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Step-by-step guide to install and configure Quadro basically.

Manual II: see Administrator's Guide

Describes detailed the menus available for administrators only and includes all system default values at a glance.

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About this Extension User's Guide

The Quadro Manual is divided into three parts:

- **Manual I: Installation Guide** gives step-by-step instructions to provision the Quadro and configure the phone extensions with the Epygi SIP Server. After successfully configuring the Quadro, a user will be able to make SIP phone calls to remote Quadro devices, make local calls to the PSTN and access the Internet from devices connected to the LAN.
- **Manual II: Administrator's Guide** explains all Quadro management menus available for administrators only and includes a list of all System Default Values.
- **Manual III: Extension User's Guide** explains all Quadro management menus available for extension users. A list of all call codes can be found there, too.

This guide contains many example screen illustrations. Since Quadro devices offer a wide variety of features and functionality, the example screens shown may not appear exactly the same for your particular Quadro as they appear in this manual. The example screens are for illustrative and explanatory purposes, and should not be construed to represent your own unique environment.

[Quadro's Feature Codes](#) lists all call codes available for extension users explains the operating mode of Quadro's auto attendant and lists the call codes that may be used to enter the auto attendant

[Quadro's Graphical Interface](#) introduces to the Quadro's graphical user interface and explains all recurrent buttons.

[Extension User's Menus](#) explains the input options available for extension users (and administrators, of course) that may be selected from the extension user's main page Extension Settings.

[Appendix: Glossary](#) explains some technical terms.

Extension Users Welcome Page

Your System Administrator may have sent you such a welcome page where you can find all needed individual information to deal with Quadro as an extension user. If not, you may perhaps print this page enter the needed information manually to use it as a memory aid.

WELCOME

You are using a **Quadro IP PBX** made by Epygi Technologies, Ltd. This product incorporates SIPVoice™ Digital Signal Processing technology to send crystal clear voice around the globe without associated fees for long distance. But, you will soon learn, it does much more. Your **Quadro IP PBX, The Global Phone Network in a Box**, operates in much the same way as systems with which you are already familiar: a telephone, a PBX, voice mail, a phone book, et cetera. Beyond that the **Quadro IP PBX** provides capabilities you never believed were accessible in a customer premise telephony product. Soon you will experience the freedom and power of the **Quadro IP PBX, The Global Phone Network in a Box**.

To get started the following information is helpful.

PHONES

Your extension number is [<extension number>](#) and your password is [<password>](#) (optional).

Remember to type the **Auto Attendant number** when you pick up your phone receiver to find the WELCOME spot. ***0** will take you directly to voice mail for your extension. ***74** will confirm your extension number.

LOCAL PHONE LINES

Quadro2x and Quadro2xi offer one external phone line: [<1. local phone line>](#)

IP

To reach your Quadro IP PBX from a network connection inside your office, home or place of utilization, connect a Web browser to [<IP address>](#) (172.30.0.1 is the default IP address).

The email address of your Quadro IP PBX System Administrator is [<email address>](#)

His phone numbers are [<phone numbers>](#)

SIP

Your SIP number (an Internet phone number) is [<SIP number>@sip.epygi.com](#).

This is a number you can give people to reach you.

The SIP number to reach the Auto Attendant of your local Quadro is [<SIP number>@sip.epygi.com](#).

Your SIP group link to provide you a phone directory of numbers to call is:

http://www.epygi.com/sip/grp_view.php?viewgrp=<groupname>

The email address of your SIP System Administrator is [<email address>](#)

His phone numbers are [<phone numbers>](#)

Quadro's Feature Codes

This chapter describes how Quadro's feature codes allow the user to navigate through Quadro's services with the help of a phone handset. These services are **Establishing a Call**, **PBX Services** and **Voice Mail Services**.

Establishing a call

To make a call, dial the **Routing Number**.

Routing Numbers and available routs to, from and through Quadro are listed in the **Local Routing Table**, which is configured and managed by Quadro's Administrator. To get information about dialing rules, please turn to administrator.

Please Note: You may accelerate establishing a connection by a pound (#) sign dialed at the end of the number.





Using Quadro's PBX Services

PBX Services accessible at the dial tone, characterized by beginning with the key * :

<p>Entering the voice mail services (see further key codes below)</p>	* 0
<p>Redialing automatically If you hang up afterwards, your phone will start ringing as soon as the last called destination is reached. If you keep the handset lifted, the connection will be established as soon as the called party answers. A specific beep sound will be heard during the whole auto-redialing period (specified on the General Settings page). Another beep sound will be heard if no auto redialing is possible. Please Note: Service is functional for SIP and PBX calls only. For PSTN calls, feature works as a single redial (with no multiple attempts to reach the called destination).</p>	* 1
<p>Calling back the last caller If calling back is not possible, you will hear the message "The dialed number doesn't exist"</p>	* 2
<p>Enabling/disabling the Do Not Disturb service turns off/on your phone bell for the time period indicated on the Quadro management page Do Not Disturb Settings.</p>	* 7 2
<p>Blocking the last caller The last caller party will be blocked and added to the table on the management page Incoming Call Blocking, where you may unblock it later. This service is available for 10 seconds after the call has been terminated. Attention: Blocking the caller with anonymous caller ID (like anonymous@anonymous or similar) will lead to blocking all callers with unknown caller address.</p>	* 7 3
<p>Getting the line information You will hear your line, extension and SIP number.</p>	* 7 4
<p>Enabling/disabling the Forwarding service according to the Unconditional Call Forwarding settings for All Callers entered into the page Unconditional Call Forwarding Settings. If no unconditional forwarding is configured for All Callers, the system will prevent from activating the forwarding service and a voice message will ask to configure the forwarding settings at first.</p>	* 4
<p>Alternative Call Park Service acts as an alternative Call Park dedicated mainly to IP line users, but also can be used by the local FXS users. To park the call using the Alternative Call Park feature, call should be held first using the appropriate Hold button on the IP Phones (for IP line users) or by dialing the Flash 0 key combination (for FXS users). When the call is held, * 5 should be dialed to park the call. Further actions are the same as for the Call Park service, see below.</p>	* 5

PBX services accessible during the call (for phones connected to the FXS lines), characterized by starting with the key **Flash** :

<p>Keeping a call on hold Flash 0 is used to hold the active connection, in order to place or receive a second call. Holding the first call, the user is able to place a call to the third party, in particular cases for conferencing (3 way calling) or call transferring purposes. To be able to receive a second call while being in call, call waiting service should be enabled on the management page General Settings. When a second call comes in, the beep sound indication is heard in the active call.</p>	Flash 0
--	---------

<p>Transferring a call without consultation</p> <p>Press Flash to hold the call partner and to get the dial tone (within approximately 1 second). Enter the phone number of the destination phone where the call ought to be transferred to. Hang up on the ring tones. The call partner on hold will be transferred to the specified destination.</p> <p>Transferring a call with consultation</p> <p>Press Flash to hold the call partner and to get the dial tone (within approximately 1 second). Enter the phone number of the destination phone where the call ought to be transferred to. Talk to the called party and then hang up. The call partner on hold will be connected to the called party.</p>	
<p>Joining active lines to start a conference call</p> <p>Hold the first call (Flash 0), make the second call (or receive a new one) and press Flash 3 to join both active lines together for the conference call. To terminate the conference call with the first or second party, use correspondingly Flash 1 or Flash 2 key combinations.</p> <p>Attention: Pressing Flash and waiting for 5 seconds will be taken as a call switch and will connect you back to the held party instead of initiating the call conference.</p>	
<p>To terminate the call</p>	
<p>Call Park</p> <p>Dial Flash 5 to park the call (system will play the SIP username of the first available extension configured for the call parking). Go to the other location and call the extension that initiated the call park to pick up the parked call.</p> <p>Either PBX or IP calls are allowed, for PBX calls extension number should be dialed, for IP calls - SIP address played by the Quadro when activating the Call Park service. System will ask for the authentication and, if successfully passed, will resume the parked call.</p> <p>To use the Call Park feature, the call parking service should be enabled for one or more extensions on the Quadro.</p> <p>Attention: The Call Parking is valid within 15 minutes, during which hold music (if configured) will be played to the parked destination party. When the Call Park timeout expires, the short ring notification will be sent to the phone initiating the call parking, and if nobody picks up the parked call, or if the phone is off hook, the parked destination party will be automatically disconnected.</p>	

Voice Mail Services

The **Voice Mail Services** are divided into two main parts (**Voice Mailbox** and **Review System Messages**). Each of these parts has a hierarchy itself that is described below.

* 0 Enter Voice Mail Services		
* 0 Exit Voice Mail Services	* 1 Go to the top of the Voice Mail Services Tree	* 2 Go one level up in the Voice Mail Services Tree

Voice Mailbox

After entering the voice mail services (using the keys * 0) use key 1 to enter the Voice Mailbox menu. The following key combinations are available to navigate within the new messages:

* 0 Enter Voice Mail Services		
1 Voice Mailbox Menu		
1 Send a Message or Leave a Reminder	2 Play First Message	3 Get Date/Time Info
4 Play Previous Message	5 Play Current Message	6 Play Next Message
7 Print the attached FAX (and press START button on the FAX machine)	8 Play Last Message	9 Delete Current Message
*	0 Reply or Forward a Message	#

Voice Mailbox menu has the following sub-hierarchy in **Reply or Forward a Message** and the **Send a Message or Leave a Reminder** menu options:

0 Reply or Forward a Message		
0 Call Back immediately	1 Reply by Voice Mail	2 Forward a Message
	Dial 1 to mark the message as Urgent, or press pound to assign the Normal priority.	Dial Destination Number
	# Record a Message	# Record a Message
		Dial additional Destination Number
		# Record a Message
		Dial 1 to mark the message as Urgent, or press pound to assign the Normal priority.

1 Send a Message or Leave a Reminder		
Dial Destination Number		# Leave a reminder
# Record a Message	Dial additional Destination Number	Dial 1 to mark the message as Urgent, or press pound to assign the Normal priority.
	# Record a Message	
Dial 1 to mark the message as Urgent, or press pound to assign the Normal priority.		

