



**We focus · We deliver**

## **CooVox Series User Manual(Ext.User)**

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# Chapter 1 Feature Codes

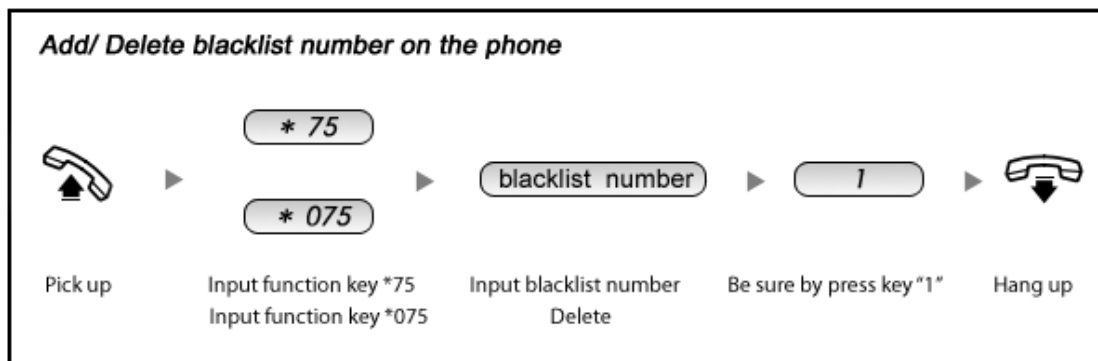
The feature codes introduced below are factory default. This chapter will introduce the commonly used feature codes such as Blacklist, Pickup Call, Call Parking, Call Transfer, Conference, and Voicemail.

If operation with feature codes failed, please contact administrator to check the feature codes settings.

## 1.1 Blacklist

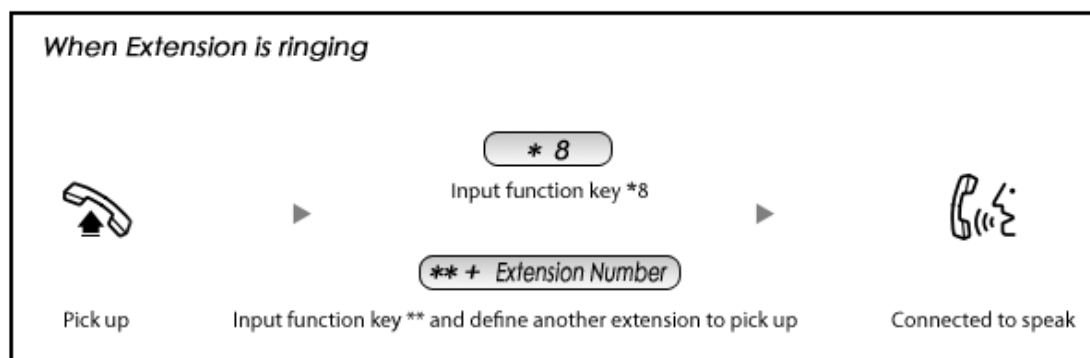
You can intercept the specified number after this number is added to Blacklist.

Please learn from the following diagram:



