

TELEPCX SYSTEM USER INSTRUCTIONS

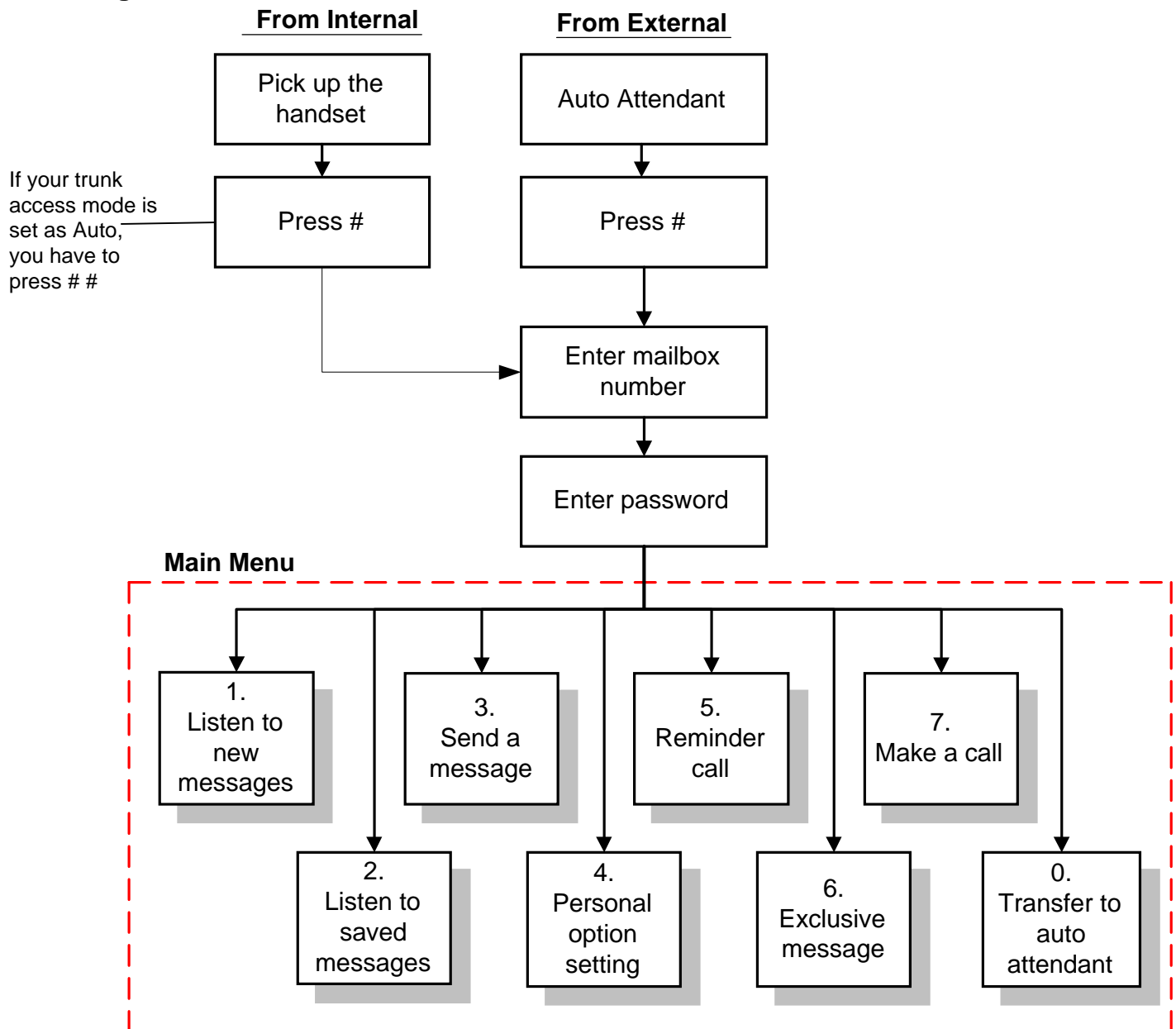
Welcome to TelePCX Communication Server. This document will provide you with the basic steps on how to enter your mailbox, record and activate your personal greetings, and provide you with a list of functions available on your phone system.