Please Note: The service is restricted regarding sending a message to the PSTN destinations. Message will be successfully received by the destination if all of the following conditions fit:

- The connection to the destination is successful;
- The voice mail service is enabled on the destination;
- There is enough space in the voice mailbox of the destination;
- The duration of the forwarded/replied message is less than the maximal voice mail duration set up by the destination

Review System Messages

Use the digit **3** to enter the area where the personal system messages can be modified. A voice notification will play the list of available system messages that may be modified so the user can select the desired system message by the corresponding buttons:

* 0 Enter Voice Mail Services				
3 Review System Messages				
1 Greeting Message	2 End of Greeting Message	3 Incoming Blocking Message	4 Outgoing Blocking Message	6 Out of Office Message
1 Listen to Current Greeting Message	1 Listen to Current End of Greeting Message	1 Listen to Current Incoming Blocking Message	1 Listen to Current Outgoing Blocking Message	1 Listen to Current Out of Office Message
2 Record a New Greeting Message	2 Record a New End of Greeting Message	2 Record a New Incoming Blocking Message	2 Record a New Outgoing Blocking Message	2 Record a New Out of Office Message
3 Restore Default Greeting Message	3 Restore Default End of Greeting Message	3 Restore Default Incoming Blocking Message	3 Restore Default Outgoing Blocking Message	3 Restore Default Out of Office Message
# Stop Recording or Playback Greeting Message	# Stop Recording or Playback End of Greeting Message	# Stop Recording or Playback Incoming Blocking Message	# Stop Recording or Playback Outgoing Blocking Message	# Stop Recording or Playback Out of Office Message

Services for Incoming Calls

Calling to the extension's Voice Mailbox		In call queue
<p>0 (during the greeting message) Calling to the Zero Out destination</p>	<p># Skip the greeting message and start Voice Mail recording</p>	<p>0 Leave the call queue and record a Voice Mail</p>

Quadro's Auto Attendant Services

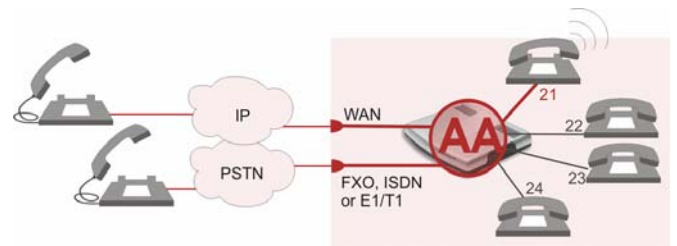
Quadro's Auto Attendant is addressed to provide remote access to the Quadro voice connectivity services. Specifically it supports remote connection to Quadro extensions, their mailboxes and making pass-through calls to other destinations. Remote access to the Quadro auto attendant is possible through IP and PSTN calls.

Quadro's Auto Attendant can be accessed locally, remotely from the IP network (by dialing Auto Attendant's SIP address) and from the PSTN network (by dialing Quadro's PSTN number) if the calls addressed to the Quadro's PSTN number are routed to the Auto Attendant.

Attention: If the Auto Attendant authentication attempts have been failed for the five times, Quadro's Auto Attendant will become unavailable for the next 5 minutes.

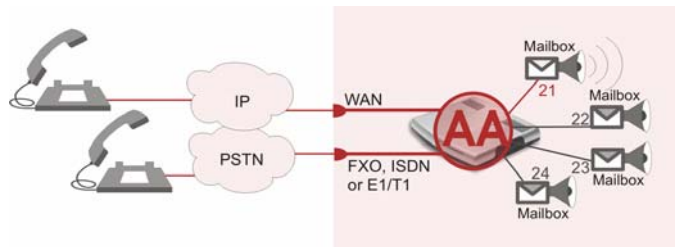
The automated attendant services are divided into four feature groups: **Connection Service** is supported by the voice messages help which helps caller to navigate within area using the handset buttons. **Remote Enquiry, Call Relay, Remote Configuration Services** and **Call Back Services** are available using the appropriate call code, but are not supported by voice messages. Thus, they are hidden for external callers.

Connection Service provides access to all extensions of the Quadro device without restrictions: All Quadro extensions may call each other dialing the extension number. And all external callers (using PSTN or IP calling) can reach every Quadro extension dialing Quadro's phone number and using the Auto Attendant's voice menu to be connected to the desired extension by entering the extension number.



Remote Enquiry allows accessing the mailboxes of Quadro's extensions (both, active or inactive) in order for example to check the voice messages left for an absent user. The mailbox may be protected by a user password (optional, set by the system administrator or user).

So you may remotely access your mailbox dialing Quadro's phone number and using the Auto Attendant's voice menu (key *0 for Voice Mail) and entering your password (if any). To navigate within the your voice mails use the Voice Mailbox service call codes, for example dial 8 to hear the last message of your mailbox).



Call Relay

As the Quadro Auto Attendant is registered at Epygi's SIP server by default, it may be used as a kind of private switching center, if the Auto Attendant is routed to the particular telephone line (FXO, ISDN or E1/T1) as a "default user". Then it allows e.g. establishing cost-saving long-distance calls: Via PSTN to the Quadro Auto Attendant (e.g. USA headquarters), via IP to the remote Quadro Auto Attendant (e.g. Office Asia) and via PSTN to the desired destination (see call codes below).

Access to **Call Relay** needs authorization.

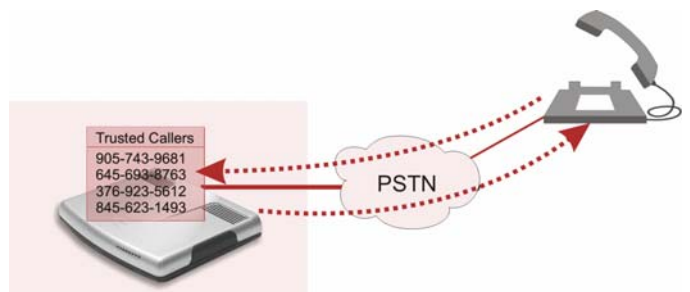


Remote Configuration Menu

This menu allows extension owners to remotely enable/disable the Unconditional Call Forwarding Service for all callers on the corresponding extension. The menu requires extension authorization.

Call Back

With the **Call Back** service the PSTN callers can save the call charge when calling to/through the Quadro. The Quadro gives a possibility to create a list of those trusted PSTN callers that are allowed to make free of charge calls to Quadro's Auto Attendant or through its Call Relay menu to the third party IP or PSTN destination. Two types of Call Back are available on the Quadro: **Instant Call Back** and **Roaming Call Back**.



Instant Call Back

For **Instant Call Back** service a list of trusted PSTN callers must be pre-configured in the Authorized Phones Database on the Quadro. The Call Back service should be enabled and a valid callback PSTN destination should be specified for the corresponding PSTN caller.

To use Instant Call Back, a PSTN caller registered in the Authorized Phones Database should simply call to the Quadro's PSTN number (that should be previously routed to the Auto Attendant or Routing Manager from the FXO Settings page) from the global PSTN network, let the call ring twice and then hang up. Call Back will get instantly activated, i.e. Quadro will call back to the defined Call Back destination and by answering the incoming call the PSTN party will be automatically connected either to the Auto Attendant or Routing Manager depending on the configuration of the corresponding FXO line on the Quadro.

Roaming Call Back

The **Roaming Call Back** allows to configure the call back by callers registered in Authorized Phones Database on the Quadro when calling from a PSTN number. Roaming Call Back is divided into two modes accessible from the Quadro's Auto Attendant: **Non Permanent Call Back** and **Permanent Call Back**.

Non Permanent Call Back can be used from the corresponding menu of the Quadro's Auto Attendant. A PSTN caller should pass the authorization by dialing an existing extension number and an appropriate password. Normally, the PSTN caller's address should be detected automatically and then the system will simply ask for confirmation. In particular cases when the caller is configuring the Non Permanent Call Back service for him (or for anyone else) calling from another number, the desired caller number should be defined here, so Instant Call Back will get activated only when calling from the defined caller number. If the PSTN caller's address is not detected automatically, the caller will be required to insert it manually (in this case the Instant Call Back service will get activated immediately after hanging up). The Call Back destination, where Quadro should call to, will be requested afterwards. It can be the same as the caller's address or can be different. When the system accepts the call back settings, the PSTN caller will be disconnected from the Quadro's Auto Attendant.

If the Non Permanent Call Back has been configured for the desired caller address, the system will wait till the incoming call will arrive from that caller number, and after the caller will let the call ring twice and hang up, Quadro will send a call to the defined PSTN destination in the next 45 seconds (if FXO line is available on the Quadro, network connectivity is fine and destination is reachable). Answering the incoming call, the PSTN caller will be connected to the Quadro's Auto Attendant.

Next time, when the PSTN caller reaches Quadro from the same number, he needs to pass the described procedure again since this was the one-time Call Back only and no entry was stored in the Authorized Phones Database on the Quadro.

Permanent Call Back service offers a convenience of registering new trusted PSTN Callers and to edit the Call Back destination of an existing PSTN Caller in the Authorized Phones Database. By calling Quadro's PSTN number (that is previously routed to the Auto Attendant) the caller enters the Quadro's Auto Attendant and by the Permanent Call Back menu he is able to register himself (or anyone else) as a trusted PSTN caller that is allowed to place free of charge calls to Quadro or through its Call Relay menu to a third party IP or PSTN destination as well as to modify the Call Back destination of an already registered Caller in the Authorized Phones Database.

Entering the Permanent Call Back menu, the system will ask to login by dialing an existing extension number and an appropriate password. The PSTN caller's address confirmation will be required, or, if not detected automatically, it should be defined manually. In particular cases when caller is configuring the Permanent Call Back service for him (or for anyone else) calling from the other number, other caller number should be defined here, so next time calling from that number, the Instant Call Back service will get automatically activated. The Call Back destination, where Quadro should call to, will be requested afterwards. It can be the same as the caller's address or can be different. When the system accepts the call back settings, the corresponding entry will be logged to the Authorized Phones Database.

