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CooVox Series User Manual(Ext.User)

Table of Contents

Chapter 1	Feature Codes	2
1.1	Blacklist	2
1.2	Pickup Call.....	2
1.3	Call Parking.....	2
1.4	Call Transfer.....	3
1.5	Conference	3
1.6	Voicemail	4
Chapter 2	Before Leaving Office	6
2.1	Extension User Login System.....	6
2.2	Call Forward	7
2.3	Follow Me.....	7
Chapter 3	Fax.....	8
3.1	Send Fax.....	8
3.2	Receive Fax.....	8
Chapter 4	Management.....	9
4.1	Recording List.....	9
4.2	Voicemail List	9
4.3	Call Logs.....	10
Chapter 5	Phone Book.....	11

Chapter 1 Feature Codes

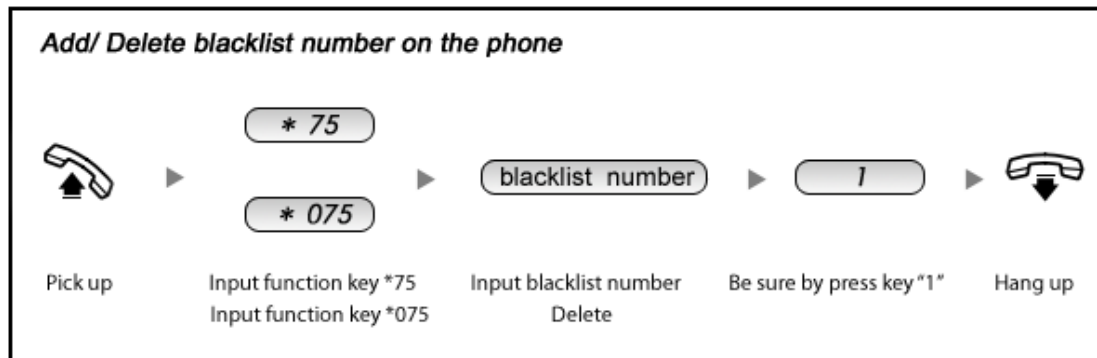
The feature codes introduced below are factory default. This chapter will introduce the commonly used feature codes such as Blacklist, Pickup Call, Call Parking, Call Transfer, Conference, and Voicemail.

If operation with feature codes failed, please contact administrator to check the feature codes settings.

1.1 Blacklist

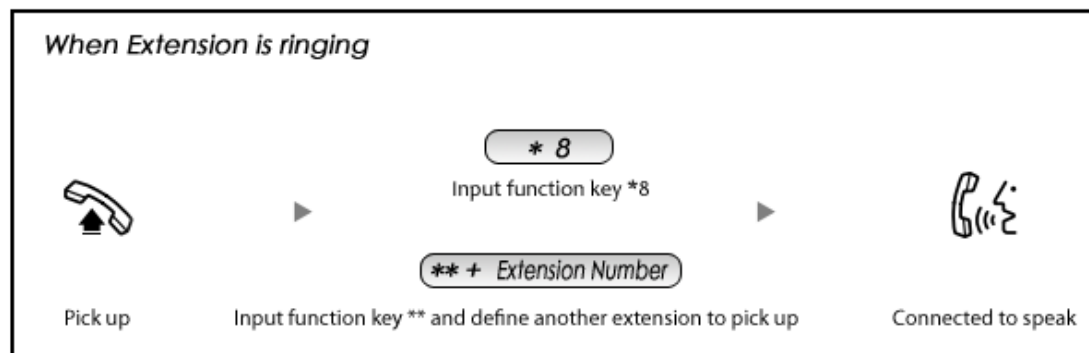
You can intercept the specified number after this number is added to Blacklist.

