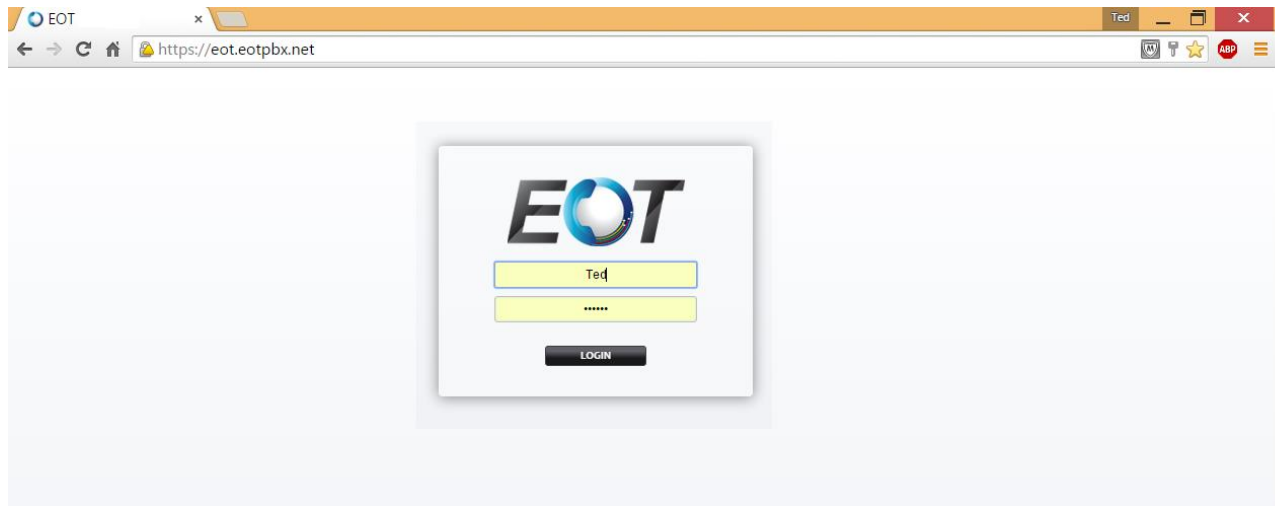




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Login to Portal



- A URL (web destination), Administrator and User I.D.s will be generated and provided
- Go to the web portal and login.
- Administrators may alter call routing, create and change ring groups, among other things, and affect all user settings.

Voicemail

The default voicemail password is 1111, which may be changed in the voicemail configuration menu accessible from your phone.

Retrieving Voicemail: The voicemail button on the phone varies; it is usually an envelope sign or the word “MESSAGES”. Alternatively, you can press key ***97** on the key pad; the default password is **1111**.

Voicemail Setup: Follow Retrieve Voicemail instructions, and then follow the voicemail menu prompts to setup, record personal greeting and listen to your messages.

Retrieve Voicemail Remotely: Dial your extension; when you hear your own voicemail greeting press “ * ”, enter your password when prompted.

Voicemail-to-email: Voicemail messages may be sent to your email address. Supply your email address in the PBX portal or email info@edgefibernet.com with the main number, extension and the email address where you want emails sent.

Voicemail messages may be viewed and played from online web portal.

Voicemail Greetings:

Select the active greeting message to play for extension

Voicemail Greetings

Select the active greeting message to play for extension: 110.

Select Greeting and upload

BACK Choose File No file chosen UPLOAD

Choose	Name	Tools	Size	Description
<input checked="" type="radio"/>	greeting_1.wav		6.47 MB	

Web Portal:

The web portal link, user name and password will be sent to your email.

The user dashboard, below, shows the login screen.

Click System to go back to dashboard

System Apps Contact Us Help

User Information

Username: [400](#) Click here to change your password

Voicemail: [View Messages](#)

Review your voicemail and change greeting

Extension	Tools	Description
400	Call Forward Follow Me Do Not Disturb	Change call routing

Ring Group Extension Tools Description:

Call Forward, Follow Me and Do Not Disturb

System	Apps	Status	Contact Us
--------	------	--------	------------

Calls

Directs incoming calls for extension: 111.

Enter extension number for internal transfers, 10 digit numbers for a North American phone numbers and 1+; 011+country code + number to redirect internationally.

