.1. General Settings 16
 - 2.4.2. Call Forwarding Settings 17
 - 2.4.3. Voicemail Settings 18

- 3. QUICK REFERENCE CHART 19**
 - 3.1. Specifying the Type of Call When Making a Call..... 19**
 - 3.1.1. Dial Prefix 19

- 3.1.2. Call Attributes..... 19
- 3.2. Commands to Use during a Conversation 19**
- 3.3. Parameters and Syntax..... 20**
- 3.3.1. Parameters 20
- 3.3.2. Syntax 20

1. Basic PBX Functionalities

1.1. Holding Calls

1.1.1. Placing a Call On Hold

On most SIP phones, pressing a “Hold” button will place a call on hold. As an alternate method, dialing #9 will also place a call on hold. When you place a call on hold, you will hear a steady beeping sound and the person on hold will hear music.

1.1.2. Taking a Call Off Hold

To resume a call, follow the instructions for your SIP phone on how to resume the call. Depending on the manufacturer, steps to resume a call may differ. When you put a call on hold by dialing #9, you can resume the call by pressing * (Star).

1.1.3. Resuming a Call on Hold after a Hang Up

If you hang up your phone while a call is on hold, Brekeke PBX will automatically ring your phone. If you answer the call, you can resume the conversation with the person on hold.

✓ *In some case when “Hold” button was used, this call back notification may not be available.*

1.2. Making an Attended Transfer

An attended transfer is a transfer made after notifying the recipient party of the transfer. For example, you have a call that you wish to transfer to a colleague at extension 1234. The following steps walk you through transferring the call to extension 1234 using keypad command (#9):

✓ *If you are using SIP phone that support “Transfer” button, please consult your system administrator for instructions on how to use Attended Transfer feature.*

- 1) Dial #9 to place the call on hold.
- 2) Dial intended recipient’s number followed by #. For example, to transfer to extension 1234, press 1234#. (By pressing * (Star) you can return to the original call.)
- 3) Let the recipient know that you are transferring a call to him, then hang up your phone. (By dialing #9 before hanging up the phone with recipient, the transfer will be canceled and the call will go back to the hold state.) The transfer is complete and the caller is connected with the recipient.

1.3. Unattended Transfer

1.3.1. Making an Unattended Transfer

An unattended transfer is defined as a transfer made without notifying the destination party before transferring the call. For example, you determined that the current call should be transferred to your colleague at extension 1234.

✓ *If you are using SIP phone that support "Transfer" button, please consult your system administrator for instructions for how to use Unattended Transfer feature.*

- 1) Dial #9 to place the call on hold. (By pressing * (Star) in this mode, you can return to the original call.)
- 2) Dial intended recipient's number followed by #. For example, to transfer to extension 1234, dial 1234#.
- 3) Hang up the phone. The transfer is completed when extension 1234 answers the call.

1.3.2. Returning to Original State Before an Unattended Transfer is Complete

Before the recipient of the unattended transfer answers the call, dial ** (Star twice) from the phone you hung up. This will return you to the state of the call before placing the call on hold.

✓ *For most SIP phones, you may need to dial "send" button after dialing ** (Star twice).*

1.4. Voicemail Access and Settings

When using Brekeke PBX voicemail, first you will need to get your extension number from your system administrator. Your password is assigned by your system administrator as well. With the default settings, dialing 8 from your own extension phone, or dialing 08*<extension number> allow you to reach the voicemail settings menu. By calling your voicemail access number, you can retrieve voicemail messages, change your voicemail settings and your personal options.

To listen to new and saved voicemail messages, dial your voicemail access number. After listening to a voicemail message, you can choose to Save, Erase, or Forward the message to other extensions. You can also rewind and forward the message while you are listening to the message. Use the "Voicemail Navigation Map" document to navigate through any of these tasks.

1.5. Call Pickup

The Call Pickup feature allows you to answer incoming calls directed to other extensions. Configuration of this feature is done through [Users] menu in the Brekeke PBX Admintool. Refer to Section 2.4 “Users > Edit” of this document to learn how to configure this feature.