The PSTN caller will be disconnected from the Quadro's Auto Attendant and the defined Call Back destination will receive a call from the Quadro within the next 45 seconds if the detected PSTN caller address corresponds to the one applied by the caller (and if FXO line is available on the Quadro, network connectivity is fine and destination is reachable). If the caller address is not detected at all (due to system configuration problems or CO peculiarity), the system will send a call back to the specified callback destination only if the call arrives from an address logged in the Authorized Phones Database. Answering the incoming call, the PSTN caller will be connected to the Quadro's Auto Attendant.

Being registered in the Authorized Phones Database once (by means of Permanent Call Back service or from the Quadro's Web Management), the PSTN caller is able to use the Instant Call Back service, i.e., next time when calling from the same PSTN number to the Quadro and hanging up after the second ring, the system will call the defined Call Back destination since the number is already registered in the Authorized Phones Database on the Quadro.

Call Codes Available in Auto Attendant

For external IP calls addressed to the Auto Attendant or incoming calls from mainline routed to the Auto Attendant or local by dialing the 2-digit attendant extension, following key combinations are available to access and manipulate within Auto Attendant services:

Incoming call to Auto Attendant Services or dial locally	Keys
Extensions Menu - establishing a connection to an extension on the called Quadro	- (already in)
Remote Enquiry - establishing a connection to the mailbox of an extension on the called Quadro	* 0
<p>Call Relay Menu - mainly for external calls (IP/FXO or IP/ISDN), local calls are allowed, too.</p> <p>Service allows to avoid hanging up and redo the entire dialing, if Quadro detects an error in the dialed number or the user decides to cancel the call and start a new one: Entering the combination * * the call will be interrupted and the user will get an invitation to make a new one. This is applicable during dialing, after the ring tone has started, and after the call has been established.</p>	* 2
<p>* * digit combination is applicable:</p> <ul style="list-style-type: none"> • During the dialing, • After ring tones start, • After call establishment. <p>Under the following restrictions:</p> <ul style="list-style-type: none"> • This feature can be used when accessing the AA from the PSTN line to make IP or local calls • This feature can be used when calling to PSTN through the AA • This feature is not available on the second Quadro Auto Attendant (calling from one Auto Attendant to another) 	
Remote Configuration Menu – allows remote enabling/disabling of Unconditional Call Forwarding service for All Callers on the extension.	* 4
Non Permanent Call Back – initiates an instant call back from the Quadro's Auto Attendant to the PSTN caller.	* 5
Permanent Call Back – registers the PSTN caller to the Authorized Phones Database and initiates an instant call back from the Quadro's Auto Attendant to the PSTN caller.	* 6
Quits the Auto Attendant and starts a dial tone	Flash 4

Quadro's Graphical Interface

Quadro configuration management may be accessed on two different levels: for users (extensions) and administrators. If you are an extension user, log in with the extension number and the password (if any) you got from your system administrator.

The Quadro management offers two themes changing the pages' look-and-feel that may be selected on this login page: **Plain** or **Dynamo**. Plain is a very simple theme that shows the menus in a hierarchic structure. Dynamo is the default theme and was created to get a fast and easy user interface.



Fig.3- Quadro Extension User's page

Extension User's Main Page

As a result of logging in as an extension user the page **Extension Settings** is displayed with the **Main Page** table as a startup. Here you may access the following settings, operate and perform actions that are private for each user:

- [Voice Mail](#)
 - [Voice Mailbox](#)
 - [Voice Mail Settings](#)
 - [Group List](#)
- [Your Extension](#)
 - [Call Statistics](#)
 - [Speed Calling](#)
 - [Account Settings](#)
- [Supplementary Services](#)
 - [Basic Services](#)
 - [General Settings](#)
 - [Hold Music](#)
 - [Do Not Disturb](#)
 - [Hot Line Settings](#)
 - [Caller ID Based Services](#)
 - [Hiding Caller Information](#)
 - [Incoming Call Blocking](#)
 - [Outgoing Call Blocking](#)
 - [Distinctive Ringing](#)
 - [Many Extensions Ringing](#)
 - [Unconditional Call Forwarding](#)
 - [Busy Call Forwarding](#)
 - [No Answer Call Forwarding](#)

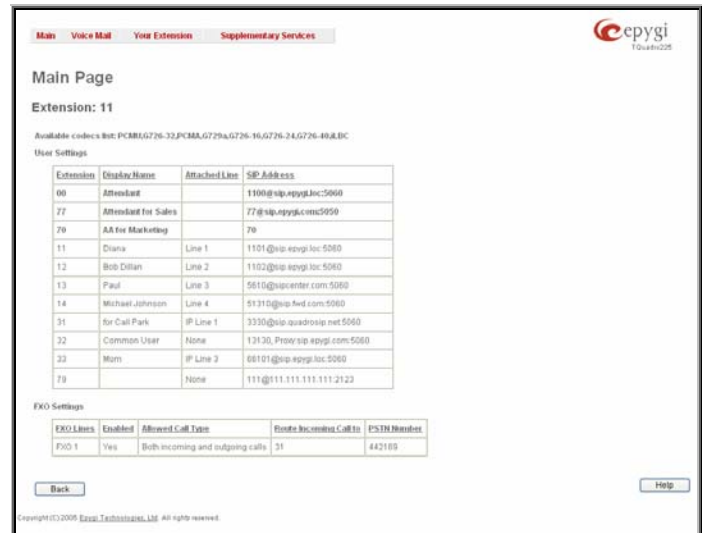






Fig. III-1: Quadro Extension User's page

Recurrent Buttons

Button	Description
	This button leads back to the previous page of a fixed sequence of pages (used mainly in wizards).
	This button leads onward to the next page of a fixed sequence of pages (used mainly in wizards).
	This button discards the latest, not yet confirmed entries.
	This is the last button of a fixed sequence of pages that completes and saves the entries of the whole sequence.

Button	Description
	This button leads back to the page you have been on before.
	This button confirms an operation you started before.
	This button confirms an operation you chose before.
	This button discards an operation you chose before.

	This button opens the help page belonging to the currently active Quadro management page.
	This button opens a window where the last inserted IP addresses are listed. It is a kind of clipboard that helps the user to make quick selection of an IP address in case it has been already used in the past, thus to avoid typing it again. The clipboard can hold up to 10 IP addresses, a new IP address will replace the oldest one from the list.

	This button saves the settings modified on the currently active management page.
	This button opens a window where the last inserted SIP addresses are listed. It is a kind of clipboard that helps the user to make quick selection of a SIP address in case it has been already used in the past, thus to avoid typing it again. The clipboard can hold up to 10 SIP addresses, a new SIP address will replace the oldest one from the list.

Recurrent Functional Buttons

In connection with tables, the following buttons - among others - usually occur:

Functional Button	Description
Add	Allows adding a new record to the displayed table. A new page will be displayed to enter any new settings.
Edit	Allows modifying the settings of the record selected by its checkbox. Normally only one record may be selected. A new page will be displayed to enter the modified settings.
Delete	Deletes the selected entry(s) of a table. A warning message will demand a confirmation before deleting an existing entry.
Select All	Selects all table entry(s) for example for further deletion.
Inverse Selection	Inverses an existing selection of table entry(s). If no entries are selected, clicking the button will select all records.
Refresh in...	May occur in the upper right corner of a page. It displays the number of seconds remaining until the next refresh of the page and it may be used to reload the page manually.

Most of the tables offer the option to sort the entries in ascending or descending order by clicking the headings of the columns. A small arrow beside the column heading will show the direction of sorting - upward or downward. The entries of the table can be selected by the assigned checkboxes - one at a time, for the most part - in order to edit or delete them.

Entering a SIP Addresses correctly

Calls over IP are implemented based on Session Initiating Protocol (SIP) on the Quadro. When making a call to a destination that is somewhere on the Internet, SIP address must be given.

SIP addresses have to be specified in one of the following formats:

- "display name" <username@ipaddress:port>
- "display name" <username@ipaddress>
- username@ipaddress:port
- username@ipaddress
- username

Particularly the following combinations can be used for your convenience:

- *@ipaddress - any user from the specified SIP server
- username@* - a specified user from any SIP server
- *@* - any user from any SIP server

The display name and the port number are optional parameters in the SIP address. If a port is not specified, 5060 will be set up as the default one. The range of valid ports is between 1024 and 65536.

A flexible structure of wildcards is allowed. In comparison with a wildcard, the "?" character stands for only one unknown digit and the "*" character stands for any number of any digits.

Please Note: Wildcards are available for caller addresses only. No wildcard characters are allowed for called party addresses. Exceptions are addresses in **Supplementary Addresses** table which are used by **Outgoing Call Blocking** and **Hiding Caller Information Settings** services. To use "*" and "?" themselves (as non wildcard characters), use "*" and "\?" correspondingly.

Extension User's Menu

Main Page

Main Page provides read only information about the extension codecs, other existing extensions and available FXO lines or ISDN trunks on the Quadro depending on the active interface.

Main Page displays a list of available codecs for the corresponding extension, the list of other extensions on the Quadro, their Display names, the SIP registration username and line number (if attached), as well as the FXO lines/ISDN trunks state and the destination to route incoming calls. For FXO lines, allowed call types and for ISDN trunks, trunk specific MSN numbers are displayed here.