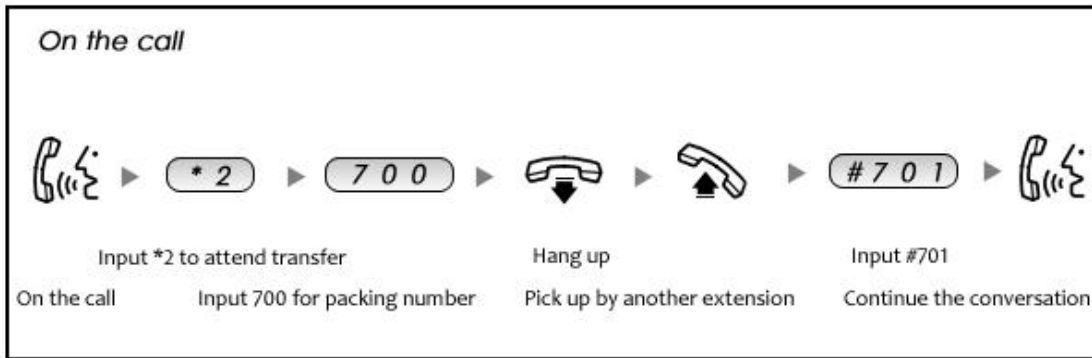
## 1.2 Pickup Call

If an extension user is away from his/her desk, other extension users can pickup the call by function key on the phone. Please learn from the following diagram:



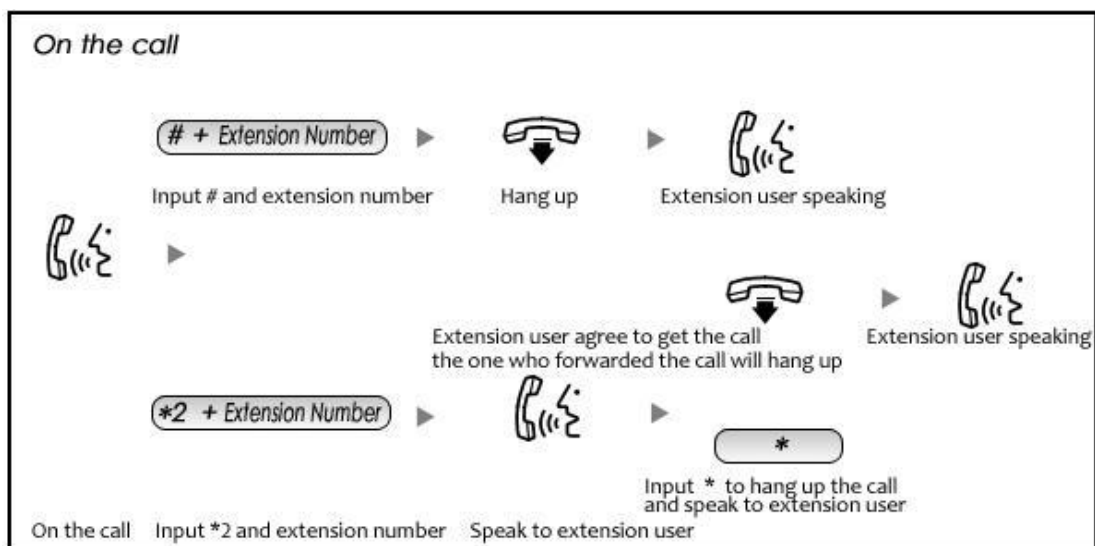
### 1.3 Call Parking

If you picked up a call at your seat, but you couldn't answer the call for some reasons; now you can input 700 to park this call, the system will tell you a parking number 701 which you or someone else can input for continuing conversation later. Please learn from the diagram as below.



### 1.4 Call Transfer

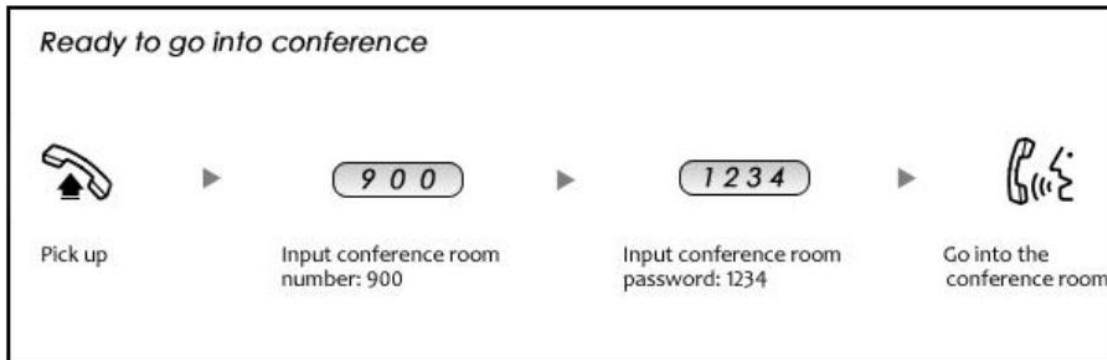
If an incoming call asked to speak to your colleague, you can transfer the call directly to your colleague or transfer the call after being agreed by your colleague. Please learn from the diagram as below.



