K2 VoIP PBX

Extension User Guide

Contents

About This Guide

This Extension User Guide explains all K2 VoIP PBX management menus available for extension users. Yeastar K2 VoIP PBX provides extension user accounts, which allow the extension users to log in K2 VoIP PBX using their own extension accounts. All the users can check their own voicemail, recordings and configure the extension settings after logging in K2 VoIP PBX.

Note:
- This guide only describes the default settings available for extension users. If the administrator grants more user permissions for the extension, please refer to the *Yeastar S Series Administrator Guide* for more information.

Related Documents

The following related documents are available on Yeastar website:

Document	Description
Yeastar K2 VoIP PBX Administrator Guide	The administrator could refer to this manual for instructions on how to configure, operate, monitor, and maintain the Yeastar K2 VoIP PBX.

1. Extension User Portal

To log into the Extension User Portal, navigate to the K2 VoIP PBX URL.
Default IP Address: https://192.168.5.150:8088
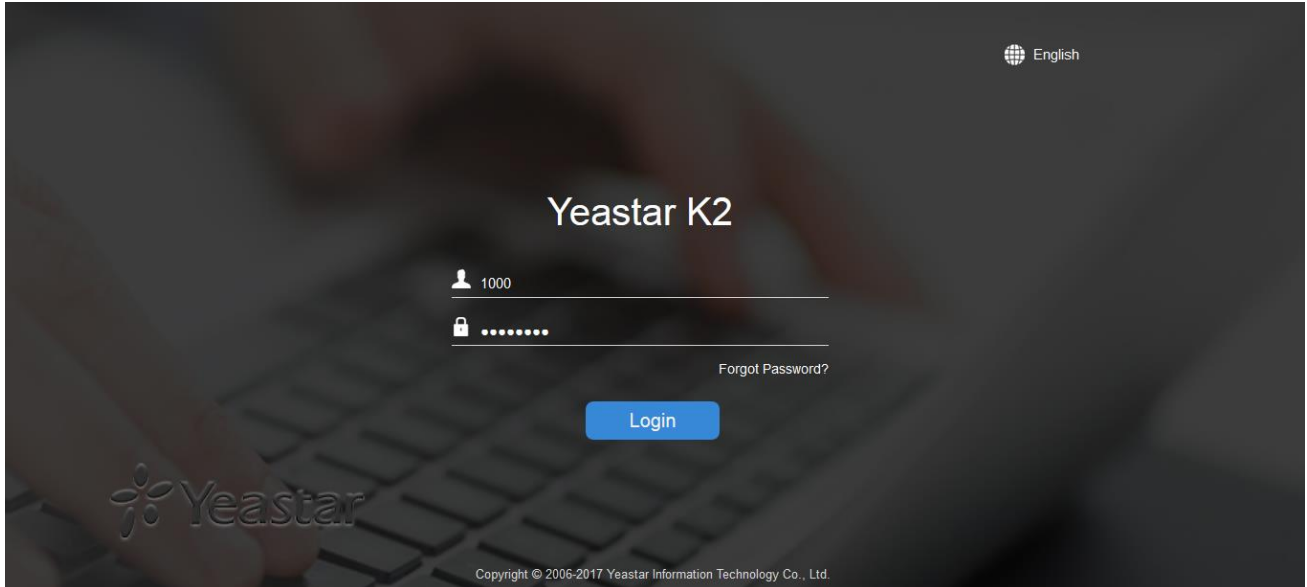
Log in with your K2 VoIP PBX extension number and the password assigned by your K2 system administrator. The default password is "pass" + "extension number".

Note: if you cannot log in K2 VoIP PBX with your extension number, please contact the administrator to check the password.

1.1 Getting to Know the Desktop

When you log in Extension User Web GUI, you will see the desktop. From here, you can manage your extension settings and check the voicemail messages, CDR and recordings.

Main Menu Open Application   **Options**

- **Main Menu**: view and open the extension user applications. Right-click the application icon, you can add the application to the desktop.
- **Open Application**:
  - Click the icon of an application to show or hide its window on the desktop.
  - Right-click the icon and choose from the shortcut menu to manage the application window
- **Options**: logout, change Web language.