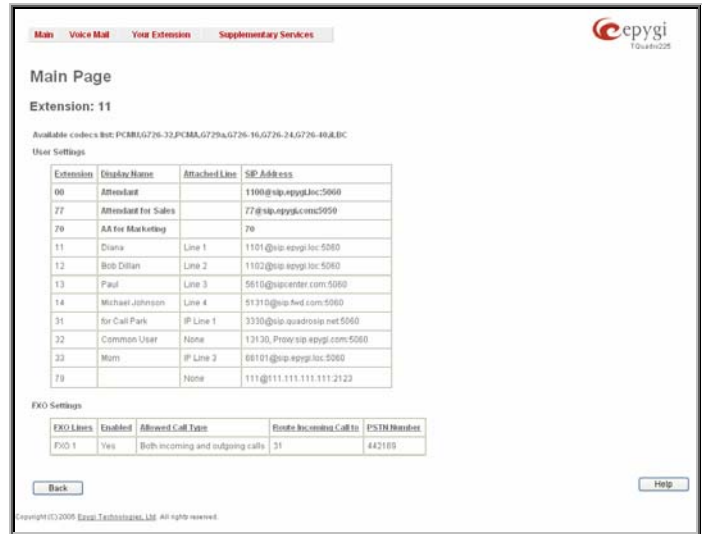


Fig. 3-1 Extension's Main Page

Voice Mail

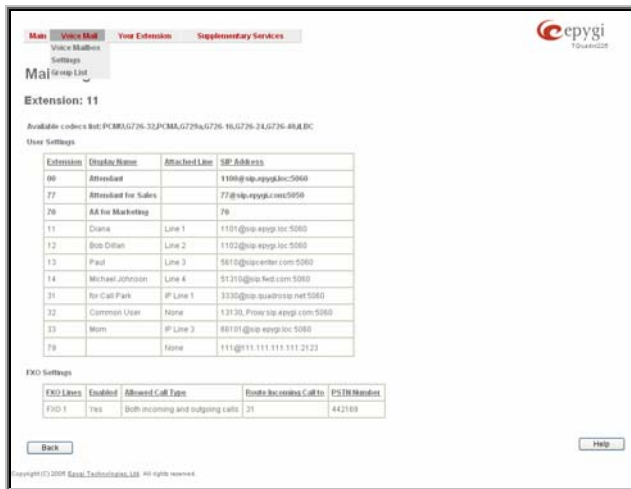


Fig. III-2 Voice Mail menu in Dynamo Theme

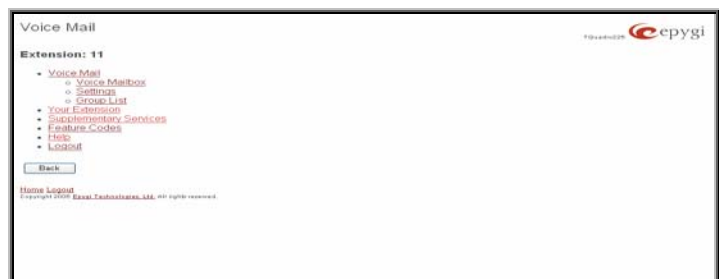


Fig. III-3 Voice Mail menu in Plain Theme

The **Voice Mail Service** provides a possibility to leave brief voice messages on the mailbox of an unavailable or busy Quadro extension. The caller hears a greeting message (configurable by the extension user) and a signal initiating the Voice Mail recording. The maximum duration of the voice message as well as the Voice Mail system activation timeout may be configured by the extension user (see chapter [Voice Mail Settings](#)).

Received voice messages are stored in the Voice Mailbox and can be accessed (by * 0 key combination from the phone handset and via Quadro management) to be played, marked (from GUI only), deleted, replied to (from handset only) or forwarded by the user. Messages with FAX attached will be displayed in the special way in the Voice Mailbox on web management access and will be indicated by a special voice signal when accessing the message from the handset. The Incoming FAX message can be viewed and downloaded to the PC from the Voice Mailbox at Web management access as a *.tif picture file.

Quadro's Voice Mail service also allows reviewing some system messages used for the telephony services functionality. The voice mail greeting, end of greeting (an optional second greeting message), incoming and outgoing blocking messages and out of office greeting can be played, recorded and restored. Greeting messages are played to the caller announcing that the called extension is unavailable and asking to leave a voice mail. Blocking messages are played whenever receiving or making incoming/outgoing calls from/to the restricted destination.

Voice Mailbox

Quadro gives caller a possibility to leave voice messages when called extension is busy or unavailable. A voice mail greeting message and a voice signal indicating voice mail recording initiation are played to the caller.

All voice mail functionality settings, such as enabling the greeting message, adjusting the maximal voice mail duration, voice mail system activation timeout, etc, are configurable by the user through extension's [Voice Mail Settings](#).

Received voice mails are stored and are accessible in the extension's Voice Mailbox. Quadro supports two ways of accessing the extension's Voice Mailbox: through phone handset and through Quadro Web Management. In both of these ways user is free to manipulate with voice mails located in the Voice Mailbox: playing, deleting, forwarding them etc.

When accessing the Voice Mailbox through the phone handset, additional possibilities to manipulate with user defined system messages are provided. User can define his own Voice Mail Greeting, End of Greeting (an optional second greeting message), Incoming and Outgoing Blocking messages as well as the User's recorded name. Each of these system messages can be played, recorded and restored. Voice Mail Greeting messages are played to the callers announcing that the called extension is unavailable and asking to leave a voice mail. Blocking messages are played to the caller when getting or making incoming/outgoing calls from/to the restricted destination. User's recorded Name is used in the Extensions Directory when spelled name matched the entry in the directory table.

Instructions on accessing and navigating within the voice messages and Voice Mailbox Services via phone handset are described in the Feature Codes.

Please Note: Playing a newly received voice mails (via handset or with the use of the **Play** button in this page) will bereave the "New" state of the voice mail.

The **Voice Mailbox** can hold **New** (not yet played) and **Old** (already played) voice mails. Status column in the Voice Mailbox table indicates the current state of the voice mails. All new mails in the table are displayed in the bold style. Playing a voice mail cancels both the **New** status and the bold style.

Voice mails may be selected to be played, deleted, marked as important or book-marked, etc. Additionally they can be forwarded to desired email addresses.

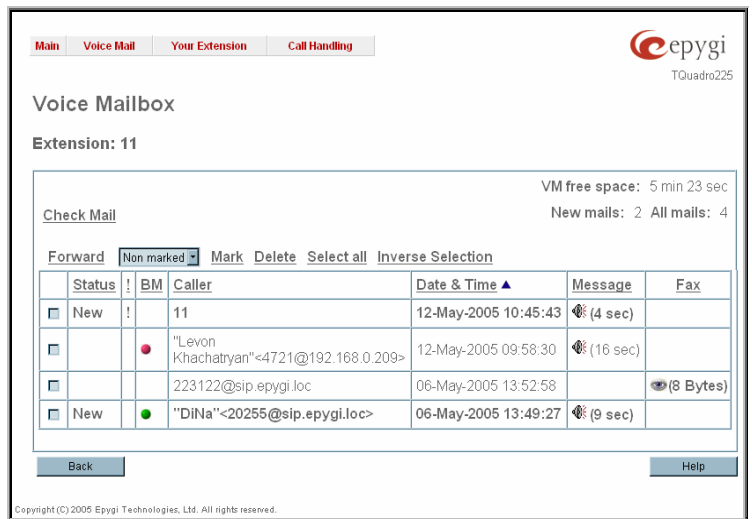


Fig. 3-4 Extension Voice Mailbox

VM free space provides information on the number of minutes/seconds of free voice mailbox space.

The following functional buttons and fields are available:

Check Mail refreshes the mailbox and updates the number of newly arrived mails (if any).

New Mails shows the number of newly arrived mails since the user's last access to the voice mailbox.

All Mails shows the number of all mails existing in the mailbox.

The **Voice Mailbox** tables display all voice mails in the mailbox:

Status - indicates whether the voice mail is **New** and not yet played. New mails are displayed in bold style.

! - indicates whether message has an urgent priority or not.

BM - shows marked records (bookmark). The fields can include some indications (image signs) depending on the type of being marked.

Caller - address of the caller who left the voice mail.

Date & Time - voice mail receipt date and time.

Message – indicates voice mail duration (in minutes/seconds) and a speaker sign used to play (using any available media player supported by your Operation System) the received voice mail or to download the audio file to the PC.

FAX – indicates whether FAX message is attached to the voice mail, and if so, displays the size of the FAX message (in KBs) and an icon used to view the incoming FAX message or download the graphical file to PC.

The column headings of the voice mail tables are created as a link. By clicking on the column heading the table will be sorted by the selected column. Upon sorting (ascending, descending) arrows will be displayed close to the column heading.

Each row in the Voice Mailbox tables can be selected by a checkbox for editing, deleting or marking. Altogether the following functional buttons serve to modify the table entries:

Forward link allows forwarding the selected voice mail to one or more email addresses with some enclosed message in the email body. Link refers to the page where email addresses should be defined (use a space or a comma to separate the mailing addresses in the text field), email subject and some message can be inserted. Voice mails will get automatically converted to the G.711 codec before being attached to the email. Voice Mail forwarding feature is active only when Mail Service is enabled otherwise "Mail Service is disabled" error appears.

Mark submits the values chosen out of the drop down list aside (Important or Bookmark) to the selected records.

Delete removes the selected voice mail record(s).

Select All checks all existing entries in the table.

Inverse Selection inverses the current selection (if no records are selected, clicking on inverse selection will check all records).

To Play a Voice Mail

1. Click on the speaker icon of the corresponding voice message.
2. Depending on you browser's settings the .wav file will be played directly or an application will ask you to save the .wav file on the local PC. In the second case please specify the path and run the media file from the specified location to play it.

To Mark a Voice Mail Record

1. Select the checkbox of the corresponding record in the **Voice Mailbox** table that ought to be marked. Press **Select all** if all extensions ought to be marked.
2. Select the desired marking type from the **Mark** drop down list.
3. Select the **Mark** button to initiate the marking operation. Depending on the selected marking type the record(s) will get an image sign in the corresponding **BM** field.

To Delete a Voice Mail Record

1. Select the checkbox of the corresponding record(s) in the **Voice Mailbox** table that ought to be deleted. Click on **Select all** if all records ought to be deleted.
2. Select the **Delete** button.
3. Confirm the deletion with **Yes**. The selected voice messages will be deleted. To abort the deletion and keep the messages in the inbox, select **No**.

Voice Mail Settings

The **Voice Mail Settings** permits enabling the **Voice Mail Service** for the callers if the called extension is not available or does not answer. The voice mail system will get activated allowing the caller to leave a voice message. The page also provides information on the voice mailbox settings such as maximal mail message duration, voice mail indication method when a new voice mail arrives, various settings for the voice mailbox as well as a possibility to send voice mails via e-mail.

Please Note: **Voice Mail Settings** are only available when Voice Mailbox is enabled on the extension. If you find Voice Mail Settings are unavailable while they should be, please refer to your system administrator.