## 1.5 Conference

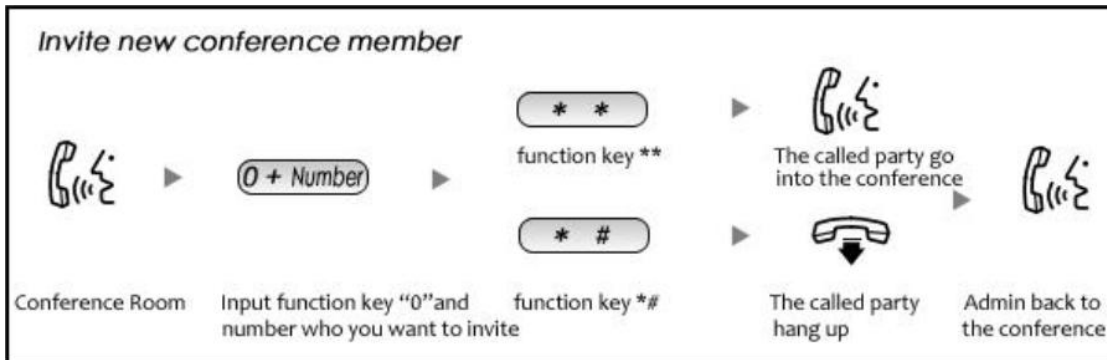
If you want to create a conference room for some extension users or with external lines, you can input conference room number 900, input conference room password 1234 (Admin's password is 2345), then enter conference room. Coovox Series IP PBX support 3 conference rooms.

Learn how to enter the conference from the following diagram:



In the conference, the administrator can invite new guest (extension user or external number) into the conference. (Default password for admin is 1234)

Learn how to invite new guest in the conference from the diagram as below:



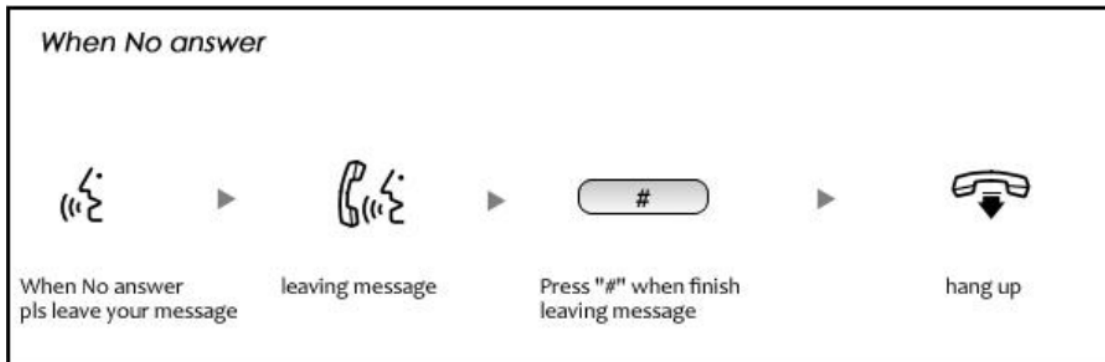
## 1.6 Voicemail

This feature must be enabled and configured by administrator from the admin management panel.

