



ZYCOO CooVox Series IP Phone System Operator User Guide

Software version v3.0.1

This document is subject to change without notice. The latest electronic version of this user guide is available for downloading here:

<http://www.zycoo.com/home-category-index-catId-22.html>

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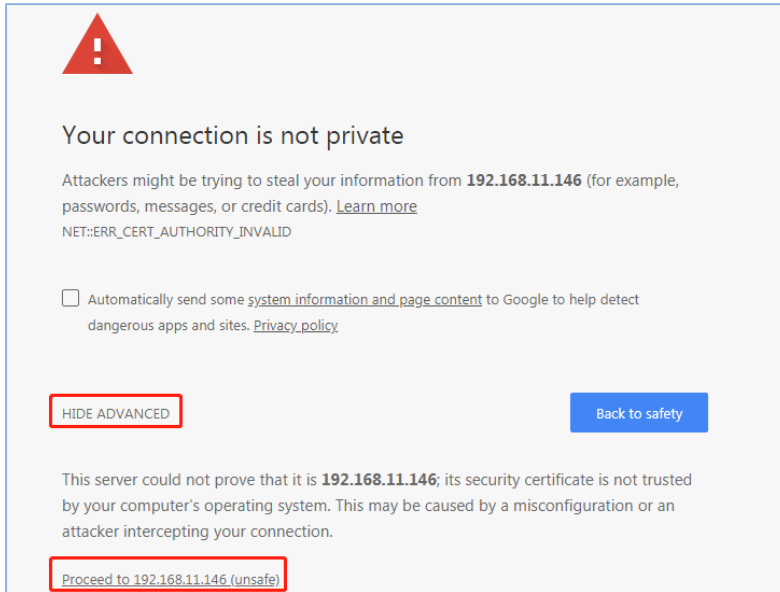
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Operator Login

To login in to the CooVox series IPPBX operator web portal, please ask the system administrator for the IPPBX system web interface URL and the operator user credentials.

Copy the URL you got from the administrator to your web browser address bar and press enter, due to the certificate issue, the web browser will display a warning screen, take Google Chrome for instance.



It will warn you that “Your connection is not private”. Please click on “Advanced” and click on “Proceed to xx.xx.xx.xx (Unsafe)”, then you will enter the login screen.



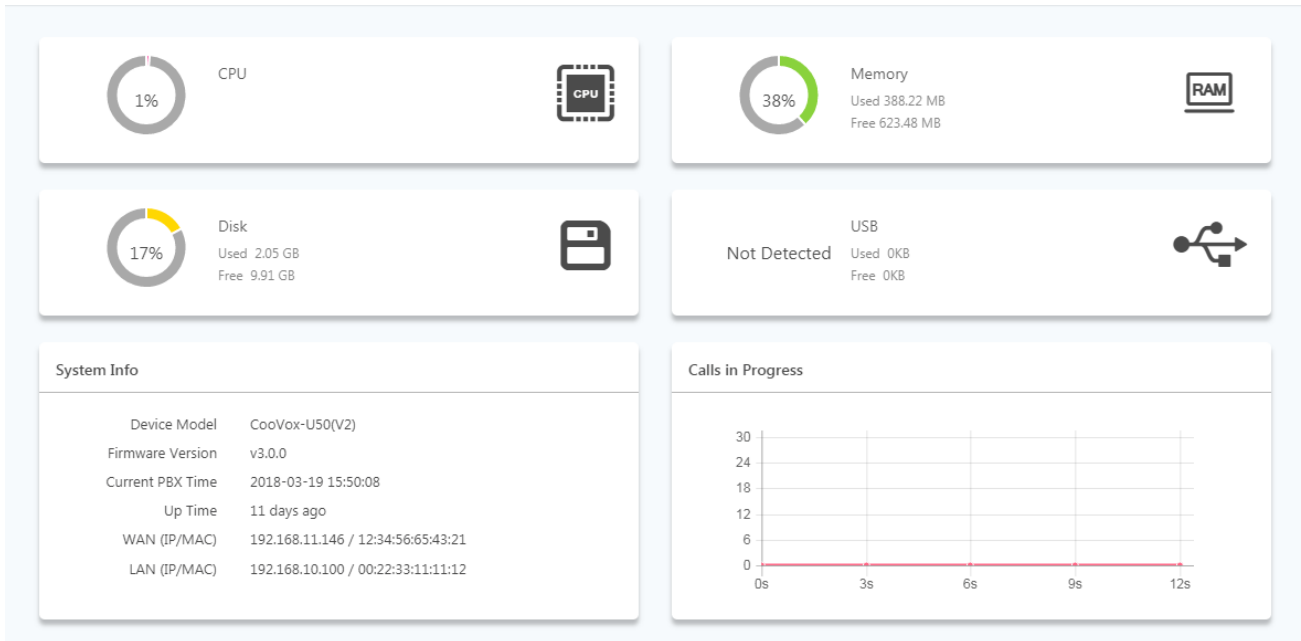
Please enter the credentials provided by the administrator, once done, click on “Login” to login in the operator user web portal.

Dashboard

Path: **Status->Dashboard**

Dashboard is mainly for users to know some hardware or software information of PBX. You may see them here on this screen, such as CPU utilization, Memory occupancy, System Info and Calls in Progress and so on.

On the Call in Progress, the horizontal axis represents the call time and the vertical axis represents the current number of calls. We can see there is no call in progress on the picture below.



Switchboard

Extensions

Path: **Status->Switchboard->Extensions**

Extensions can set up by Phone provision or manual configuration. If you configure an extension successfully, you may see its status like shown below on this page. Five status are available, Idle, Ringing, Busy, Offline, DND. You could distinguish all status by different colors.

Extensions				Trunks	
● Idle ● Ringing ● Busy ● Offline ● DND					
005[005] ● Analog	006[006] ● Analog	007[007] ● Analog	008[008] ● Analog	John Doe[100] ● 192.168.11.188	101[101] ● Offline
102[102] ● Offline	103[103] ● Offline	104[104] ● 192.168.11.190	105[105] ● 192.168.11.191	106[106] ● Offline	107[107] ● 192.168.11.187
108[108] ● Offline	109[109] ● Offline	110[110] ● Offline	111[111] ● Offline	112[112] ● Offline	113[113] ● Offline
114[114] ● Offline	115[115] ● Offline	116[116] ● Offline	117[117] ● Offline	118[118] ● Offline	119[119] ● Offline
120[120] ● Offline	121[121] ● Offline	122[122] ● Offline	123[123] ● Offline	124[124] ● Offline	125[125] ● Offline
126[126] ● Offline	127[127] ● Offline	128[128] ● Offline	129[129] ● Offline	130[130] ● Offline	131[131] ● Offline

For the analog extensions, as long as there are no calls going on, their status will always be Idle, you'll just need to attach the analog phones to the FXS interface of the IPPBX system, and the phones will be ready for phone calls. For the IP extensions, if they are registered there will be IP addresses displayed to indicate where the register is coming from. For other extension status please check the examples on the top of the extension list.

Trunks

Path: **Status->Switchboard->Trunks**

The information of VoIP Trunks or Analog Lines can be seen on this page.

You can make outbound phone calls after configuring a VoIP trunk. Only are you allowed to check the status of VoIP trunks, but setting up a VoIP trunk is not allowed.

Analog Lines including FXO interface and FXS interface. The FXO interface is connected with telephone lines and the FXS interface is connected with analog extension directly. You could see their status on the **Trunks** page as shown below.

Extensions				Trunks	
VoIP Trunks					
Name	Type	Server	Reachability(Millisecond)	Status	
No items to display.					
0 Total					
Analog Lines					
Port	Type	BLF	Status	Channel Status	
1	FXO	Channel1	Disconnected	Idle	
2	FXO	Channel2	Disconnected	Idle	
3	FXO	Channel3	Disconnected	Idle	
4	FXO	Channel4	Disconnected	Idle	
5	FXS		Available	Idle	
6	FXS		Available	Idle	
7	FXS		Available	Idle	

Extensions

Path: **Telephony -> Extensions**

Extensions and departments should have been created by the system administrator user already. As operator user, you may also manage extensions and departments here on this screen.