- ✓ *If you are using a SIP phone that supports the “Call Pickup” button, please consult your system administrator for instructions on how to use Call Pickup feature.*

1.5.1. Call Pickup from Within a Call Pickup Group

Call pickup from within a call pickup group allows you to pick up any incoming call directed to a pre-set group of extensions.

- 1) Set a Call Pickup group at the [Users > Edit] page under the [Call Forwarding Settings] section.
- 2) When the extension specified in [Users > Edit] > [Call Pickup group] rings, press * (Star) to answer the incoming call.

1.5.2. Call Pickup from a Non-Group Extension

Call pickup from a non-group extension allows you to pick up any incoming calls directed to any extension within the same system.

- 1) From any extension, dial * <extension number> to answer an incoming call.
- 2) For example, if extension 511 rings, dial *511 from any other Brekeke PBX extension to pickup the call.

1.6. Call Parking

Call Parking makes it possible to move a call to a different extension.

- ✓ *If you are using a SIP phone that supports the “Call Park” button, please consult your system administrator for instructions for how to use Call Park feature.*

1.6.1. Parking a Call

- 1) Dial #8 to park the call, then the system will announce a randomly generated code number that can be used to pick up the call. For example, you might hear “seven zero”.
- 2) Now the call is on hold, and ready to be resumed from any extension by dialing the code number.

- ✓ *The numbers to pick up parked calls are generated randomly by Brekeke PBX.*

1.6.2. Pick Up a Parked Call

There are different methods for picking up a parked call:

- ◆ By dialing the code number for the parked call generated by Brekeke PBX.
 - ◆ By dialing ** (Star twice) from the extension where the call was parked.
 - ◆ By dialing 8* <extension number> or 8*<group number> where the call was parked.
 - ◆ If the phone supports the Shared Call Appearance (SCA) feature, the call can also be parked by pressing the hold button on the SIP Phone and picked up by pressing the shared line keys from other phones supporting the SCA feature.
-
- ✓ *When the pick up group is set, dialing 8* (Star) allows you to pick up the parked call.*
 - ✓ *If you are using SIP phone that support "Call Park" button, please consult your system administrator for instructions on how to use Call Park feature.*

1.6.3. Resuming a Parked Call

There are different methods for resuming a parked call:

- ◆ If you forget the code number to resume the parked call, you can retrieve the parked call (return to the state of the call before parking it) by dialing ** (Star twice) from the phone you used to park the call.
 - ◆ You can retrieve a parked call by dialing 8*<extension> or 8*<group number> of the user extension where you parked the call.
 - ◆ If the extension or the group number is set in the [Call Pickup group] field in your [User settings], then you can pick up the parked call by just dialing 8*.
-
- ✓ *For most SIP phones, you may need to press the "send" button after dialing ** (Star twice).*

1.7. Conference Calls

1.7.1. Entering a Conference Room

Ask your system administrator for a conference room number. If your system administrator has set extension 1000 as a conference number, you can join a conference by dialing 1000.

1.7.2. Hold a Conference Meeting Instantly

There are two ways to hold a conference meeting instantly

- ◆ If your administrator set conference attendees' numbers in the [Forwarding destinations*] of the conference number (1000), you can let all attendees join the conference instantly by dialing 1000.

- ◆ Dialing conference number (1000) followed by attendees' numbers separated by stars (*).
Example: 1000*101*102*103
- ✓ *A star “ * ” or callers' extension should be displayed on the [Users > Edit] > [Applied to (Caller numbers)*] field. When a star is entered at this field, there is no restriction on which extension can convene a conference meeting.*

1.7.3. Joining a Conversation

To join a conference or to have three-way calls, dial 0*<extension number> and you will be able to join in the conversation of a conference or a three-way call. For example: If extension 1001 and extension 1002 are talking, dialing either 0*1001 or 0*1002 from another extension will allow you to join the conversation between extension 1001 and 1002.

