

Indigo

iPBX SYSTEMS



Indigo iPBX Basic Reference Guide

3.1 Call Transfers and Parking

Regular “Attended” Transfer

STEP 1 - Press “Xfer” or “Transfer”. The caller is automatically put on hold.

STEP 2 - Enter the Extension or phone number (ex: 101 or 843-555-1212) you wish to connect to

STEP 3 - Press “Dial”

STEP 4 - Inform the target user of the incoming transfer

STEP 5 - To complete the transfer, press “Xfer” or “Transfer” again. You may hang up

Blind Transfer

STEP 1 - Press the right arrow key on the directional pad beneath the LCD screen (“>”)

STEP 2 - Press “Bxfer” or “Blind Xfer”

STEP 3 - Enter the Extension or phone number (ex: 101 or 843-555-1212) you wish to connect the call to

STEP 4 - Press “Dial”. The call is immediately transferred. You may hang up

Transfer to Voicemail

STEP 1 - Press the right arrow key on the directional pad beneath the LCD screen (“>”)

STEP 2 - Press “Bxfer” or “Blind Xfer”

STEP 3 - Enter “0” + Extension Number (ex: “0101” – Note: only works with internal extensions)

STEP 4 - Press “Dial”. The call is immediately transferred. You may hang up

3.1 Call Transfers and Parking

Parked Calls

A parked call sits on hold in a special extension until someone can answer it. This allows the destination users to connect with the caller when he or she decides to do so. The caller will sit on hold with music until either someone connects to the call, or it reaches a timeout and re-rings the original answering extension. This timeout is 120 seconds (2 minutes) by default. The default parking extensions are 1-20. The system will automatically add calls incrementally. (ie - 1st parked call is 1, 2nd would be 2 and so on)

STEP 1 - Dial *5

STEP 2 - Take note of the parking lot number (ex: 1)

STEP 3 - You may now retrieve the call from any handset by dialing the number given in the previous step. (ex: 1)


3.2 Voicemail

Accessing

If you have a voice mail message, the MWI (Message Waiting Indicator) located on the top of the phone will be lit. The line keys associated with the mailbox will also display envelope symbols.



Figure 3.2.1 - MWI and Voicemail Button

- To access your voicemail locally, press the Voicemail Button  on your phone or dial *7.

Or

- Dial *6 from any phone to access the main Voicemail login. Enter the extension and password of the mailbox you need to access.
- For remote access, press * when you hear your voicemail greeting. Enter your password and you may proceed as if you were at your extension.

3.2 Voicemail Navigation

Basic Functionality

Main Voicemail Menu

- 1 - Listen to New Messages
- 3 - Advanced Options
- 5 - Repeat Message
- 7 - Delete Message
- 8 - Forward Message to Other User (Prompts for target Extension)
- 1 - Prepend Message
- 2 - Forward without Prepending
- 9 - Save Message
- * Help
- # Exit

Press "2" - to Change Folders

- 0 - New Messages
- 1 - Old Messages
- 2 - Work Messages
- 3 - Family Messages
- 4 - Friend's Messages

Press "0" - for Mailbox options

- 1 - Record your Unavailable Message
- 2 - Record your Busy message
- 3 - Record your Name
- 4 - Record your Temporary Greeting
- 5 - Change your Password (See below)

Press "#" - to Exit Voicemail

Changing your password

To change your password:

STEP 1 - Press *7 or the voicemail button



STEP 2 - Press "0" for mailbox options

STEP 3 - Press "4" to change your password.

3.2 Voicemail

Recording Greetings

A greeting is a brief recorded message played back to the caller before they are allowed to leave a message. The greeting is intended to inform the caller that you are unable to answer their call. Greetings can also be used to inform the caller of when you will be available, other methods to contact you, or other methods that the caller can use to receive assistance

Types of Greetings

Unavailable Greeting

If you do not answer the phone, or the phone is disconnected, the caller will hear your “unavailable” greeting. There are two generic messages that are available by default

- The person at *extension number* is on the phone.
- *Recorded name* is on the phone.

or you can record your unavailable greeting by accessing your voicemail:

Press *7 or the voicemail button  , press “0” for mailbox options, then press “1” to record your busy message.

Busy Greeting

If you are on the phone and no other lines are available, the caller will hear your “busy” greeting. There are two generic messages that are available by default

- The person at *extension number* is on the phone.
- *Recorded name* is on the phone.

or you can record your busy greeting by accessing your voicemail:

Press *7 or the voicemail button  , press “0” for mailbox options, then press “2” to record your busy message.