The page **Voice Mail Settings** offers the following input options:

Maximal mail message duration lists the possible values for the maximal mail duration (counted in minutes) during which a voice mail will be recorded. The **Unlimited** selection in this list allows voice message recording as long as the user's space remains.

Send end of greeting message enables an optional parameter for the caller playing an end of greeting message before recording a new voice message.

Ask password before granting local access to mailbox offers a possibility to protect local access of the user's voice mailbox. If the checkbox is checked a user password will be required to access the voice mailbox via *9# digit combination.

Ask password before granting remote access to mailbox gives a possibility to protect remote access of the user's voice mailbox. If the checkbox is checked a user password will be required to access the voice mailbox when reaching it through the Auto Attendant.

Send welcome message enables a welcome message played to the user when accessing the mailbox locally.

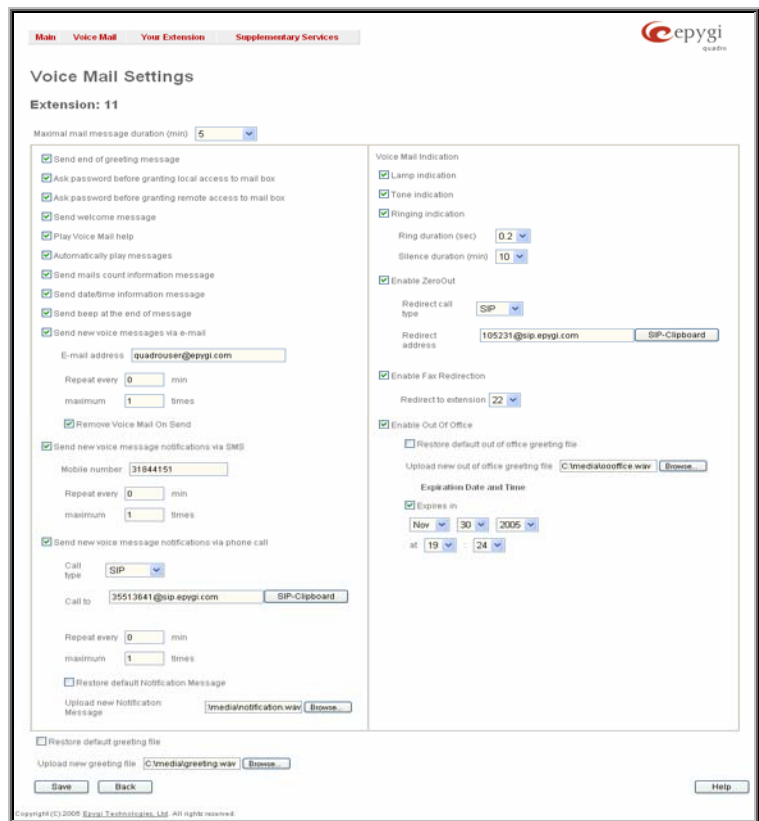


Fig. III-5 Voice Mail Settings page

Play Voice Mail Help enables an optional setting that plays the voice mail help to the user when entering the Voice Mailbox. This help guides the user through the mailbox, explaining how to play and delete the voice mails as well as modify system messages.

Automatically play messages enables the auto play of all voice mails. Whenever entering the voice mailbox, the system will sequentially play the date/time when the message was received followed by the voice mail itself in the order sorted by the priority level (starting with the message in highest priority) or, if no priority is specified, in the order in which messages were received, i.e. starting with first (oldest) message. On reaching the last message the Voice Mail help will be replayed that provides information on how to navigate within the messages.

Send mails count information message enables the announcement of the number of the **New** (unread) voice messages in the mailbox heard when entering the mailbox.

Send date/time information message enables the announcement of the time and date a voice message was received at, played before every voice message.

Send beep at the end of message enables an optional parameter that activates a “beep” sound after each played voice message.

Send new voice message via email enables the option to send new voice mail files via e-mail to the defined recipients. Mails will be automatically converted to the Windows wave (PCMU) format before being attached to the e-mail. Checkbox activates the following input options:

Email Address requires the e-mail address(es) of the person(s) that ought to receive the newly arrived voice mails on their e-mail account(s). Use a space or a comma to separate the mailing addresses in the text field.

Next two fields are used for retransmission of email notifications. Number of times text field requires the maximum number of times the notification should be delivered to the recipient within the interval (in minutes) defined in the **Repeat every** text field. If the notification is required to be sent only once, insert “1” in **Repeat every** text field and “0” in the Number of times text field.

Remove Voice Mail on send removes the voice mail from the user mailbox after sending it to the e-mail recipients.

Please Note: Service will work only when **System Mail** is enabled on the Quadro. Contact your system administrator, if you have problems with voice mail delivery via email.

Send new voice message notification via SMS enables the voice mail notification delivery via SMS to the defined mobile number. Checkbox activates the following input options:

Mobile Number text field requires the destination's mobile number.

Next two fields are used for retransmission of SMS notifications. Number of times text field requires the maximum number of times the notification should be delivered to the recipient within the interval (in minutes) defined in the **Repeat every** text field. If the notification is required to be sent only once, insert “1” in **Repeat every** text field and “0” in the Number of times text field.

Please Note: Service will work only when **SMS Service** is enabled on the Quadro. Contact your system administrator, if you have problems with voice mail notifications delivery via SMS.

Send new voice message notification via phone call enables the voice mail notification delivery via phone call to the defined phone number. Checkbox activates the following input options:

Call Type drop down list includes the available call types:

- PBX - local calls to Quadro extensions;
- SIP – calls through a SIP server;
- Auto – used for undefined call types. Destination (independent on whether it is a PBX number, SIP address or PSTN number) will be reached through Routing;
- Callback – automatic call to the voice mail author. This can be implied as a notification that the recipient has received the voice mail but has not yet played it.

Call To text field requires the destination's phone number depending on the selected call type. For **Callback** call type, no destination's phone number is required.

Next two fields are used for retransmission of phone notifications. Number of times text field requires the maximum number of times the notification should be delivered to the recipient within the interval (in minutes) defined in the **Repeat every** text field. If the notification is required to be sent only once, insert "1" in **Repeat every** text field and "0" in the Number of times text field. For **Callback** call type, the first notification is sent to the voice mail author after the first expiration of the interval defined in the **Repeat every** text field. For calls with call type different from Callback, the first notification will be sent immediately.

Restore default Notification Message restores the default notification message. If the checkbox is selected, the file upload will be disabled.

Upload new Notification Message will show the attached notification file selected by the current extension. Please note, that the different notification message can be uploaded in case if this service serves as a notification to the extension user (to inform about the new voice mail received) or if it serves as a notification for voice mail author (to inform that the message has been received by the Quadro but is not yet played by the extension user). The uploaded file needs to be in PCMU wave format, otherwise the system will prevent uploading with the "Invalid audio file, or format is not supported" warning message. The system also prevents uploading in case insufficient space is available on Quadro for the corresponding extension. This will cause the "You do not have enough space" warning.

Browse browses for the notification file that must be in PCMU wave format.

Download Notification Message appears only if a file has been uploaded previously. The link is used to download the audio file to the PC and opens the file-chooser window where the saving location can be specified.

Voice Mail indication enables user notifications for new voice messages in the mailbox. The checkbox offers the following three types of voice mail indications:

Lamp indication– depending on the phone type a blinking visual signal will announce a new voice mail.

Tone indication – the user will hear a specific tone when lifting the handset.

Ringing indication – the user will be able to create a specific ring pattern when new voice mail has arrived. The checkbox enables the ringing pattern configuration parameters:

- **Ring duration** – the available ring durations (counted in seconds).
- **Silence duration** – the available silence durations (counted in minutes).

The **ZeroOut** voice mail feature allows caller that has reached the called extension's voice mailbox to accelerate the automatic redirection feature instead of leaving a message in the extension's Voice Mailbox. To activate this feature, caller should dial **0** digit (see Feature Codes) during the voice mail greeting which invited him to leave a message. Hence, caller will be automatically transferred to the destination specified in this page.

Enable ZeroOut checkbox selection enables the ZeroOut feature and activates the following fields to be inserted:

Redirect Call Type drop down list includes the available call types:

- PBX - local calls between Quadro extensions and Auto Attendant
- SIP – calls through a SIP server
- PSTN – calls to PSTN
- Auto – used for undefined call types. Destination (independent on whether it is a PBX number, SIP address or PSTN number) will be reached through Routing.

The **Redirect Address** text field requires the destination address where the caller should be automatically forwarded to if activating the ZeroOut feature.

The **Enable FAX Redirection** checkbox is used to redirect the incoming FAX when the FAX tone is detected after Voice Mail has been activated. Checkbox selection enables **Redirect to extension** drop down list where extensions with enabled FAX Support are listed and is used to select the extension where the incoming FAX should be forwarded.

The **Enable Out of Office** checkbox allows to activate the Out of Office message which acts as an optional Voice Mail Greeting message in the period while the user is out of office, on vacations, etc. When this checkbox is selected, a user-defined Out of Office message will be played (if

uploaded or recorded from the handset, otherwise default Out of Office message will be used) to the caller which reached the called extension's Voice Mailbox.

Restore default Out of Office file restores the default Out of Office message file. If the checkbox is selected the file upload will be disabled.

Upload new Out of Office Greeting file will show the attached Out of Office message file selected by the current user. The Out of Office message file will be played to a caller party when entering the voice mail system. The uploaded file needs to be in PCMU wave format, otherwise the system will prevent its uploading and will give the "Invalid audio file, or format is not supported" warning message. The system also prevents uploading when insufficient space is available on Quadro for the corresponding extension. This will give the "You do not have enough space" warning. Optionally, Out of Office message can be recorded from the handset (see Feature Codes).

Browse browses for the Out of Office message file that must be in PCMU wave format.

Download Out of Office Greeting file appears only if some file has been uploaded previously. The link is used to download the audio file to the PC and opens the file-chooser window where the saving location can be specified.

Expiration Date and Time selection is used to set the expiration date and time of the Out of Office message validity. When the expiration date/time expires, the Out of Office message automatically gets disabled and Voice Mail regular greeting gets activated again.

Restore default Greeting file restores the default greeting file. If the checkbox is selected the file upload will be disabled.