1.7.4. Inviting Others to an Existing Meeting

To invite others to join an existing conference meeting:

- 1) Dial #9 to place the call on hold then dial the new member's number. You will then be talking with the new member privately.
 - 2) Dial #0 to invite the person to your meeting. If you dial #7 instead of #0, the new member will only be able to listen to the conversation.
- ✓ *If you are using SIP phone that support “Conference” button, please consult your system administrator for instructions for how to use Conference feature.*

1.8. Call Supervising

If you would like to supervise a conversation, use one of the following options:

- ◆ Dial 9*<extension number>.
- ◆ To monitor a specific user extension automatically, enter the supervisor's extension number at [Users > Edit] > [Automatic Monitoring*] field of user extension you want to supervise. (Pro Edition only)

1.8.1. Supervising Call Example

This example shows what happens to each party during a call when a supervisor joins the call.

- 1) A and B are talking.
- 2) C joins in the conversation as a supervisor by pressing 9*<A's extension>.
- 3) A places the call on hold or initiates a transfer.

- 4) B hears music on hold while C hears the same thing as A. C has the same controls as extension A, such as transferring calls, recording, etc.

- ✓ *When A terminates the call, C's session will also be terminated under Supervising mode. It may make sense to think that a supervisor is an alias of A.*

1.8.2. Automatic Monitoring (Pro Edition only)

This example shows what happens to each party during a call when a supervisor automatically joins the call to monitor the call by using the [Automatic Monitoring] field at the [Users > Edit] page.

- 1) Specify C's extension number in extension A's [Automatic Monitoring*] field at the Brekeke PBX Admintool.
- 2) B calls A (or A calls B).
- 3) C's phone will ring.
- 4) C can speak and listen to the conversation between A and B. C has the same controls as extension A, such as transferring calls, recording, etc.

- ✓ *Check Section 3.3 "Parameters and Syntax" for other parameters which can be used with Automatic Monitoring*

1.8.3. Tutor Mode (Versions 2.2 and later)

Tutor mode is a special case of Call Supervision. If a supervisor joins a conversation in Tutor Mode, his/her voice can be heard only by the extension under supervision. However, the supervisor can hear all parties to the conversation.

To use tutor mode, use the following options:

- ◆ Dial 99*`<user's extension number>`.
- ◆ To tutor a specific user automatically, at [Users > Edit] > [Automatic Monitoring*] field of the user extension at Brekeke PBX Admintool, enter either two tildes and supervisor's extension number, like "`~~<supervisor's extension>`" or `<supervisor's extension> {tutor}`, like `1000{tutor}`. (Pro Edition only)

- ✓ *Check Section 3.3 "Parameters and Syntax" for more available parameters of tutor mode.*

1.9. Call Recording (Pro Edition only)

All options for Call Recording can be configured on a user-by-user basis through the Brekeke PBX Admintool.

Your system administrator can set the default Call Recording state in [Call Recording] = on/off at the [Users] menu in the Brekeke PBX Admintool. Recorded messages are stored in the same location as extension's voicemail messages. The total number of recorded messages and voicemail messages cannot exceed the number set in [Max stored messages] field on the [Options] menu.

1.9.1. Recording While A Call is in Progress

To start recording while a call is in progress, dial #6. To stop recording, dial #6 again. (You will hear a beep sound when call recording starts and hear a buzz sound when it stops.) The buzzer sound will not be heard by the other party.

1.9.2. Recording Monitored (Supervised or Conference) Calls

While you are monitoring (supervising) someone's conversation or during a conference call, you can start recording by dialing #6, but only you or your supervisor will hear the buzzer sound.

1.9.3. Recording Option When Initiating a Call

If you want to specify the call recording option when initiating a call, dial 6*<extension number> for Record=on and dial 60*<extension number> for Record=off. When answering a parked call, or supervising a call or joining a conference, dial these numbers after 8*, 9*, 0*, *, **

1.10. Mute

You can use the Mute function during a conference call or a one-on-one call. With the Brekeke PBX Mute function you can set who will be muted in the conversation.

