



# MyPBX SOHO Extension User Guide

Version 1.0

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## INTRODUCTION

Thanks for using MyPBX SOHO V4/V5 User Web Interface. This Guide would explain how to configure the “Follow me” settings (in different case such as, “No Answer”, or “When Busy”; whether transfer the incoming call to voicemail or other phone number); how to configure Voicemail settings (such as enable/disable voicemail service, set a voicemail password and enable/disable “send the voicemail to an email address as an attachment” service); how to manage the extension’s voicemail and call recordings.

## 1. MYPBX USER WEB INTERFACE

### 1.1 Login

The default user name and password to log in the User Web Interface:

User Name: Extension number

Password: Voicemail Access PIN#

Note: If you are unable to log in with default user name and password, please ask the administrator to check if you have the authority to log in, or have the right user name and password.

### Hybrid IP PBX for Your Businesses



Figure 1-1

### 1.2 Call Settings

In the Call Settings page, you could configure features like “Follow me”, “Call waiting”, “DND”, and “Ring Out”.

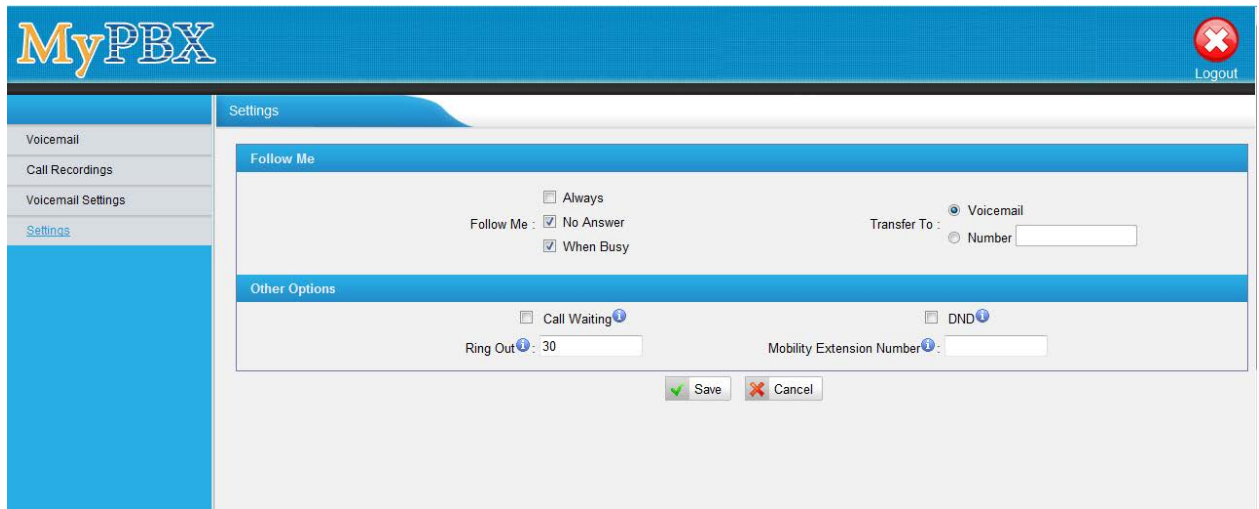


Figure 1-2

## 1.2.1 Follow Me Settings

### 1. Always

**Always Follow Me** is a service of MyPBX that allows the automatic unconditional transfer of incoming calls to varying other destinations.

Enable **Always** checkbox selection activates the unconditional call forwarding service on the current extension. The **Transfer To** displays the destinations where the incoming call from a particular caller should be unconditionally forwarded to.

- a. **Transfer To** choose voicemail, the incoming call will be unconditionally forwarded to voicemail.
- b. **Transfer To** choose Number, the incoming call will be unconditionally forwarded to other extension, PSTN or mobile phone number.

**Note:** When **Always Follow Me** configuration is saved, the Ring Group and Call Queue services will be disabled.

### 2. No Answer

**No Answer Follow Me** is a service of MyPBX that allows the automatic transfer of incoming calls to varying other destinations when the called extension is unable to pick up the call. No answer timeout is configured as the **Ring Out**.

Enable **No Answer** checkbox selection activates no answer call forwarding service on the current extension. The **Transfer To** displayed the destinations where the incoming call from a particular caller should be forwarded to if the called extension is unable to answer the call.

- a. **Transfer To** choose voicemail, the incoming call will be forwarded to voicemail when there is

no answer.

b. **Transfer To** choose Number, the incoming call will be forwarded to extension, PSTN or mobile phone number when there is no answer.

**Note:** When **No Answer Follow Me** configuration is saved, the Ring Group and Call Queue services will be disabled.

### 3. When Busy

**When Busy Follow Me** is a service of MyPBX that allows the automatic transfer of incoming calls to varying other destinations when the called extension is busy with another call.

