

Usage Documentations

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DEFAULT EXTENSIONS USERNAME AND PASSWORDS

The Extension Username and Password are required for logging into the User Control Panel from <https://testpbx.top/ucp> and also for logging into the Admin Panel (for Extensions with Admin access) from <https://testpbx.top/admin>

The default Username for each extension is the **same as the Extension Number**.
The Default Password for all Extensions is **12345**

This means the Username and Password for the Extension **000** is

Username:**000**

Password:**12345**

How to change the default Username/Password for an Extension

1. Login to the User Control Panel from <https://testpbx.top/ucp> using the default Username and Password of the Extension.
2. Click on the Settings icon on the bottom of the left sidebar of your UCP. A window will popup.
3. Within this popped up window, locate the **Account Settings** tab and change the default Username and Password from there.

HOW TO DEFINE CUSTOM/EMERGENCY HOLIDAY

At the time of the custom/emergency Holiday, you will have to:

1. Restrict Incoming calls from reaching the System, and also
2. Set a custom recording explaining the Holiday to the callers.

1. To restrict Incoming calls from reaching the System dial ***280** from any of the Extensions.

The Default Password is **12345**

If Password entered successfully, you should hear a message saying "Feature Code Zero Activated".

Any Incoming calls will now be diverted to General Voicemail 6000.

2. To set a custom recording that will be heard by Incoming callers, dial ***292** from any of the Extensions.

The Default Password is **123456**

If Password entered successfully, you should hear a voice prompt with instructions on how to Change the existing recording.

3. To reopen the System at the end of the custom/emergency Holiday, dial ***280** from any of the Extensions.

The Default Password is **12345**

If Password entered successfully, you should hear a message saying "Feature Code Zero Deactivated".

Any Incoming calls will now be able to reach the System as they normally do.

NOTE: ***271** or ***272** (both uses a Default Password of **12345**) works in an almost similar manner as ***280**

HOW TO ADD/EDIT PUBLIC HOLIDAYS

The Support Agents' Extensions **201** and **202** have Admin Login access to the PBX system for adding and editing Holidays and Business Hours as desired.

To add a Public Holiday:

1. Visit <https://testpbx.top/admin>, click on **Administration** Icon, login to the admin Panel with the Username and Password of any of the Support Agents' Extensions.
2. On the top left Corner of the Admin Dashboard, click the **Time Groups** button.
3. On the next page, click the edit Icon beside the **tg-Public Holidays** Time Group and you will be taken to a page containing all currently scheduled Holidays. Here you can add, modify or delete Holidays as needed.

NOTE: To modify the existing Business Hours schedule, you should click the edit Icon beside the **tg-Weekdays Business Hours** Time Group.

HOW TO EDIT GREETINGS AND DEPARTMENT TARGETS

Greeting messages can be changed by dialing any of the assigned Dial Code listed below, and then entering the corresponding password (followed by the # key) from any of the PBX Extensions.

Upon successfully entering the password, the existing greeting message will be replayed, then you have the option to record a new one if need be.

<u>Greeting</u>	<u>Dial Code</u>	<u>Password</u>
Closure Public Holiday	*291	12345
Closure Custom	*292	123456
Closure Business Hours	*293	1234567
IVR Inbound Call Handling	*294	23456
IVR TryAgainInvalidEntry	*295	234567
IVR GoingtoReceptionist	*296	2345678
IVR TryAgainTimeout	*297	34567
Unavailable Receptionists	*298	345678
Unavailable Sales	*299	3456789
Unavailable Support	*2910	45678
CFC Welcome	*2911	456789

VOICEMAILS

Email Mappings For Voicemail Notifications

A copy of each Voicemail received in the following Voicemail boxes are also sent to their corresponding emails as follows:

General Voicemail Box(6000) => info@business.com

Receptionists Voicemail Box(6001) => info@business.com

Sales Voicemail Box(6002) => saleshead@business.com

Support Voicemail Box(6003) => supporthead@business.com

Accounts Voicemail Box(6004) => finance@business.com

How To Enable Send Voicemail as Attachment to Email of an Extension

1. Login to the User Control Panel from <https://testpbx.top/ucp> using the default Username and Password of the Extension.
2. From your UCP Dashboard, click on the Settings icon on the top right corner of the Voicemail box. A window will popup.
3. Within this popped up window, locate the **Voicemail Settings** tab. From there, enter your email address in the **Email Address** form field, then turn on the **Email Attachment** button. Your settings will be saved. A copy of each Voicemail left on this Extension will be emailed to the email address you provided.

Dialing Code for Accessing Voicemail

- To access an Extension's voicemail box, dial ***97** from the same Extension.
- To access the voicemail box of another Extension, dial ***98** from one Extension. You will be prompted to enter the Extension number and their

voicemail box Password.

- To access the voicemail box of an Extension while calling from an external line, after your call reaches the PBX system, at the point where the IVR is requesting keypad inputs, press the * key and you will be prompted to enter the Extension number and their voicemail box Password.