1.10.1. Mute Callee

This feature mutes the incoming caller to a conference call, making it a "listen only" call.

- ◆ If you dial #7 to let someone join in a conference, the new attendee can only listen to the conversation in the conference.
- ◆ When ~(tilde)<extension number> is set in [Forwarding destinations*] in User Settings, the extension user's call will be in "Mute" mode. By setting ~(tilde)<extension number> for all of the members in a conference, you can create a one-way broadcast conference.

1.10.2. Mute Caller

This feature is used to mute your own phone during a conversation.

- ◆ By dialing 7*<extension number> or (8* or 9* or 0* or * or **) + 7*<extension number>, you can mute yourself in the conversation.
- ◆ Dialing 9*7*<extension number> will let you monitor (supervise) someone's call silently.

1.11. Broadcasting

With Brekeke PBX broadcasting function, you can set an extension's call to be sent to multiple extensions in listen only mode.

There are two ways to make a call in broadcasting mode:

- ◆ Set ~(tilde)<extension number> in an extension's [Automatic Monitoring*] field, the extension's call will be in "Broadcast" mode. And when the extension's call is disconnected, all monitoring extensions' call will also be disconnected.
- ◆ Set ~(tilde)<extension number> in conference extension [Forwarding destinations*] field. Dialing to the conference number, your call will also be in "Broadcast" mode. However, when you hang up, the other extensions are still in the conference without being disconnected.

1.12. Confirm Call (Versions 2.2 and later)

Confirm Call is a function that ensures an outbound call is answered by a person, and not by a voicemail system. The callee will be prompted to press a pre-set confirmation key (preset by system administrator) to confirm that the call has been answered by a person. Refer to Brekeke PBX Administrator's Guide (Basic) for more information about configuration.

1.12.1. Pick up a Confirm Call

This example shows what happens when a cell phone gets a confirm call from Brekeke PBX.

- 1) Set up Confirm Call using the ARS rule for outbound calls
- 2) Dial to a cell phone number through the ARS rule from an extension
- 3) When the cell phone receives incoming Confirm Call, there are three possible scenarios to handle Confirm Calls:
 - Answer the call and enter the pre-set confirmation key while voice prompt is playing. If confirmation key is accepted, the call will be connected.
 - If there is no confirmation key entered, the call will be disconnected after voice prompt ends.

- If the call is not answered, the call will be disconnected after ringer time. Caller will not be connected to cell phone's voicemail.

1.13. Paging (Versions 2.2 and later)

Paging¹ is also called Auto Answer. Brekeke PBX, by using its default dial plan in the bundled SIP server, can invoke SIP phones' paging function. The phones will answer incoming calls automatically without taking the handset off-hook when they receive the paging information sent in the SIP header by Brekeke PBX.

Use one of the following options to make a call with paging:

- ◆ Dial 22*<user's extension>
- ◆ To page a specific user automatically, at destination user extension's [Users > New/Edit] > [Call forwarding settings] > [Forwarding destinations*] field of user you want to page, enter <user's extension>{p} or <user's extension>{page}

✓ *For other parameters used with paging, refer to Section 3.3 "Parameters and Syntax".*

1.13.1. Automatic Paging

- 1) Set extension B's [Forwarding destinations*] as B{p} or B{page}
- 2) A calls B
- 3) Call is connected without ringing

^{1*} Additional dial plan is needed for paging function when Brekeke PBX is not installed with Brekeke PBX v2.2.* or later installer

^{1**} A list of SIP phones that work with Brekeke PBX paging function and its sample configuration are available at Brekeke Wiki > [Interoperability]>[SIP Phones]> [How to set paging function on the phone side]

1.14. Busy Lamp Field (Versions 2.3 and later)

With Busy Lamp Field (BLF²), when there is a call to the monitored phone, the corresponding key lamp on the monitoring phone will flash and the call can be picked up from the monitoring phone.