Items Covered:

- ❖ Voice Mailbox – How to Log Into Your Voice Mailbox and Access the Main Menu
- ❖ Voice Mailbox – How to Listen to Your Voice Message
- ❖ Voice Mailbox – How to Record / Review / Activate / Cancel / Change Personal Greetings
- ❖ Voice Mailbox - How to Access Personal Options and Call Management
- ❖ Voice Mailbox - How to Change Password
- ❖ Voice Mailbox – While you are listening to a message
- ❖ Quick Reference Card – Phone Set feature codes for Auto Trunk Access
- ❖ Quick Reference Card – Phone Set feature codes for Dial Trunk Access

Voice Mailbox

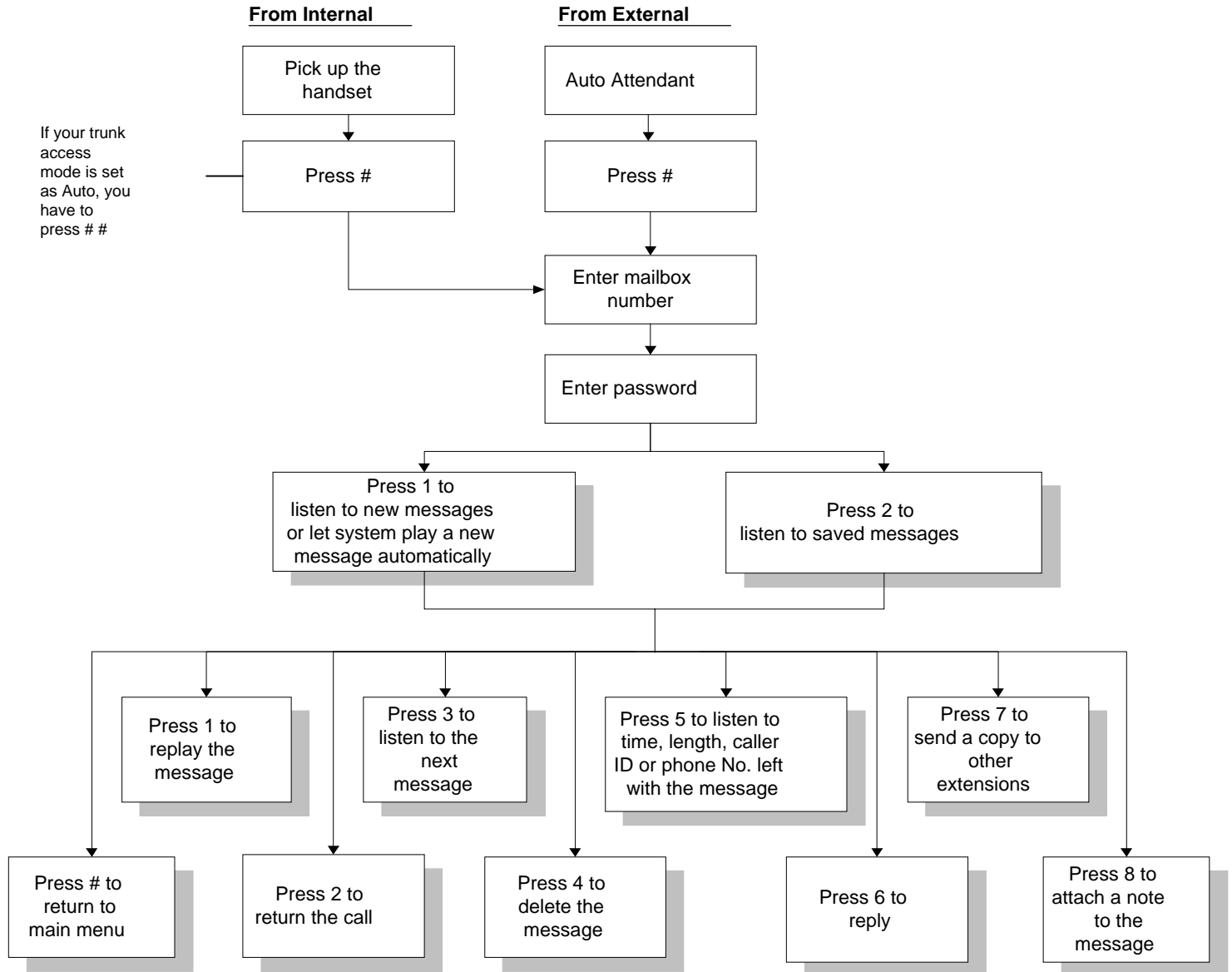
How to login mailbox and access main menu



Note:

The option of "Transfer to auto attendant" is only available for incoming calls.

