



## VOIP-PBX System Documentation

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## Voicemail System Commands

PTC utilizes a voicemail system called *Comedian Mail*.

This short guide will assist users in navigating the features and menus of the system.

### LOGGING INTO VOICEMAIL SYSTEM

1. To access your voicemail from your phone: Dial \*97, or press envelope button on compatible device
2. To access your voicemail from someone else's phone: Dial \*98, listen for prompts. Enter your own extension number (which corresponds to your mailbox), and your password (default is 1234).

### MAIN MENU

This is the first menu that appears once you have logged in:

- Press:**
- 1 - Listen to messages in currently selected folder
  - 2 - Change folders
  - 3 - Advanced options to change message delivery settings
  - 0 - Mailbox options to change greetings
  - \* - Repeat menu options
  - # - Exit from voice mail system

### *Questions?*

*Call (215) 634-2997 or email  
[support@richmondcomputer.com](mailto:support@richmondcomputer.com)*

### MAILBOX OPTIONS

You can record various greetings and change your password:

- Press:**
- 1 - Record your unavailable message (greeting callers hear when you are away from your desk)
  - 2 - Record your busy message (greeting callers hear when you are already on another call)
  - 3 - Record your name
  - 4 - Record your temporary greeting (if you plan to be away for an extended period)
  - 5 - Change your password

### MESSAGE PLAYBACK

The following options are available before, during and after playback of the messages:

**Before playback:**

- Press:** 1 - To skip over date and time the message was received

**During playback:**

- Press:**
- \* - Rewind message by 3 seconds
  - # - Fast forward message by 3 seconds
  - 0 - Pause or resume message playback

**After playback:**

- |               |   |   |
|---------------|---|---|
| <b>Press:</b> | 1 - Go to first message in current folder | 7 - Delete or undelete the message                |
|               | 2 - Change folders                        | 8 - Forward message to another user on the system |
|               | 3 - Advanced options (details below†)     | 9 - Save the message to a different folder        |
|               | 4 - Go to previous message in folder      | 0 - Mailbox options                               |
|               | 5 - Replay the current message            | * - Replay the prompt                             |
|               | 6 - Go to the next message in the folder  | # - Exit the voice mail system                    |

**Note:** If you wish to replay, skip, delete, or save the message without listening to it in its entirety, you may also do so while the message is playing by pressing the corresponding key.

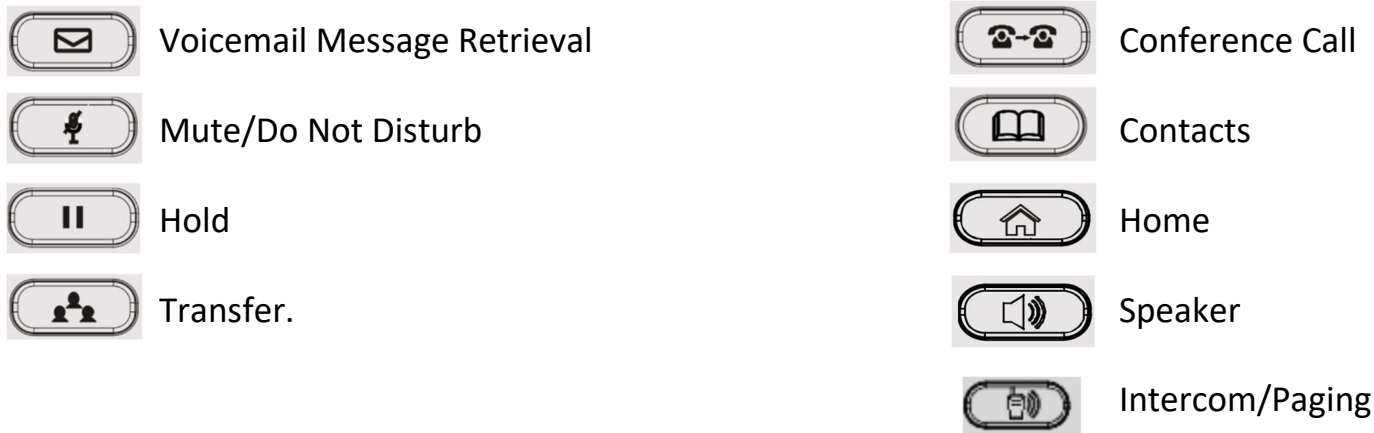
**†Advanced Options** – The following commands are available after playback of each message:

- Press:**
- 1 - Record a message and send it directly to the mailbox of the person who sent you the message
  - 3 - Play the message envelope
  - 5 - Leave a message for another user on the system.
  - \* - Return to the main menu

# Grandstream VoIP Phone Quick Reference Guide

*For use with Grandstream GXP 1625, GXP 2130 and GXP 2160 handsets*

## I. Most Used Commands (may vary between models)



## I. GXP 1625 Overview Diagram

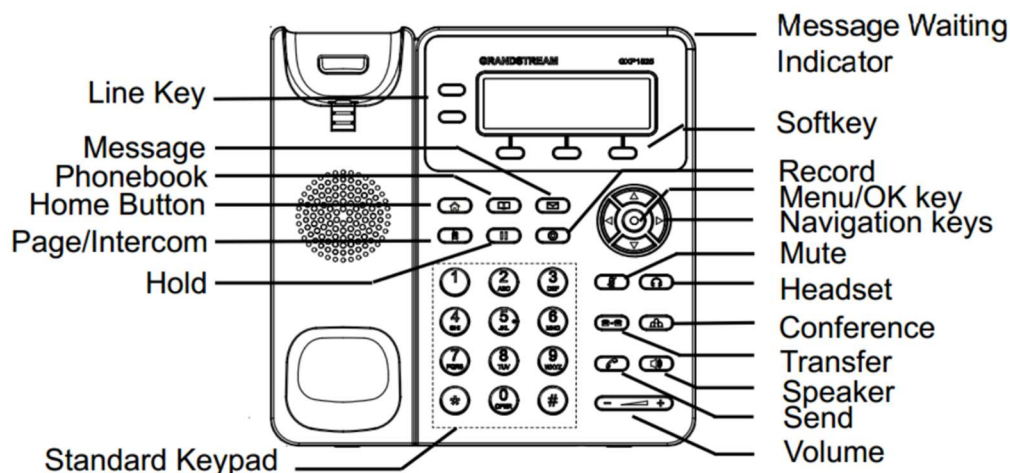
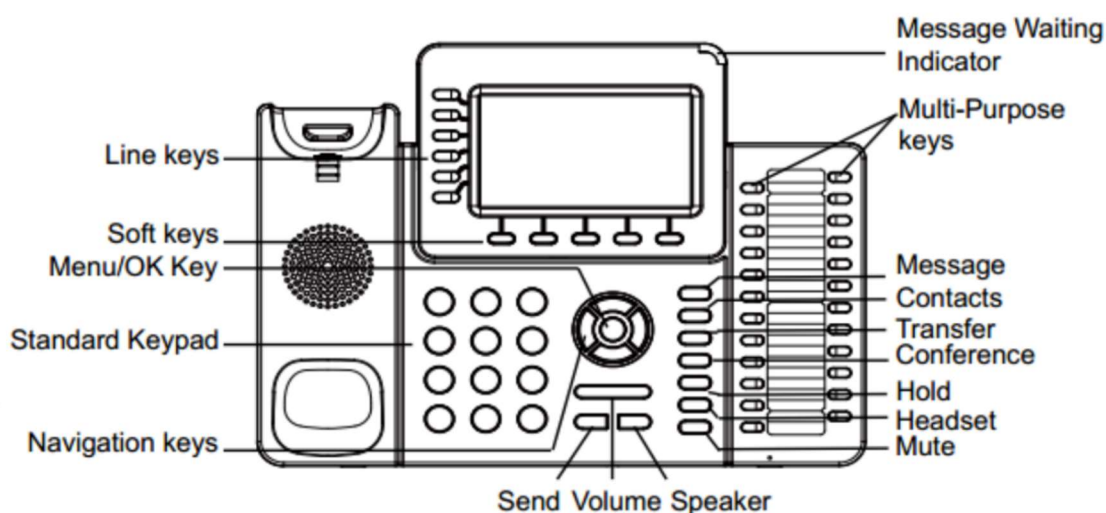


