



IPX-Series VoIP PBX

30.9.0.5

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Extension User Guide

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Extension User Guide

This guide is for extension users of the Nu-TEL IPX-Series. In this guide, we introduce how to log in the Extension User Portal, and manage your extension on web.



Note: This Extension User Guide explains the default settings available for extension users. If your administrator has granted more user permissions for you, you can refer to the Admin Guide for more information.

Extension User Portal

By default, extension users can log in the PBX web interface by their own extension accounts. All the extension users can check their own voicemail, one-touch recordings, and configure the extension settings.

The PBX administrator can grant more permissions for an extension user according to his/her role and duty.

For example, a supervisor will have permission to check the CDR and recordings of all extension users.



Note: For more information of the PBX functions, refer to our Admin Guide.

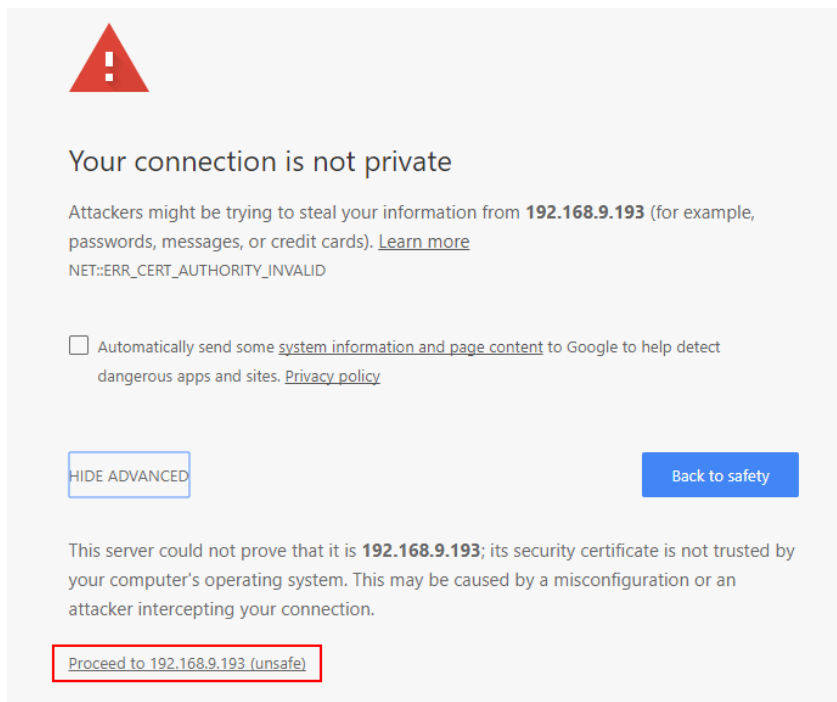
Log in Extension User Portal

To log in the Extension User Portal, you need to get the login information from the PBX administrator.

1. Start a web browser, enter the IP address the PBX, press **Enter**.

The web page will inform that the IP is unsafe.

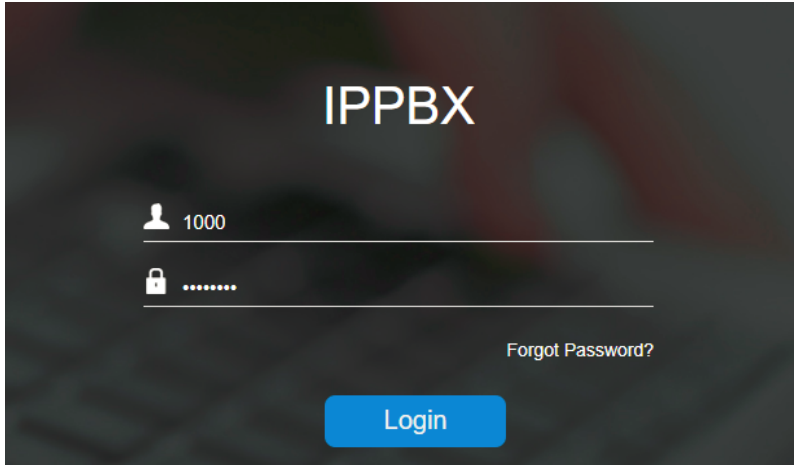
2. Ignore the warning on the web page, proceed to the access the IP.



3. Enter the user name and password, click **Login**.



Note: If login failed, contact the PBX administrator to check the login mode and password.



- **Default User Name:** Your extension number, e.g. 1000.