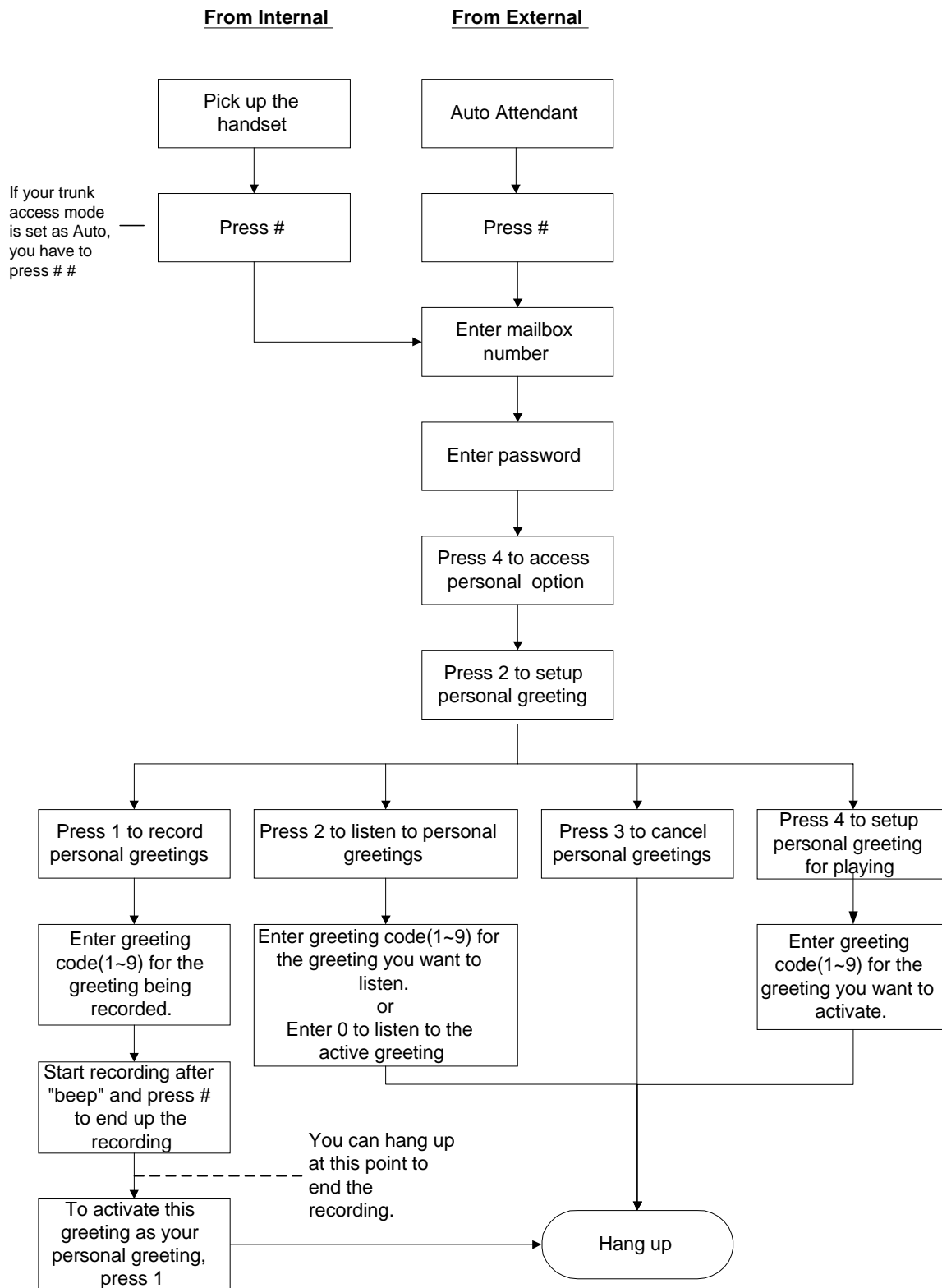
How to listen to a Voice Message



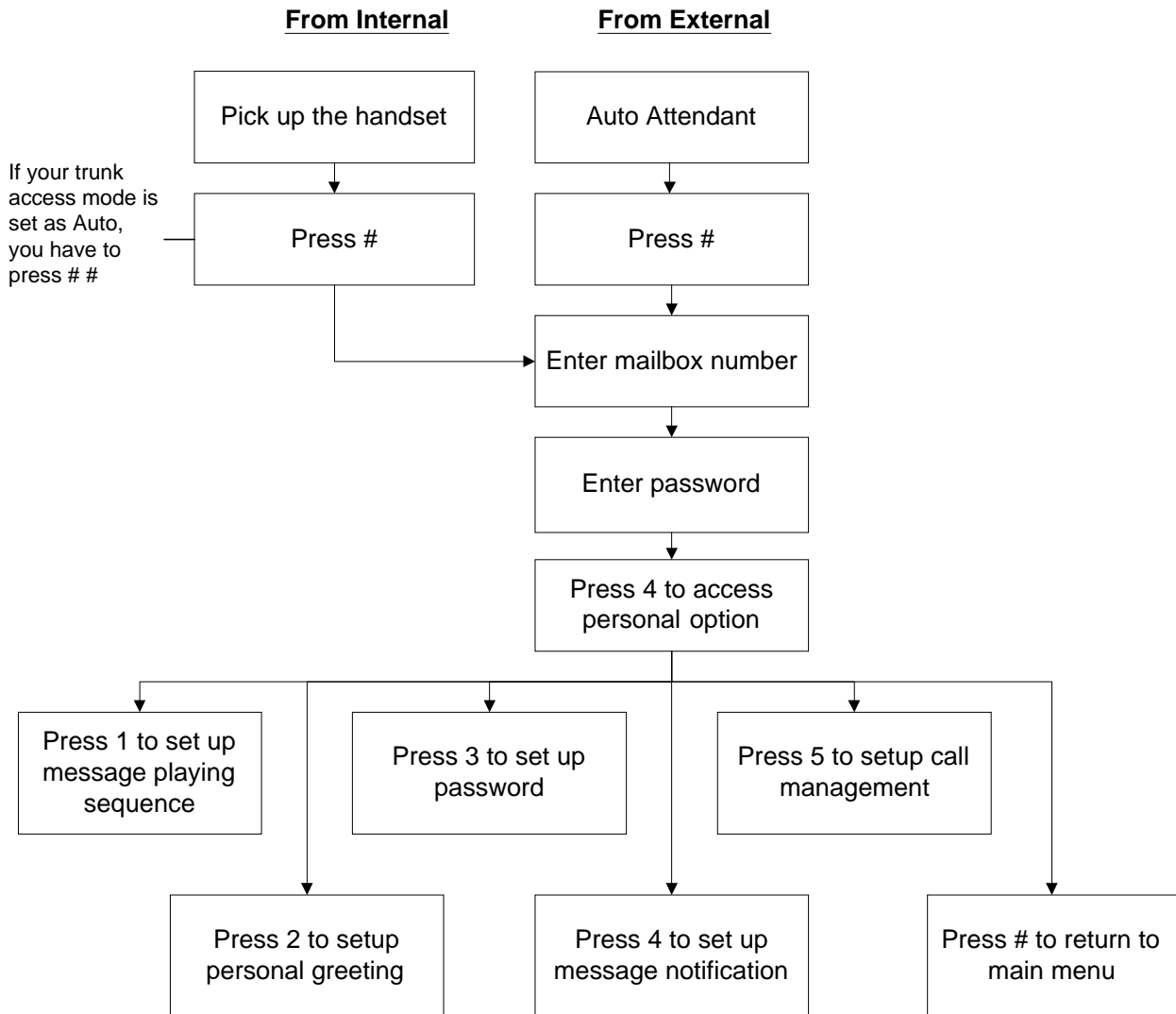
Note:

While listening to a message, you can press 1 to lower volume; press 2 to go to the first section of the message; press 3 to raise volume; press 4 to rewind 3 seconds; press 5 to pause/resume; press 6 to fast forward 3 seconds; press 8 to go to the last section of the message and press # to skip.