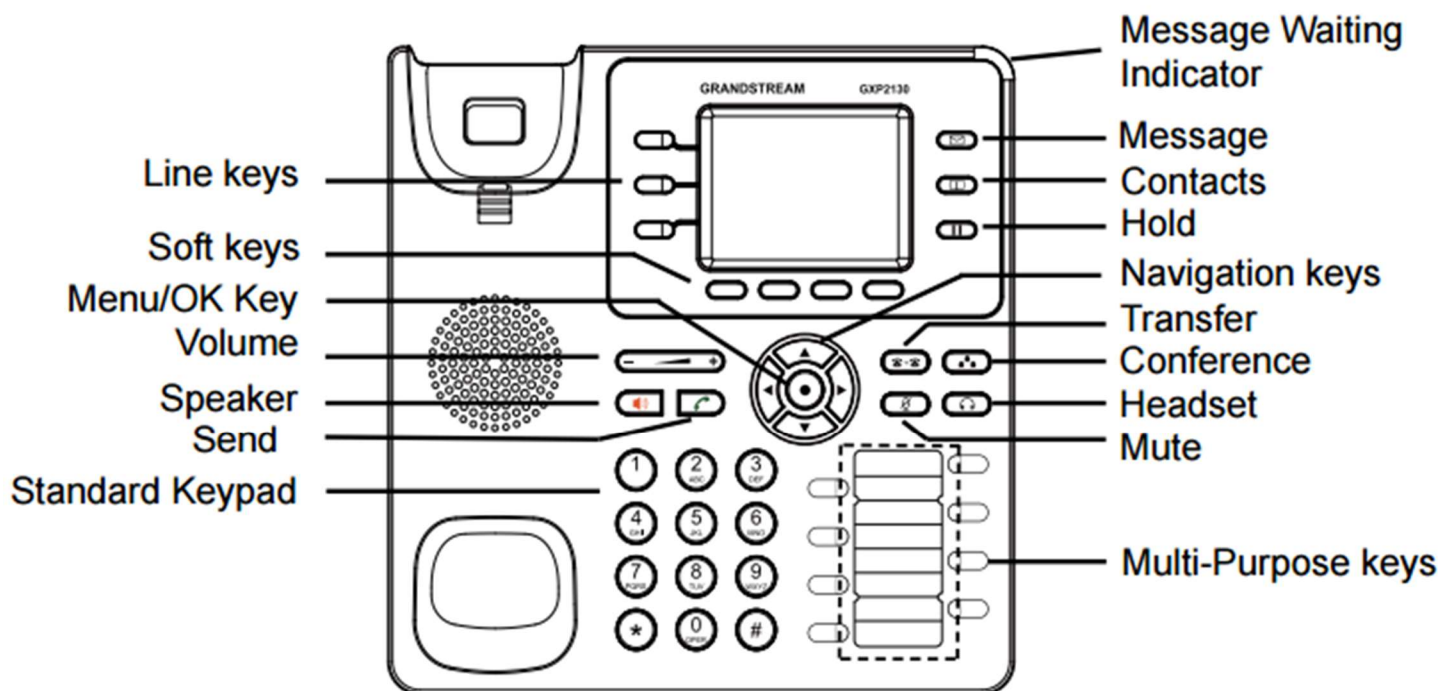
Figure 5: GXP16xx Front View (GXP162x as example)

## II. GXP 2160 Overview Diagram



### III. GXP 2130 Overview Diagram

#### Tips For Using the Keypad:



1. To access the MENU, press the round MENU button.
2. Navigate the menu by using the UP/DOWN and LEFT/RIGHT buttons.
3. Press the round MENU button to confirm a menu selection.
4. The phone automatically exits MENU mode with an incoming call, the phone goes off-hook or the MENU mode is left idle for 60 seconds.



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## Call Parking System

Call Parking allows you to park a caller so that another extension can retrieve the caller held in the parking lot. This ability is a form of putting a call on hold so that the intended party can retrieve the call from elsewhere. Your phone system is configured with 8 parking lots numbered 71 through 78. This short guide will assist users in navigating the features and menus of the system.