Please learn from the following diagram:



1.2 Pickup Call

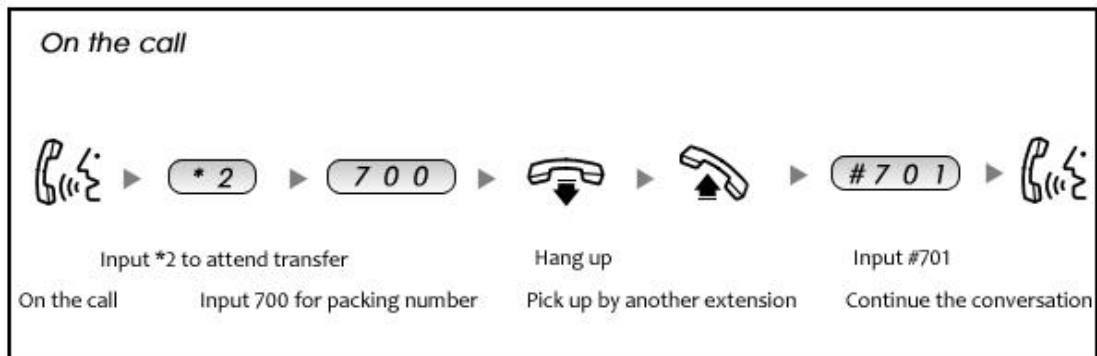
If an extension user is away from his/her desk, other extension users can pickup the call by function key on the phone. Please learn from the following diagram:



1.3 Call Parking

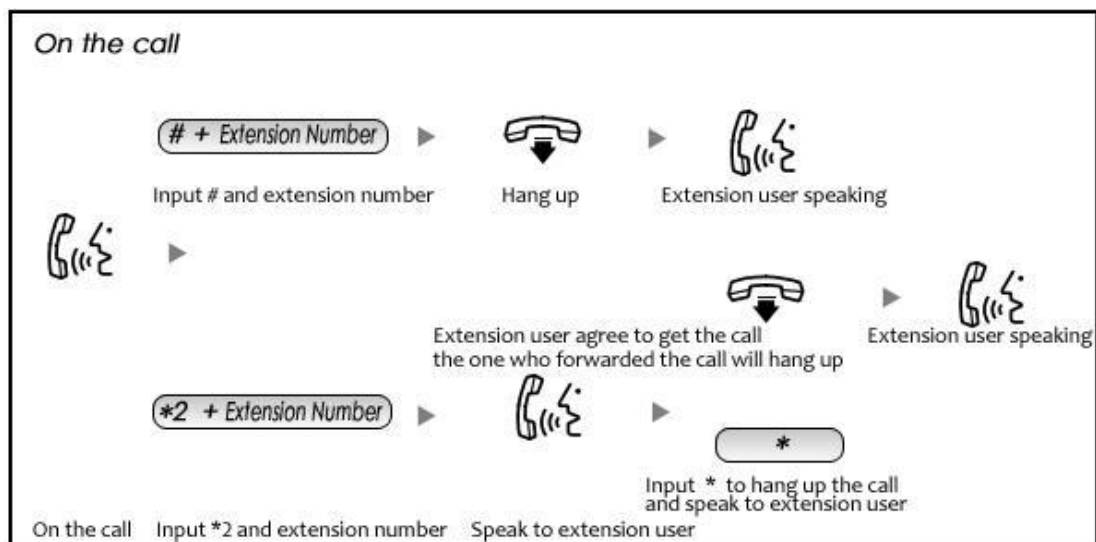
If you picked up a call at your seat, but you couldn't answer the call for some reasons; now

you can input 700 to park this call, the system will tell you a parking number 701 which you or someone else can input for continuing conversation later. Please learn from the diagram as below.



1.4 Call Transfer

If an incoming call asked to speak to your colleague, you can transfer the call directly to your colleague or transfer the call after being agreed by your colleague. Please learn from the diagram as below.