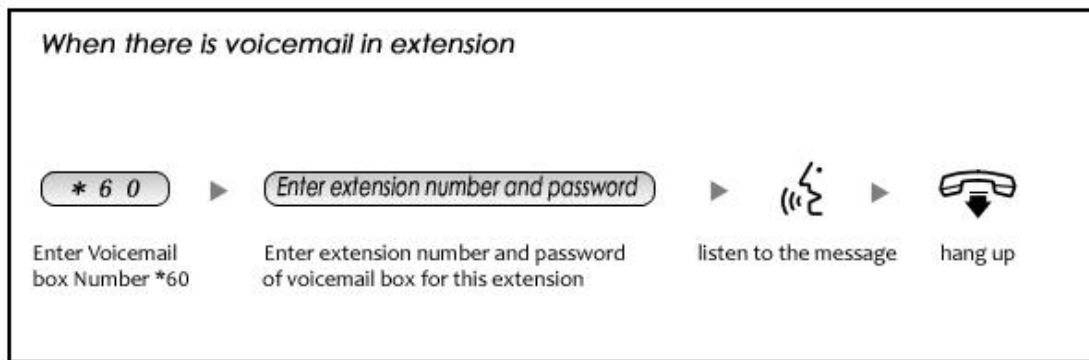
If no answer from the incoming call, when the default ring time is over, the system will play: "please leave your message and press the '#' key". Then voicemail will be sent to the specified mailbox by email.

Please learn how to leave the message and listen to the message from diagrams as below:

Leave a Message:



Listen to the message:



## Chapter 2 Before Leaving Office

This chapter will introduce you how to configure Call Forward and Follow Me.

### 2.1 Extension User Login System

Enter IP address in the browser (Default IP is <http://192.168.1.100:9999>)

Login Web Interface:

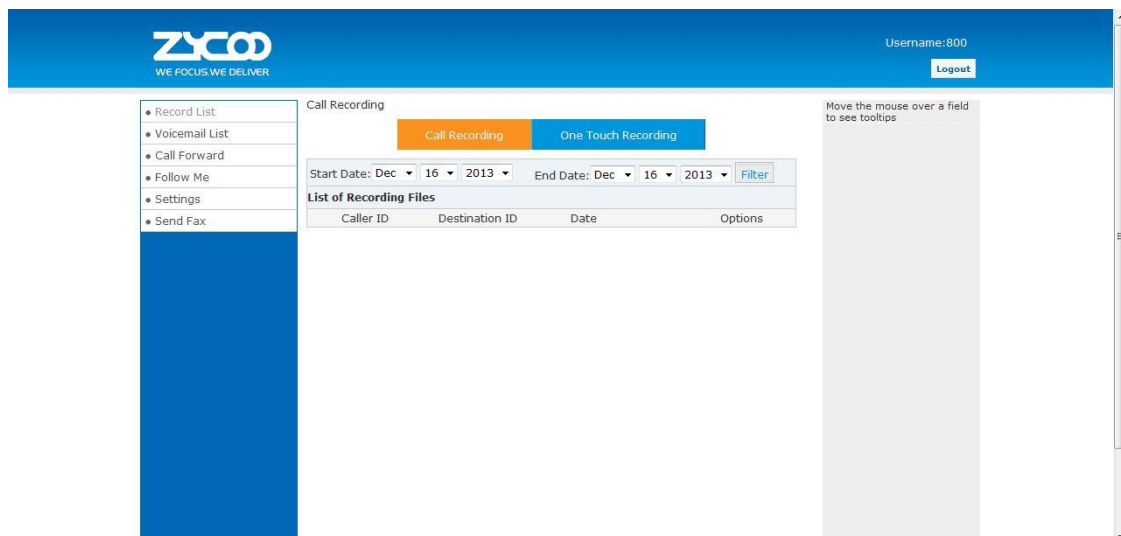


The image shows the login web interface for the ZYCOO IP Phone System. It features a blue background with a white login box. The box contains the ZYCOO logo with the tagline 'WE FOCUS. WE DELIVER.' and the text 'IP PHONE SYSTEM'. Below this, there are three input fields: 'Username:', 'Password:', and 'Language:'. The 'Language:' field is a dropdown menu currently set to 'English'. A 'Login' button is located at the bottom right of the login box.