### **A. PARKING A CALL USING AUTO-LOT ASSIGNMENT**

3. To park a call on the next available slot, press the TRANSFER key on your screen or the physical transfer key on your phone
4. Dial \*2 + 70. The attendant will then read back to you the lot# the call has been parked to (for example, 71). The call will then leave your phone

### **B. PARKING A CALL USING MANUAL ASSIGNMENT**

5. To park a call on any available slot, press the TRANSFER key on your screen or the physical transfer key on your phone
6. Dial \*2 + 7x (x being the number lot you choose, for example 75). The call will then leave your phone

### **C. PARKING A CALL USING SPEED DIAL KEYS**

If your phone is equipped with speed dial keys your options are:

1. Use the auto attendant as in section 1 above or;
2. Press the transfer key on your screen or the physical transfer key on the dialpad and then press any of the available (unlit) park speed dial keys (which are labelled 71 through 78)

### **D. RETRIEVING A PARKED CALL**

To pick up a call that has been parked:

1. ***Using speed dial key on equipped phones:*** Pick up the handset, or to pick up using speakerphone, just press the corresponding Speed dial key on your phone to take the call (*i.e.* Park 71 or 71)

**Or (for phones not equipped with speed dial keys)**

2. ***Using the dial pad:*** If your call is parked on extension 71, pick up the Handset and dial 71.

### ***Questions?***

***Call (215) 634-2997 or email  
[support@richmondcomputer.com](mailto:support@richmondcomputer.com)***





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### Conference Calling (3+ way calls) Instructions

Refer to the instructions below for placing a phone call between 2 or more parties. The PennTelco system supports up to 8 parties on a single call.

This short guide will assist users in navigating the features and menus of the system.

#### Procedure

7. This step applies to any call already in progress. The party you are on a call with may have called you, or you may have called them.
8. While on the call with the first party, press the CONFERENCE BUTTON on your phone 
9. After pressing the conference key, the first party will be placed on hold.
10. Using the second line key on your phone, dial the number to the second party you want to join
11. After the second party has been called, press  the CONFERENCE BUTTON again and the calls will be merged.

When you are finished with the conference, hang up – OR – if you wish for one party to remain on the line, using the keys on your screen (will vary by phone model), you can choose which caller to KICK from the conference.





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## System Feature Codes

<b>Voicemail Retrieval</b>	*97 from your phone, or *98 from any phone password 1234
<b>Voicemail playback</b>	4 - go back, 6 - skip forward, 7 - delete
<b>Voicemail menu</b>	0- options menu then 1,2 or 3 to record greetings (see Voicemail guide)
<b>Paging</b>	999 + # key
<b>Night mode on/off</b>	*280 + # to activate/deactivate
<b>Call parking</b>	*2 + 70 to park call. Attendant will announce parking slot# for retrieving parked call (i.e. 71#)
<b>Attended call transfer</b>	*2 + extension number (rings other extension, introduce call, then hang up)
<b>Blind transfer</b>	## + extension number then hang up (sends call directly to another extension)
<b>Echo test</b>	*43
<b>Speaking clock</b>	*60
<b>Intercom single extension</b>	*80 + extension number (called party auto-answers--desk phones only)
<b>Wake up Call</b>	*68
<b>Last call trace</b>	*69
<b>Call Forward Activate</b>	*72 + # (listen for voice prompts from operator) + 1-xxx-xxx-xxxx to enable, *73 to disable
<b>Call Forward All Deactivate</b>	*73
<b>Call blocking</b>	*30 + 1-XXX-XXX-XXXX + #
<b>Call blocking - Last Caller</b>	*32
<b>Unblock caller</b>	*31 + 1-XXX-XXX-XXXX + #
<b>Transfer direct to voicemail</b>	Press TRANSFER - then the Transfer button on screen will change to BLNDTRSF for Blind transfer, then dial * + the extension number
<b>ChanSpy</b>	555





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## SMS Text Messaging

### 1. Replying to a received text message

Text messages sent to your number can be replied to using the following procedure:

- Text messages sent to your number via email. In the body of the email, click the hyperlink in the message. This can be done on a PC or smartphone
- In the new browser window, double check your phone number in the YOUR PHONE NUMBER field. The field will be pre-populated with your number and the original sender's number.
- Enter text
- Click SEND SMS MESSAGE (button will be disabled after clicking)
- After the message is sent, a confirmation will appear in the results section of the screen

Note: On success, system will display confirmation similar to: "result=success^error=^parts=1^fee=-0.01^smsid=f6131a181f572bbe8179a731c5202d5e26f47a4d"

If error: "result=error^error=destination phone number is missing or invalid."