Note: If the PBX administrator set the login mode to Email, the **User Name** should be the email address that is bound to the extension.

- **Default Password:** Pass{extension number}, e.g. Pass1000.

Change Extension User Password

After logging in the Extension User Portal, you can change the login password to a strong and complex one if the current password is weak.

Change Extension User Password

1. Go to **Me**→**Password Settings**.
2. Enter your old login password.
3. Enter your new password twice.



Note: Your password must have:

- 6 or more characters
- Upper & lowercase letters
- At least one number

| | |
|----------------------|--|
| Old Password: | <input type="password" value="....."/> |
| New Password: | <input type="password" value="....."/> |
| Retype New Password: | <input type="password" value="....."/> |

4. Click **Save** and **Apply**.

Enable Notification of Extension User Password

In case that your extension password may be changed by other person, you can enable email notification when your extension user password is changed.

1. Go to **Me**→**Other Settings**, check the option **Send email notification when extension user password is changed**.

Other Settings

Ring Timeout (s) ⓘ:

Send email notification when extension user password is changed

2. Click **Save** and **Apply**.

Configure Your Extension Settings

Log in the Extension User Portal to configure your extension settings.

Modify Your Information


Modify your basic information, such as name, Email, mobile phone number, and prompt.

1. Go to **Me**→**Extension Settings**.
2. Modify user information.

The screenshot shows a 'User Information' form with the following fields:

- Profile picture: Click To Change
- Caller ID name: Carol
- Email: [Empty]
- Mobile Number: 129438733
- Prompt Language: System Default

- **Caller ID name:** Enter your name. When you call out, your name will be displayed on the called party's phone.
- **Email:** Bind an email address with the extension. The email will be used to reset password, receive voicemail, receive PBX notification, and receive fax.
- **Mobile Number:** Enter the mobile phone number.
- **Prompt Language:** By default, all extension users have the same prompt language as the PBX system. If you work in a different language, you can change the prompt language.

 **Note:** To select another prompt language, the PBX administrator should download the relevant system prompt on PBX first.

3. Click **Save** and **Apply**.

Set up Call Forwarding for Your Extension

Log in the Extension User Portal to change the call forwarding settings for your extension.

1. Go to **Me**→**Extension Settings**→**Call Forwarding**.

The screenshot shows a 'Call Forwarding' form with the following options:

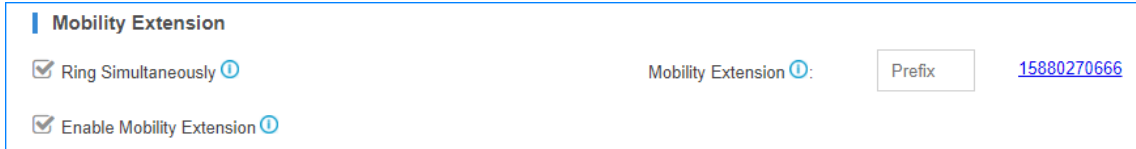
- Always
- No Answer: Voicemail
- When Busy: Voicemail

2. Check the condition option.
 - **Always:** All the calls will be forwarded regardless of your state.
 - **No Answer:** Calls will be forwarded to if you don't answer the call.
 - **When Busy:** Calls will be forwarded when you are busy in a call.
3. Select the destination for the forwarding condition.
4. Click **Save** and **Apply**.

Configure Your Mobility Extension

Log in the Extension User Portal to configure your mobility extension. If your mobility extension is enabled, when you call in PBX by your mobile phone, your mobile phone will be detected as an extension of the PBX, then you can call any extension number or call external numbers through the PBX's trunk.

1. Go to **Me**→**Extension Settings**→**Mobility Extension**.



Mobility Extension

Ring Simultaneously ⓘ

Enable Mobility Extension ⓘ

Mobility Extension ⓘ: Prefix [15880270666](#)

2. Check the option **Enable Mobility Extension**.
3. Configure the **Mobility Extension**.
 - **Prefix**: Enter the dial prefix of outbound route. You need to tell the PBX which outbound to use to call your mobile phone. If you don't know the prefix, contact your administrator.
 - **Mobile Number**: Click the link to set or modify your mobile phone number.
4. If you want the PBX to ring your extension and mobile phone simultaneously, check the option **Ring Simultaneously**.

When a call reaches your extension, your mobile phone will ring simultaneously.



Note: If Linkus service is enabled for your extension, the **Ring Simultaneously**

5. Click **Save** and **Apply**.

Enable/Disable DND

Use DND (Do Not Disturb) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When the DND is enabled, your incoming calls will be forwarded to your voicemail. If your Voicemail function is not enabled, the incoming calls will be declined immediately.