1.15. Presence (Versions 2.3 and later)

Brekeke PBX v2.3.* or later versions can handle presence² SUBSCRIBE requests from phones, and return NOTIFY responses about the status of the monitored phones such as "available" or "on the phone".

1.16. Shared Call Appearance (Versions 2.3 and later)

With Shared Call Appearance (SCA²), Brekeke PBX users can know inbound lines status and can select an available line to place an outbound call or answer the incoming calls.

^{2*} Updated dial plan is needed for functions BLF, Presence, and SCA if the Brekeke PBX is not installed with Brekeke PBX v2.3.* or later installer.

^{2**} A list of SIP phones that work with Brekeke PBX BLF, Presence and SCA function and its sample configuration are available at [Brekeke Wiki] > [Brekeke PBX FAQ] > [Software Detail] > [Functions] > [BLF, SCA, and Presence]

2. User Settings

2.1. Login to the Brekeke PBX Admintool

Use the Brekeke PBX Admintool screen to configure user settings:

- 1) Using your web browser application, access the Brekeke PBX User Login Page. You can obtain the URL from your system administrator. (The URL address will have this format: http://[Brekeke PBX server address]:[port number]/pbx.)
- 2) On the Login page, enter your user name and password. User name and password should be provided to you by the system administrator.
- 3) After logging in, you will automatically be placed on the [Users > New/Edit] page.

The following sections describe how to modify your individual settings for optimal performance and convenience. After making any changes, click [Save] to save your changes.



2.2. Voice Mail

2.2.1. Voice Mail > User Messages

Name	Description
Messages	At the upper right corner, the number of new and saved messages appears on this screen.
Date and Time of Call	Day of the week, date
Status	The type of message (new/saved)
Caller	Caller ID information,
Size (Bytes)	Size of each message
Download	To download a recorded message, click on the [Date and Time of Call] to download a recorded message to your PC as a WAV file. <i>✓ For prior versions (earlier than v2.2), click Download button to download a recorded message.</i>
Delete	To delete the recorded message, select the check box of each message for deleting individual message or check the top box to select all recorded messages, and click the [Delete] button. <i>✓ For prior versions (earlier than v2.2), click Delete button to delete selected recorded message.</i>

2.3. Voice Prompts

2.3.1. Voice Prompts > User Details

Name	Description
Voicemail personal greeting	Voicemail inbox greeting message created by user
Voicemail alternative greeting	Alternate voicemail inbox greeting message created by user
Name	The name associated with the voicemail inbox. (When you leave a message for another Brekeke PBX user, the recipient will hear "you have a new message from XXXX")
Music on hold	An audio file containing music for callers to listen to while on hold
Download	To download a recorded sound file, click Download (). The file will be downloaded to your PC as a WAV file.
Delete	To delete the recorded sound files, click Delete (). The selected files will be deleted.
Upload	To upload a file, select a file type from the pull-down list, and click the [Browse] button. Select the file you want to upload and click [Upload]. The upload will then start.

2.3.2. Format of Sound Files

Uploaded sound files must be formatted as shown below.

Format	wav
Sample rate	8kHz
Bit-Depth	16 bit
Channels	Mono

2.4. Users > Edit

2.4.1. General Settings

Name	Default value	Description
Descriptions		Description of the user. This field is optional.
Language	Same as administrator's setting	The selected language will be used for the user's administrative tools and voicemail prompt. Options: English/Japanese
Password	Same as administrator's password	Password for the Brekeke PBX login and your voicemail inbox access. (Only numeric characters can be used)
Password (confirm)	Same as above	Input field to confirm your password.

