

# **OnDO PBX**

**Version 1.3**

## **User's Guide**

**Brekeke Software, Inc.**

Version

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## 1. Welcome

Thank you for choosing to use OnDO PBX, and welcome to the dynamic world of VoIP!

VoIP stands for Voice over Internet Protocol, a powerful technology that reduces costs and increases functionality. Congratulations on choosing to take advantage of this exciting communications tool!

OnDO PBX is a SIP compliant software IP-PBX. OnDO PBX has essential functions of a conventional PBX, plus several additional features.

In this document, you will learn how to:

- ◆ Make and receive calls
- ◆ Retrieve voicemail messages
- ◆ Utilize OnDO PBX functions
- ◆ Change your personal settings



Let's get started!

## 2. Dialing Instructions


Please make sure that your VoIP phone is properly configured to work with OnDO PBX.

To make a call, simply dial your VoIP phone as you normally would.

### 2.1. To place a call on hold

- 1) With a call in progress, dial   to place it on hold. You will hear a steady beeping, and the caller will hear the hold music.








### 2.2. To take a call off hold

- 1) To resume the call, dial .

### 2.3. To make an attended transfer

An attended transfer is a transfer made after notifying the recipient party.

Scenario: With a call in progress, you decide to transfer the caller to your colleague at extension 1234.

- 1) With a call in progress, inform the caller that you are transferring the call, and put the caller on **hold by dialing**  .
- 2) With the call on hold, dial the extension of the intended recipient of the transfer. For example, a colleague at extension     .
- 3) Tell the recipient party that you are transferring the call, and then **hang up your phone**.
- 4) This **completes the transfer**, allowing the caller to speak with the recipient party.

## 2.4. To make an Unattended Transfer

An unattended transfer is a transfer made without notifying the destination party beforehand.

Scenario: With a call in progress, you decide to transfer the caller to your colleague at extension 1234.

- 1) With a call in progress, inform the caller that you are transferring the call, and put the

caller on **hold by dialing**  .

- 2) With the call on hold, **transfer the call by dialing**     .

- 3) Hang up your phone. The transfer will be complete when your colleague answers the call.

## 2.5. Voicemail settings and retrieving Voicemail messages

To listen to new and saved voicemail messages, dial your voicemail access number. This number can be obtained from your administrator.

To change your personal voicemail settings, please follow the system's voice guidance. For details regarding voicemail settings and operations, please refer to "Voicemail Navigation Map."

## 2.6. Call Pickup

Call pickup is a function that allows you to pick up incoming calls directed to other OnDO PBX users. OnDO PBX offers two ways to use call pickup:

- ◆ Call pickup from within a Call Pickup group
- ◆ Call pickup from non-group extensions

Please see the following sections for more detailed information.

### 2.6.1. Call Pickup from within a Call Pickup group

This feature allows to you pickup any incoming call directed to a pre-set group of extensions. For more information on how to set up a Call Pickup group, please refer to section 3.2.3.





- 1) Set a Call Pickup group at the **[User Setting]** menu in OnDO PBX Admintool (see section 3.2.3)

- 2) When the extension specified in **[User Setting]>[Call Pickup group]** rings, dial  to answer the incoming call.

### 2.6.2. Call Pickup from a non-group extension

This feature allows you to pick up any incoming directed to any OnDO PBX user.



- 1) When any phone rings, dial + **extension** to answer the call from any other OnDO PBX extension.

- 2) For example, when extension 511 rings, dial     from any other OnDO PBX to pickup the call.

## 2.7. Call Parking

Call Parking makes it possible to move to a different extension with a call in progress. Using call parking will put your current call on hold and give you a code to dial to resume the call. Dialing the code from any extension will enable you to resume your call.

### 2.7.1. Parking a call

- 1) During a call, dial   to activate Call Parking.
- 2) You will hear a brief message: “To resume this call, press ‘70’<sup>i</sup> at any extension.”
- 3) The call will be placed on hold, and can be resumed from any phone by dialing

 .

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<sup>i</sup> “70” represents a randomly generated number. Each time Call Parking is used, OnDO PBX will generate a different number.



## **2.8. To return to a call on hold or a parked call after hanging up the phone**

### **2.8.1. To return to a call on hold**

If you hang up your phone by mistake while there is a call you put on hold by #9, OnDO PBX will automatically ring the phone that you were using. If you answer the phone, you can immediately go back to the state of a call on hold. Alternatively, by dialing \*\*, you can return to the call on hold.

### **2.8.2. To return to a parked call**

If you have forgotten a call park number (after parking a call by dialing #8), you can retrieve the parked call by dialing \*\* from the phone you were using for the call.

You can also retrieve a parked call by dialing 8\*<extension> or 8\*<group number> of the user who 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\*.

### **2.8.3. To return to a call on hold before an unattended transfer is completed**

To return to a call on hold before the destination for an unattended transfer answers the call, dial \*\* from the phone you hanged up. Then you can go back to the state of a call on hold.

## **2.9. Conference**

Let's say we set extension 1000 for a conference number. Create a user 1000 in [User setting], and select "Conference" at the [Type of Call Forwarding] field. Now users can join a conference by dialing 1000.

### **2.9.1. To hold a conference meeting instantly**

By setting conference attendee's numbers in the [Forwarding destinations] of the user 1000, all attendee will be able to join the conference instantly.

### **2.9.2. How to join a conversation**

To join a conference or to have three-way calls, dial 0\*<number of the person who are talking> will let you join in a conversation.