Departments































Path: **Telephony -> Extensions -> Departments**

Department concept is new on Coovox series IPPBX v3.0 software. Extensions are grouped by your company's actual organizational structure.



A department is equal to a Pick-up group.

A department is equal to a Call groups (Ring Group).

You should see all your existing departments and extensions here created by the administrator user.

Departments	IP Extensions	Analog Extensions	Phone Provisioning																		
<div style="float: left; margin-right: 10px;">Add</div> <table border="1"> <thead> <tr> <th>Department Name</th> <th>Department Members</th> <th>Options</th> </tr> </thead> <tbody> <tr> <td>技术支持</td> <td>John Do... 101[101] 102[102]</td> <td> </td> </tr> <tr> <td>销售</td> <td>103[103] 104[104] 105[105] 106[106] 107[107] 108[108] 109[109] 110[110] 111[111] 112[112] 113[113] 114[114] 115[115] 116[116] 117[117]</td> <td> </td> </tr> <tr> <td>dpt3</td> <td>118[118] 119[119] 120[120] 121[121] 122[122] 123[123] 124[124] 125[125] 126[126] 127[127] 128[128] 129[129]</td> <td> </td> </tr> <tr> <td>dpt4</td> <td>130[130] 131[131] 132[132] 133[133] 134[134] 135[135] 136[136] 137[137] 138[138] 139[139] 140[140] 141[141] 142[142] 143[143] 144[144] 145[145] 146[146] 147[147] 148[148] 149[149] 150[150] 151[151]</td> <td> </td> </tr> <tr> <td>dpt5</td> <td>152[152] 153[153] 154[154] 155[155] 156[156] 157[157] 158[158] 159[159] 160[160] 161[161] 162[162]</td> <td> </td> </tr> </tbody> </table>				Department Name	Department Members	Options	技术支持	John Do... 101[101] 102[102]	 	销售	103[103] 104[104] 105[105] 106[106] 107[107] 108[108] 109[109] 110[110] 111[111] 112[112] 113[113] 114[114] 115[115] 116[116] 117[117]	 	dpt3	118[118] 119[119] 120[120] 121[121] 122[122] 123[123] 124[124] 125[125] 126[126] 127[127] 128[128] 129[129]	 	dpt4	130[130] 131[131] 132[132] 133[133] 134[134] 135[135] 136[136] 137[137] 138[138] 139[139] 140[140] 141[141] 142[142] 143[143] 144[144] 145[145] 146[146] 147[147] 148[148] 149[149] 150[150] 151[151]	 	dpt5	152[152] 153[153] 154[154] 155[155] 156[156] 157[157] 158[158] 159[159] 160[160] 161[161] 162[162]	 
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技术支持	John Do... 101[101] 102[102]	 																			
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dpt5	152[152] 153[153] 154[154] 155[155] 156[156] 157[157] 158[158] 159[159] 160[160] 161[161] 162[162]	 																			
5 Total																					

If you wish to create a new department, please click on the **Add** button. Specify the department name and select member extensions then submit.

If you wish to modify department settings, please click on the  button, or click on the  button to delete a department.

The screenshot shows an 'Edit' dialog box with the following fields and values:

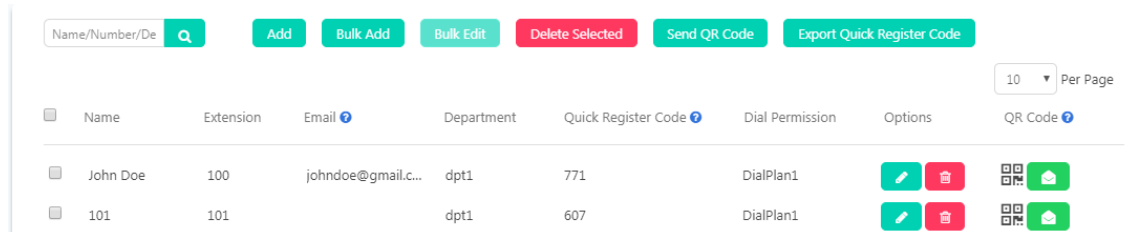
- Department Name: dpt1
- Ring Strategy: Ring All
- Destination if no answer: Hangup
- Select Department Members: 100[100]✘, 101[101]✘, 102[102]✘, 103[103]✘, 104[104]✘, 105[105]✘, 106[106]✘, 107[107]✘, 108[108]✘, 109[109]✘













- You may change the department name from the **Department Name** textbox.
- **Ring Strategy** defines how to ring the department member extensions on incoming calls.
- **Destination if no answer** defines where to handle the incoming call when nobody answers it.
- Remove extensions from this department by clicking on the “✘” button of each extension number.
- Add new extensions by clicking on the “v” button to show all available extensions.

IP Extensions

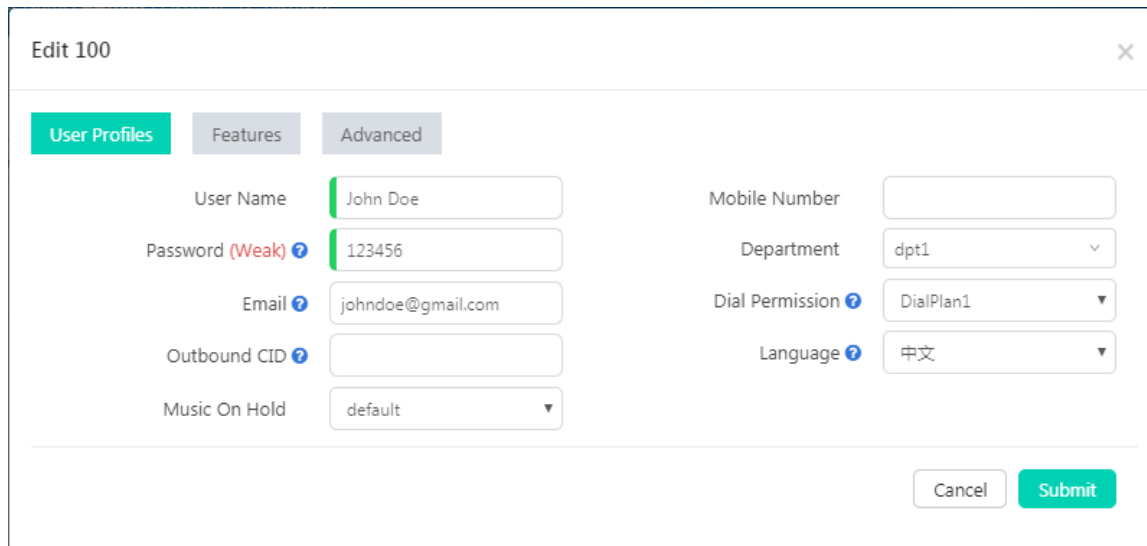
Path: **Telephony -> Extensions -> IP Extensions**

IP extensions are user extensions that can be registered on various SIP/IAX2 endpoints, including desktop IP phones, softphone for Windows/Android phones/iPhones/Linux and some other endpoints that support SIP/IAX2 protocol.



Name	Extension	Email	Department	Quick Register Code	Dial Permission	Options	QR Code
John Doe	100	johndoe@gmail.c...	dpt1	771	DialPlan1	   	 
101	101		dpt1	607	DialPlan1	   	 

To check or modify the extension properties please click the  button.



Edit 100

User Profiles | Features | Advanced

User Name: John Doe

Password (Weak): 123456

Email: johndoe@gmail.com

Outbound CID:

Music On Hold: default

Mobile Number:

Department: dpt1

Dial Permission: DialPlan1

Language: 中文

Cancel Submit

- **User Name:** Alias of this extension which can be the name of the extension user.
- **Password:** The password used for the phones to register or by the extension user to sign in the extension web portal. This can be set manually or can be generated by the IPPBX system. Auto generated password consists of numbers, letters and special characters.
- **Email:** Email address of this extension user.
- **Outbound CID:** Choose a number to show to the external called party. This feature only works with E1/T1, BRI and SIP trunks if the telco/ITSP (Internet Telephony Service Provider) allows this number to be passed.
- **Music On Hold:** When the user holds a call the caller will listen to music, the music the caller listens to is set here.
- **Mobile Number:** The mobile phone number of the extension user.
- **Department:** The department this extension user belongs to.
- **Dial Permission:** Defines which type of numbers the extension can dial.
- **Language:** If the extension user is not a native speaker of the system default language, you may set a different language for this user.