Note: The DND settings on the IP phone has a higher priority than the DND settings on PBX.

1. Go to **Me**→**Extension Settings**→**Other Settings**, check the option **DND** to enable DND.
2. Uncheck the option **DND** to disable DND.

Enable/Disable Call Waiting

Call waiting allows you to receive incoming call alerts while you are on a call.



Note: The Call Waiting settings on the IP phone has a higher priority than the Call Waiting settings on PBX.

1. Go to **Me**→**Extension Settings**→**Other Settings**, check the option **Call Waiting** to enable call waiting.
2. Uncheck the option **Call Waiting** to disable call waiting.

Change Ring Time of Your Extension

By default, if you don't answer an incoming call in 30 seconds, the call will be forwarded to your voicemail. You can log in the Extension User Portal to adjust how long your extension rings before the incoming call is forwarded.

1. Go to **Extensions**→**Other Settings**, change the **Ring Timeout** value.

Other Settings

Ring Timeout (s) ⓘ: 30 ▼

Send email notification when extension user password is changed

2. Click **Save** and **Apply**.

Check Your Route Permission

You can log in the Extension User Portal to check which outbound route is available, and which number you can dial out.

1. Go to **Me**→**Route Permission** to check the route permission.

If you want to have more route permissions, contact your administrator.

Me — □ ×

[Extension Settings](#)
[Blacklist/Whitelist](#)
[CDR & One Touch Recording](#)
[Voicemail](#)
[Password Settings](#)
[Route Permission](#) ▶

Available Outbound Routers ⓘ:

| Name | Patterns | Strip | Prepend |
|----------|----------|-------|---------|
| Routeout | X. | | |

Manage Calls on Your Extension

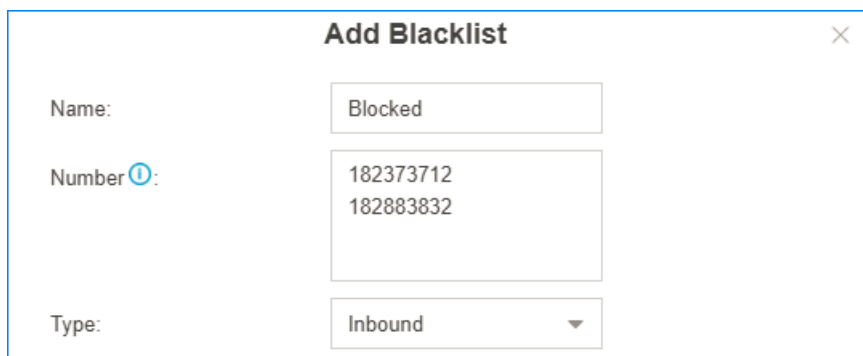
Block untrusted numbers and add trusted numbers for your extension.

Block Incoming/Outgoing Numbers

You can log in the Extension User Portal to add blacklist to block incoming numbers from calling your extension and restrict calling undesired outgoing numbers from your extension.

If your PBX administrator has added a global blacklist for all users, the global blacklist will be displayed on your **Blacklist** page.

1. Go to **Me**→**Blacklist/Whitelist**→**Blacklist**, click **Add**.
2. On the **Add Blacklist** page, set the blocked numbers.



The screenshot shows a modal window titled "Add Blacklist" with a close button (X) in the top right corner. The form contains the following fields:

- Name:** A text input field containing the text "Blocked".
- Number:** A text input field containing the numbers "182373712" and "182883832" on separate lines. There is a small blue information icon to the left of the label.
- Type:** A dropdown menu with "Inbound" selected and a downward arrow.

- **Name:** Set the blacklist name.
- **Number:** Enter the blocked numbers.



Note: Besides entering specific numbers, you can also use patterns to block a range of numbers. For example, entering 18. will block the numbers that start with digits 18.

- **Type:** Select the type of blocked numbers.
 - **Inbound:** The blocked numbers could not reach your extension.
 - **Outbound:** You cannot call the blocked numbers.
 - **Both:** You cannot call the blocked numbers and the blocked numbers could not reach your extension.

3. Click **Save** and **Apply**.

Add Trusted Incoming Numbers

If you don't want to be bothered and want to receive only trusted incoming calls, you can log in Extension User Portal to set trusted incoming numbers.