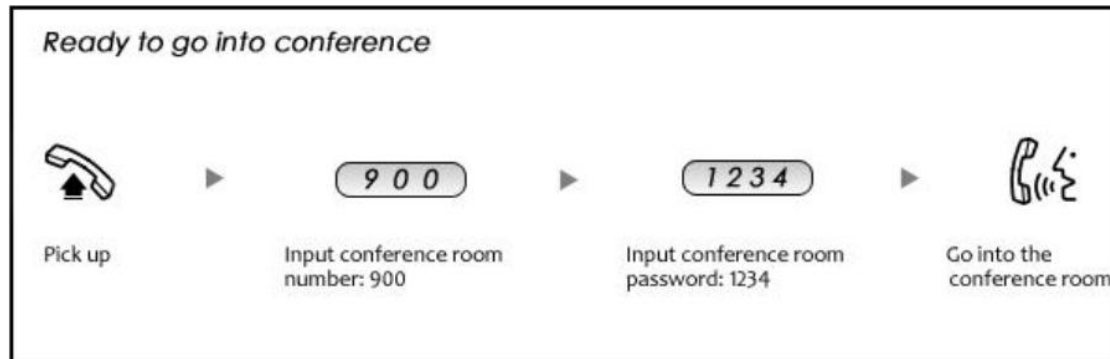


1.5 Conference

If you want to create a conference room for some extension users or with external lines, you can input conference room number 900, input conference room password 1234 (Admin's

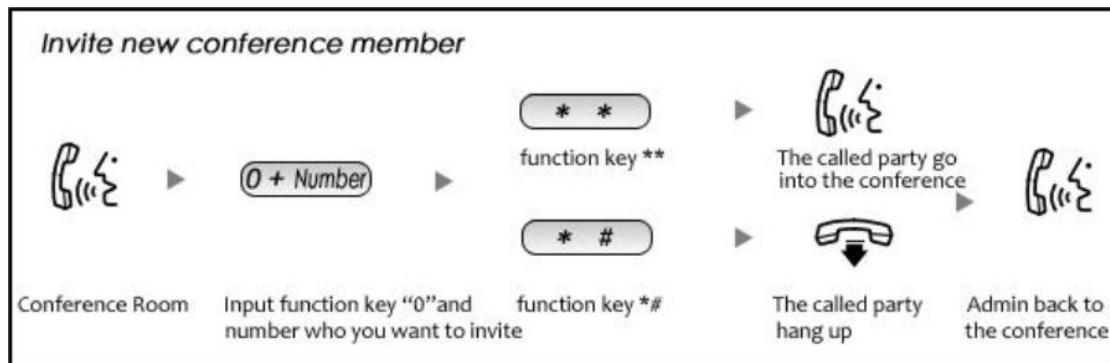
password is 2345), then enter conference room. CooVox Series IP PBX support 3 conference rooms.

Learn how to enter the conference from the following diagram:



In the conference, the administrator can invite new guest (extension user or external number) into the conference. (Default password for admin is 1234)

Learn how to invite new guest in the conference from the diagram as below:



1.6 Voicemail

This feature must be enabled and configured by administrator from the admin management panel.

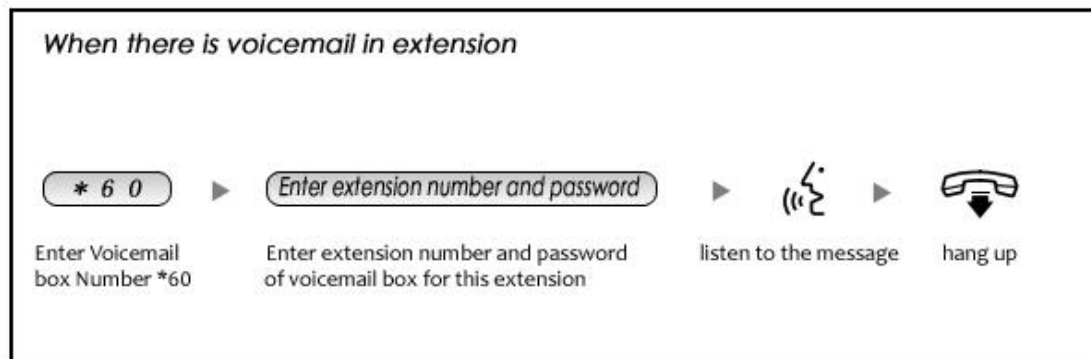
If no answer from the incoming call, when the default ring time is over, the system will play: "please leave your message and press the '#' key". Then voicemail will be sent to the specified mailbox by email.

Please learn how to leave the message and listen to the message from diagrams as below:

Leave a Message:



Listen to the message:



Chapter 2 Before Leaving Office

This chapter will introduce you how to configure Call Forward and Follow Me.