1.2 Me

Click on to configure your extension settings and check voicemail box.

1.2.1 Extension Settings

1) User Information

- **Avatar:** click the change your avatar.
- **Name**: enter your name.
- **Email**: enter your email address, the email will be used to recover password, receive forwarding voicemails, receive fax as an attachment and receive event notifications**.**
- **Mobile Number**: enter your phone number. The phone number can receive forwarded calls and event notifications.
- **Prompt Language**: choose the prompt language.

2) Voicemail

- **Enable Voicemail**: check the box to enable voicemail feature.
- **Send Voicemail to Email**: check the box to send voicemail to your email address.
- **Voicemail Access PIN**: the password to enter the voicemail menu.

3) Call Forwarding

- **Always:** always redirect the call to the designated destination.
- **No Answer:** redirect the call to the designated destination when it is not answered.
- **When Busy:** redirect the call when the extension is busy

4) Mobility Extension

- **Ring Simultaneously:** when the extension has an incoming call, it rings the mobile number simultaneously.
- **Mobility Extension:** to make the system ring your mobile phone, a prefix matching the outbound route also needs to be filled in.
- **Enable Mobility Extension:** if you enable this setting, when you call in the system with your mobile phone, the phone will have the same user permission with the desktop extension. So your mobile phone will be able to reach the other extension, dial out with the trunk, and play voicemail.

5) Other Settings

- **Ring Timeout:** customize the timeout in seconds. Phone will stop ringing over the time defined.
- **DND:** Do not Disturb. When DND is enabled for the extension, the extension will be unavailable.
- **Call Waiting**: check the option if the extension should have Call Waiting capability. If the option is checked, the "When Busy" call forwarding options will be unavailable.

1.2.2 Blacklist/Whitelist

Blacklist is used to block an incoming/outgoing call. If the number of incoming or outgoing call is listed in the number blacklist, the caller will hear the following prompt: "The number you have dialed is not in service. Please check the number and try again". The system will then disconnect the call. Whitelist is used to allow incoming/outgoing numbers.
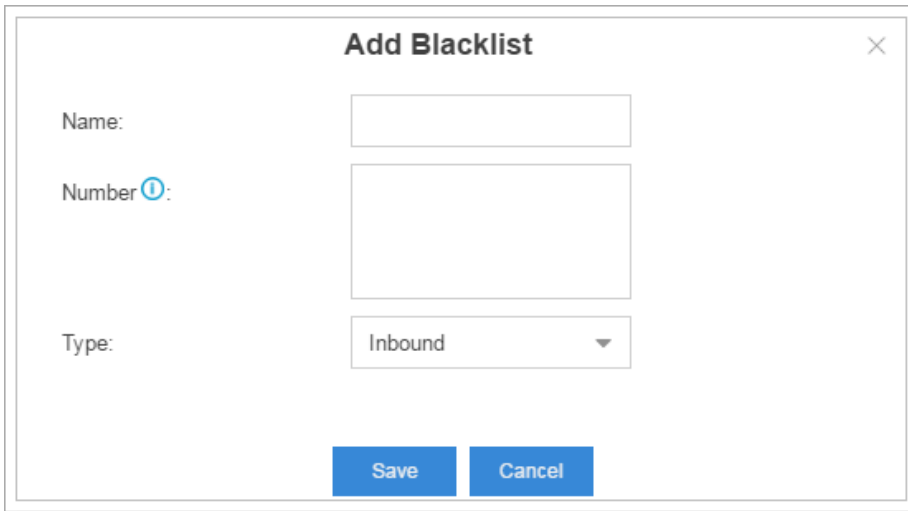
The system supports to block or allow 3 types of numbers:

- **Inbound**: the number would be disallowed or allowed to call in the system.
- **Outbound**: users are disallowed or allowed to call the number out from the system.
- **Both**: both inbound and outbound calls are disallowed or allowed.

