Browser Based User Programming and Call Handling Guide
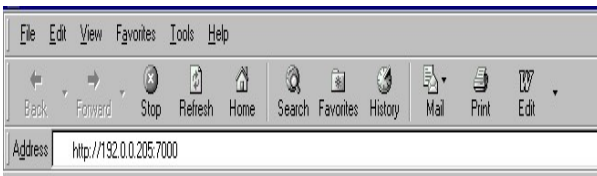
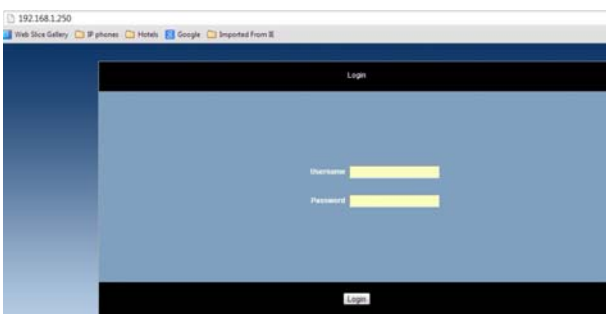**MEDTEL SERVICES**

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Browser Based User Programming

Browser Based User Programming enables a user to configure their System Phone easily and quickly from a PC connected to the system.

Any user can program their own settings using a standard Internet Browser, e.g. Firefox or Microsoft Internet Explorer, from any of the networked computers connected to the system or remotely once an IP connection has been established between the computer and the system.
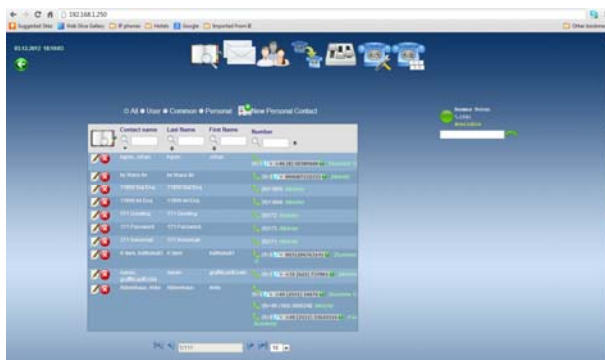

Open the Internet Browser and type the URL of your cloud PBX given to you by your administrator.

A PIN number may be required to log in to User Programming. The PIN must be set at the telephone extension using the **Phone Settings** menu or by the System Administrator in Browser Based Programming.

The User Name is the name that has been assigned to the extension. If no name has been assigned, the default user name is the extension name e.g. IP 11.

Enter the User Name and Password and click <**OK**> when ready.

Icons representing each of the User Programming options are displayed at the top of the page.
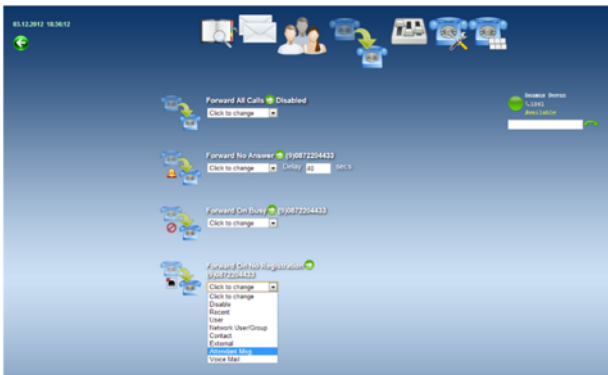
The Operator Functionality feature is only shown if the user has been enabled for this feature in System Programming.

Note: Phone volume and Function keys functions are not available to analogue extensions.

To change a system phone setting, scroll across the icons at the top of the page and click on the **Phone Settings** menu and click on the required option.

The PIN code for entering User Programming and other features, e.g. Voice Mail, can also be changed from this screen.
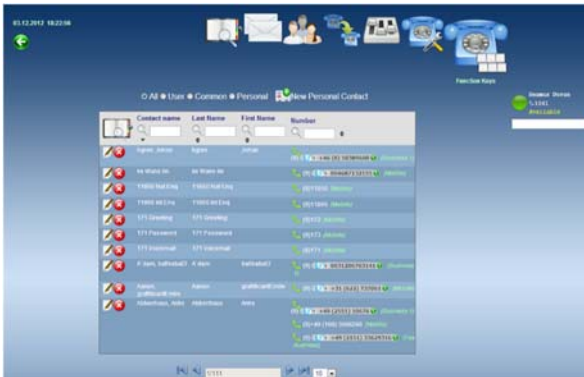
To set up **Call Forward**, scroll across the icons at the top of the page click on Call Forward.

Select from the drop-down menu for each Call Forward option.

When setting Call Forward to an external number, enter the number to which the calls are to be forwarded in the External Number (white) field and click the Green tick icon.

To **program the function keys** -
- Scroll across the icons to highlight the Function Keys on the User Programming page and click

The 6 feature keys located at the bottom left-hand side of the page are normally fixed. They are shown for reference only, as is the keypad.