Edit 100
✕

User Profiles

Features

Advanced

<p>Voicemail ? <input checked="" type="checkbox"/> On</p> <p>Remote Extension ? <input type="checkbox"/> Off</p> <p>Video Call ? <input type="checkbox"/> Off</p> <p>Web Portal ? <input checked="" type="checkbox"/> On</p> <p>Call Spy ? <input type="checkbox"/> Off</p>	<p>Voicemail Password ? <input type="text" value="1234"/></p> <p>Simultaneous Register Count ? <input type="text" value="2"/></p> <p>Video Codecs ? <input type="text" value="H.264"/></p> <p>Call Recording ? <input type="text" value="Disabled"/></p> <p>Register Expiration ? <input type="text" value="120"/></p>
--	---

- **Voicemail:** Voicemail box could be enabled or disabled for this user.
- **Voicemail Password:** The password used to access voicemail by [voicemail feature codes](#).
- **Remote Extension:** If you want the extension can be used out of the LAN this option needs to be enabled. Before doing this please ensure the extension uses strong password.
- **Simultaneous Register Count:** The extensions could be registered on up to 5 different SIP endpoints at the same time, by default the value is 2. When there are already 2 registers the 3rd register will be responded with a 403 error.
- **Video Call:** You may enable/disable video call support of this extension.
- **Video Codecs:** Supported video codecs are H.261, H.263, H.263+, H.264, VP8.
- **Web Portal:** If enabled, users can use their extension number and password to login to the IPPBX system web GUI.
- **Call Recording:** This is an automated recording option, you may choose to automatically record the inbound, outbound or both inbound and outbound calls from/to this extension.
- **Call Spy:** Call Spy feature allows the phone calls of this extension to be monitored from other extensions, please refer to [Call Spy Feature Codes](#) for how to monitor phone calls.
- **Register Expiration:** Default register expiration time, default value 120 seconds.

- **Transport Protocol:** The transport protocol to be used by SIP signaling. By default it uses UDP protocol, if you choose to use TCP or TLS please make sure on the SIP IP phone or softphone uses the same protocol. Otherwise you'll get 403 error on SIP register.
- **DTMF Mode:** Defines how the system detects DTMF tones, the default setting is RFC4733, it can be changed if necessary.
- **SRTP:** Secure Real-time Transport Protocol (SRTP) encrypts the RTP traffic to secure your VoIP phone calls. Before enabling this option you need to ensure the SIP end point can also support SRTP.
- **Qualify:** The IPPBX system sends a SIP OPTIONS command regularly to check that the device is still online.
- **Audio Codecs:** CooVox-V2 IPPBX system supported audio codecs are G.711 (ulaw, alaw), G.722, G.726, G.729, GSM, Opus and Speex. The sequence of the audio codecs listed here is the sequence of the audio codecs to be used for negotiating the media of a phone call to be established.

If you want more extensions to be created, you may click on **Add** button to add a new extension or click on **Bulk Add** button to create bulk extensions.

The extensions' properties could be set while you are creating them.

Bulk Add
✕

User Profiles

Features

Advanced

Start Extension Number ? <input style="width: 90%;" type="text" value="200"/>	Count ? <input style="width: 90%;" type="text" value="10"/>
Start Outbound CID ? <input style="width: 90%;" type="text"/>	CID Calculation ? <input style="width: 90%;" type="text" value="+ 1"/>
Password ? <input style="width: 90%;" type="text"/>	Dial Permission ? <input style="width: 90%;" type="text" value="DialPlan1"/>
Language ? <input style="width: 90%;" type="text" value="English"/>	Department ? <input style="width: 90%;" type="text" value="dpt5"/>
Music On Hold <input style="width: 90%;" type="text" value="default"/>	

- Define a **Start Extension Number** and the number of extensions to be created in the **Count** field.
- If you want to associate outbound CID numbers to the extensions, you'll need to specify the first CID number in the **Start Outbound CID** field and in the **CID Calculation** field specify the calculating of the following CID numbers. Otherwise leave these two blanks blank.
- In the **Password** field you may leave it blank so the created extensions will use random passwords or you can define a password so the created extensions will share the same password.

As for other options, you may configure accordingly per your demands. The features/options configured will be applied to all newly created extensions.

As you can see there's a QR code and a Quick Register Code for each of the extensions.

Name/Number/De	Add	Bulk Add	Bulk Edit	Delete Selected	Send QR Code	Export Quick Register Code	
Name	Extension	Email ?	Department	Quick Register Code ?	Dial Permission	Options	QR Code ?
John Doe	100	johndoe@gmail.c...	dpt1	771	DialPlan1	<input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="button"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="button"/>	<input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="button"/> <input style="width: 20px; height: 20px; border: 1px solid #ccc;" type="button"/>

QR code is for quick configuration of the Coocall APP (both Android and iOS versions). It could be viewed and scanned from the admin user web interface and operator user web interface.

The QR code could also be sent to the extension user by Email, you can click on the button of an extension user to send the QR code once at a time or you may select several extensions and click on the button to respectively send QR code of each extension to each of these extension users Email box at a time.





For more information of how QR code works please refer to the Coocall user manual.

Quick register code is a randomly generate 3-digit code for each of the extension number created in the IPPBX system. The quick register code is dedicated for quick configuration of ZYCOO Coofone H81/H81P and H83. For more details please refer to [Phone Provisioning with Quick Register Code](#).

Analog Extensions


Path: **Telephony -> Extensions -> Analog Extensions**

Analog extensions are generated automatically by the IPPBX system if FXS interfaces are detected. All you have to do is attaching analog phones or fax machine to the FXS interface, the analog extensions can be used directly for phone calls, no more additional settings required.

Channel	Extension	Name	Department Name	Call Recordings	Dial Permission	Options
5	005	005		Disabled	DialPlan1	
6	006	006		Disabled	DialPlan1	
7	007	007		Disabled	DialPlan1	
8	008	008		Disabled	DialPlan1	

4 Total

The **Channel** column and **Extension** column list the FXS interfaces and the corresponding extension numbers. They are generated by the IPPBX system which cannot be modified.

You may click on the  button to change settings when necessary.

Edit 005 ✕

Alias

Department

Call Recording

Language

Dial Permission

Input Volume

Output Volume

- **Alias** can be defined to identify this analog extension.
- **Department** can be selected to add this analog extension to one of the departments. Or could change a department it belongs too.
- **Call Recording** could be enabled to record Inbound, Outbound or Both direction phone calls if necessary.
- **Language** option controls in which language of system voice prompts the extension user will listen to.
- **Dial Permission** controls which dial rules the user can use to make phone calls.
- **Input Volume** could be used to adjust the input gain of this analog extension.
- **Output Volume** could be used to adjust the output gain of this analog extension.

Phone Provisioning

There are 2 different ways to quickly and easily deploy large amount of IP phones on ZYCOO CooVox-V2 series.

- Quick Register Code

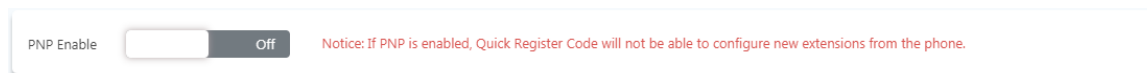
Quick Register Code is a randomly generate 3-digit number for extension number quick configuration on ZYCOO CooFone H81/H81P and H83.

- PNP(Plug & Play)

By utilizing PNP, CooVox-V2 series IPPBX system is able to auto discover IP phones connected in the same LAN with the IPPBX system. By configuring the discovered IP phones from the IPPBX web UI you may quickly provision large amount of IP phones without knowing any of the IP phone's IP address, or opening any of the IP phone's web UI.

