

## **User Manual Remote Extension(s)**

Congratulations on your purchase of a remote extension from Abacus Telecomm. Welcome to simplifying the future!! Below follows a basic outline of utilising the telephones and the telephone system.

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### **1. Making a telephone call**

To make a telephone call, you simply lift the handset and dial the number required followed by the green button. You can also make a telephone call via the speaker phone by pressing the green button twice. Should you wish to make international calls, please call us on 0215566327 to open the international dialing and to which countries you wish to dial. Please note that international dialing is blocked by default and needs to be opened. To end the call, press the red button.

### **2. Receiving a telephone call**

To receive a telephone call you simply press the green by button while the telephone is ringing.

### **3. Unattended transfer of a call (no announcement)**

To transfer a call without any announcement first press \*03 your will hear “transfer”. Enter the desired extension you wish to transfer to followed by the red button. The call will be transferred.

### **4. Attended transfer (announcing the call before transfer)**

To announce the caller to the called party before transferring a call \*3 your will hear “transfer”. Enter the desired extension you wish to transfer to followed by the green button. The Called party will ring. If they answer, announce the call and should the called party be happy to accept the call then press the red button. The call will be transferred. If the called party does not answer or does not want to accept the call, press the red button. You will receive the call back and can speak to the caller again.

### **5. Forwarding a call**

Should you wish to forward a call, you need to follow a 2 step process.

5.1 Firstly you need to tell the system where you want to forward a call to. Your options are (1) forward to voicemail and (2) forward to a number.

5.1.1 To forward to a voicemail, enter \*074 followed by the the dial button. You will then hear a confirmation tone.

5.1.2 To forward to a number, enter \*74 followed by the number you wish to forward to followed by the dial button. You will then hear a confirmation tone. Please note that call costs for the forwarded portion of the call will be for your account.

You have told the system that when you want to forward a call, where the call forward will go to.

5.2 To activate the call forward of ALL calls, press \*71 followed by the dial key. A confirmation tone will be heard. To disable this, press \*071 followed by the dial key. A confirmation tone will be heard.

5.3 To activate the call forward ONLY when busy, press \*72 followed by the dial key. A confirmation tone will be heard. To disable this, press \*072 followed by the dial key. A confirmation tone will be heard.

5.4 To activate the call forward ONLY on no answer, press \*73 followed by the dial key. A confirmation tone will be heard. To disable this, press \*073 followed by the dial key. A confirmation tone will be heard.

### **6. Recording a call**

To record a conversation you will need to be on a call first. Once you are the call press “\*1” on your keypad. The conversation will begin recording and save this conversation on the PABX. In order to retrieve this call, open a web page and enter the IP address <http://197.85.185.124>. You will then see a log in screen. To log in enter your extension number as the user name. The password will be the same as your extension number.

Once you are logged in you can click on the “Call Recordings” link on the left hand side. You will then see your recordings on the right hand side. From here you can then download the call(s) and then save it to your desired location or attach the call to an email.

## **7. Voicemail**

All extensions have the ability to receive a voicemail (Please confirm with Abacus Telecomm that voicemail is active). In order to access the voicemail menu press “\*2” on your telephones keypad. When prompted for a password, enter your extension number. You will be told how many, if any, voicemail(s) you currently have. To navigate through the voicemails utilise the following keys:

To listen to your message press 1

To repeat the current message press 2

To go to the next message press 6

To go to the previous message press 4

To delete the current message press 7

To setup your voicemail options press 0

You can create two different types of voicemail messages. One message to tell the caller you are unavailable and one to tell the caller that you are currently on a call. Once you press “0”, the voice prompt will guide you through to set up your own personal greetings for unavailable and/or for busy.

## **8. Conference Calls**

You now have the ability to set up a conference call with multiple callers. Should you wish to set up a conference call, please call Abacus Telecomm first on 0215566327 so that we can create a conference room and PIN code for you.

Once you have the room and PIN number, you can call the person(s) you wish to conference with. Once you have them on the line you can then transfer them to the conference room number just as you would an unattended transfer to an extension. Please give the caller the PIN number and ask them to enter the PIN number when prompted for it. Once all the parties are in the conference room, you can then just simply dial the conference room number, enter the PIN and continue with your conference call.

To end the conference call, all relevant parties can just hang up.

Should anything be unclear or should you experience any problems with regards to the use of the telephone, please do not hesitate to contact us on the details below:

- a) Telephonically on 0215566327
- b) Via email on [support@abacustelecomm.co.za](mailto:support@abacustelecomm.co.za)
- c) Via our website at [www.abacustelecomm.co.za](http://www.abacustelecomm.co.za)