Upload new greeting file will show the attached greeting file selected by the current user. The greeting file will be played to a caller party when entering the voice mail system. The uploaded file needs to be in PCMU wave format, otherwise the system will prevent uploading with the "Invalid audio file, or format is not supported" warning message. The system also prevents uploading in case insufficient space is available on Quadro for the corresponding extension. This will cause the "You do not have enough space" warning. Optionally, a greeting file can be recorded from the handset (see Feature Codes).

Browse browses for the greeting file that must be in PCMU wave format.

Download Greeting File appears only if a file has been uploaded previously. The link is used to download the audio file to the PC and opens the file-chooser window where the saving location can be specified.

Group List

Group List allows to define Groups with the certain addresses inside. Groups will be used to send or forward voice messages (see Feature Codes) to the number of addresses simultaneously. Groups may consist of the variable number of PBX and SIP addresses.

Group List page consists of a table, where all defined Group Keys and the addresses included in the group are listed.

Press on the link in the **Addresses** column to access the **Address List for the Group** page and to modify the addresses of the corresponding group. If Group doesn't include addresses, "no address is available" will be displayed in the **Addresses** column.

Add functional button opens the **Group List - Add Entry** page where new Group Key should be defined.

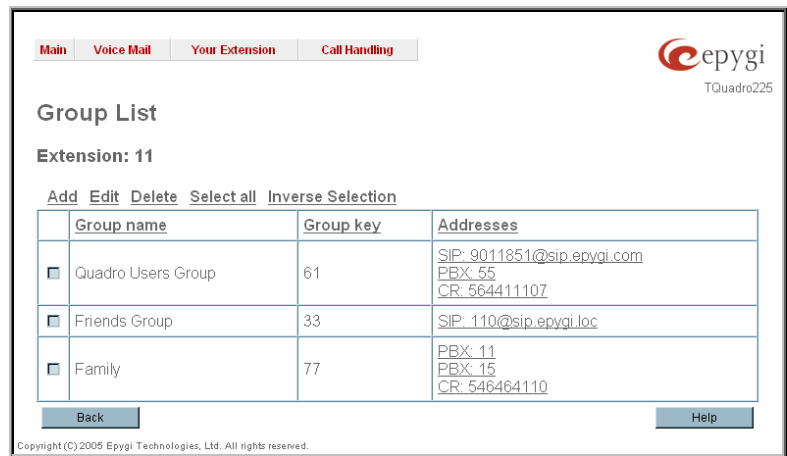


Fig. III-6 Group List page

Group List - Add Entry page consists of two text fields used to insert the **Group Key** and the **Group Name** (optionally). **Group Key** should include numeric characters only and should be unique in the Group List table.

Please Note: Groups with keys equal to extension numbers on Quadro have a higher priority and will be applied when sending or forwarding a voice message to the corresponding destination.

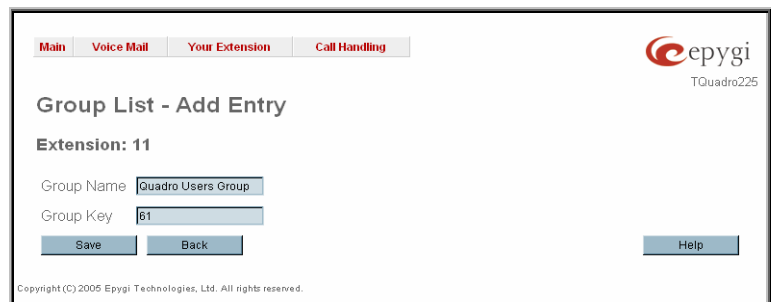


Fig. III-7 Add Group page

Address List for the Group page contains a table of addresses where new address may be added to the group and existing ones may be edited or deleted.

Add functional link moves to the **Address List for the Group – Add Entry** page where new address may be defined.

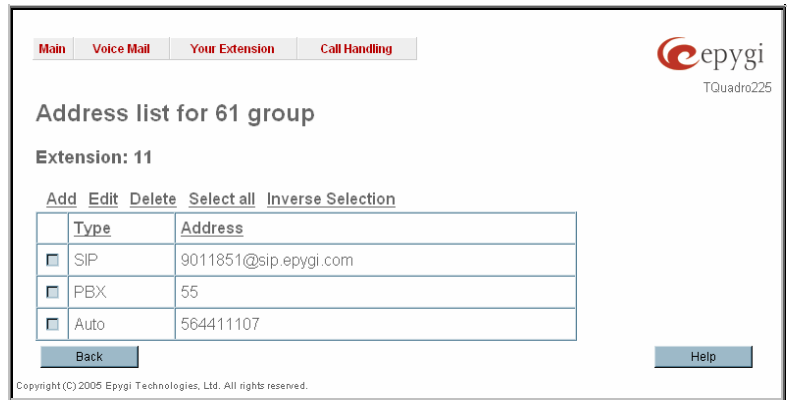


Fig. III-8 Addresses List page

Address List for the Group – Add Entry page consists of the following components:

Call Type lists the available call types:

- PBX - local calls between Quadro extensions and Auto Attendant
- SIP – calls through a SIP server
- Auto – used for undefined call types. Destination (independent on whether it is a PBX number or SIP address) will be reached through Routing.

Address text field is used to define the address that ought to be included in the group. The value in this field is strictly dependent on the Call Type defined in the same named drop down list. If **PBX** call type is selected, the Quadro extension number should be defined in this field. For the **SIP** call type, the SIP address should be defined.

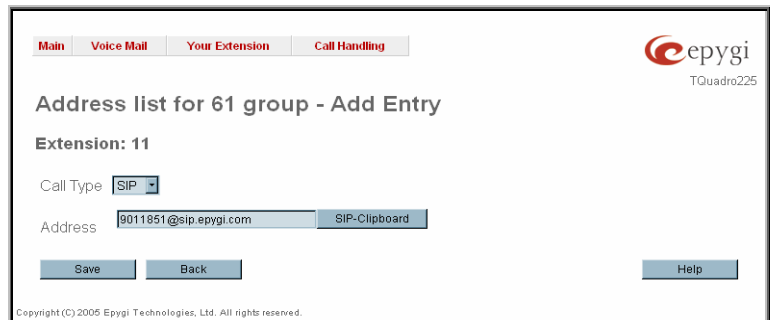


Fig. III-9 Add Address page

To Configure a Group

1. Press Add in the Group List page. **Group List - Add Entry** page will be displayed in the browser window.
2. Fill in the **Group Key** and **Group Name** (optionally) in the same named field.
3. Press **Save**.
4. Click on the link in the row corresponding to the newly created Group.
5. Press Add in the **Address List for the Group** page. **Address List for the Group – Add Entry** page appears.
6. Choose a **Call Type** from the corresponding drop down list.
7. Define the group member address in the **Address** text field.
8. Press **Save**.

Your Extension

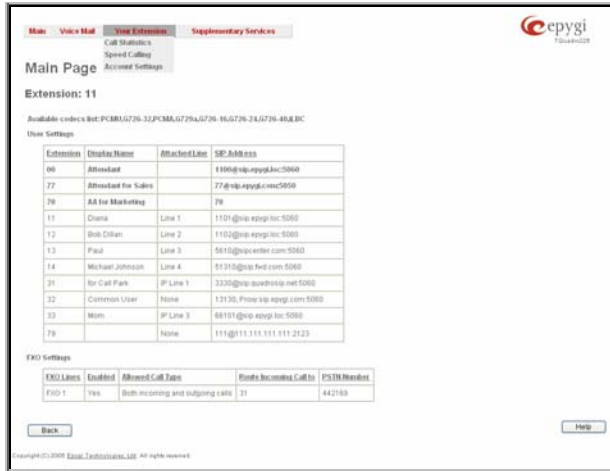


Fig.0-10 Your Extension menu in Dynamo theme



Fig. III-11 Your Extension menu in Plain Theme

Call Statistics

The page **Call Statistics** allow collecting the call events and their parameters over the Quadro, i.e. incoming and outgoing calls reporting. It contains three tables and provides reports on successful, not successful and missed incoming and outgoing calls for the current extension only. The page also gives a possibility to filter the collected **Call Statistics** based on various criteria. The search components are as follows.

The **From** and **To** text fields are used to search by date and time. The data must be inserted in the following format: dd-mm-yyyy hh:mm:ss or dd-Mon-yyyy hh:mm:ss. The **From** field has to indicate an earlier date and time than the **To** field. If the entered data does not correspond with this condition, the "Minimal date should be less than maximal date" error message prevents statistics filtering.

The **From** and **To** drop down lists are used to search by duration. The duration needs to be specified from the listed values. The **From** field has to indicate a shorter duration than the **To** field. If the entered data does not correspond with this condition, the "Minimal duration should be less than maximal duration" error message prevents statistics filtering.

Called Phone requires the called party's SIP address, extension or PSTN number as a search criteria.

Calling Phone requires the caller party's SIP address, extension or PSTN number as a search criteria. For **Called** and **Calling Phone** wildcards are available (see chapter [Entering a SIP Addresses correctly](#)). If the defined caller or called addresses are inserted incorrectly the "Calling (Called) address is incorrect" error will prevent filtering.



Fig. III-12 Extension's Call Statistics page

The **Call Statistics- Successful Calls, Missed Calls and NonSuccessful Calls** tables list the successful, missed and not successful incoming and outgoing calls and their parameters (Call Start Time, Call durations, Calling and Called phones) for the current extension. Each column heading in the tables are created as links. By clicking on the column heading, the table will be sorted by the selected column. After sorting (ascending or descending) arrows will be displayed close to the column heading.

Number or records displays the current number of statistics entries in the table. For Successful calls **Total Duration, Maximum Duration, Average Duration and Minimum Duration** are displayed at the top of the table.

The **Network Details** column is present in the **Successful Calls** table only and provides brief information about the call quality and the codecs used to transmit and receive packets. Clicking on the successful call details will open **RTP Statistics** page where detailed information (Call Quality, Receive and Transmit Codecs, Number of Packets and Packet Sizes, Number of Received Lost Packets, Receive Jitter and Receive Maximum Delay) about the established call is provided. **Call Detail** column is present in the **Non Successful Calls** table only and indicates the reason of the call being unsuccessful.