2.1 Extension User Login System

Enter IP address in the browser (Default IP is <http://192.168.1.100:9999>)

Login Web Interface:

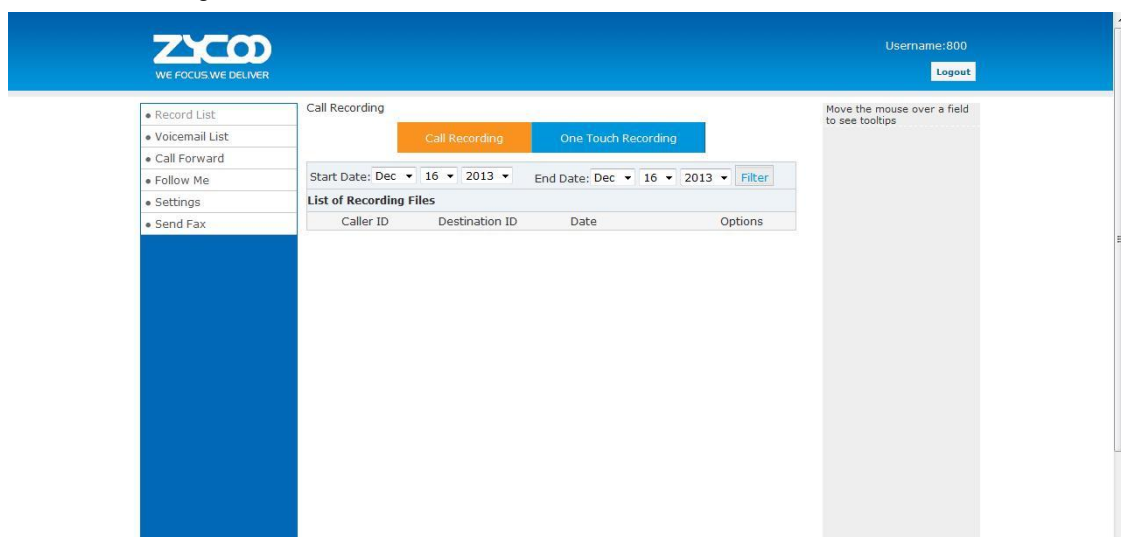


The login interface for the ZYCOO IP Phone System. It features a blue background with a central white login box. The box contains the ZYCOO logo and the text 'IP PHONE SYSTEM'. Below the logo, there are three input fields: 'Username:', 'Password:', and 'Language:'. The 'Language:' field is a dropdown menu currently set to 'English'. A 'Login' button is located at the bottom right of the login box.

Enter extension number and password, click "login", you will see the following extension's management panel.

Note: password is your voicemail password

Extension's Management Panel:



The Extension's Management Panel for the ZYCOO IP Phone System. It features a blue header with the ZYCOO logo and the text 'WE FOCUS.WE DELIVER'. The header also displays the 'Username:800' and a 'Logout' button. The main content area is divided into three sections. On the left is a sidebar menu with the following items: 'Record List', 'Voicemail List', 'Call Forward', 'Follow Me', 'Settings', and 'Send Fax'. The middle section is titled 'Call Recording' and contains two tabs: 'Call Recording' (selected) and 'One Touch Recording'. Below the tabs are date pickers for 'Start Date: Dec 16 2013' and 'End Date: Dec 16 2013', followed by a 'Filter' button. Below the date pickers is a table titled 'List of Recording Files' with the following columns: 'Caller ID', 'Destination ID', 'Date', and 'Options'. The right section is a large gray area with the text 'Move the mouse over a field to see tooltips'.

2.2 Call Forward

If you don't want to miss any call, please configure this function, and all incoming calls will be forwarded to the specified number. Click **【Call Forward】** :

Forward Settings

☐ Always
☐ Busy
☐ No Answer

Save
Cancel

Reference

Item		Explanation
Status	Always	All incoming calls will be forwarded.
	Busy	Incoming calls will be forwarded when extension is busy.
	No Answer	Incoming calls will be forwarded when no answer from extension.

2.3 Follow Me

If no answer from extension, when the ring times out, the calls will be forwarded one by one to the number listed in <Follow Me List>.