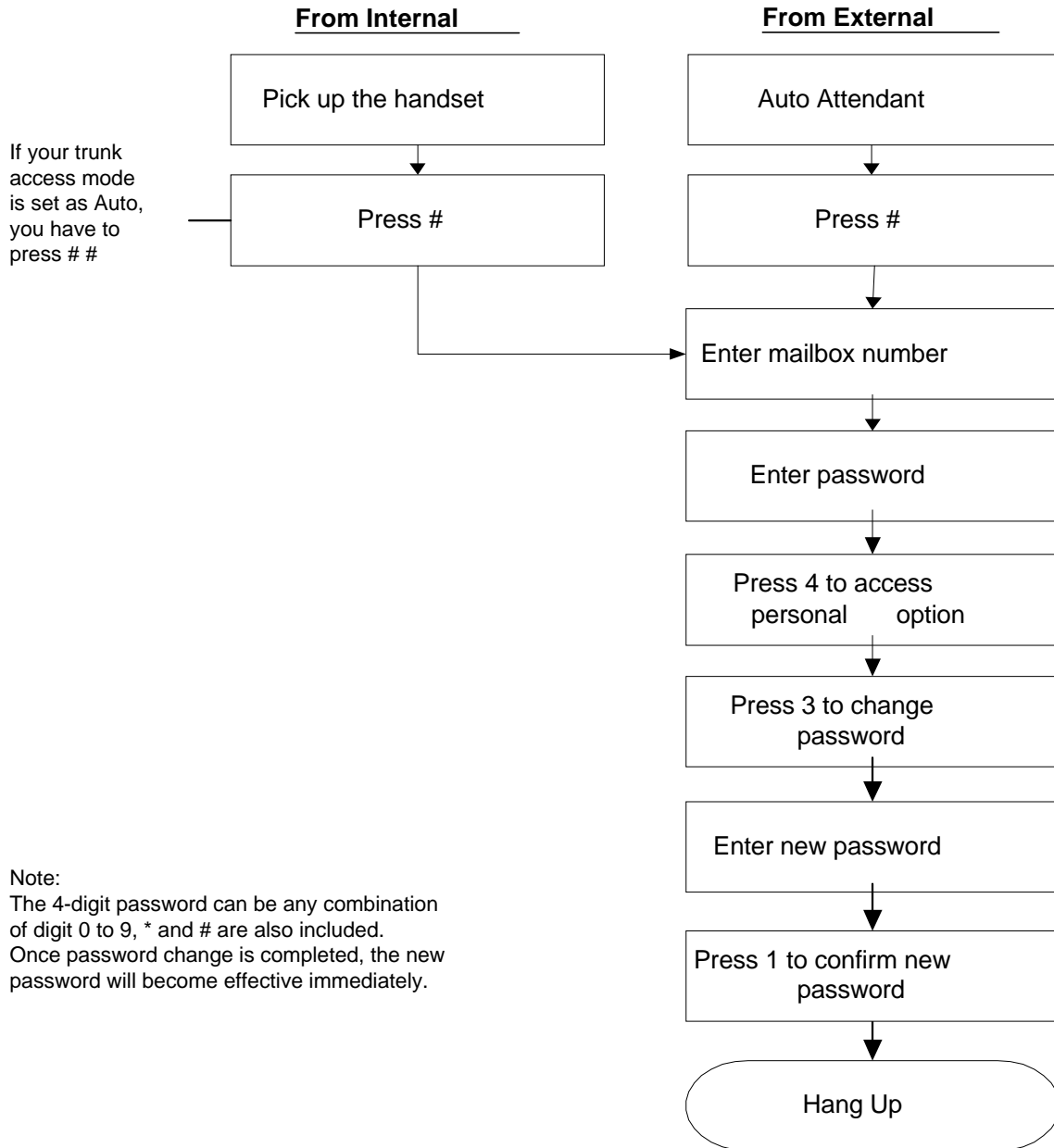
How to Record / Review / Activate / Cancel / Change Personal Greetings