Filter performs a search procedure by the selected criteria. The search may be conducted with several criteria at once.

To Filter the Statistics

1. Enter the desired search criteria.
 2. Click on the **Filter** button to search call reports within the **Call Statistics** table.
- Info:** To return to the complete statistics table clear all search criteria and press **Filter**.

Speed Calling

The **Speed Calling** service of Quadro simplifies dialing to the called destination. It provides short digit combinations for frequently dialed phone numbers.

The **Speed Calling Settings** page lists all defined **Calling codes** with their parameters:

Add opens the **Speed Calling Settings-Add Entry** page where the user may add a suitable key combination for Speed Calling.

Edit opens the **Speed Calling Settings-Edit Entry** page where the Speed Calling codes may be edited. The page includes the same components as the **Add Speed Calling Code** page.

If no records are selected and the user attempts to **Edit** or **Delete** them, an error will occur: "No records selected".

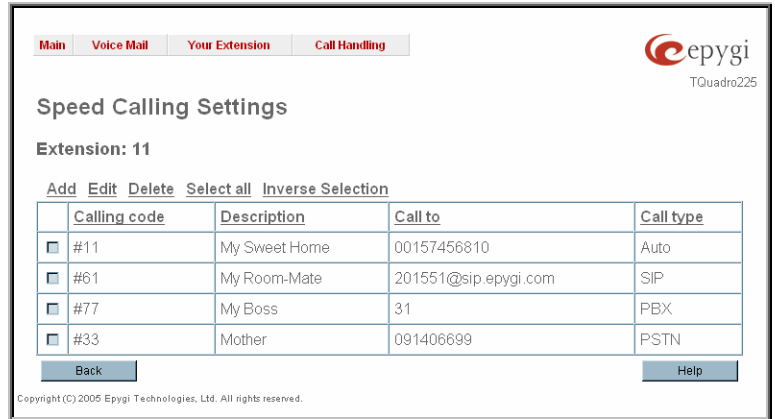


Fig. III-13 Speed Calling Settings page

The **Speed Calling Settings-Add Entry** page includes the following fields and buttons:

Call Type lists the available call types:

- PBX - local calls between Quadro extensions and Auto Attendant
- SIP – calls through a SIP server
- PSTN – calls to PSTN
- Auto – used for undefined call types. Destination (independent on whether it is a PBX number, SIP address or PSTN number) will be reached through Routing.

Calling Code (#) requires a key combination to dial the destination phone number. Only numeric characters are allowed for this field. If nonnumeric symbols are entered and the **Save** button is selected an error will appear: "Incorrect calling code: no symbol characters allowed". This field is limited to two digits. If the calling code already exists in the **Speed Calling Codes** table, when selecting **Save** an error will appear: "Speed Calling Code already exists".

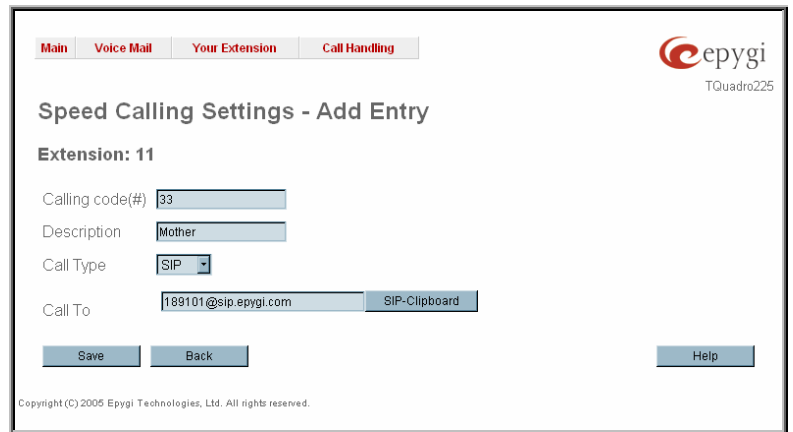


Fig. III-14 Speed Calling Settings – Add Entry page

Description allows entering a short description about the called destination or simply the username of the remote party.

Depending on the selected call type the **Call To** text field indicates the SIP address, extension or PSTN number that has to be dialed whenever the calling code is used. (How to enter a SIP address correctly)

Two digits should be inserted in the **Call To** field for the PBX call type. The PSTN number length depends on the area code and phone number. Only the SIP registration username can be inserted here to call to the SIP user registered on the same SIP server that the current extension is registered on, i.e. leaving an empty SIP server hostname, system will automatically set the current extension's registration server hostname instead.

To Add a Speed Calling Code

1. Press the **Add** button on the **Speed Calling Settings** page. The **Speed Calling Settings-Add Entry** page will appear in the browser window.
2. Select the call type from the **Call Type** drop down list.
3. Choose a **Calling Code** and enter the **Description** for the called party.
4. Enter the destination SIP address, extension or PSTN number (dependant on the chosen call type) in the **Call To** text field according to the entering rules.

- To create the **Speed Calling Code** click on **Save**.

To Edit a Speed Calling Code

- Select the checkbox of the corresponding record that has to be edited in the **Speed Calling Codes** table
- Press the **Edit** button on the **Speed Calling Settings** page. The **Speed Calling Settings-Edit Entry** page will appear in the browser window.
- Change the desired fields.
- To save the modifications click on **Save**, to keep the initial data, select **Cancel**.

To Delete a Speed Calling Code

- Select the checkbox of the corresponding record that ought to be deleted from the **Speed Calling Code** table. Press **Select all** if all records ought to be deleted.
- Press the **Delete** button on the **Speed Calling** page.
- Confirm the deletion by clicking the **Yes** button. The speed calling code with its parameters will be deleted. To abort the deletion and to keep the record in the list, select **No**.

Account Settings

The **Account Settings** page provides information on the extension display name, allows changing the user password, enabling user password protection for incoming/outgoing calls and downloading/uploading of a file with the user-defined voice greetings. All parameters listed on this page may be modified and submitted. The page consists of the following components:

Extension shows a non-editable parameter providing information about the current user extension number.

Display Name defines an optional parameter used to identify the calling party. Usually the display name appears on the phone display if a call is placed or a voice mail is sent. The field is not limited regarding symbol usage but its length is limited to 20 characters.

Password Protection for:

- Incoming Calls** enables password protection for incoming calls. If the service is enabled a user password is required to be able to accept the incoming calls.
- Outgoing Calls** enables password protection for outgoing calls. If the service is enabled a user password is required to be able to make calls.

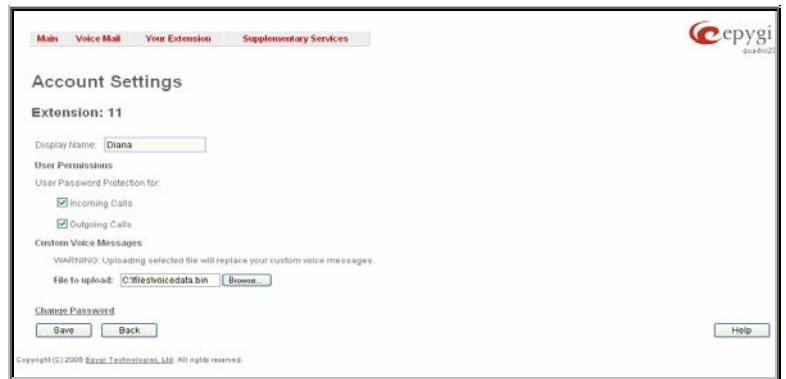


Fig. III-15 Extension Account Settings page

The **File to upload** text field can be used to type in the path where backed up file with voice messages is located. If voice greetings are browsed with the help of a file-chooser, this field displays the path of the browsed file. The **Browse** button is used to browse for the previously downloaded file with custom voice messages.

Attention: Uploading the selected file will replace your custom voice messages. Uploading custom messages downloaded from the other Quadro will overwrite messages that have not been configured by the user with the current device defaults. This means that if some default messages were used on one Quadro, they may be completely different on the other one upon the uploading of the voice data.

The link **Download custom voice messages** appears only when there are some user-defined custom greetings recorded and is used to download a compressed file with all user specified voice messages. The link opens the file-chooser window to specify the saving location.

The link **Change Password** refers to the page where the user password can be changed.

The **Change Password** page requests the following information:

Old Password requires the existing password for the extension access (this field is not displayed when the administrator updates the user's password from the User specific configuration page).

New Password is used to change the existing one. The password should only consist of digits with a length between 0-20 digits.

Confirm New Password is used to confirm the new password. If the entered **New Password** does not match to the one entered in the **Confirm Password** field the error "The passwords do not match. Please try again" will appear.

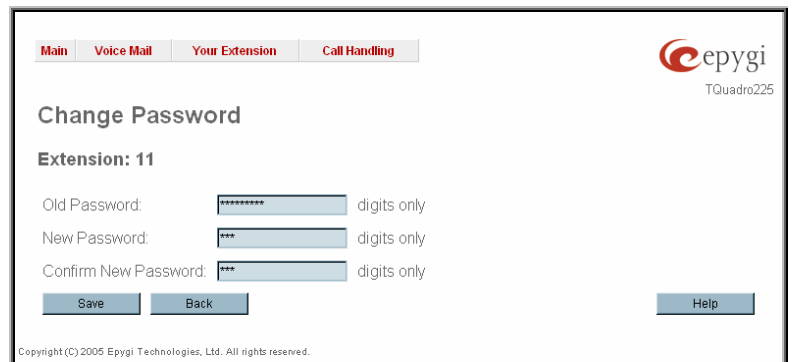


Fig. 3-16 Change Password page for extension access

Please Note: If the extension is allowed to be used for the Call Relay service from the Quadro's Auto Attendant, it is highly recommended to define a proper and non-empty password on this page.