1) Add Blacklist/Whitelist

Select Blacklist or Whitelist tag, click Add to add a number to Blacklist or Whitelist.
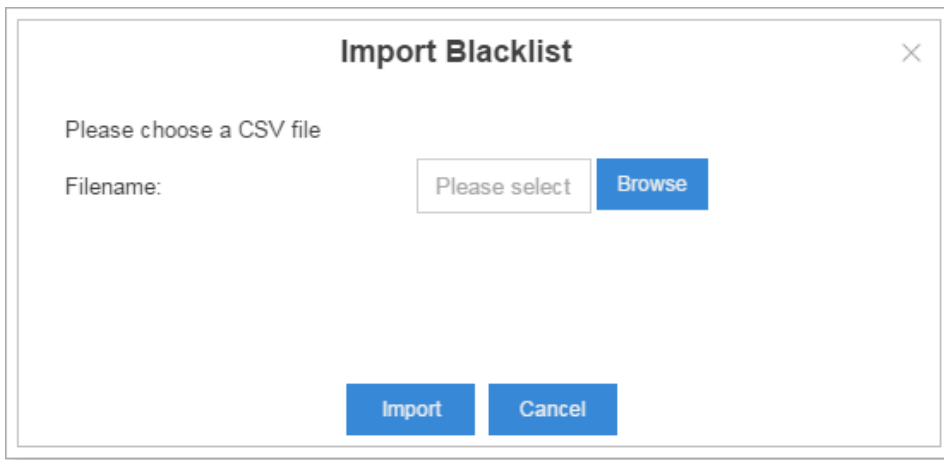

- **Name**: give a name for the blacklist/whitelist.
- **Number**: enter the numbers, one number per row.
- **Type**: choose the type.

2) Import Blacklist/Whitelist

Click [Import] , you will see a dialog window shown as below.

Click [Browse] and select the file to start uploading. The file must be a .csv file. Open the file with notepad, check the sample below. You can export a blacklist/whitelist file from K2 and use it as a sample to start with.

```
1   Name,Number,Type
2   international,18288383,73829911,outbound
3   ads,28192828,83829920,88287373,inbound
4   blacklist,18283883,89388383,both
5
```

The sample csv file will result in the following speed dial in Yeastar K2.

	Name	Number	Type	Edit	Delete
☐	international	18288383,73829911	Outbound	✎	🗑
☐	ads	28192828,83829920,8828...	Inbound	✎	🗑
☐	blacklist	18283883,89388383	Both	✎	🗑

- **Export Blacklist/Whitelist**

  Select the checkbox of the blacklist/whitelist, click [Export] , the selected blacklist/whitelist will be exported to your local PC.

1.2.3 Voicemail

Click **Voicemail** tab to check the voicemail messages.
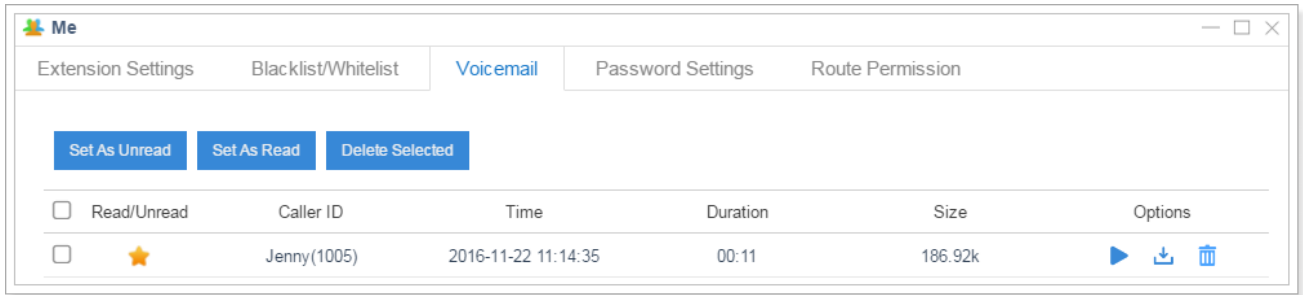
Voicemail Message Status:

⭐: Unread

☆: Read

Manage the Voicemail Messages:

- Click ▶ to play the message.

- Click ⬇ to download the message file.

- Click 🗑 to delete the message.

- Click ⭐ or ☆ to switch the message status.

1.2.4 Password Settings

You can change the extension login password here. First type the old password, and type new password twice to confirm.

1.2.5 Route Permission

You can check your route permission and see which numbers you can dial out.

