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KloudPBX

System Key Features Guide



VOICE



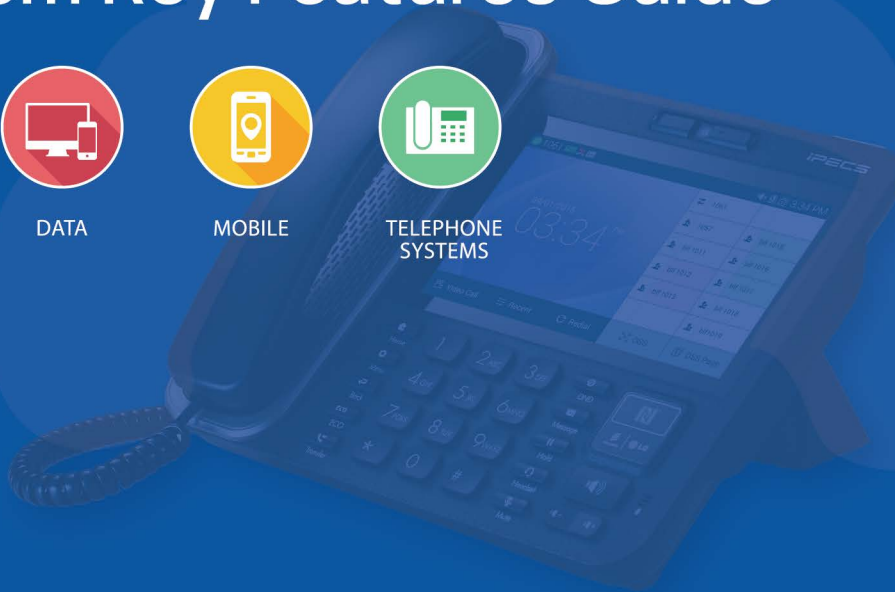
DATA



MOBILE



TELEPHONE
SYSTEMS



KloudPBX

Quick Reference Guide

To Make an Outside Call

- Lift Handset and dial 9 for next available line and dial number
- Or just dial 9 and desired number and talk hands free / lift handset
- Or repeat above but press desired line key

To Answer a Call

- When the phone is ringing, lift the handpiece or press the **SPEAKER** key for hands free
- To pickup a call that is not ringing on your phone press the **PICKUP** softkey or dial 510

To Transfer a Call

- While on Call press **TRANSFER** button (**RECALL/R** on Analogue)
- Dial the Station number
- Announce Call & Hang up
- Alternatively press pre-programmed flexible button, announce and hang up

To Intercom/Internal Call

- Lift handset or press **SPEAKER** button
- Dial the Station number

To Place a Call on Hold

- Press the **HOLD** button
- To retrieve a held call press **HOLD** again or the orange flashing line key

To Park a call

- Dial **PARK** flexible button (this will need to be set by a technician)
- Dial parking location number (001 ~ 999)
- Hang up or press **SPEAKER** button

To Retrieve Parked Call

- Lift handset on any station (or press **SPEAKER** button)
- Dial **PARK** button parking location number (001 ~ 999)

Call Forward

- Dial **501** from your handset or press the **SPEAKER** button followed by the **DND** button.
- Select a forward option as per below.
(Example: [Select option 4, Busy/No Answer](#))
- Select the destination appropriate to the call forward type press # to confirm
- To cancel the call forward dial **501, #**.

Call Forward Options

It is possible to forward you phone in a number of ways. The options available are:.

- 1 – Unconditional (This option allows you to forward all calls immediately to a Station, Hunt Group, Voice Messaging system + an external number like a mobile).
- 2 – Busy (Destination options are as per option 1. Calls will only forward when you are busy – on the phone).
- 3 – No Answer (Destination options as per option 1. Calls will only forward when a 'No-Answer' timer expires. The length of the time is determined by a qualified System Administrator).
- 4 – Busy/No Answer (Combines options 2 & 3. Most popular, especially where Voicemail is used).
- # - Allows you to cancel any call forward

Cancel Call Forward

- Dial **5 0 1**
- Then press the # button

Station Name Program

- Press **TRANSFER** button
- Dial **1 2**
- Enter in Station name label using SMS style entry, to delete characters press **DND**
- Press **HOLD** button when done

Group Pick-Up

- Press **PICKUP** softkey before lifting the handpiece/alternatively press pre-programmed **PICKUP** flex key
- Lift any handset to talk or talk handsfree
- This will answer the longest ringing call and will only pickup calls that are programmed in your group

Differential Ring for Individual Station

To change internal call ringtones

- Dial **2 1 1**
- Dial **1** to **8** to choose the ring tone
- Press **HOLD** button or **OK**
- Press **SPEAKER** to exit

To change line call ringtones

- Dial **2 2 1**
- Dial **1** to **8** to choose the ring tone
- Press **HOLD** button or **OK**
- Press **SPEAKER** to exit

Making a Conference Call

- Dial first party
- Press **CONF** softkey or button (if you require **CONF** key please request from your engineer or setup using portal)
- Press next party (line or extension)
- Continue above steps until all parties are connected

Using a Headset

- Plug in your headset to the headset port underneath the phone. Press **HEADSET** button
- You will now be able to answer a call using the **SPEAKER** button and you are also able to hangup calls using the **SPEAKER** button.

Do Not Disturb

- Press **DND** button
- Repeat to remove

Program Flexible Button

- Press **TRANSFER** button
- Press flexible button to program, you are presented with 3 options,
(1) You can use a **FIXed** button (**PTT**, **CONF**, etc)
(2) Or a **NUMBER**, which would be a station or feature code
- If you wish to set a **FIXed** button (**PTT**, **CONF**, etc), once you have dialled **1** as above you can use the volume + and – keys to scroll through your options and dial **HOLD** to save
- Press **SPEAKER** button to exit
- If you wish to set a **NUMBER** button, once you have dialled **2** as above, dial feature e.g. Station No. (200), group number (626) or desired codes (list below), dial **HOLD** button to save
- Press **SPEAKER** button to exit
- To **DELEte** a button, after selecting the button you wish to delete as above dial 0 to **DELEte** and the button will be erased.

To Erase Flexible Button

- Press **TRANSFER** button
- Press flexible button to program, you are presented with 3 options
- **(0)** to delete the button – once dialled the button will be erased

Useful Feature Dialling Codes

- Call forward - **501 1** + extn number
- Do not disturb - **504**
- Call pickup - **510**

Using Station Voicemail

Station voicemails will allow callers to hear a personal greeting from you, if you are engaged on a call or simply unavailable. Once your greeting has played the caller will be able to leave a message in your mailbox.

To record your personal greeting you will need to:

- Press your **VM** key or dial your VM group (630) followed by your Extension number, then dial the **#** key and Password (set by technician)
- Dial **2** to 'set greeting'
- To listen to your current greeting press **1**
- To record a new greeting press **2**
- At the tone record your greeting and press **#** to save it.
- To delete your current greeting press **3** (only enter this option if you are sure you wish to delete your greeting)
- To return to the main menu press **#**

PLEASE ENSURE YOUR PASSWORD IS CHANGED FROM INSTALLATION TO A RANDOM 4 DIGIT CODE

To change your password you will need to:

- Press your **VM** key or dial your VM group (630) followed by your Extension number, **#** and Password (set by technician)
- Dial **3** to 'set password'
- Dial your new 4 digit password
- Re-enter your new 4 digit password
- Your password is now saved