How to Access Personal Options and Call Management



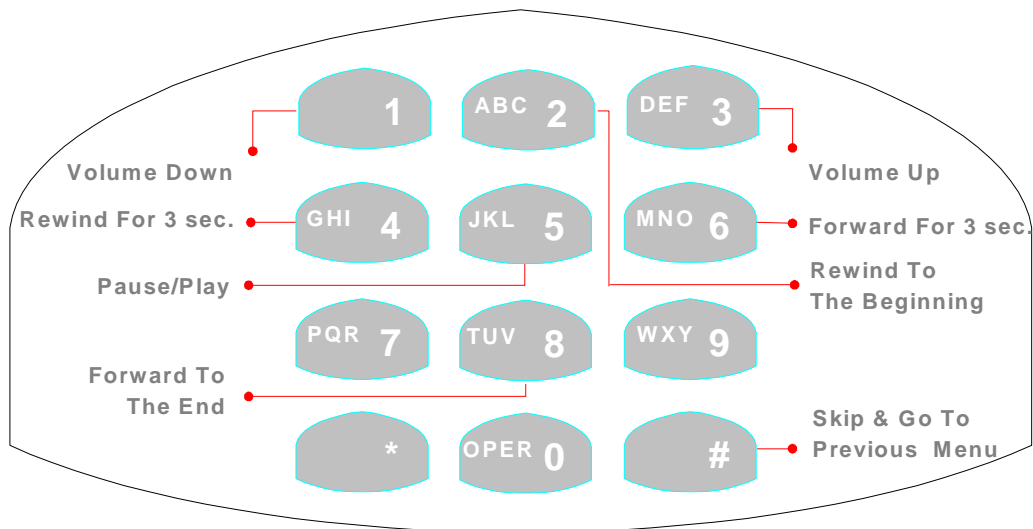
How to Change Password



These above instructions simply provide you with the steps to setup your greetings and password. See your administrator for detailed instructions on how to perform functions like: How to call back after listening to a message, How to attach a note to a message, How to setup Call Waiting for Busy Call Handling or Do Not Disturb.

While you are listening to a voice message in your mailbox you can perform the following functions:

- 1- Lower volume
- 2- Go to the top of message
- 3- Raise the volume
- 4- Rewind (10 seconds)
- 5- Pause/Resume
- 6- Fast forward (10 seconds)
- 7- Invalid
- 8- Go to the bottom
- #- Skip message and go to the next
- # 4- to delete a message



TelePCX Trunk Access Card

Auto Trunk Access

Pick Up the Handset

1. The PBX system provides the option to switch to "Dial Trunk Access Code", please refer to Configure & Tools\Extension Setup on TelePCX Administrator Guide for detail.
2. The PBX system will respond busy tone to incorrect feature setup and accessing procedures.
3. **Bold type** represents feature. *Italic letters* represent user action.