### 2. Sending a text message

- To send a text message, go to <https://www.penntelco.com/rcpenntelcosmssender.html>.
- Fill in your phone number in the YOUR PennTelCo number field and the recipient's number in the recipient number field.
- Type a message up to 160 characters
- Click send message. There will be a short delay before results are visible.

Questions? Please call (215) 634-2997 or send your inquiry to [support@richmondcomputer.com](mailto:support@richmondcomputer.com)



### PennTelCo SMS Messenger

PennTelCo SMS Messenger

Your PennTelCo Phone Number

12156342997

Recipient Number

12679805255

Your Message

Send SMS Message

RESULT DISPLAYED BELOW

Please enter required information and press the send button once. Results will display here.



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## Sending an outbound fax using E-Fax

If your service plan includes E-Fax, this system allows you to use a web portal to electronically fax documents to other fax numbers without having to use a physical fax machine.

1. Log in to the web portal

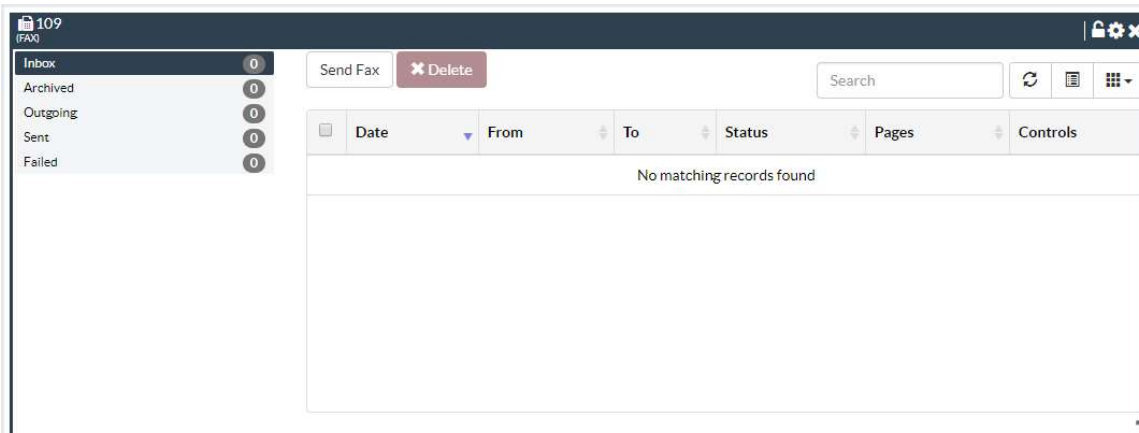
*yourdomain.penntelco.com*

2. Enter the credentials to log in:

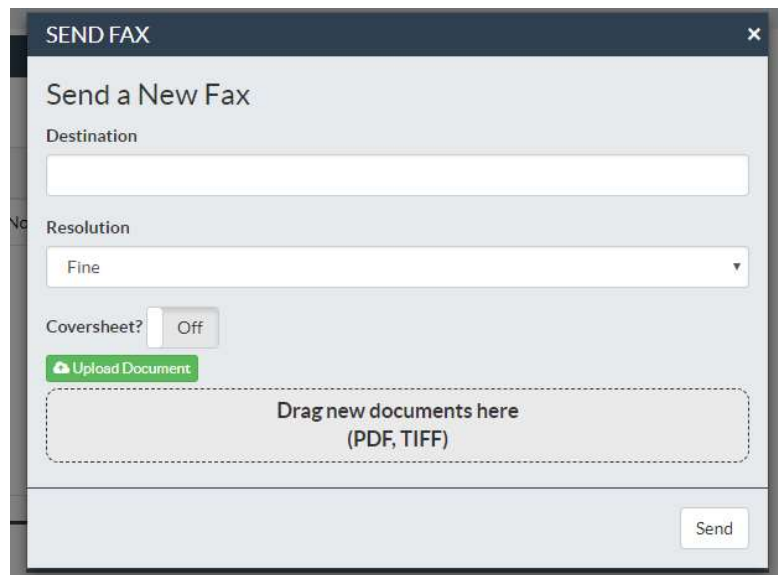
Username:

Password:

3. On the fax tab, click the Send Fax button



4. A. In the SEND FAX window, enter the phone number that will receive the fax using the full 10-digit format (i.e. 12155551212) in the destination field.  
B. Choose the resolution (quality) and if a coversheet is to be used by clicking the coversheet toggle button.  
C. To attach a document, click the green upload document button or simply drag and drop the file from your computer to the drag new documents here pane in the window. The system will accept any PDF or TIFF file formatted file.  
D. When complete, click send.





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## Grandstream Wave/Softphone Configuration

Grandstream Wave is a free application developed by the Grandstream Corporation, a manufacturer of IP based telephones. The Application is a softphone, meaning a software based application that acts as a physical telephone on a computer, tablet or smartphone. Grandstream Wave is available for all Android based devices, iPhones and iPads.

### DISCLAIMER

Not all cellphone carriers support voice over IP service over cellular networks. As of this writing, T-Mobile does not support this. 4G cellular service is the optimal network type for best performance of VOIP over cellular service. Softphone performance will always be optimal and preferred over WiFi. Users may experience call quality issues (choppiness) when travelling during a VOIP over cellular call. The GS Wave app may need to be restarted to reconnect to the VOIP server when switching between WiFi and cellular connections. If users frequently change environments, we recommend disabling WiFi on the cellular device.

### Installation

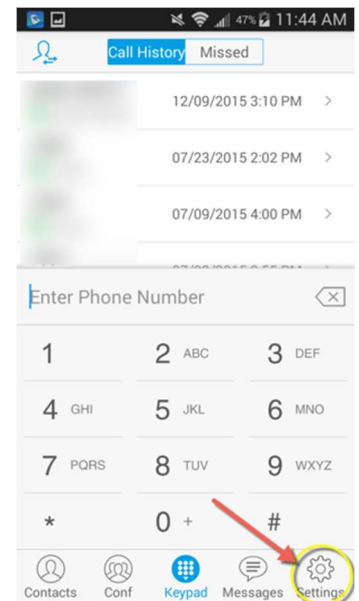
**To install Grandstream Wave on an iPhone**, go to the App Store and search for Grandstream Wave. When the app appears on the search list, click the tile to download and install it.

**For Androids:** In the Google Play Store, use the search feature to find "Grandstream Wave - Video." Make sure it's Grandstream Wave - Video and not the regular Grandstream Wave.

### Account Configuration

The next step is programming the app for your phone extension. PennTelco will provide you with an extension number and password for your extension.

1. After opening the app, Choose "Settings" in the bottom right. Then Choose "Account Settings". Chose ADD NEW ACCOUNT.
2. Choose "SIP Account".
3. Account name will be any name you choose for this account. For example, Bob's work account.