2.4.2. Call Forwarding Settings

Name	Default value	Description
Forwarding destinations*		Extension to forward incoming calls to. When a number is specified here, all incoming calls will be directed to that extension. Your extension will not receive any incoming calls unless you also specify your own number. For multiple entries, use a comma (,) to separate each number.
Ringer time (sec)	90	Length of time your phone rings when receiving a call. When the specified time is reached, incoming calls will be forwarded to the extension set in [Call forwarding (busy/no answer)]
Call forwarding (No answer) Voicemail box	Prefix ([Voicemail prefix] in the default ARS - mediaserver_prefix) + user ID.	Unanswered calls will be forwarded to the phone number or SIP URI specified here. If this box is checked,, the call will be automatically forwarded to the user's voicemail box. Options: check/uncheck
Call forwarding (busy) Voicemail box	Prefix ([Voicemail prefix] in the default ARS - mediaserver_prefix) + user ID.	Calls that are busy will be forwarded to the phone number or SIP URI specified here. If this box is checked, then the call will be automatically forwarded to the user's voicemail box. Options: check/uncheck
Keypad Commands	On	Enable/disable call features with DTMF command. Options: on/off
Call Pickup group		Assigns a call pickup group which calls can be picked by pressing "*" (Star) only.
Pattern Setting	1	Multiple calling patterns can be set by dividing [Forwarding destinations*], [Ringer time], [Forwarding destination (No answer/Busy)] settings by slash(es) "/". The pattern you would like to use will be set by specifying the numerical order of pattern from the left.

2.4.3. Voicemail Settings

Name	Default value	Description
Greeting message	Default system greeting	Specifies the greeting message that will be used with your voicemail inbox. Options: Default system greeting Personal greeting (customizable) Alternative greeting (customizable)
Message recording length (sec) Greeting Only		Length of the time for recording a voice message. When the box is checked, after greeting voice prompt is played, caller cannot leave a voicemail message. Options: check/uncheck
Message forwarding*		Brekeke PBX user number you would like to forward your voicemail messages to. If you use this setting, all of your messages will be automatically forwarded to the number specified here. For multiple entries, use a comma to separate each number.
Email address*		Specifies an email address for email notification. For multiple entries, use a comma to separate each email address.
Email notification	Off	Enables email notification, which sends an email to a specified address when a new voicemail is received
Attach WAV file to Email	Off	Enables attachment of voicemail messages in wav format to email notifications.

3. Quick Reference Chart

3.1. Specifying the Type of Call When Making a Call

3.1.1. Dial Prefix

Prefix	Description
8*	Retrieve a parked call
9*	Supervising mode
99*	Tutor mode
22*	Paging
0*	Join in the conversation of a conference
*	Call Pickup
**	Return to a Call On Hold after hanging up the phone

✓ *The Dial Prefix must come first in the dialing number. You can't use multiple Dial Prefixes at a time.*

3.1.2. Call Attributes

Attribute	Description
6*	Recording = on
60*	Recording = off
7*	Mute mode

✓ *You can use multiple Call Attributes at a time.*

*Example: 9*6*7*<destination number>*

Example: 60<destination number >*

3.2. Commands to Use during a Conversation

Prefix	Description
#6	Start/Stop Recording
#9	Place a Call On Hold
*	Take a call off hold
#8	Park a call
#0	Let someone join the conference
#7	Let someone join the conference with Mute mode

3.3. Parameters and Syntax

3.3.1. Parameters

Letter Parameter	Description
page / p	Paging function
mic-off / m	Turn microphone off; user cannot talk
speaker-off / s	Turn speaker off; user cannot hear
tutor / t	Tutor mode

Symbol Parameter	Description
~	User cannot talk , listen only
^	User cannot hear , speak only
~~	Tutor mode

3.3.2. Syntax

- ◆ Letter parameters must be enclosed in curly brackets { and }
- ◆ When more than one letter parameter are in the same curly brackets, separate with semi-colon;
Example: {p;m} means paging and turn microphone off
- ◆ Specify <extension number> before letter parameters
Example: 400{p; s} means paging extension number 400 and turn its phone speaker off
- ◆ For the symbol parameters ~, ^ and ~~ , they are set before <extension number>
Example: ~<extension number>