Make a Call

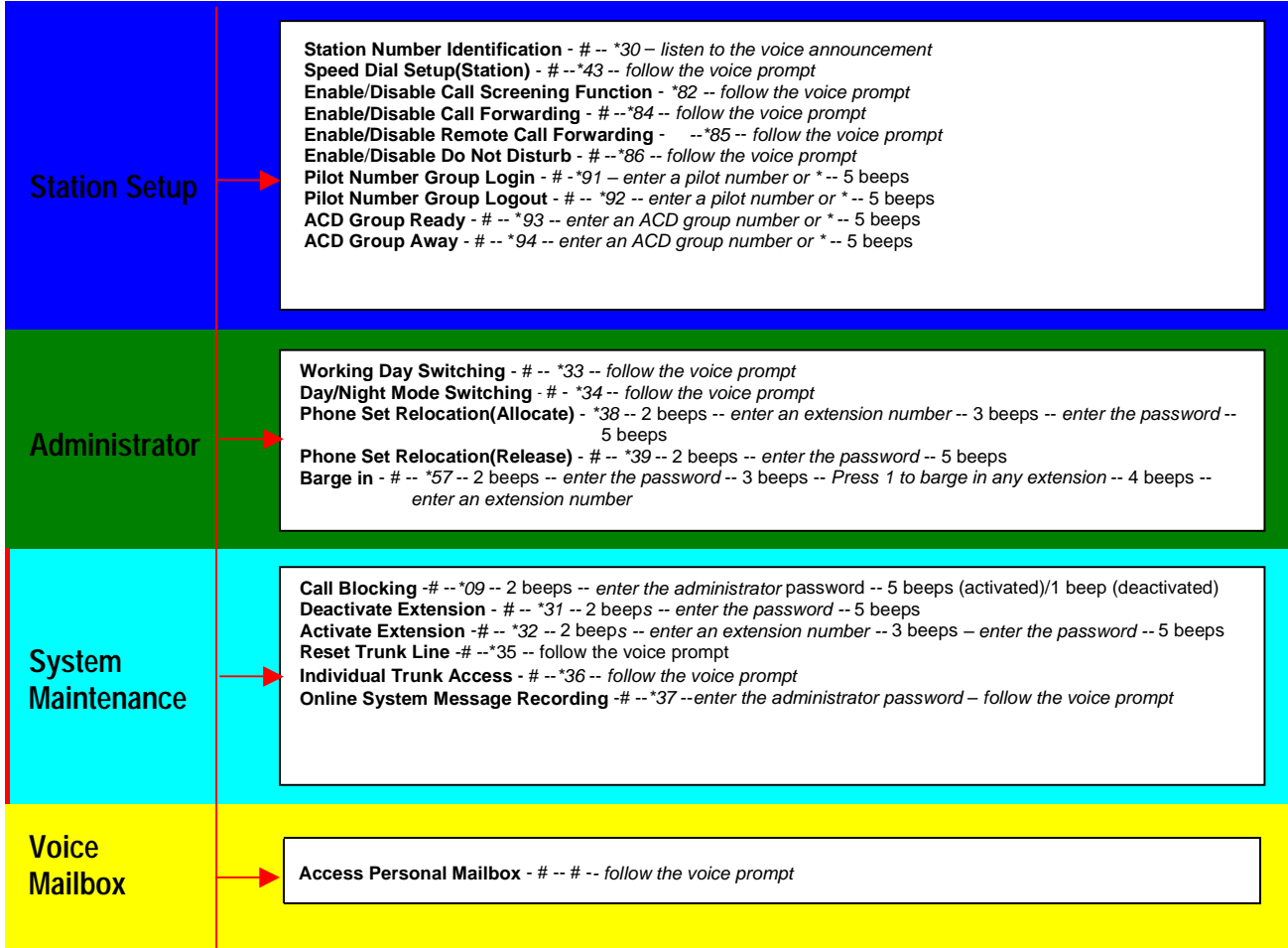
Internal Call - # - *enter an extension number*
External Call - *enter a phone number*
Speed Dial(Station) - # -- *41 -- *enter a 2-digit Station Speed Dial number (system will dial the pre-programmed number for you)*
Speed Dial(System) - # -- *42 -- *enter a 2-digit Station Speed Dial number (system will dial the pre-programmed number for you)*
Last Number Redial - # -- *44
Least Cost Routing - # -- *45 -- *dial tone -- enter trunk access code -- enter a phone number*
Access Remote PBX Dialing - # -- *46 -- 2 beeps -- *enter a 3-digit PBX code of the remote PBX that user wants to access -- dial tone*
Leave Message Directly - # -- *52 -- *enter mailbox number -- caller leaves message*
Overhead Paging - # -- *56 -- 2 beeps -- *press 1 for speaker 1, press 2 for speaker 2 -- start paging*
Trunk Queuing - # -- *87 -- *hang up -- pick up the handset when ringing -- dial tone -- dial phone number*
Extension Login - # -- *88 -- 2 beeps -- *enter an extension number -- 3 beeps -- enter password -- dial tone*
Extension Call Back - # -- *89 -- *enter a destination extension number -- 5 beeps -- hang up -- pick up the handset when ringing*

Answer a Call

Answer Waiting Call - *flash -- *55 to switch calls*
Pick up a System Parked Call - # -- *75 -- *enter the parking number(e.g. 01) at any station*
Pick up a Local/Remote Parked Call - # -- *76 -- *enter the extension number where the call is parked*
Call Pickup (System) - # -- *77
Call Pickup (Group) - # -- *78
Call Pickup (Individual) - # -- *79 -- *enter a target extension number*