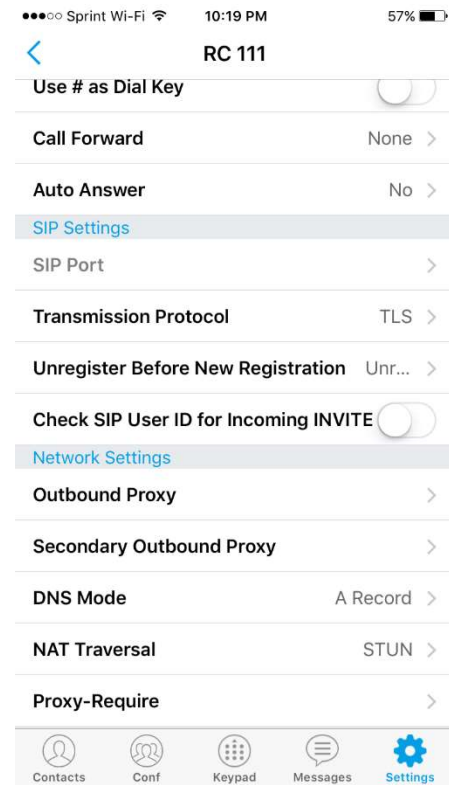
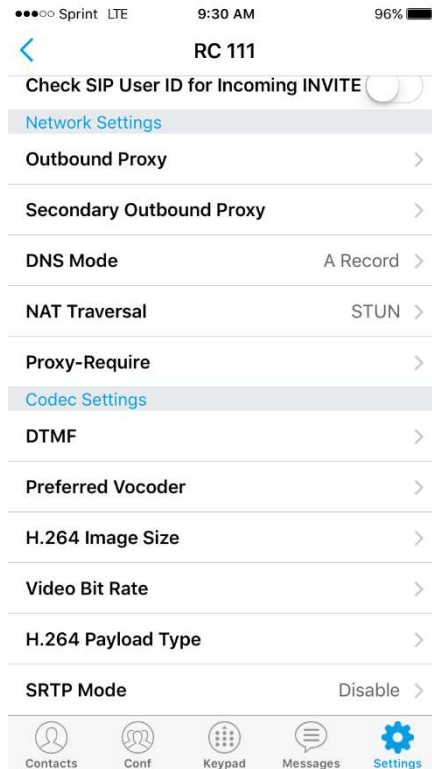
4. SIP Server will be “yourcompany.penntelco.com” (we will provide you the server with your account information).
5. SIP User ID and Authentication ID will be your extension number.
6. Password will be provided
7. Voicemail user ID will be \*97

the full name of

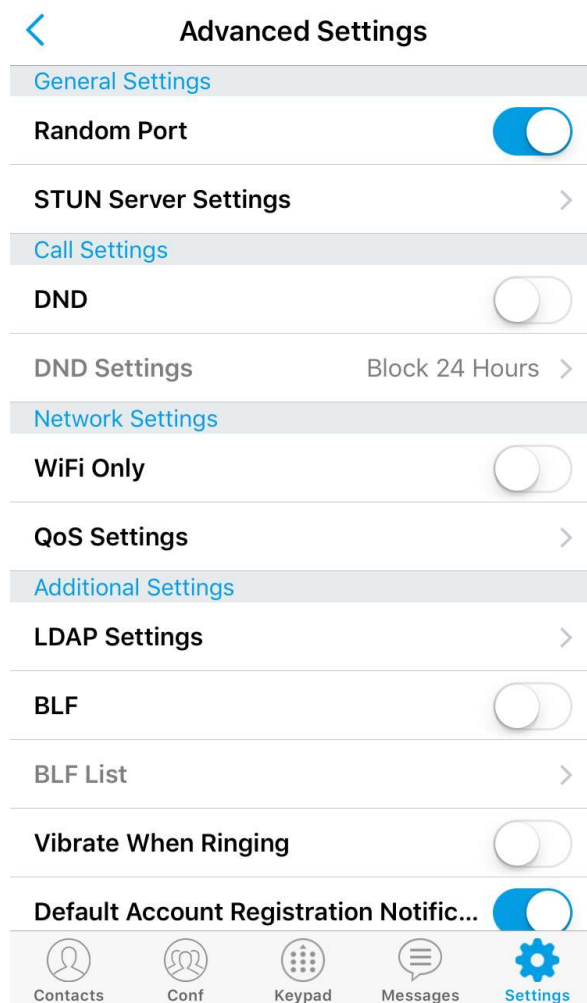
## Advanced Configuration

After the account is added, go back to Settings/Account Settings. Tap on your account and make the following changes (if needed):

1. Set Transmission Protocol to TLS
2. Set Unregister Before New Registration to Unregister ALL
3. Set DNS mode to A RECORD
4. Set NAT Traversal to STUN



5. Return to the Main settings screen and tap on Advanced Settings.
6. In the Advanced Settings screen, enable random port.
7. For Stun server settings, enter: **"stun.l.google.com:19302"**



- Finally, for iPhones:
1. Go to settings/Background App Refresh and enable refresh for GS Wave

Additional information regarding Grandstream Wave is attached to this document.