Notice

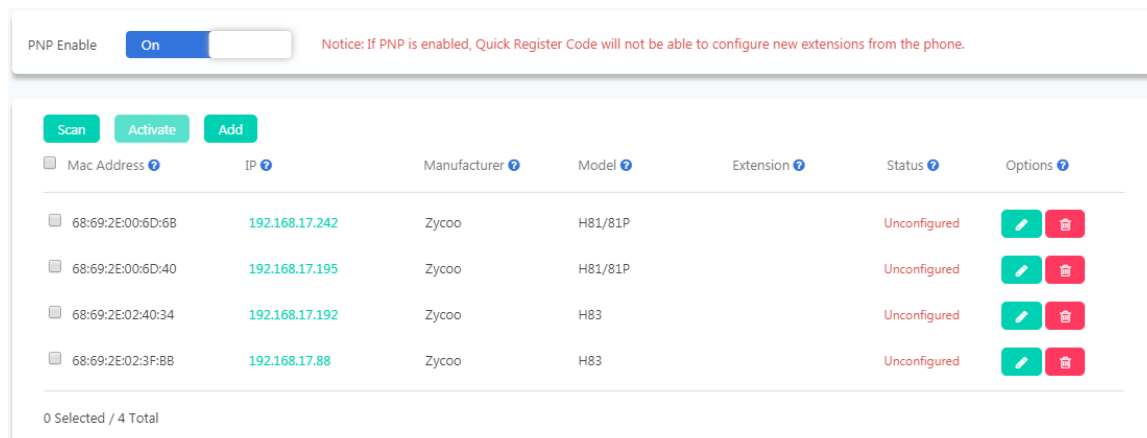
Provisioning IP phones using Quick Register Code and Phone provisioning with PNP cannot work at the same time. If you choose to provision the phones by using Quick register code please first go to **Telephony -> Extensions -> Phone Provisioning** page and disable PNP.



Phone Provisioning with PNP

Path: **Telephony -> Extensions -> Phone Provisioning**

Enable PNP and click on **Scan** button to discover phones that have connected in the same LAN.



The discovered IP phones will be listed here for configurations. Click on the **[Pencil]** button to configure a phone.

H81/H81P supports 2 SIP lines, usually just one extension for the first line (Line1) would be enough. Further configurations are available.

- **Call Waiting** could be enabled/disabled per the users' requirements.
- **Greeting Word** could be set for displaying on the phone screen is needed.

For H83, there are 4 lines available to be configured.

Set only one extension on Line1 or more on other lines per the users' requirements. If it's the operator or the secretary's phone BLF might also need to be configured. There're 7 keys on H83 at both sides of the phone screen that could be used as line keys and BLF keys. The eighth key is used for page switching. You may virtually switch 4 pages so you'll get 28 keys for line and BLF in total.

By default the first 4 keys on the first "page" are line keys, if there's only one extension configured on this H83 you

may not need any line keys to select lines you can configure the 28 keys as BLF keys. If you have configured 2 or more extensions on this H83 just configure the same number of line keys and other keys can be configured as BLF keys.

The screenshot shows the 'Edit' configuration page for a Zycoo H83 IP phone. At the top, it displays 'Manufacturer: Zycoo', 'Mac: 68:69:2E:02:40:34', and 'Model: H83'. Below this are three tabs: 'Account', 'Keys', and 'Option', with 'Keys' selected. A green '+' button is on the left, and a red trash icon and a dropdown menu with '1' are on the right. The main area is a table with columns: Keys, Type, Name, Value, Line, Sub Type, and Pickup Code. The table contains 7 rows of configuration for keys 1-1 through 1-7.

Keys	Type	Name	Value	Line	Sub Type	Pickup Code
1-1	Line	191		SIP1		
1-2	Line	192		SIP2		
1-3	Memory Key	John Doe	101	SIP1	Presence	
1-4	Memory Key	Bob	102	SIP1	Presence	
1-5	Memory Key	Henry	103	SIP1	Presence	
1-6	None			Auto		
1-7	None			Auto		

At the bottom right of the form are 'Cancel' and 'Submit' buttons.

In the above example, the H83 IP phone had line1 with extension 191 and line2 with 192 configured. The first 2 DSS keys had been configured as line key. The third, fourth and fifth DSS keys had been configured as BLF keys and monitored 3 extensions' status on line1.

For more detailed configurations of the H83 IP phone DSS keys please refer to the IP phone user manual.

Notice

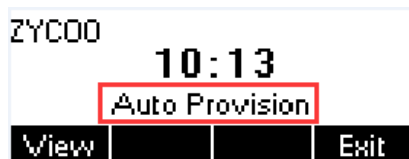
Besides ZYCOO IP phones, the PNP provisioning feature also supports Grandstream, Yealink, Escene, AkuVox, Htek, Cisco, MOCET, Fanvil and Snom IP phones. For these phones advanced configuration is not available.

Phone Provisioning with Quick Register Code

There's no functionality page of Quick Register Code provisioning. If you want, the Quick Register Code could be exported in a MS excel file from the **Telephony -> Extensions -> IP Extensions** page by clicking on the **Export Quick Register Code** button.

To ensure quick register code works please first disable PNP from the **Telephony -> Extensions -> Phone Provisioning** page. Then connect the ZYCOO CooFone H81/H81P and H83 IP phones to the same LAN as the IPPBX system.

When the phone started up you'll see on the phone screen "Auto Provision" notice displayed.



H81/H81P quick register code provision screen

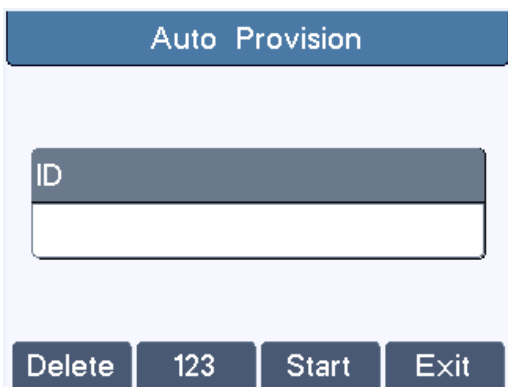


H83 quick register code provision screen

Now you press **View** button and enter a Quick Register Code of a desired extension number and press **Start**.



H81/H81P quick register code provision screen



H83 quick register code provision screen

Once **Start** pressed, it will go back to the default phone screen, and the phone will start to download configurations from the IPPBX system in the background, it will take 10 to 20 seconds, then the phones will reboot after rebooting the phones will then be configured and ready for phone calls.

Notice

Quick Register Code is only used to configure only one extension number on the CooFone H81/H81P and H83 IP phones. DSS keys are also unable to be configured.

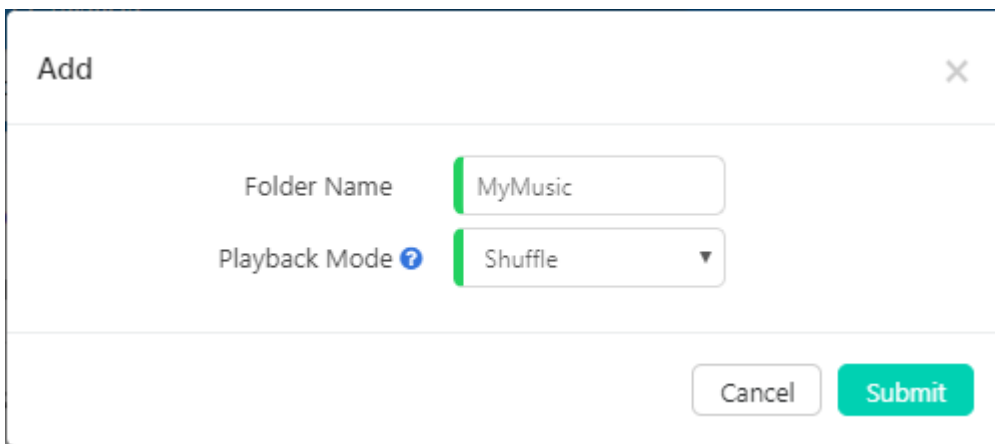
Audio Library

Music On Hold

Path: **Telephony** -> **Audio Library** -> **Music On Hold**


Music On Hold(MOH) is commonly known on an IPPBX system allows audio files (such as WAV or MP3 files) to be uploaded to the IPPBX system and played back when a caller is placed on hold or is waiting in a queue.