Call Forward:	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled <input style="width: 100px;" type="text" value="Destination"/>
On Busy:	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled <input style="width: 100px;" type="text" value="Destination"/>

Follow Me: Disabled Enabled

Destinations:	Destination	Delay	Timeout	Prompt
<div style="border: 1px solid black; padding: 5px;"> Enter extension number for internal transfers, 10 digit numbers for a North American phone numbers and 1+; 011+country code + number to redirect internationally. </div>	<input style="width: 100%;" type="text"/>	0 ▼	30 ▼	<input type="text" value=""/>
	<input style="width: 100%;" type="text"/>	0 ▼	30 ▼	<input type="text" value=""/>
	<input style="width: 100%;" type="text"/>	0 ▼	30 ▼	<input type="text" value=""/>
	<input style="width: 100%;" type="text"/>	0 ▼	30 ▼	<input type="text" value=""/>
	<input style="width: 100%;" type="text"/>	0 ▼	30 ▼	<input type="text" value=""/>

Do Not Disturb: Disabled Enabled

Follow Me:

Inbound phone calls may be configured to ring another or many other numbers simultaneously and sequentially. For instance, by adding a destination phone number in the field above, calls will ring the destination number, simultaneously if the delay is set for "0" or sequentially by the amount of the time-delay. The 1st 2nd, 3rd, etc. destination numbers will continue to ring for the duration of the timeout. The destination number may be any phone number, including international numbers.

Do Not Disturb:

Enable this feature to send all call to voicemail.

Call Detail Records

Call Detail Records (CDRs) provide information about all inbound and outbound phone calls. You may use the header fields to sort the records. A 'csv' button permits you to download CDR records in a spreadsheet format.

CID Name	Source	Destination Number	Tools	Start	TTA	Duration	Status
Andy Lee	181	111		11 Dec 2014 10:54:52	4s	0:00:19	Normal Clearing
Unavailable	7182348572	111		11 Dec 2014 10:24:32	1s	0:01:59	Normal Clearing
Queenie Chen - Ext 111	111	17182348572		11 Dec 2014 10:23:49	34s	0:00:00	Normal Clearing
Andy Lee	181	111		11 Dec 2014 09:46:04	8s	0:00:38	Normal Clearing
Unavailable	7182348572	111		10 Dec 2014 16:22:26		0:09:26	Normal Clearing
Unavailable	8193627333	111		10 Dec 2014 16:13:23		0:05:14	Normal Clearing
Queenie Chen - Ext 111	111	7182348572		10 Dec 2014 16:11:28	30s	0:00:16	Normal Clearing
Queenie Chen - Ext 111	111	18887487575		10 Dec 2014 15:57:13	3s	0:13:57	Normal Clearing
Engie Wu	106	111		10 Dec 2014 15:51:35	6s	0:01:12	Normal Clearing
Queenie Chen - Ext 111	111	4073309113		10 Dec 2014 15:14:20	2s	0:06:52	Normal Clearing
Queenie Chen - Ext 111	111	12125874838		10 Dec 2014 15:14:01		0:00:04	Originator Cancel
Queenie Chen - Ext 111	111	12125874838		10 Dec 2014 14:44:19	22s	0:00:57	Normal Clearing
Queenie Chen - Ext 111	111	*97		10 Dec 2014 14:11:45		0:03:02	Normal Clearing
Unavailable	7182348572	111		10 Dec 2014 13:28:36		0:03:35	Normal Clearing
Unavailable	7182348572	111		10 Dec 2014 13:11:12		0:11:37	Normal Clearing



Internal calls



Outgoing calls



Incoming calls



Internal missed calls



Outgoing calls failed



Incoming missed calls

Recording Calls

Press *2 to record a phone call in progress. Listen from call detail record. The file may be saved electronically as a .wav file.

Unavailable	7182348572	111		10 Dec 2014 13:11:12		0:11:37	Normal Clearing
Luisa Chan - Ext 102	102	111		10 Dec 2014 13:04:11	4s	0:00:17	Normal Clearing
Queenie Chen - Ext 111	111	12123343669		10 Dec 2014 12:55:35	11s	0:00:38	Normal Clearing

Download recorded call or play online

Fax Server (online and email fax)

Fax Server

To receive a FAX setup a fax extension and then direct the incoming to it.

Name	Extension	Email	Tools	Description
James Fax	1300	jamesduan@nysingtao.com	New Inbox Sent Log	Sing To IT - James Duan

You may change the email address for fax to send to from the settings

Send New Fax

New Fax

To send a fax, upload a PDF or TIF file. To generate a cover sheet, enter a Subject and/or Message below.