To change the function of a key -
- Click on the key's drop-down menu field and select the required function from the list.

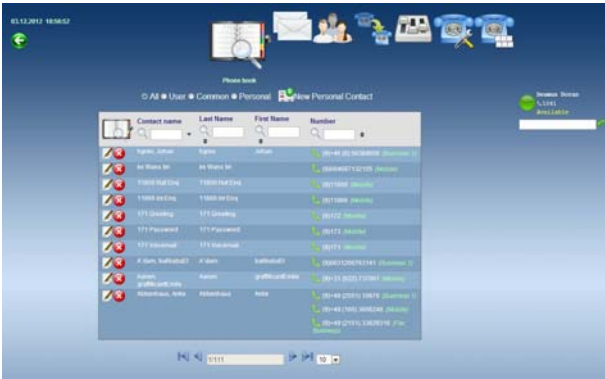Among the available programmable functions are -
- Undefined
- Redial Last Number
- Call Filtering *
- Conference Call
- Intrude Call
- Call Pick-Up
- Park Current Call
- Phone Book
- Internal Paging
- Transfer Call
- Call Back
- Forward Recall
- CLI Restriction
- Roaming PIN**
- Any Line
- User Key
- Trunk Key
- Speed Dial Key
- Central Speed Dial*
- Activate
- FMS 3G/4G/LTE/VoIP***

* Only shown if the user has been assigned Operator Functionality (in System Programming)
** Only shown if roaming PIN is enabled for the user
*** Only shown for Smartphones

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The **Personal Address Book** option allows up to 1,000 numbers to be stored and redialed using a short code, e.g. *436200. The personal contacts are grouped on pages of 10 to 250, depending on the option selected in the drop-down menu.

The sample screen shows the Personal Address Book in groups of 10.

The Address Book may be searched by Name or number. Entry has an associated Edit box.

To enter a number -

- Enter the external telephone number in the <**Number**> field
- Enter the name associated with the number in the <**Name**> field
- Select the type of number from the drop-down menu and click on the green tick to save.
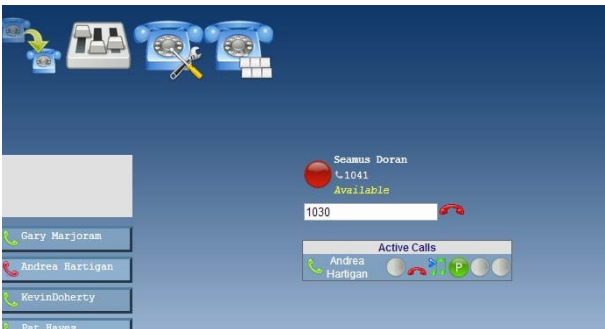
If the CLI box is ticked, CLI is enabled and the calling line identity will be sent to line when the number is called from the Personal Address Book. The default setting is CLI enabled (ticked).

Use the drop-down menu in the last column to select the Prefix (trunk access digit) to determine the external line the system will use when calling the number.

The options available are:

- **0** (to access any trunk)
- ***91 to *98** (to access a specific trunk)
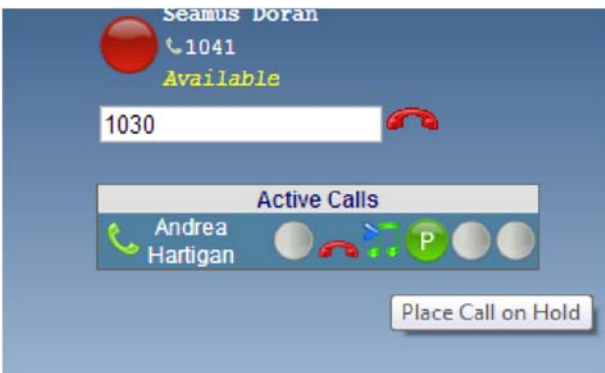- **None** to disable the line selection

To save the new settings, click on the green tick.

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Call Handling may be managed from the browser, with the calls taking place on the associated user phone.
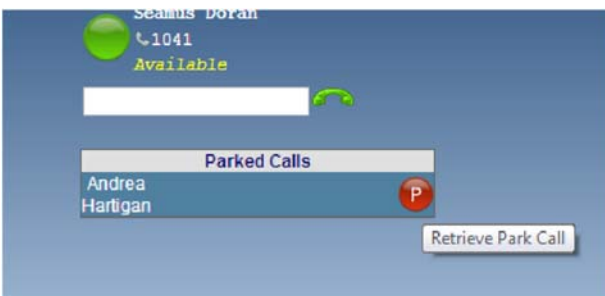
Enter the number to be dialed in the dialogue box and click on the green handset icon to set up the call.

Once the call is established, the Hold and Park icons may be used.

When a call is parked, the red P Park icon may be used to unpark the call.

Where multiple calls are being handled simultaneously, the status of each is displayed.

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2511 Corporate Way
Palmetto, Florida 34221
941.753.5000
800.486.7685

www.medtelservices.com   P/N: 610-0000-0922 Rev. A