For example, if you are the boss of your company, you may want to receive the call from your secretary only. In this scenario, you can set the secretary's number as the only trusted incoming number.

1. Go to **Me**→**Blacklist/Whitelist**→**Whitelist**, check the option **Whitelist Only**.



Note: All the incoming call will be blocked, only the trusted numbers can reach your extension.

2. Click **Add**.
3. On the **Add Whitelist** page, set the trusted numbers.

Add Whitelist ✕

Name:

Number ⓘ:

Type: ▼

- **Name:** Set the whitelist name.
- **Number:** Enter the trusted numbers.
- **Type:** Select **Inbound**.

4. Click **Save** and **Apply**.

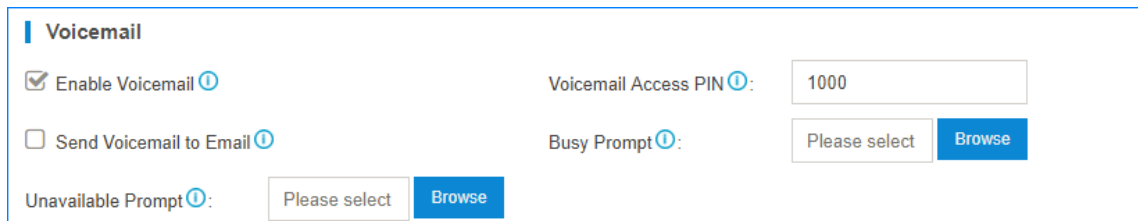
Manage Your Voicemail

By default, Voicemail function is enabled for you, and if you don't answer a call, the call will be forwarded to your voicemail.

Configure Your Voicemail Settings

Log in the Extension User Portal to enable or disable voicemail, enable or disable "voicemail to email", check or change your voicemail password, change your voicemail prompt.

1. Go to **Me**→**Extension Settings**→**Voicemail** to configure the voicemail settings.



Voicemail

Enable Voicemail ⓘ

Send Voicemail to Email ⓘ

Voicemail Access PIN ⓘ: 1000

Busy Prompt ⓘ: Please select **Browse**

Unavailable Prompt ⓘ: Please select **Browse**

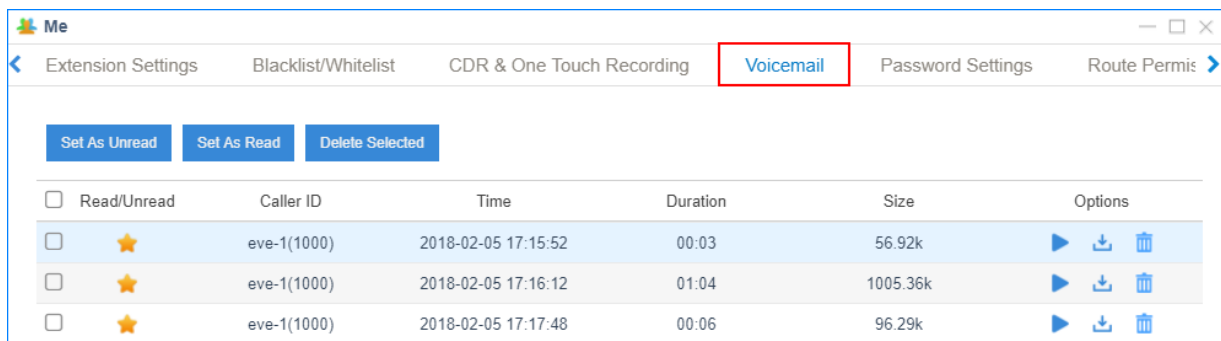
- **Enable Voicemail:** Check this option to enable Voicemail for your extension.
- **Voicemail Access PIN:** To access the Voicemail system by dialing *2 or *02 on your phone, you need to enter the voicemail PIN.
- **Send Voicemail to Email:** Check this option to enable **Voicemail to Email** feature. The received voicemail messages would be delivered to your email.
- **Busy Prompt:** The PBX system has a global Busy Prompt for all the extension users. You can upload a customized Busy Prompt for your extension.
- **Unavailable Prompt:** The PBX system has a global Unavailable Prompt for all the extension users. You can upload a customized Unavailable Prompt for your extension.

2. Click **Save** and **Apply**.




Check and Manage Your Voicemail

You can log in the Extension User Portal to check your received voicemails and manage the voicemails.



