SoLink IP-PBX Communication System For Demo System
User Guide (Release 3.0)

Call Another Extension:
[phone] Dial the extension number. For example, to call extension 102, dial 102[call].

Call Outside:
[phone] Dial 9 followed by the country code, area code, and phone number. For example, to call Hong Kong number 34058729, dial 9 852 34058729[call].

Call From Outside:
[phone] Dial one of the local PSTN access numbers, enter the language desired (1 for English, 2 for Cantonese, 3, for Mandarin) and then the desired global extension number when prompted. For example, to call global extension 6000-101 (i.e. tenant 6000, extension 101), dial 6000101 as the destination extension number.

Transfer a Call (Blind Transfer):
[phone] With call in progress, press ## followed by the extension to transfer. For example, to transfer a call to extension 102, dial ##102 and hang up.

Transfer a Call (Attended Transfer):
[phone] With call in progress, press *2 followed by the extension to initiate the transfer. Talk to the destination party, hang up the phone to transfer the caller to the destination. For example, to transfer a call to extension 102, dial *2102 to talk to the destination party, and hang up to transfer the caller to extension 102.

Call Park:
[phone] You can park a call for retrieval from any other phones. With call in progress, press #7. Listen to the announcement on which parking place (871-899) was used. To retrieve the call from another phone, dial the parked extension.

Extension Pickup:
[phone] To answer a phone belonged to a specified extension, dial ** <extension> [call].

Call Forward Always:
[phone] To forward all calls to another number, dial *72 <forwarded number> [call]. For example, to forward all calls to 98765432, dial *72998765432[call], listen to the confirmation message and hang up. To cancel, dial *73[call].
 [web] Go to *User Options*, enable *Call Forward Always* option and enter the phone number to forward. Click the *Save* button to save the settings.

Call Forward Busy:
[phone] To forward your calls to someone else when you are on the phone, dial *74 <forwarded number> [call]. For example, to forward to extension 101 on busy, dial *74101[call], listen to the confirmation message and hang up. To cancel, dial *75[call].
[web] Go to *User Options*, enable *Call Forward Busy* option and enter the phone number to forward. Click the *Save* button to save the settings.

Call Forward No Answer:
[phone] To forward your calls to another number upon ring-no-answer, dial *76 <forwarded number> [call]. For example, to forward to extension 103 on no answer, dial *76103[call], listen to the confirmation message, and hang up. To cancel, dial *77[call].
[web] Go to *User Options*, enable *Call Forward No-Answer* option and enter the phone number to forward. Click the *Save* button to save the settings.

Do Not Disturb:
[phone] To turn on the do-not-disturb feature, dial *78[call]. To turn off, dial *79[call].
[web] Go to *User Options*, enable *Do-Not-Disturb* option. Click the *Save* button to save the settings.

Call Trace:
[phone] To listen to the phone number of the last caller, dial *57[call].

Voice Mail Access:
[phone] To retrieve voice mail messages from your phone, dial 851[call], then enter the mailbox password and follow the voice mail menu. To retrieve voice mail messages from another phone or outside, dial 850[call] (or press the * key from auto attendant), then enter the mailbox number and password, and follow the voice mail menu.
[web] Go to *Check Voice Mail* and review all new/saved messages. To listen to a voice message, simply click on the *Message* field.

Message Notification via Email:
[web] To forward your voice message to your email or pager, go to *Mailbox Options*, enter the *Email* and/or *Pager Email* address. Click the *Save* button to save the message.

Three-way Calling (or N-way calling):
[phone] To establish a three-way (or N-way) conference call, call the first party, then transfer the party to the conference room by dialing ##*9. The party will then be sent to the conference room with music on hold. Repeat the same process for all other parties. Finally, dial *9[call] to conference all parties into the call.

Three-way Calling (or N-way calling) with join-enable:
[phone] To establish a three-way (or N-way) conference call with join-enable (i.e. the conference call will remain even when the initiator drops out of the conference), call the first party, then transfer the party to the conference room by dialing ##*6. The party will then be sent to the conference room with music on hold. Repeat the same process for all other parties. Finally, dial *6[call] to conference all parties into the call.

Establish / Join a Meetme Conference:
[phone] Dial the desired conference room 801 and enter the PIN (or Master/moderator PIN) if necessary to establish or join an existing conference. Conference participants (or moderator) may press the * key to invoke the user (or admin) menu.

One-touch Recording:
[phone] With call in progress, press the *1 key to initiate the call recording. To stop the recording, press the *1 key again.

Call Disconnect:
[phone] To disconnect a call in progress, press the *0 key to disconnect the other party.

Echo (Latency) Test:
 [phone] To test the network latency, dial *51[call] and then speak to the phone. The system will then echo your voice back right away so that you can hear the delay caused by network latency.

Playback Test:
 [phone] To test the voice quality, dial *52[call]. You will be prompted to record a message. After the recording is completed, the system will then playback your recorded message. You will then be able to determine the overall voice quality as it is transmitted over the network.

Directory Access:
[web] Go to *Directory Listing* and search for the extension info by name or extension number.

Change Web Logon Password:
[web] Go to *Change User Password*, enter the current and new password. Click the *Save* button to save the settings.

To retrieve call recordings:
[web] Go to *Call Logs* and search for the desired call details record. If the call has been recorded, there should be a filename under the *Voice Recording* field. Click on the hyperlink to listen to (or download) the recording.