Enable **Busy** checkbox selection activates the busy call forwarding service on the current extension.

The **Transfer To** displayed the destinations where the incoming call from a particular caller should be forwarded to when the called extension is busy.

a. **Transfer To** choose voicemail, the incoming call will be forwarded to voicemail when the callee is busy .

b. **Transfer To** choose Number, the incoming call will be forwarded to other extension, PSTN or mobile phone number when the callee is busy.

**Note:** When **When Busy Follow Me** configuration is saved, the Ring Group and Call Queue services will be disabled.

## 1.2.2 Call Waiting

**Call Waiting** is used to receive an incoming call when already on a call. A ringing tone will be heard by the caller and a special beeping will be heard on the phone by the MyPBX user when the call arrives. To switch between the current call and the new incoming call use the appropriate calling code.

Enable **Call Waiting** checkbox selection activates this service and makes it available for the phone's handset.

Note: If the Call Waiting service is enabled, the Busy Call Forwarding service would be disabled automatically.

## 1.2.3 Do not Disturb (DND)

Do Not Disturb service is used to turn off the phone bell. If it's enabled, incoming callers will be routed to the voicemail box (if enabled); otherwise they will be disconnected automatically.

### 1.2.4 Ring Out

Ring Out is used to define the ringing time of the extension. If the ringing time exceed the configured time, the extension would stop ringing.

### 1.2.5 Mobility Extension Number

Mobility Extension Number is used to enable the cell phone to work as a mobile extension. If a cell phone number is set as the mobility extension number, once it calls MyPBX, the cell phone would have all authority of extensions. In this way, the user is able to check the voicemail, call the other extension, PSTN or mobile numbers via cell phone.

## 1.3 Voicemail

Voicemail is used for the caller to leave a message to the called extension when it is unavailable or busy. The voicemails would be stored in the extension's voicemail box. When the caller accesses the voicemail service, he will hear a voice prompt that remind him to leave a message (this voice prompt could only be configured by the administrator). The max duration of each voicemail is 15 minutes (the default value is 5 minutes).

### 1.3.1 Voicemail Settings

In the Voicemail Settings page, the extension user is able to set the password for voicemail access (which is the login password of User Web Interface as well). Enable or disable to the voicemail service; enable or disable "send the voicemail to an email address as an attachment" service.

**Set a new voicemail password:** Enter the new password, retype it and click "Save".

**Email Address:** Enter the email address where the voicemail or fax would be sent to as an attachment.

**Enable Voicemail:** Check the box to enable the voicemail service or uncheck to disable.

**Enable Send Voicemail:** Check the box to enable "send the voicemail to an email address as an attachment" service or uncheck to disable.

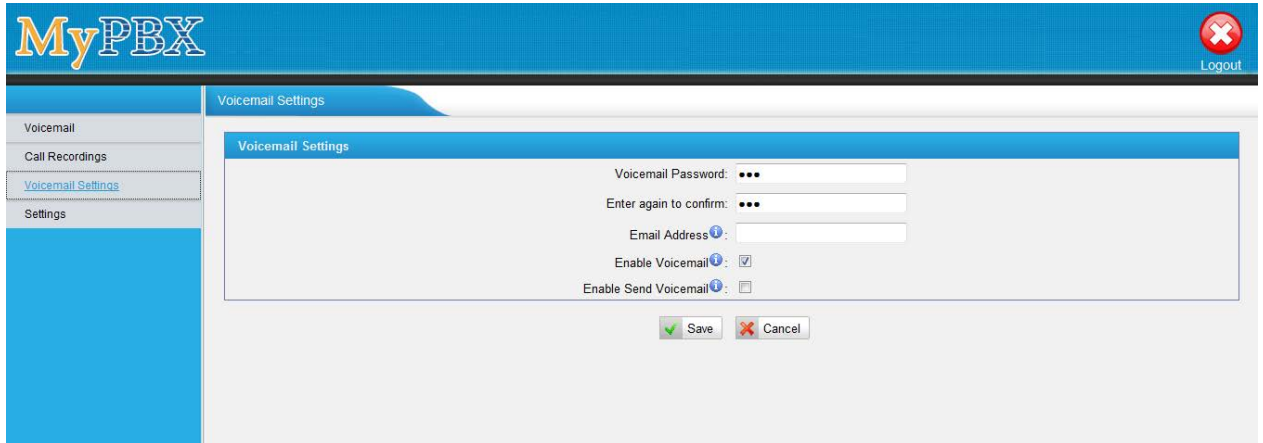


Figure 1-3

### 1.3.2 Voicemail Management

In the Voicemail Management page, the extension user could play, delete or download the voicemail, or move the voicemail from one folder to the other folder (e.g. New, Old, Family, Work, Friends).

**Play the voicemail:** Select the voicemail the play and click “Play”. In the “Play” page, the user could control the speed and volume.