Audio files are managed by folder basis. You may use the system default MOH folder as on hold music or you may create new folders and upload your custom music files. Please first click on “Create New Folder” to create a new MOH folder.



The screenshot shows a modal dialog box titled "Add". It contains two input fields: "Folder Name" with the text "MyMusic" and "Playback Mode" with a dropdown menu set to "Shuffle". At the bottom right are "Cancel" and "Submit" buttons.

Give this folder a name and set the playback mode as shuffle (random playback) or in turn (playback in order). One done click on “Submit”.

Now click on  button to upload audio files to the newly created folder one by one.

Supported File Format: MP3, WAV(8KHz, 16bit, Mono)

Custom Prompts

Path: **Telephony** -> **Audio Library** -> **Other Custom Prompts**

Custom prompts are to be used by call queue, call forward and some other advanced features, where customized voice prompts required.

You could record the voice prompts in MP3 or WAV (16bit, 8000Hz, mono) format and upload here. Then when you setup call queue periodic announcements you could select the customized voice prompts, or when you setup call forward notify message you could set the IPPBX system to notify callers before forwarding their calls.

Advanced Features

Call Forward

Path: **Telephony -> Advanced Features -> Call Forward**

Call forward allows calls to an extension to be forwarded to a specific internal extension number or an external phone number.

Before configuring call forward for user extensions, there are 2 advanced options you might want to know about.

- By enabling **Passthrough Caller ID** option to cause the IPPBX system passing the actual caller ID to the target number while forwarding.
- **Notify Caller before Forwarding** option allows you to choose a voice prompts to be played to the caller to notify caller this call will be forwarded. The voice prompts is uploaded from **Telephony -> Audio Library -> Other Custom Prompts** page. If this option is not enabled, the call will be forwarded without notifying the caller.

To configure call forward please click on the **Add** button. And follow the below explanations to complete the configurations.

- In the **Forward Extension** dropdown list select the extension to be configured with call forward.
- In **Forward Type** dropdown list select the condition of when to forward the incoming calls.
- In the **Number** field specify the number to receive the forwarded phone calls. If it's another internal extension number, just fill in with that extension number. If it's an external number, you'll have to specify the dial prefix in front of the actual number. In this case, the actual number is 65302387, the dial prefix is 9.

In the forward list, you may disable or enable items based on requirements.

Extension	Forward Type	Destination	Options
104	Always	105	<input type="checkbox"/> Off
131	Always	965302387	<input checked="" type="checkbox"/> On

0 Selected / 2 Total

Call forward could be configured by Admin user and the operator user, and even by extension user from extension user web portal or by extension users from their phones by feature codes, please refer to [Call Forward feature codes](#).

Follow Me

Path: **Telephony -> Advanced Features -> Follow Me**

The Follow Me feature allows you to set a list of numbers for an extension number that the extension user may possibly be contacted on. Therefore, if someone calls the extension and the user is not available then follow me will work through the list calling each of the numbers in turn until the user is contacted or the list is exhausted.

Before configuring follow me there are 2 advanced options you may want to know about.

Configure

Always Take Call On

Record Caller Name Off

- **Always Take Call:** If enabled the forwarded call will be answered directly by a destination number, if disabled, when the forwarded call reached the destination number, IPPBX system will give the destination number choices to decline or answer the call.
- **Record Caller Name:** Ask the caller to say his/her name and record the name, so it can be announced to each destination number.

Add a follow me feature like below.

Add

Extension: 121[121]

Ring Duration(Sec): 30

Follow Me List: 122 -- 30(Sec)

Number: 965302387 Timeout(Sec): 30

- Select the **Extension** which will be configured with follow me.
- **Ring Duration (Sec)**: Set the time in seconds to ring the extension before follow me process starts.
- **Follow Me List**: The list of numbers to be reached in order.
- **Number and Timeout (Sec)**: The number to be reached and the time to ring this number before trying the next one. If the number is an external number don't forget to add a dial prefix in front of it.

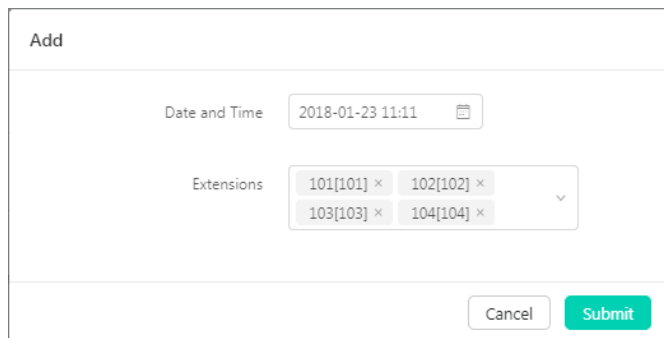
Take the above settings as example, when extension 121 gets an incoming call, if it's not answered in 30 seconds, the call will be forwarded firstly to 122 and ring this extension for 30 seconds, if still not answered, it will try number 65302387 (9 is the dial prefix, not part of the number) for another 30 seconds. If extension 122 answered the call then 65302387 will not be called. If the call didn't answer by any of the numbers listed in **Follow Me List**, the follow me process will end and the caller will be disconnected.

Wake Up Call

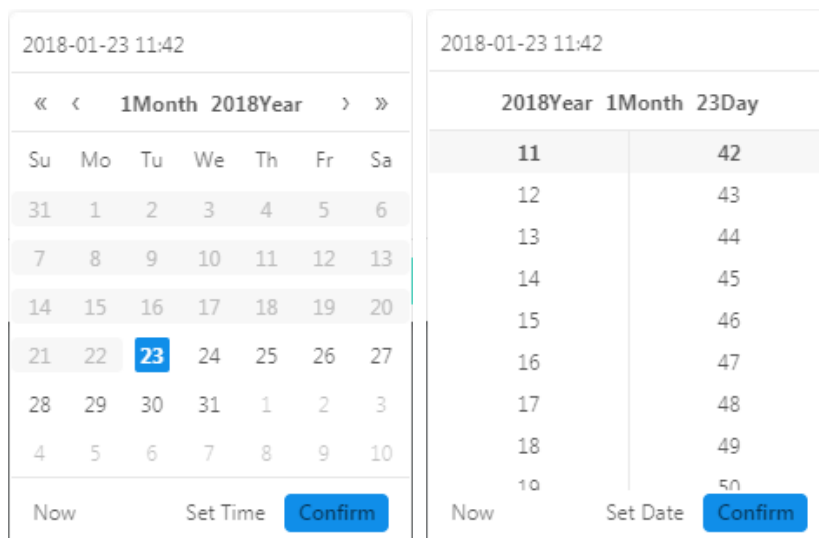
Path: **Telephony -> Advanced Features -> Wake Up Calls**

Wake up calls could be used to schedule reminders or wake up calls to the user extensions. Wake up calls could be scheduled by admin user from admin Web interface, by operator user from operator Web interface, or could be scheduled by extension users by dialing [Wake Up Call feature codes](#).

To schedule a wake up call from admin user Web interface, please click on **Add** button, in the pop up window set the time of the wake up call and select the extension/extensions to be called at the scheduled time point.



- Click on **Date and Time** field to schedule the date and time for the wakeup call.



Click on **Now** to fill in the blank with the current date and time, and then you can modify as per your requirements.

Or you may choose a date and then click on **Set Time** to set the exact time of the scheduled wake up call.

- In **Extensions** field you could select one or more extensions as you wish.

When it's time for wake up call, IPPBX system will ring the selected extension/extensions. After user answering the wakeup call, IPPBX system will give user options to **"Confirm"** wakeup call or to **"Snooze"**. If user press a key to confirm wakeup call then the schedule is completed, if user chooses to snooze, then the wakeup call will ring back later as per the user selected by key press.











If a wakeup call is not answered, system will try to ring back in the next minute, and will retry 2 times, after this system will consider the wakeup call completed, and the schedule will be canceled.

Conference


Path: **Telephony -> Advanced Features -> Conference**

Conferences allow two or more callers to be joined together so that all parties on the call can hear one another. Conferences are also referred as Conference Bridges or Conference Rooms.