### **2.9.3. How to invite others to your meeting**

If you want to invite others join in your conference, first make a transfer call by pressing #9<new member's extension>#. You will be talking with the extension user privately and by pressing #0,

you can invite the person to your meeting. Pressing #7 instead of #0, the new attendee can only listen to conversation but talk.

## 2.10. Supervising

To monitor a conversation of other users for a supervising purpose, press 9\*<user's extension>.

### 2.10.1. The differences between Conference and Supervising (Conference)

- 1) A and B talks each other
- 2) C joins in the conference.
- 3) A press #9 to hold a call or for a call transfer.
- 4) B and C won't hear music on hold. B and C can continue talking each other.

### 2.10.2. The differences between Conference and Supervising (Supervising)

- 1) A and B are talking.
- 2) C joins in the conversation as a supervisor by pressing 9\*<A's extension>.
- 3) A press #9 to hold a call or for a call transfer.
- 4) B hears music on hold. But C will hear the same thing as the sound that A is hearing. C can do any dialing operations such as Call transfers for the user A. When A terminates the call, C's session will be terminated, too. In this way, C can monitor A's call.

## 2.11. Call Recording

Call Recording features can be set under [Call Recording] = on/off menu at [User Setting] in Admintool. The recorded messages are stored in the same location with Voicemail messages. The total number of recorded messages and voicemail messages can't exceed the number set in [Max messages] in [Option] menu.

### 2.11.1. Recording while you are talking

To start recording while you are talking, press #6. To stop recording, press #6 again. (You will hear some buzzer sounds when a call recording starts and stops.)

### 2.11.2. Recording monitored (supervised) conversation

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

### 2.11.3. Recording option when you initiating a call

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

## 2.12. Mute

With OnDO PBX "Mute" function you can set who will be mute in the conversation.

### 2.12.1. Mute Callee

- 1) Dialing #7 to let someone join in a conference, the new attendee can only listen to the conversations in the conference.
- 2) When ~<extension number> is set in [Forwarding destinations] in Admintool, the extension user's call will be in "Mute" mode. By setting ~<extension number> for all of the members in a conference, you can create a one way broadcast conference.

### 2.12.2. Mute Caller

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

## 3. User Settings

OnDO PBX has several settings which are customizable for your convenience. To change your personal settings, please use the OnDO PBX configuration tool.

### 3.1. Login to the configuration tool

- 1) Use your web browser to open the OnDO PBX User Login Page. This page is accessible just like any other website. **Please obtain the page address from your OnDO PBX administrator.** (The address will have this format: http://[OnDO PBX server address]:[port number]/pbx.)
- 2) This will bring up the **Login page**:
- 3) Enter your user **name** and **password**. This information can be obtained from your administrator.
- 4) After logging in, you will see the **User Setting page**:

## 3.2. Setting items

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

### 3.2.1. Messages

Name	Description
<b>Messages</b>	The number of new and saved messages appears on this screen. The type of message (new/saved), Caller ID information, date of the week, date, time and size of each message is shown in the list.
<b>Download</b>	To download a recorded message, select a message from the pull-down list and click <b>Download</b> . The message will be downloaded to your PC as a WAV file.
<b>Delete</b>	To delete the recorded message, select a message from the pull-down list and click <b>Delete</b> . The selected message will be deleted.

**3.2.2. General settings**

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

**3.2.3. Call forwarding PBX Settings**

Name	Default value	Description
<b>Forwarding destinations*</b>	(Blank)	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 number. For multiple entries, use a comma ( , ) to separate each number.
<b>Ringer time (sec)</b>	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 <b>[Call forwarding (busy/no answer)]</b>
<b>Call forwarding (busy/no answer)</b>	Prefix ([Voicemail prefix] in the Option menu) + user ID.	Unanswered calls will be forwarded to the phone number SIP URI specified here.
<b>Transfer/Hold</b>	On	Enables call transfer features with DTMF command. Default: #9. Options: on/off
<b>Call Pickup group</b>	(Blank)	Assigns a call pickup group

### 3.2.4. Voicemail Settings

Name	Default value	Description
<b>Greeting message</b>	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)
<b>Message forwarding*</b>	(Blank)	Phone number you would like to forward your voicemail messages to. Using 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.
<b>Email address*</b>	(Blank)	Specifies an email address for email notification. For multiple entries, use a comma to separate each email address.
<b>Email notification</b>	Off	Enables email notification, which sends an email to a specified address when a new voicemail is received

### 3.2.5. Message files: Download/Upload

Name	Description
<b>Download</b>	Select a file from the pull-down list, and then click <b>Download</b> . The file will download to your computer.
<b>Upload</b>	Click the <b>Browse</b> button, and select the file you want to upload. Click <b>Upload</b> , to begin uploading.
<b>Delete</b>	Select a file type from the pull-down list and click <b>Delete</b> . The selected file will be deleted from the system.

### TYPE OF MESSAGE FILES

**Voicemail personal greeting:** Voicemail inbox greeting message you have created

**Voicemail alternative greeting:** Another voicemail inbox greeting message you have created

**Name:** Your voicemail inbox's name. (When you leave a message for another OnDO PBX user, the recipient will hear "you have a new message from *name*")

**Music on hold:** An audio file that contains music for callers to listen while on hold

**Auto Attendant greeting message:** Auto Attendant greeting message

**Auto Attendant retry message:** A message to prompt the caller to input again when an error occurs

- ✓ *The number of new/saved messages appears at the top of the screen.*