Incoming Call Operation

Transfer Calls - *flash -- enter extension number -- (ringing if connected) hang up -- (busy tone if busy) flash -- reconnect*
Conference - *flash -- enter third party extension number -- ringing, wait for answer -- (if answered) flash -- #*
Conference - *flash -- enter trunk access code -- enter the third party's phone number -- ringing, wait for answer -- (if answered) flash -- #*
Consultation Transferring - *flash -- speak to the third party -- (if the third party wants to take the call) -- hang up -- (if the third party rejects to take the call) -- flash -- reconnect to the caller*
Leave Message Directly - *flash -- *52 -- enter a mailbox number -- caller leaves message*
Transfer Caller to Personal Voice Mail - *flash -- *53 -- hang up*
Transfer Caller to Auto Attendant - *flash -- *54 -- hang up*
Call Recording - *flash -- *59 -- 5 beeps -- start recording -- when finished -- hang up or press flash to stop recording*
System Park a Call - *flash -- *75 -- listen to the system's announcement for the parking number -- 5 beeps*
Local Park a Call - *flash -- *76 -- 5 beeps*
Remote Park a Call - *flash -- *76 -- enter the remote extension number -- 5 beeps*
Put a Call On-hold - *flash -- *77*



Quick Reference Card

Dial Trunk Access Code

Pick Up the Handset

1. The default Trunk Access Code is 9. Trunk Access Code can be changed in the First Digit Assignment configuration. System provides the option to switch to Auto Trunk Access mode as well, please refer to TelePCX Administrator Guide for detail.
2. The PBX system will respond busy tone to incorrect feature setup or accessing procedures.
3. **Bold type** represents feature. *Italic letters* represent user's action.

Make a Call

Internal Call – enter an extension number
External Call – enter a phone number
Speed Dial(Station) - *41 -- enter a 2-digit Station Speed Dial number (system will dial the pre-programmed number for you)
Speed Dial(System) - *42 -- enter a 2-digit System Speed Dial number (system will dial the pre-programmed number for you)
Last Number Redial - *44
Least Cost Routing - *45 -- dial tone -- enter a phone number
Access Remote PBX Dialing - *46 -- 2 beeps -- enter a 3-digit PBX code of the remote PBX that users want to access -- dial tone-- enter a telephone number
Leave Message Directly - *52 -- enter a mailbox number -- leave message
Overhead Paging - *56 -- 2 beeps -- press 1 for speaker 1, press 2 for speaker 2 -- start paging
Trunk Queuing - *87 -- hang up -- pick up the handset when ringing -- dial tone -- dial a telephone number
Extension Login - *88 -- 2 beeps -- enter your extension number -- 3 beeps -- enter your password -- dial tone -- enter trunk access code -- enter telephone number
Extension Call Back - *89 -- enter a destination extension number -- 5 beeps -- hang up -- pick up the handset when ringing

Answer a Call

Answer Waiting Call - flash -- *55 to switch calls
Pick Up a System Parked Call - *75 -- enter the parking number (e.g. 01) at any station
Pick up a Local/Remote Parked Call - *76 -- enter the extension number where the call is parked
Call Pickup (System) - *77
Call Pickup (Group) - *78
Call Pickup (Individual) - *79 -- enter a target extension number

Incoming Call Operation

Transfer Calls - flash -- enter an extension number -- (ringing if connected) hang up -- (busy tone if busy) flash -- reconnect to the caller
Conference - flash -- enter a third party's extension number -- ringing, wait for answer -- (if answered) flash -- #
Conference - flash -- enter trunk access code followed by the third party's telephone number -- ringing, wait for answer -- (if answered) flash -- #
Consultation Transferring - flash -- speak to the third party -- (if the third party wants to take the call) -- hang up -- (if the third party rejects to take the call) -- flash -- reconnect to the caller
Leave Message Directly - flash -- *52 -- enter a mailbox number -- caller leaves message
Transfer Caller to Access Personal Voice Mail - flash -- *53 -- hang up
Transfer Caller to Auto Attendant - flash -- *54 -- hang up
Call Recording - flash -- *59 -- start recording -- when finished, hang up or press flash to stop recording
System Park a Call - flash -- *75 -- listen to system's announcement for the parking number -- 5 beeps
Local Park a Call - flash -- *76 -- 5 beeps
Remote Park a Call - flash -- *76 -- enter a remote extension number -- 5 beeps
Put a Call On-hold - flash -- *77