3.2 Voicemail

Recording Greetings (continued)

Temporary Greeting

The temporary greeting is intended to be a message to inform the caller of a temporary circumstance. An example would be a holiday or a message to inform the caller that you will be out of the office that particular day. This message will play regardless of “busy” or “unavailable” status. This allows you to record the greeting without overwriting your standard “busy” or “unavailable” greetings.

You can record your temporary greeting by accessing your voicemail:

Press *7 or the voicemail button  , press “0” for mailbox options, then press “4” to record your busy message.

3.3 Automated Attendant Greetings

Automated attendant greetings are designed to inform and direct the caller to a specific user, queue or mailbox. Your automated attendant can answer the call, present the caller with a list of options (ex: press “1” for sales) and direct the caller to the phone or phones that represent that option.

Automated attendant also allows for an “after hours” mode that can be configured to present a different recording and/or options to the user if the call is received after your normal business hours.

Both options are highly customizable and can be suited to best fit your needs. Ask your Indigo iPBX reseller for more information.

Recording Automated Attendant Greetings

Main-Menu

The Main-Menu greeting (if enabled) presents the caller a menu during your normal hours of operation.

STEP 1 - Dial 995

STEP 2 - Enter system password

STEP 3 - Record your greeting

STEP 4 - Press # to finish.

After-Hours

The After-Hours greeting (if enabled) presents the caller a recorded menu with options during your after-hours time period.

STEP 1 - Dial 999

STEP 2 - Enter system password

STEP 3 - Record your greeting

STEP 4 - Press # to finish.

Note: Greeting Recording is basic and only requires you record the greeting, and press # when finished.

* Auto Attendant not enabled on all systems

3.4 Web Interface

Web Interface - CDR (continued)

STEP 4 - Describe the length of the call (Greater than, Greater than & equal to, equal to, etc.) (4)

STEP 5 - Click Search (5)

Results are shown in the fields below.

- Call Logs -										
	Calldate	Channel	Source	Clid	Lastapp	Lastdata	Dst	APP Disposition	Duration	Userfield Accountcode
1.	2010-01-01 23:03:19	SIP/193...	193	"Scott Mutterer" <193>	VoiceMailMain	193@atlantiatech	*7	ANSWERED	00:09	
2.	2010-01-01 18:14:45	SIP/190...	190	"Ken Myers" <190>	Dial	SIP/190 30 t	SIP/190	ANSWERED	00:50	
3.	2010-01-01 16:20:03	SIP/193...			BackGround	main_menu	s	ANSWERED	00:16	incoming

TOTAL				
DATE	DURATION	MINUTES GRAPHIC	CALLS	ACT
2010-01-01	02:11	<div style="width: 100%; height: 10px; background-color: red;"></div>	4	00:32
TOTAL		02:11	4	00:32



[Export PDF file](#)



[Export CSV file](#)

Figured 3.4.2 and 3.4.3 CDR Results and Export Options

Results can be exported to a .PDF or Excel Spreadsheet via the links at the bottom of the results page

Other report options are available in the left column. Enter the appropriate extension under "destination" and/or "source" (both if you want all calls made to and from a specific phone, for example) and click Search.

Further CDR reporting training and customization is available, contact your Indigo iPBX representative.

3.4 Web Interface

Audio Management

Indigo PBX systems come with a set of default music licensed for free use with the system. This interface will also allow you to add and remove your own music files (.MP3 and .WAV only).

Audio Management

[Home](#) | [Call Detail Records](#) | [Audio Management](#) | [Call Recordings](#) | [Voicemail Access](#) | [System Status](#) | [Change Password](#) | [Logout](#)

reno_project-system.wav	preview	delete
macroform-the_simplicity.wav	preview	delete
macroform-cold_day.wav	preview	delete
manolo_camp-morning_coffee.wav	preview	delete


Select a file: No file chosen

Note: Maximum file size is 50MB. Supported audio formats - wav and mp3.

Preview Music on Hold Files

Click Preview to open each file in your web browser to listen. (If you receive an error, or cannot hear the file go back to the preview link and select Save Target As, select a location, and preview the file on your computer. Not all web browsers support previewing music files)

Delete Music on Hold Files

Click Delete to remove any music files you do not want the system to play.  **ONCE DELETED FILES CANNOT BE RECOVERED.**

Upload Music on Hold Files

To upload files select the Upload file field and browse to the music file on your PC. Once you have selected the file, click Upload File and allow the system to receive, convert and reload the music file.

Once done you can confirm the music file is installed by confirming it has been added to the list on the audio management page.