Me				— □ ×
Extension Settings	Blacklist/Whitelist	Voicemail	Password Settings	Route Permission

Available Outbound Routers ⓘ:

Name	Patterns	Strip	Prepend
Local_Calls	5XXXXXX		
Notional_Calls	XZ.		
International_Calls	00.		
Long_Distance	0.		

1.3 CDR and Recordings

Click Main Menu and click [image] to check the call logs and recordings. You can run reports against the logs and filter on the following:
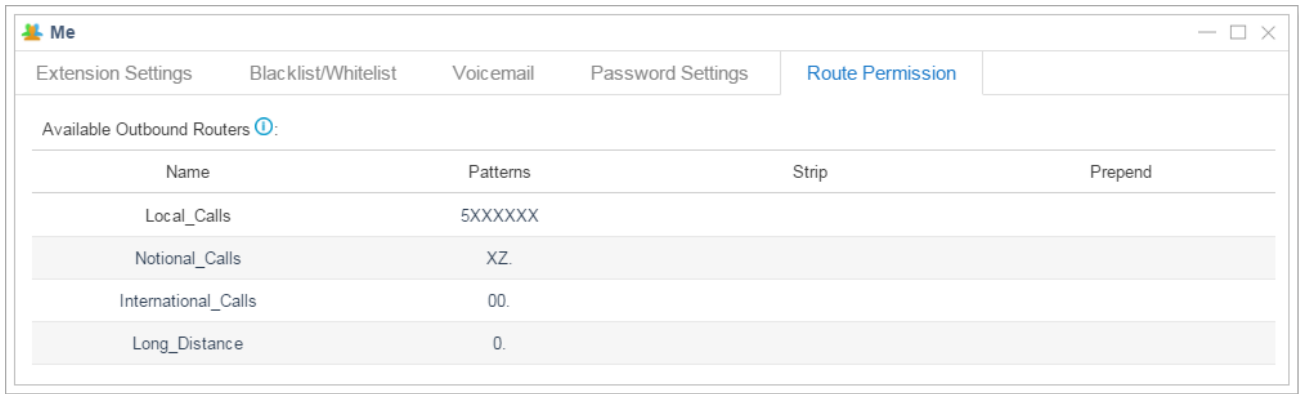
- Time
- Call From
- Call To
- Call Duration
- Talk Duration
- Status
- Trunk
- Communication Type
- PIN Code
- Number Fuzzy Search

You can perform the following operations on the filtered call report:

- **Download Searched Result**
  Click Download the Records to download the searched records.
- **Edit List Options**

  Click [gear] to choose which options will be displayed on the logs page.

- **Play Recording File**

  Click ▶ to play the recording file.

- **Download Recording File**

  Click ⬇ to play the recording file.

> **Note:** by default, the extension user has no permission to check the recording files.

CDR and Recordings — □ ×

Time:	2016-11-22 00:00 📅 - 2016-11-22 23:59 📅	
Call From:		Call To:
Call Duration (s):		Talk Duration (s):
Status:	All ▼	☐ Include Recording Files Search

∨ Advanced Options

Download CDR ⚙

Time	Call From	Call To	Call Duratio...	Talk Duratio...	Status	Recording Options
2016-11-22 11:14:23	Jenny <1005>	Ada <1000>	00:00:25	00:00:25	Voicemail	▶ ⤓
2016-11-22 11:13:53	Jenny <1005>	Ada <1000>	00:00:30	00:00:00	No Answer	▶ ⤓
2016-11-22 09:04:52	1000	56184669494	00:00:04	00:00:00	No Answer	▶ ⤓

2. Basic Calling

- **Making Internal Calls**
  To make internal calls, pick up the analog phone or IP phone and dial the other extension's number. For example, to reach extension 100, dial ⬚1⬚ ⬚0⬚ ⬚0⬚.
- **Making Outbound Calls**
  To place an outbound call, you should dial the numbers matching outbound routes on K2 VoIP PBX. The setting will be different if the administrator has made relative configuration, please contact the administrator for details.
- **Answering Calls**
  To answer an incoming call, pick up the phone as you normally would.

3. Call Transfer

There are 2 types of call transfer available on K2 VoIP PBX: Blind Transfer and Attended Transfer. Users can achieve call transfer by pressing the feature code during the call.