There are 10 conference numbers for internal extension users to dial to join conference calls. You can also set conference as a destination in inbound routes to allow outside callers to reach the conferences.

Call Forward	Follow Me	Wake Up Call	Conference	Paging & Intercom	Phonebook	
Extension	Guest Password	Admin Password	Leader Wait	Announce Caller	Call Recording	Options
90	1234	2345	Yes	Yes	Yes	
91	1234	2345	No	No	No	
92	1234	2345	No	No	No	
93	1234	2345	No	No	No	
94	1234	2345	No	No	No	
95	1234	2345	No	No	No	
96	1234	2345	No	No	No	
97	1234	2345	No	No	No	
98	1234	2345	No	No	No	
99	1234	2345	No	No	No	
10 Total						

There are totally 10 conference numbers could be used. Only users who dial the same conference number could hear one another.

There are options for each conference for you to customize the conference feature. Please click the  button to change the options if needed.

The screenshot shows a configuration window titled "Edit 90" with a close button (X) in the top right corner. The window contains the following settings:

- Guest Password: 1234
- Admin Password: 2345
- Dial Permission: Internal
- Leader Wait: On
- Announce Caller: On
- Call Recording: On


At the bottom of the window, there are two buttons: "Cancel" and "Submit".

- **Guest Password** is for ordinary conference users, only the users who enter the correct password can join in the conference.
- **Admin Password** is for conference admin, only the user/users who enter the admin password will become the conference administrator. Conference admin can invite other numbers to join in the conference by using [Conference feature codes](#).
- **Dial Permission** could be used by the conference admin user to dial other numbers and invite them to join in the conference. By default, all conferences use Internal dial permission, which means by default the conference admin could only invite internal extension numbers to join in the conference, if inviting external number is necessary, please select a valid dial permission which could be used to dial external numbers.
- **Leader Wait**, if enabled, the conference will start when the conference admin entered. Before conference admin joining in, all other participants will be waiting with background music.
- **Announce Callers** option causes the IPPBX system to notify all conference participants about new participants join in. Before a new participant joining in the conference, the IPPBX system will ask the participant to say his/her name, once done, system playback the recorded name to other participants and at the same time, new participant joins in.
- **Call Recording** option determines if the conferences to be held in this "conference room" should be recorded or not.

Paging & Intercom

Path: **Telephony** -> **Advanced Features** -> **Paging & Intercom**

The Paging and Intercom feature allows you to use your phone system as an intercom system, provided that your endpoints (phone devices) support this functionality. The Paging and Intercom feature allows you to define an extension number that by calling the number will simultaneously page/intercom a group of phones.

To create a **Paging & Intercom** group, please click on the  button, a popup window will show up as below screenshot.

The screenshot shows a dialog box titled "Add" with a close button (X) in the top right corner. It contains the following fields:

- Group Number:** A text input field containing "0501".
- Name:** A text input field containing "sales".
- Mode:** A dropdown menu with "Simplex" selected.
- Group Members:** A multi-select list showing ten extensions: 101[101]✘, 102[102]✘, 103[103]✘, 104[104]✘, 105[105]✘, 106[106]✘, 107[107]✘, 108[108]✘, 109[109]✘, and 110[110]✘.

At the bottom right of the dialog are two buttons: "Cancel" and "Submit".


- In the **Group Number** field, a default group number is given. The number could be changed within the Paging Group Extension Number Range listed on **Telephony -> Preferences -> Global PBX Options** page, Extension Ranges section.
- In the **Name** field a name should be given to identify this paging group.
- In the **Mode** dropdown list, if “Simplex” is selected, calling the group number will page on the group members, if “Duplex”, the group members are able to talk back to the caller (intercom).
- In the **Group Members** field, select the desired user extensions, make sure all extensions you selected are desktop based IP phones, otherwise if the phone is an analog one, paging/intercom will not work.

Except group paging and intercom, extension users could also paging/intercom an individual extension by using feature codes, please refer to introductions in [Other feature codes](#) section.

Phonebook

Path: **Telephony -> Advanced Features -> Phonebook**

Phonebook feature for Coovox V2 series IPPBX is just like a contact list on the mobile phones. You may add contacts to the IPPBX system, when the contacts calling in, on the ringing user extension phone screen will display the caller number and the contact name you have added before. If the number didn't match any contacts in the phonebook, then only caller number will be displayed on the ringing phone screen.

You may click on the  button to add a new contact from the popup dialog.

The screenshot shows a dialog box titled "Add" with a close button (X) in the top right corner. It contains the following fields:

- Name:** A text input field containing "John Doe".
- Phone Number:** A text input field containing "1234567".
- Email:** A text input field containing "johndoe@gmail.com".
- Company:** A text input field containing "company".

At the bottom right of the dialog are two buttons: "Cancel" and "Submit".

Or you may export the phonebook template file to add the contacts by MS Excel and then upload the file to generate contacts.

Contacts could be added by admin user from admin web interface, by operator from operator web interface and by extension user from extension user web portal.

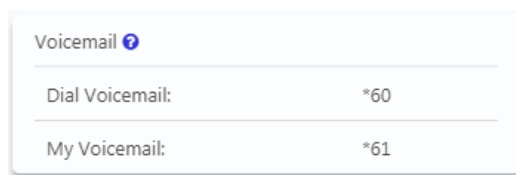
A contact added by admin user and operator user is visible to all extension users, but a contact added by an extension user is only visible to the user who added it and the admin and operator user, other extensions won't be able to see it.

Feature Codes

Path: **Telephony** -> **Feature Codes**

Feature codes can be dialed from user extensions to enable or disable certain features or to achieve some call features. For example, enable and disable call forward, transfer incoming calls, check voice messages, etc.

Voicemail feature codes



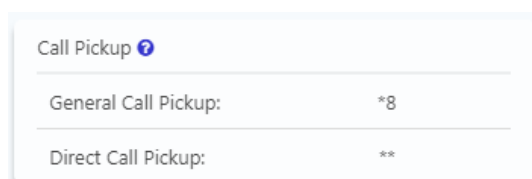
Voicemail ?	
Dial Voicemail:	*60
My Voicemail:	*61

Dial *60 and you will enter the main menu of voicemail feature, by specifying the extension number and voicemail password of the required extension then you can check its voicemail and you can do this for any extension by following the system voice guidance.

By dialing *61 from an extension and entering the voicemail password for this extension you can follow the voice guidance to check voicemail of your own extension. Or alternatively, you can configure some advanced options for your voicemail box.

Call Pickup feature codes

Call pickup feature codes allow users to pick up calls that are not directed to them by dialing a feature code *8 or **.



Call Pickup ?	
General Call Pickup:	*8
Direct Call Pickup:	**

If there's an incoming call ringing on an extension that belongs to your department, you may dial the general call pickup feature code *8 (end with #) to pick up the call. While if there are 2 ringing extensions in your department, by dialing *8 will pick up the first incoming call. If you need to pick up the second incoming call or if you don't know which call came first, you may use direct call pickup feature code.

Direct call pickup feature code could be used to pick up an incoming call on a specific extension, no matter the extension is from the same department or from another department. Just dial ** following by the extension number (end with #) you'll be able to pick up the incoming call on that specific extension.

Call Parking feature codes

Call parking feature allows anyone who has received a call to park the call on an extension, allowing any other user to access the parked call.

Call Parking ?	
Parking Number:	*4
Call Retrieve Number:	41-49

To park a call, extension user could dial *4 during a live call, and then listen as the system tells you where you can retrieve the call (usually extension 41). The second call will be parked on 42, and so on.

To retrieve the parked calls, user should dial the retrieve number given by the IPPBX system. And this could be done by any extension.

A call could be parked for maximally 120 seconds before it goes back to the extension which parked it. And the parking lot (call retrieve numbers) could be monitored by BLF. This is helpful if the operator wants to know if there are calls parked in the IPPBX system.

Call Transfer feature codes

Call Transfer is used to transfer a call in progress to some other destination. There are two types of call transfer.

- **Attended call transfer** - Where the call is placed on hold, a call is placed to another party, and a conversation can take place privately before the caller on hold is connected to the new destination. It is also referred to as "Supervised Call Transfer".
- **Blind call transfer** - Where the call is transferred to the other destinations without intervention (the other destination could ring out and may not be answered for instance).