Click **【Follow Me】** :

Follow Me Settings

Enable: ☐

Ring lasting for 20 seconds

Follow Me List:

▲

▼

Save
Cancel

Format of Follow Me List: Extension Number, Ring Duration(sec)

E.g.: 806,30

808,20

After 30 seconds ringing, the call will be forwarded from extension 806 to 808.

Chapter 3 Fax

This chapter will introduce you how to receive/ send fax by CooVox IP PBX.

3.1 Send Fax

The fax can be sent by WEB and Email. Fax format must be .tif or .tiff.

- **Send Fax by WEB**

Upload the fax file from WEB to send fax, click **【Send Fax】** :

Send Fax Fax Log

Send Fax

Destination: _____

Send fax must be .tif or .tiff.

Please choose file to upload: 浏览...

Upload

Enter the receiver's fax number in **【Destination】** , click **【browse】** to select the fax file, then **【Upload】** .

- **Send Fax by Email**

Operation Example:

Send fax to 85337096, add prefix "9" based on the dial rule, so the subject of the email is "985337096", and send the fax as attachment.

If there is extension, e.g.: fax number 85337096 ext.800, the subject of email should be 985337096-800

If fax failed, email will receive the failure message.

3.2 Receive Fax

It can work after administrator configures the email and relative mailbox of extension. Received fax will be sent to specified mailbox.

Chapter 4 Management

4.1 Recording List

Call Recording

Call Recording		One Touch Recording						
Start Date:	Apr ▼	26 ▼	2013 ▼	End Date:	Apr ▼	26 ▼	2013 ▼	Filter
List of Recording Files								
Caller ID	Destination ID		Date	Options				

Caller ID, Destination ID, Date will be displayed in the list.

4.2 Voicemail List

Voicemail 

Field: New ▼	Move to	Field: New ▼		
List of Voicemail Files		Delete Selected		
☐	Caller ID	Date	Duration(sec)	Options
No voicemail message found!				

Click **【Move to】** to move the voicemail to another field.

Check one voicemail file, click **【Delete Selected】** to delete the selected voicemail file; or click **【Delete】** after the voicemail file to delete the voicemail.

4.3 Call Logs

- Phone Book
- Call Logs
- Record List
- Voicemail List
- Call Forward
- Follow Me
- Settings
- Send Fax

Call Logs

Start Date: Mar 6 2012
End Date: Mar 6 2014
Field: Caller ID 501 Filter

Call Start	Caller ID	Destination ID	Account Code	Duration(sec)	Disposition
2014-03-05 15:29:10				4	ANSWERED
2014-02-28 16:43:47				27	ANSWERED
2014-02-28 14:41:12				3	ANSWERED
2014-02-28 13:55:33				34	ANSWERED
2014-02-28 13:56:02				1	ANSWERED
2014-02-28 13:55:48				1	ANSWERED
2014-02-28 13:53:17				10	ANSWERED
2014-02-28 13:53:51				0	ANSWERED
2014-02-28 13:52:58				1	ANSWERED
2014-02-28 13:52:24				4	ANSWERED
2014-02-28 13:51:46				20	ANSWERED
2014-02-28 13:50:45	501 <501>	0		21	ANSWERED
2014-02-28 13:51:01	zhang1 <501>	501		4	ANSWERED
2014-02-28 12:03:44	501 <501>	900		0	ANSWERED
2014-02-28 12:02:56	501 <501>	900		9	ANSWERED
2014-02-28 12:02:39	501 <501>	900		12	ANSWERED
2014-02-28 12:01:23	501 <501>	conference		8	ANSWERED
				15	ANSWERED

Create Contact X

Name: _____

Phone Number: 500

Call Save Cancel

The number in the call logs can be added into the contacts list, and dial it directly.

Chapter 5 Phone Book

- Phone Book
- Call Logs
- Record List
- Voicemail List
- Call Forward
- Follow Me
- Settings
- Send Fax

Phone Book

Phone Book

Field:

☐	Name	Phone Number	Speed Dial	Options
☐	1 Amanda	654713144	02	Call Edit Delete
☐	2 David	138564729	01	Call Edit Delete

Filter: search contacts, by name, phone number or speed dial

Create Contact: create a contact

Delete Contact: delete a selected contact

Call: click to call the number directly