- **Blind Transfer**

  Default feature code: *03
  1. Dial "*03" during the call;
  2. Dial the called number after hearing a prompt "transfer";
  3. The call will be transferred after the number is dialed.

- **Attended Transfer**
  Default feature code: *3
  1. Dial "*3" during the call;
  2. Dial the called number after hearing a prompt "transfer";
  3. Talk to the transfer recipient;
  4. The call will be transferred after hanging up.

4. Call Pickup

Call Pickup is a feature that allows one to answer someone else's call. The feature is accessed by pressing call pickup feature code on K2 VoIP PBX. If a colleague's phone set is ringing, one can answer that call by picking up one's own set and then using the call pickup feature, instead of walking to the colleague's desk.

- **Group Call Pickup**
  The default call pickup for Group Call Pickup is *4. Press ⬚*⬚ ⬚4⬚ to pick up a call from a ringing phone which is in the same group as you are.

- **Direct Call Pick**
  The default Direct Call Pickup (Extension Pick up) feature code is *04. Press ⬚*⬚ ⬚0⬚ ⬚4⬚ and follow the extension number to pick up the call. For example, if an incoming call reaches to extension 100,

you can pick up the call using your phone by dialing $*$ 0 4 1 0 0.

5. Call Monitoring

K2 VoIP PBX supports multiple call monitor modes:
- **Extensive:** all the following 3 modes will be available to use.
- **Listen:** you can only listen to the call, but can't talk (default feature code: *90).
- **Whisper:** you can talk to the extension you're monitoring without being heard by the other party (default feature code: *91).
- **Barge-in:** you can talk to both parties (default feature code: *92).

To use spy feature on K2 VoIP PBX, you need to ensure that the target extension you want to monitor is allowed being monitored. The administrator should also select one spy mode for you. For example, if you have the permission to do "Listen" monitor and extension 100 is allowed being monitored. You can dial $*$ 9 0 1 0 0 to monitor calls at extension 100.

6. Advanced Calling Feature

- **Intercom**
  To make an announcement to a specific extension, you need to dial $*$ 5 follow the extension number on your phone. For example, to an announcement to extension 500, dial $*$ 5 5 0 0, then the extension 500 will be automatically picked up.

- **Call Parking**
  To put a call on hold and continue the conversation from another phone, dial $*$ 6 during the call, and the system will prompt that the call is parked at an extension, i.e. 6900. Then you can resume the conversion on another phone by dialing the extension number 6900

  You can also do directed call parking with feature code *06. For example, dial $*$ 0 6 6 9 0 0 during an active call, and then resume the conversation on another phone by dialing the extension number 6900.

 One Touch Record

  Dial $*$ 1 during the call to make one-touch record.

7. Voicemail

- **Different ways to check voicemail**
  - ✓ **From your own extension:** dial $*$ 2.
  - ✓ **From other extension:** dial $*$ 0 2 to enter the voicemail voice menu, then dial your extension number and password to check your voicemail. For example, your extension number is 100, and you want to check voicemail on other phone, dial $*$ 0 2, then dial 1 0 0 to check your voicemail.

✓ **Email:** "Voicemail to Email" feature is enabled by default. If an email address is set, the voicemail will sent to the email.

✓ **Web browser:** log in K2 IPPBX with the extension user account to check your voicemail.

Appendix A – Feature Codes

One Touch Record	*1
Check Voicemail	*2
Voicemail for Extension	**
Voicemail Main Menu	*02
Attended Transfer	*3
Blind Transfer	*03
Call Pickup	*4
Extension Pickup	*04
Intercom	*5
Call Monitor - Listen	*90
Call Monitor -Whisper	*91
Call Monitor – Barge-in	*92
Call Parking	*6
Directed Call Parking	*06
Parking Extension Range	6900-6999
Enable DND	*74
Disable DND	*074
Call Forwarding	
Reset to Defaults	*70
Enable Forward All Calls	*71
Disable Forward All Calls	*071
Enable Forward When Busy	*72
Disable Forward When Busy	*072
Enable Forward No Answer	*73
Disable Forward No Answer	*073

[End]