Go to **Me**→**Voicemail**, the received voicemails are displayed.



| Read/Unread | Caller ID | Time | Duration | Size | Options |
|----------------------------|-------------|---------------------|----------|----------|---------|
| <input type="checkbox"/> ★ | eve-1(1000) | 2018-02-05 17:15:52 | 00:03 | 56.92k | ▶ ⬇️ 🗑️ |
| <input type="checkbox"/> ★ | eve-1(1000) | 2018-02-05 17:16:12 | 01:04 | 1005.36k | ▶ ⬇️ 🗑️ |
| <input type="checkbox"/> ★ | eve-1(1000) | 2018-02-05 17:17:48 | 00:06 | 96.29k | ▶ ⬇️ 🗑️ |

- Click  to download the voicemail file.
- Click  to play the voicemail file.
- Click  to delete the voicemail file.

Voicemail Status:

- : The voicemail is unread.
Click the icon to mark the voicemail as read voicemail.
- : The voicemail is read.
Click the icon to mark the voicemail as unread voicemail.

CDR and One Touch Recordings

By default, extension users can check and download their own CDR (Call Detail Record) and One-touch Recording files.



Note: You can check your CDR and recordings on both Linkus client and on the Extension User Portal.

Searching Criteria

You can search CDR and recordings by the following criteria:

- **Time:** Set the start date and the end date to filter the call logs that are in the date duration.
- **Call From:** The number or the name of the caller.
- **Call To:** The number or the name of the callee.
- **Call Duration:** The time between the call started and the call ended. Enter a value to filter the call logs that have call duration equal or greater than this value.
- **Talk Duration:** The time between the call answered and the call ended. Enter a value to filter the call logs that have talk duration equal or greater than this value.
- **Status:** Call status, including "answered", "no answered", "busy", "failed", and "has voicemail".
- **Communication Type:** Communication type, including "internal", "inbound", "outbound", "callback", "PBX warning call", "transfer", and "multisite interconnect".
- **Include Recording Files:** Check the option if you want to filter the calls that had been recorded.

Search CDR and One Touch Recording

Log in Extension User Portal to search your CDR and one touch recordings.

1. Go to **Me**→**CDR & One Touch Recording**.
2. Set the **Time** to filter the call logs during the date duration.
3. If you want to search recording files, check the option **Include Recording Files**.

The screenshot shows a search form with the following fields and options:

- Time:** 2018-02-02 00:00 - 2018-03-02 23:59
- Call From:** [Text input field]
- Call To:** [Text input field]
- Call Duration (s):** [Text input field]
- Talk Duration (s):** [Text input field]
- Status:** All (dropdown menu)
- Communication Type:** All (dropdown menu)
- Include Recording Files**
- Number Fuzzy Search**
- Search** button

4. Set other searching criteria.
5. Click **Search**.

The filtered call logs will be displayed.

Fuzzy Search CDR and One Touch Recording

By default, you need to enter an exact and complete phone number in the relevant searching criteria, or you cannot get the search result. If you cannot remember the exact number or the name, you can use Fuzzy Search feature.

1. Go to **Me**→**CDR & One Touch Recording**.
2. Set the **Time** to filter the call logs during the date duration.
3. Enter a desired number or letters in **Call From** field or **Call To** field.
4. Check **Number Fuzzy Search**.

Time: 2018-02-02 00:00 - 2018-03-02 23:59

Call From:

Call To: 100

Call Duration (s):

Talk Duration (s):

Status: All

Include Recording Files

Communication Type: All

Number Fuzzy Search

Search

5. Set other searching criteria.

6. Click **Search**.

The call logs that match the fuzzy searching will display.

| Time | Call From | Call To | Call Dur... | Talk Dur... | Status | Commu... | Caller IP... | Recording Options |
|---------------------|-------------|---------|-------------|-------------|-----------|----------|--------------|-------------------|
| 2018-02-09 15:17:53 | Carol <1... | 1002 | 00:00:03 | 00:00:03 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:14:53 | Carol <1... | 1003 | 00:00:03 | 00:00:03 | Voicemail | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:13:21 | Carol <1... | 1001 | 00:00:04 | 00:00:04 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:12:49 | Carol <1... | 1001 | 00:00:08 | 00:00:08 | Answered | Internal | | ▶ ⬇️ 🗑️ |

Download CDR and One Touch Recordings

Log in the Extension User Portal to download your CDR and one touch recording files.

1. Go to **Me**→**CDR & One Touch Recording**.
2. Search the CDR and Recordings.
3. To download the searched CDR, click **Download CDR**.
4. To download the searched recording files, click **Download Recordings**.