Call Transfer ?	
Blind Transfer:	#
Attended Transfer:	*2
Abort Transfer:	*

In a live call, you can press # key and the IPPBX system prompts "Transfer", you then enter the number to transfer

to, this call will be transferred instantly and the user can hangup. If the transferred number doesn't answer this call then it will go to voicemail.

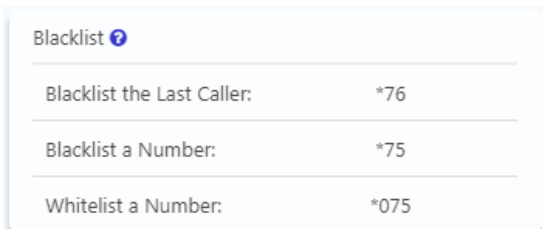
If blind transfer sometimes seems inappropriate, you may use attended transfer feature. In a live call, you can press *2 and the IPPBX system prompts "Transfer", you then enter the number to transfer to, after someone answers your call, you can introduce this call and hangup at which point the call is transferred.

In an attended transfer, if the third party rang for 15 seconds without answering, the extension user will go back to the caller and the transfer is terminated. You may also manually abort the transfer by pressing * when the third party is still ringing.

Blacklist feature codes

Black list feature codes allow the extension users to add external phone numbers to IPPBX system blacklist from their phones, consequently the numbers added will not be able to dial in to the IPPBX system.

Adding blacklist numbers from phone by using feature codes is the same as adding blacklist numbers from admin and operator UI.



Blacklist ?	
Blacklist the Last Caller:	*76
Blacklist a Number:	*75
Whitelist a Number:	*075

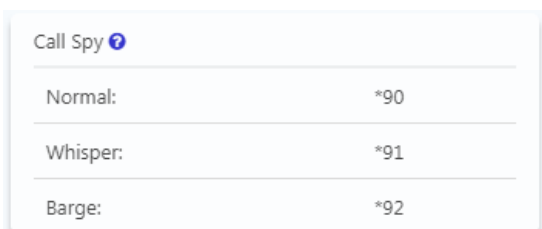
Blacklist the last caller allows you to dial *76 to directly add the last caller's number to the IPPBX blacklist.

You may also dial *75 (end with #) and follow the voice prompts to specify the number you wish to blacklist to add numbers to the IPPBX system blacklist.

To remove numbers from black list (whitelist a number), you can dial *075 (end with #) and follow the voice prompts to specify the number you wish to whitelist.

Call Spy feature codes

Call Spy allows users to dial the spy feature codes following by an extension number to listen to the call conversation in real-time.



Call Spy ?	
Normal:	*90
Whisper:	*91
Barge:	*92

- Normal Spy: For example, extension 410 is talking to someone on the phone, you can dial *90410 (end with #) to listen to their conversation, however, neither speaker will be able to hear you.
- Whisper Spy: Whisper spy is also known as coaching. For example, a new employee is talking to the customer on the phone, their supervisor can dial *91 following by the employee's extension number (end with #) to

listen to their conversation. The supervisor can talk to the new employee only without the customer hearing the conversation.

- **Barge Spy:** Barge spy is similar to an instant 3-way conference call. While an extension user is talking to someone else on the phone, you can dial *92 following by their extension number (end with #) to talk to both of the speakers.

Notice

Before you can spy on an extension, please enable “Call Spy” option from the extension edit screen.

Call Queue feature codes

Call queue feature codes are for call queue agent extensions only. They are meaningless to the non-agent extensions.

Call Queue ⓘ	
Agent Login:	*62
Agent Logout:	*062
Agent Pause:	*95
Agent Unpause:	*095

Agent Login and **Agent Logout** are for dynamic agents to login or out the call queue. And for both static agents and dynamic agents, they can dial *95 to suspend their extensions temporarily, new calls will not be distributed to their extensions, until they dial *095 to resume.

Conference feature codes

Conference feature codes are used by conference admin for inviting participants to join in a conference or for creating a conference during a normal phone call.

Conference ⓘ	
Invite Participant:	0
Return with Participant:	**
Return without Participant:	*#
Create Conference:	*0

When in a conference room, if the conference admin user presses 0 they will get a dial tone for inviting others to participate in this conference.

If the invited party agrees to join in the conference, conference admin user can dial ** to return to the conference with invited party.

If the invited party doesn't want to join in the conference, conference admin user can press *# to return to the conference without the invited party.

During a live call the extension user can press *0 to create a dynamic conference room. The other side will

automatically enter the conference as an ordinary participant while the extension user who created this conference will be requested to enter the conference password to enter. Usually the user needs to enter the conference admin user password as the user needs to invite others to join in the conference.

Notice

After a dynamic conference is created, in reality you have entered a static conference room (by default 90 is the first available conference room). You are able to use conference admin menu to invite others to the conference also others can dial 90 to enter this conference.

Wakeup call feature codes

Except configuring wakeup calls from admin and operator web user interface, extension users could request wakeup calls from their phones directly by feature codes.

Wakeup Call ⓘ	
Cancel All Wakeup Calls:	*055
Direct Wakeup Call Request:	*55*
Wakeup Call Main Menu:	*55

- **Cancel All Wakeup Calls:** By dialing this code to cancel all requested wakeup calls.
- **Direct Wakeup Call Request:** Add a wakeup call directly by dialing this feature code followed by a specific date and time in 8-digit number format, for example, feature code is *55*, you can dial *55*08010730 to add a wakeup call of 7:30am on August 1st.
- **Wakeup Call Main Menu:** Advanced wakeup call menu for adding, viewing and canceling wakeup calls.

Call Forward feature codes

Call forward could be configured from admin and operator web user interface. With the following feature codes, extension users can activate or deactivate call forward directly from their phones without configuration on the Web GUI.

Call Forward ⓘ	
Forward All Activate :	*71
Deactivate All:	*071
Activate Forward on Busy:	*72
Deactivate Forward on Busy:	*072
Activate Forward on No Answer:	*73
Deactivate Forward on No Answer:	*073

For example, a Coovox IPPBX requires prefix 9 to call outbound, and the number you want to forward the calls to

is 85337096.

- **Forward All Activate:** Dial *71985337096, press 1 to confirm.
- **Deactivate Forward All:** Dial *071.
- **Activate Forward on Busy:** Dial *72985337096, press 1 to confirm.
- **Deactivate Forward on Busy:** Dial *072.
- **Activate Forward on No Answer:** Dial *73985337096, press 1 to confirm.
- **Deactivate Forward on No Answer:** Dial *073.

DND feature codes

DND (Do Not Disturb) could be set on the IP phones from the phone level, if the phone doesn't have DND feature you may use the DND feature code to set DND from IPPBX system level. Any phone connected to the CooVox series IPPBX system can use the DND feature code, no matter if it's IP phone, analog phone or softphone.

DND ⓘ	
DND Activate:	*74
DND Deactivate:	*074

Simply dial *74 to enable DND, if you hear a beep sound that means DND is on. Once DND enabled the extension will only be able to make calls, inbound calls will be rejected.

Make sure when you are ready to receive inbound calls, dial *074 to deactivate DND.

Other feature codes

Others ⓘ	
Announce WAN Port IP:	**11
Announce LAN Port IP:	**12
Announce Extension Number:	**13
One Touch Recording:	*1
Intercom:	*50
Paging:	*51
Audio Console:	*911

- **Announce WAN Port IP:** By dialing this code you'll hear the system announce the IP address of the IPPBX WAN interface.
- **Announce LAN Port IP:** By dialing this code you'll hear the system announce the IP address of the IPPBX LAN interface.
- **Announce Extension Number:** By dialing this code you can check the extension number of your phone, either

it's an IP phone or analog phone.

