



Max Cole FA1X0 IP PBX User Guide





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Introduction

Congratulations on your purchase of the Max Cole IP PBX. With the Max Cole IP communication solution, you are well on your way to unified communication at its finest. Communication without Limitation.

This user guide will teach you how to use the various features and functions that will make phone calls more convenient and easy. Let us begin.

Features

The Max Cole FX1X0 IP PBX comes with many features that will enhance your calling experience and make communicating a lot easier with shortcut keys and functionality that will assist you in making things more convenient for use.

Here are the basic features for the end user that comes built-in to the system:

- Voicemail
- Call Transfer
- Extension Dialing
- Call Trace

Voicemail

The FA1X0 comes built-in with unlimited voicemail. However, the option to use the voicemail account tied to the individual extensions is in the administrator menu. For more information, you may refer to the Administrator Manual.

Setting up your voicemail has never been easier with the Max Cole system. The few things you may want to do is record your personalized busy/away message, change your mailbox password and finally be able to playback and erase messages in your mailbox.

Recording Busy/Unavailable Message

Follow these simple steps to record your personalized message:

- Dial *97 from your deskphone to access your mailbox
- The system will prompt you for your password (**Default password:** *your extension number*)
- Select '0' for 'Advanced Options'
- Select '1' or '2' to record busy or unavailable message
- Record your message and then press the '#' key to end

When this is done, your **Busy/Unavailable message** will be played to the caller whenever you are unable to answer a call.

Playing Back Messages

To play back your voicemail messages, simply follow these steps.

From your own phone:

- Dial *97 to access your mailbox
- The system will prompt you for your password (**Default password:** *your extension number*)
- Press '1' to listen to new messages
- The newest message will then be played
- Press '3' for advanced options such as sending a reply, viewing the message envelope (caller details etc)
- Press '5' to repeat the message
- Press '7' to delete the message
- Push '8' to forward the message to another extension
- Press '9' to save the message
- Press '*' to return to the main menu

From any other phone:

- Dial *98 to access the voicemail
- Key in your extension number
- The system will prompt you for your password (**Default password:** *your extension number*)
- Press '1' to listen to new messages
- The newest message will then be played
- Press '3' for advanced options such as sending a reply, viewing the message envelope (caller details etc)
- Press '5' to repeat the message
- Press '7' to delete the message
- Push '8' to forward the message to another extension
- Press '9' to save the message
- Press '*' to return to the main menu

Call Transfer

The Max Cole FA1X0 IP PBX enables you to easily transfer calls from extension to extension. You may perform an **Attended** or **Unattended** call transfer.

Attended Transfer

An attended transfer allows the person to whom the call is being transferred to decide to accept the call before it is transferred. To perform an attended transfer, first tell the caller that you will be placing them on hold. **Dial #*** You have three seconds to enter the target extension. Dial the destination number for the caller to be transferred to. If the person at the target extension wants to accept the transfer just hang up your phone – the call will be automatically transferred. If the person does not want to accept the call they must hang up their phone. A few seconds later you will be reconnected with the original caller.

Unattended Transfer

An unattended transfer immediately transfers the call to the destination number. To perform an unattended transfer, first tell the caller that you will be placing them on hold. **Dial ##**. The caller will hear music while they wait. Dial the destination number for the caller to be transferred to and hang up the phone. The caller will be directly transferred to the extension.

Extension Dialling

Simply dial the extension you wish to call. Press **#** to speed up dialling (VoIP phones only).

Call Trace

The Max Cole FA1X0 is able to perform a call trace feature. By dialing ***69**, you can have the system read back to you the number of the last incoming called you. You also have a choice to dial the number back.

Call Parking

Call parking allows you to place the current caller on hold (in what is called a parking lot), hang up your phone then go to another phone and pickup the caller from that phone.

To put the current caller in a parking lot dial **##** (for transfer) and then dial extension 700. You will hear back the parking lot number (e.g. 701). Hang up the phone. Go to the phone where you want to pick up the call and dial the parking lot number (e.g. 701). You will then be connected again to the original caller.

Call Divert

Call Divert allows you to automatically forward incoming calls to another destination, which can be another extension, a hunt group number or an external phone number. You can specify different destinations for different conditions, for example, when you are already engaged on a call or when you are out of the office and unavailable.

When setting call divert, you will be prompted for the destination number to which calls should be forwarded. Enter the destination number and press **#**. The destination number will be read back to you to confirm.

When diverting your calls to an external phone number, include any access digit required for outside line access (for example, 9).

Call Divert – All Calls (*72/*73)

Call Divert for all calls will automatically forward all your calls to the specified destination.

To activate Call Divert – All Calls: Dial ***72** plus the destination number.

To deactivate Call Divert – All Calls: Dial ***73**.

Call Divert – Busy (*90/*91)

Call Divert on Busy automatically forwards incoming calls to another destination only when your extension is already engaged on another call. You are not notified of the incoming call.

To activate Call Divert on Busy dial ***90** plus the destination number.

To deactivate Call Divert on Busy dial ***91**.