**Delete the voicemail:** Select the voicemail to delete and click “Delete”, then the selected email would be deleted.

**Download the voicemail:** Select the voicemail to download and click “Download”.

**Move the voicemail to another folder:** Select the voicemail to move, select the folder to move to (e.g. New, Old, Family, Work, Friends), and then click “Move to”.

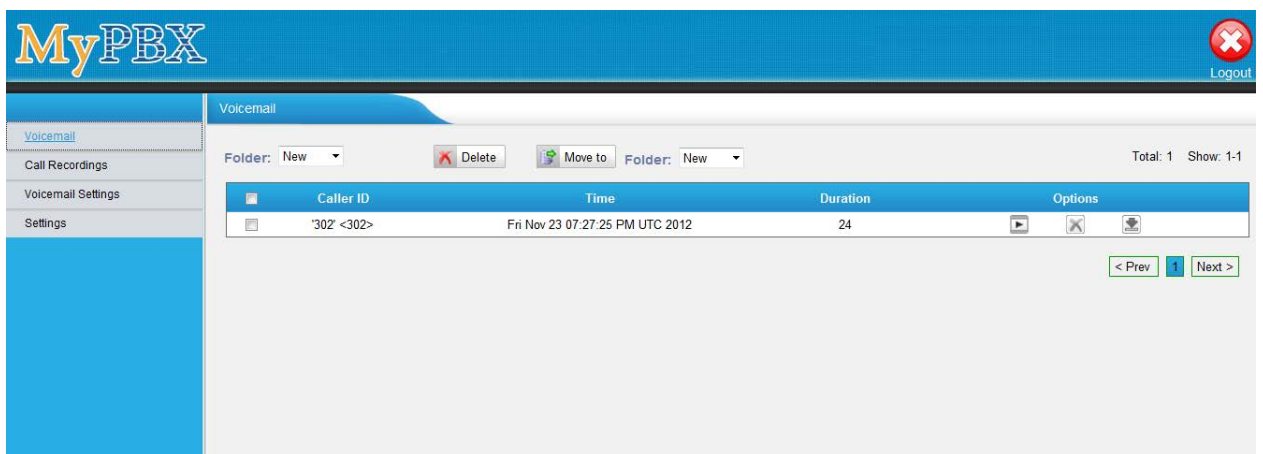


Figure 1-4

## 1.4 Call Recordings

In the Call Recording page, the user could play, delete and download the recording files.

**Play the recording:** Select the recording the play and click “Play”. In the “Play” page, the user could control the speed and volume.

**Delete the recording:** Select the recording to delete and click “Delete”, then the selected email would be deleted.

**Download the recording:** Select the recording to download and click “Download”.

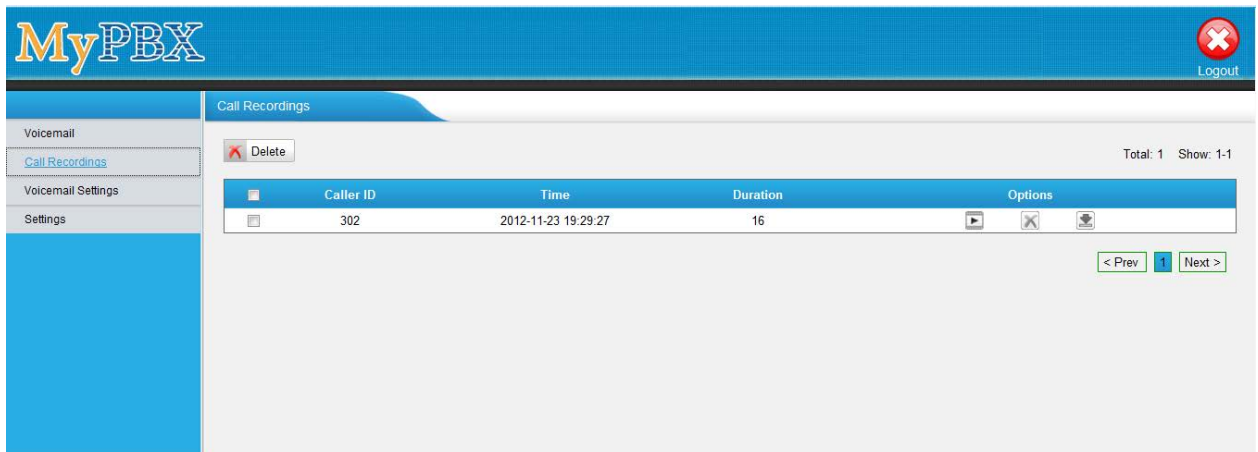


Figure 1-5

## 2. CONCLUSION

This User's Guide only explains the configuration of call settings and voicemail settings; management of voicemails and recordings for extension users. For more information, Please refer to [Part I\\_MyPBX\\_SOHO\\_V4\\_Administrator\\_Guide\\_en](#).

[The End]