- **One Touch Recording:** One Touch Recording is also known as Record on Demand. It allows users to record phone calls selectively. In a live call conversation, an extension user can use feature code *1 to record this call. With this feature, you don't have to configure recording all calls for the extensions which may cause heavy system resource use if some call recordings are not required.
- **Intercom:** The intercom feature code allows you to intercom one extension only. You don't have to create a "Paging and Intercom" group for only one extension if you intend to intercom with only that extension.
- **Paging:** The paging feature code allows you to page one extension only. It's the same as the intercom feature code, the only difference between paging feature code and intercom feature code is by using intercom feature code both sides can talk to each other but using paging feature code, only the caller can talk to the called party.
- **Audio Console:** A speaker could be connected to the 3.5mm audio out (available on U60V2, U80 and U100V2) interface, extension user could dial *911 to deliver a public address from the audio out interface.

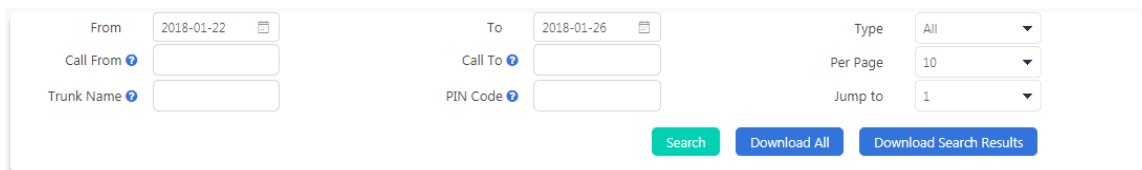
Reports

Call Logs

Path: **Reports -> Call Log**

Call logs are also known as CDR (Call Detailed Records), on the call logs page you can check records for any call that went through the IPPBX system.

To query call logs you need to first specify the search criteria.



The search form includes the following fields and controls:

- From:** Date field set to 2018-01-22.
- To:** Date field set to 2018-01-26.
- Type:** Dropdown menu set to All.
- Call From:** Text input field.
- Call To:** Text input field.
- Per Page:** Dropdown menu set to 10.
- Trunk Name:** Text input field.
- PIN Code:** Text input field.
- Jump to:** Dropdown menu set to 1.
- Buttons:** Search (green), Download All (blue), Download Search Results (blue).

- In the **Type** dropdown list choose Outbound, Inbound or Internal to search outbound calls, inbound call or internal calls only.
- In **From** and **To** fields set the start and end date to search call logs within this period of time.
- By specifying the name of a trunk in the **Trunk Name** field to search the inbound or outbound calls came in or sent out through this specific trunk only.
- In the **PIN Code** field specify a PIN code of a [PIN Set](#) to search outbound calls made by using this PIN code.

The searching results might look like below.

Start Time	Call From	Call To	Final Callee	Duration	Trunk Name	PIN Code	Type	Status	Call Recordings
2018-02-11 15:17:46	John Doe["John Doe" <10... 965302387	<10... 965302387	965302387	00:00:30	FXO-1	9031	Outbound	Answered	Yes
2018-02-11 15:15:14	65302387	IVR(biz-en)	100	00:00:47	FXO-1		Inbound	Answered	Yes

- The time when this call took place will be listed in the **Start Time** column.
- In the **Call From** column lists the original caller of the calls.
- In the **Call To** column lists the first callee but might not be the last.
- The **Final Callee** column lists the extension/destination where the call finally ends.
- In the **Duration** column lists the call duration of each phone calls, this might not be the exact talk time, as when calling though the FXO ports, IPPBX system will auto answer the inbound calls so IVR works, and it will auto answer the outbound calls, so the IPPBX could send the numbers out through the PSTN lines.
- In the **Trunk Name** column lists the trunks used by those phone calls. Internal call will not take any trunk so this blank will be blank for internal calls.
- In the **PIN Code** column, only those outbound calls made out with a PIN code will list the PIN code used here. This is a good idea to tell which user/users made the call, as the PIN codes are not shared by every extension user. Every extension may have a PIN different than others or several extension users share a PIN code that is different than others.
- In the **Type** column it indicates the type of each phone call, inbound, outbound or internal.
- In the **Status** column you could tell if the calls are successfully made or failed for any reason.
- The **Call Recording** column indicates which calls are recorded and which ones are not.

You may download the search results as a CSV file by clicking on the [Download Search Results](#) button, or you may download all the call logs by clicking on [Download All](#).

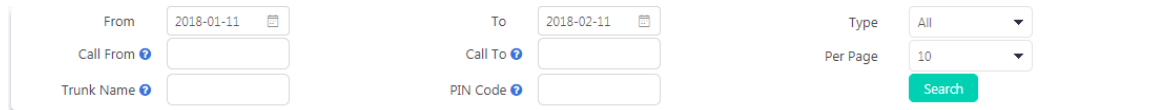
Call Recordings

Call Recordings

Path: **Reports -> Call Recordings -> Call Recordings**

Call recordings to be checked here are for those extensions which had enabled call recording from the extension edit page.







Search criteria can be used to search call recordings are as follows.




From: 2018-01-11 To: 2018-02-11 Type: All
 Call From: Call To: Per Page: 10
 Trunk Name: PIN Code: Search



- **Type** could be used to search the call recording according to outbound, inbound and internal calls.
- **Call From** could be used to search according to a specific callee's number (optional).
- **Call To** could be used to search according to a specific callee's number (optional).
- **Trunk Name** could be used to search according to the inbound/outbound trunk's name (optional).
- **PIN Code** could be used only for those calls which are dialed out with PIN codes define in [PIN Set](#) (optional).

The searched recordings will be displayed in a list with some detailed information.

Start Time	Call From	Call To	Final Callee	Duration(Call/Record)	Trunk Name	PIN Code	Type	Options
2018-02-09 16:33:08	8005	8000	8000	00:25:19/00:25:15			Internal	  
2018-02-09 16:09:18	8005	8000	8000	00:12:32/00:12:30			Internal	  

You may playback the recording by built-in web player by clicking on the  button.



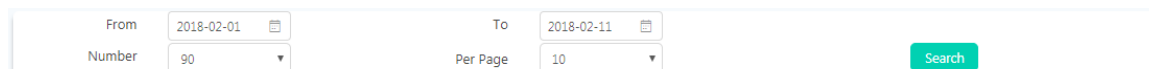
Or you may click on the  button to download or click  to delete.

Call recordings can be managed by both the admin user from admin web UI or by operator from the operator web UI.

Conference Recordings

Path: **Reports -> Call Recordings -> Conference Recordings**




If the [conferences](#) had call recording enabled, the conference held will be recorded and conference recordings could be found for review here.



From: 2018-02-01 To: 2018-02-11
 Number: 90 Per Page: 10 Search

In the **Number** dropdown list you may specify the conference number and search for recordings of the specific conference number only.

The searched recordings will be listed with detailed information of when the conference calls were started, the conference number and the call/record durations. There are also the same options to playback, download and delete the recording files.

Start Time	Conference Number	Duration(Call/Record)	Options
2018-02-11 14:24:14	CONFERENCE(90)	00:06:35/00:06:33	  
1 Total			

One Touch Recordings

Path: **Reports -> Call Recordings -> One Touch Recordings**

One touch recording is for those extensions that are not enabled call recording, when the user wants to record the call, by pressing *1 will start recording.

The recordings of once touch recording could be found here. Search criteria and recording list options are the same as “normal” call recordings, except one touch recording could not be found on the **Call Recording** page.

From	<input type="text" value="2018-03-19"/>	To	<input type="text" value="2018-03-19"/>	Type	<input type="text" value="All"/>
Call From	<input type="text"/>	Call To	<input type="text"/>	Per Page	<input type="text" value="10"/>
Trunk Name	<input type="text"/>	PIN Code	<input type="text"/>	<input type="button" value="Search"/>	

Fax Logs

Path: **Reports -> System Logging -> Fax Logs**

Fax logs stores all your inbound faxes and the outbound faxes sent from the extension user portal.

The fax logs could be managed by both the Admin user and the Operator user.

From	To	Time	Type	Info	File
816		2018-01-15 11:08:00	Received	Success	fax000000004.tif
816		2018-01-15 11:01:00	Received	Success	fax000000003.tif
816		2018-01-15 10:37:00	Received	Success	fax000000002.tif
816		2018-01-15 09:50:00	Received	Success	fax000000001.tif
4 Total					

By downloading the .tif file to your operating system you may view the fax details.