[BACK](#) [PREVIEW](#) [SEND](#)

Header	<input type="text"/>	Displayed beneath the logo in the header of the cover sheet (optional).
From	<input type="text" value="Sing Tao NY"/>	Enter the sender's name for the cover sheet (optional).
To	<input type="text"/>	Enter the recipient's name for the cover sheet (optional).
Fax Number	<input type="text"/>	Enter the recipient's fax number.
Fax File(s)	<input type="button" value="Choose Files"/> No file chosen <input type="button" value="CLEAR"/>	Select the file(s) to upload and send.
Resolution	<input type="text" value="Normal"/>	Select the transmission quality.
Page Size	<input type="text" value="Letter"/>	Select the page size to transmit.
Subject	<input type="text"/>	Enter a subject for the cover sheet (optional).
Message	<input type="text"/>	Enter a message for the cover sheet (optional).
Footer	<input type="text" value="The information contained in this facsimile is intended for the sole confidential use of the recipient(s) designated above, and may contain confidential and legally privileged information. If you are not the intended recipient, you are hereby notified that the review, disclosure, dissemination, distribution, copying, duplication in any form, and taking of any action in regards to the contents of this document - except with"/>	Displayed in the footer of the cover sheet (optional).

- To send fax:
1. Enter 10-digit fax number
 2. Choose **file** (PDF or Tiff file only)
 3. Click on **SEND**
 4. Email will advise if fax successfully sent or failed

To View Incoming Fax:

Inbox 1300

[BACK](#)

File Name (Download)	View	Last Modified	Size
7188018860-2014-12-09-18-44-00	PDF	December 09 2014 18:44:31	19.27 KB

Click to download PDF or Tif file.

View Sent Fax

Sent Faxes				BACK
File Name (Download)	View	Last Modified	Size	
cec0dc6d-c4ed-4aec-b761-571d193c7941.tif	PDF	December 09 2014 18:47:58	456.20 KB	X

Click to download PDF file.

Using a fax machine

Set up an Analog Telephone Adapter (ATA) to connect a regular fax machine. If you have only fax server service, both fax machine and web portal fax can send faxes; however only one will be handling the receiving of faxes.

Feature Keys

Basic

Feature Code	Name	Detail
* 2	Record Active Call	
* 3 2	Record	*REC followed by Administrative PIN to record a message.
* 6 7 <phone number>	Call Privacy	Activate call privacy
* 6 9	Call Return	Call back the last incoming number
* 7 2	Call Forward	Enable
* 7 3	Call Forward	Disable
* 7 8	Do Not Disturb	Activate
* 7 9	Do Not Disturb	Deactivate
* 8 7 0	Redial	

Voicemail

Feature Code	Name	Detail
* 9 7	Generic Voicemail	The system detects the extension, and will prompt for your password
* 9 8	Voicemail	The system will prompt for both your id (extension number) and password
* 9 9 <extension>	Send to Voicemail	Send a call directly to voicemail



Advanced

Feature Code	Name	Detail
* 8 <ext>	Intercom	Use Intercom on extension
* 8 8 <ext>	Eavesdrop	Listen to the call. Press 1 for remote, 2 for local, 3 for full conversation
* * <ext>	Intercept an extension	
* 7 7 7	Page	

Feature key instruction:

Call Transfer:

Attendant transfer: While on a call, press the transfer button, dial another extension and press the dial button. Once it answered you can press the transfer button again to pass the call to them.

Blind transfer: Transfer the call even if no one available to answer it. It works differently on each phone; please refer to phone manual for the detail.

3 way calling:

On your phone there is a conference button (label varies on phones)

1. While on a call press conference button
2. Dial the 3rd phone (or extension)
3. When the person answers, press the conference button again to join all callers

Eavesdrop: (listen to a call) THIS IS AN ADMINISTRATOR OPTION (This feature is disabled as default if you need this feature please contact our customer service)

1. Pick up your extension
2. Press ***88 + ext** then press **dial** and you will pick up the live call.
 - a. You are muted once you pick up the call (Listening Mode):
 - b. **Press 1** to talk to caller
 - c. **Press 2** to talk to local extension phone
 - d. **Press 3** to talk to both parties

*Keys are labeled differently on each phone, please refer to your phone manual.

Changing Ringtones

Each phone is installed with ring tone options. Go to phone menu to choose ringtone preference (please refer to your phone manual for the configuration).