Enter extension number and password, click "login", you will see the following extension's management panel.

**Note: password is your voicemail password**

Extension's Management Panel:



The image shows the Extension's Management Panel. It has a blue header with the ZYCOO logo and the tagline 'WE FOCUS. WE DELIVER.' on the left, and 'Username:800' and a 'Logout' button on the right. The main content area is divided into three sections. On the left is a vertical navigation menu with the following items: Record List, Voicemail List, Call Forward, Follow Me, Settings, and Send Fax. The middle section is titled 'Call Recording' and contains two tabs: 'Call Recording' (selected) and 'One Touch Recording'. Below the tabs are two date pickers: 'Start Date: Dec 16 2013' and 'End Date: Dec 16 2013', with a 'Filter' button to the right. Below the date pickers is a table titled 'List of Recording Files' with the following columns: Caller ID, Destination ID, Date, and Options. The table is currently empty. On the right side of the panel, there is a grey vertical bar with the text 'Move the mouse over a field to see tooltips'.

## 2.2 Call Forward

If you don't want to miss any call, please configure this function, and all incoming calls will be forwarded to the specified number. Click **【Call Forward】** :

**Forward Settings**

Always \_\_\_\_\_

Busy \_\_\_\_\_

No Answer \_\_\_\_\_

Reference

Item		Explanation
Status	Always	All incoming calls will be forwarded.
	Busy	Incoming calls will be forwarded when extension is busy.
	No Answer	Incoming calls will be forwarded when no answer from extension.

## 2.3 Follow Me

If no answer from extension, when the ring times out, the calls will be forwarded one by one to the number listed in <Follow Me List>.

Click **【Follow Me】** :

**Follow Me Settings**

Enable:

Ring lasting for 20 seconds

Follow Me List:

Format of Follow Me List: Extension Number, Ring Duration(sec)

E.g.: 806,30  
808,20

After 30 seconds ringing, the call will be forwarded from extension 806 to 808.



## Chapter 3 Fax

This chapter will introduce you how to receive/ send fax by CooVox IP PBX.

### 3.1 Send Fax

The fax can be sent by WEB and Email. Fax format must be .tif or .tiff.

- **Send Fax by WEB**

Upload the fax file from WEB to send fax, click **【Send Fax】** :

Send Fax      Fax Log

**Send Fax**

Destination: \_\_\_\_\_

Send fax must be .tif or .tiff.

Please choose file to upload:      浏览...

Upload

Enter the receiver's fax number in **【Destination】** , click **【browse】** to select the fax file, then **【Upload】** .

- **Send Fax by Email**

#### Operation Example:

Send fax to 85337096, add prefix "9" based on the dial rule, so the subject of the email is "985337096", and send the fax as attachment.

If there is extension, e.g.: fax number 85337096 ext.800, the subject of email should be 985337096-800

If fax failed, email will receive the failure message.

### 3.2 Receive Fax

It can work after administrator configures the email and relative mailbox of extension. Received fax will be sent to specified mailbox.

## Chapter 4 Management of Record List and Voicemail List

### 【Record List】 :

Call Recording

Call Recording		One Touch Recording						
Start Date:	Apr ▼	26 ▼	2013 ▼	End Date:	Apr ▼	26 ▼	2013 ▼	Filter
<b>List of Recording Files</b>								
Caller ID	Destination ID	Date	Options					

Caller ID, Destination ID, Date will be displayed in the list.

### 【Voicemail List】 :

Voicemail ↻

Field:	New ▼	Move to	Field:	New ▼				
<b>List of Voicemail Files</b>					Delete Selected			
<input type="checkbox"/>	Caller ID	Date	Duration(sec)	Options				
No voicemail message found!								

Click **【Move to】** to move the voicemail to another field.

Check one voicemail file, click **【Delete Selected】** to delete the selected voicemail file; or click **【Delete】** after the voicemail file to delete the voicemail.