Supplementary Services

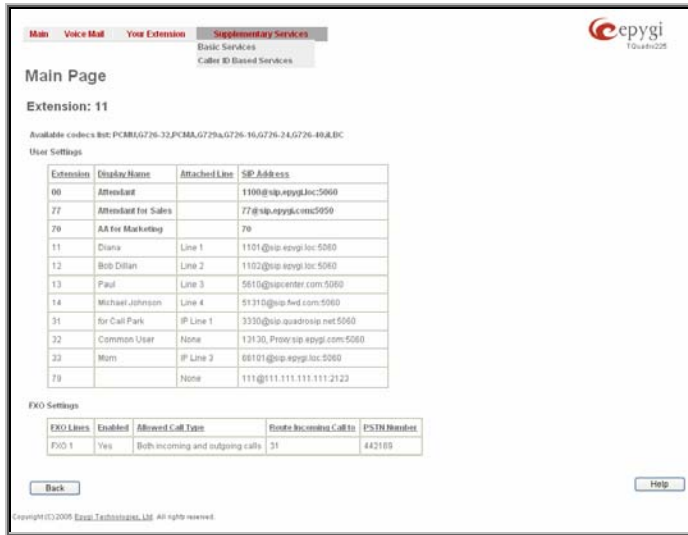


Fig. III-17 Supplementary Services menu in Dynamo Theme



Fig. III-18 Supplementary Services menu in Plain Theme

Basic Services

The Basic Services page allows to configure the basic telephony features of Quadro, such as Call Waiting, Hold Music, Hot Line and Do Not Disturb services, etc.

The **Basic Services** page consists of two frames. In the left frame all services are listed. Clicking on the corresponding service, its settings will be displayed in the right frame.

Please Note: Pay attention to save changes before moving among services configuration pages.

General Settings

The **General Settings** page consists of the following components:

No answer timeout lists the possible timeout values for the incoming call ringing duration before the voice mail system answers.

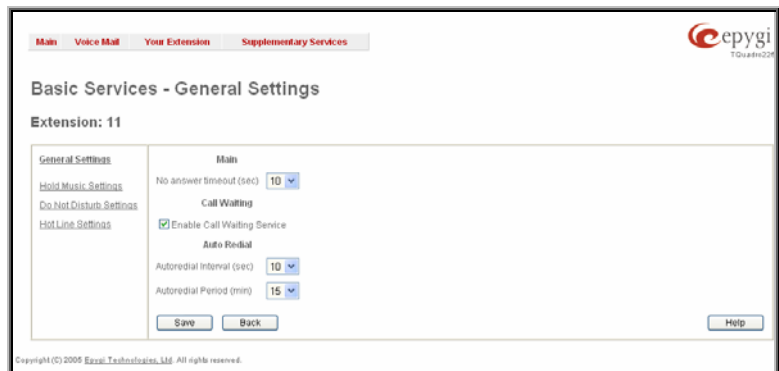


Fig. 3-19 Basic Services – General Settings page

Call Waiting

Call Waiting is used to receive an incoming call when already on a call. A ringing tone will be heard by the caller and a special beeping will be heard on the phone by the Quadro user when the call arrives. To switch between the current call and the new incoming call use the appropriate calling code.

Enable Call Waiting Service activates this service and makes it available for the phone's handset.

Auto Redial

The **Autoretrial** service of Quadro supports automatic redialing if the called destination is currently busy or unavailable.

The page **Autoretrial Settings** displays the available settings for automated redialing. Use the appropriate calling code to enable **Autoretrial** from the handset. The caller may hang up or stay with the lifted handset after enabling the Autoretrial service. When hanging up, the system will keep trying to reach the last called destination for the specified time period. When the destination is reached, the caller's phone will start to ring. A voice

message is being played to the called party asking to wait until the caller answers. If the caller keeps the handset lifted, the system also keeps trying to reach the last called destination and the call will be established immediately as soon as the destination answers.

Autoredial Interval sets the time values between redialing attempts, counted in seconds.

Autoredial Period sets the total duration of redial attempts (in minutes).

Please Note: Service is functional for SIP and PBX calls only. For PSTN calls, feature works as a single redial (with no multiple attempts to reach the called destination).

Hold Music

The **Hold Music Settings** are used to define the music that will be played while on hold or putting a remote party on hold. To specify this music the following checkboxes and text fields are available:

Send Hold Music to Remote Party enables the specified music for sending to a remote party whenever the remote party is held and waiting. If this checkbox is disabled, Quadro will not send any hold music to the remote party and the remote party will hear the defined own hold music (or something similar, if configured).

Listen Hold Music drop down list specifies the music the current user will hear while on hold. It offers the following options:

- **Off** - no music will be played.
- **Own Music** - the current user will define the music that will be played to him when being on hold.
- **Remote Party's Music** - the current user will hear the remote party's hold music if enabled and send by remote party.

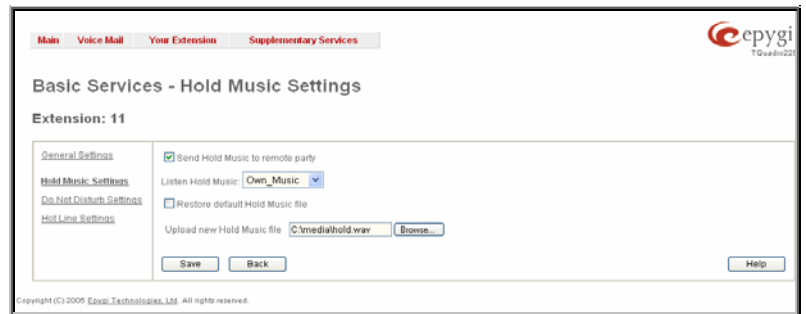


Fig. III-20 Basic Services - Hold Music Settings page

Restore Default Hold Music File enables the default music. If the checkbox is selected, the text field **Upload New Hold Music File** will be disabled.

The **Upload New Hold Music File** text field can be used to enter the path where the hold music file is located. If the hold music file is browsed with the help of file-chooser, this field displays the path of the browsed file. The **Browse** button is used to browse for the hold music file.

The music file needs to be in PCMU wave format, otherwise the system will prevent uploading the file and will display the warning message "Invalid audio file or format is not supported". Additionally, the system will refuse uploading if insufficient memory is available for the corresponding extension and will announce this with the message "You do not have enough space".

Please Note: It is recommended to use a piece of music not longer than one minute to leave enough space for user-defined messages and voice mails.

The **Download Hold Music File** link appears only if a file has been uploaded recently. It downloads the audio file to the PC and opens a window where the saving location can be specified.

Do Not Disturb

Do Not Disturb Settings are used to configure the **Do Not Disturb** service. The service is used to turn off the phone bell and only may be enabled from the handset with the appropriate calling code.

The **Do Not Disturb Settings** page consists of the following components:

Actual State field indicates the state of the service (active or not active) and indicates the time left until the end of **Do Not Disturb** service functionality or "Service is not active" if the service is disabled.

Expiration Timeout drop down list is used to choose the period for the phone bell to be off upon enabling the **Do Not Disturb** service.

Send Message to Caller Party checkbox enables a voice message notification sent to the caller. When the checkbox is enabled and Do Not Disturb feature is enabled on the called extension, a voice message informing that the called



Fig. III-21 Basic Services - Do Not Disturb Settings

destination is temporarily unavailable will be played to the caller, otherwise, if checkbox is not selected, callers will be routed to the voice mailbox (if enabled) or unconditionally disconnected. Extension can be reached again as soon as the service will be disabled or the **Expire Timeout** is over.

Hot Line Settings

Hot Line Settings are used to set a destination that should be automatically dialed in case of no action for predefined period after lifting the handset. This user-configurable service is primarily used for emergency calls.

The page **Hot Line Settings** offers of the following input options:

Enable Hot Line Service enables the Hot Line Service and all components below.

Timeout is used to select the inactivity timeout before the defined number will be dialed automatically.

Call Type lists the available call types:

- PBX - local calls between Quadro extensions and the Auto Attendant
- SIP – calls through a SIP server
- Auto – destination (independent on whether it is a PBX number, a SIP address or a PSTN number) will be reached through Routing.

Depending on **Call Type** selection, a destination extension number, a SIP address (see chapter [Entering a SIP Addresses correctly](#)), or a PSTN number should be inserted into the text field **Called Address**. If the defined caller address is not corresponding to these requirements the error message "Caller address is incorrect" will prevent saving. The PSTN number length depends on the area code and the phone number.



Fig. 3-22 Basic Services - Hotline Settings page

Caller ID Based Services

The **Caller ID Based Services** page provides a possibility to configure a set of telephony settings from the same page. Call Forwarding, Incoming and Outgoing Call Blocking Settings, Hiding Caller Information, Many Extension Ringing and Distinctive Ringing settings are configurable from this page.

The **Caller ID Based Services** page contains a table where all caller or called destinations and the states (ON or OFF) of caller ID based services for each of them are listed. Caller or called destinations are used to configure caller ID based services based on them. The column headings of the table are designed as links. By clicking on the column heading the table will be sorted by the selected column. Upon sorting (ascending or descending) arrows will be displayed close to the column heading.

The table also has **Any Address** entry that is undeletable. It is used to configure caller ID based services for all addressed. When adding a new caller address **Any Address** is changed to **Other Addresses**. Now there could be different configurations for the specified addresses and for all others.

	Description	Addresses	Hide Caller Information	Incoming Call Blocking	Outgoing Call Blocking	Distinctive Ringing	Many Extension Ringing	Unconditional Call Forwarding	Busy Call Forwarding	No Answer Call Forwarding
<input type="checkbox"/>	Anyone from Dad's office	SIP:192028?@sip.epygi.com	OFF	ON	ON	OFF	OFF	OFF	ON	OFF
<input type="checkbox"/>	My Boss	PBX:58	OFF	OFF	OFF	ON	OFF	OFF	ON	OFF
<input type="checkbox"/>	My boyfriend Mike	PSTN: 0038415656410	ON	OFF	OFF	OFF	ON	OFF	ON	OFF

Fig. 3-23 Caller ID Based Services page

Add opens the **Caller ID Based Services - Add Entry** page where a new address can be defined. Page consists of the following components:

The **Description** text field requires optional information about the address owner.

Call Type lists the available call types:

- PBX - local Quadro extensions and Auto Attendant
- SIP – caller or called destinations reached through a SIP server
- PSTN – caller or called destination dialed from or to PSTN
- Auto – used for undefined call types. In this case, for incoming calls from specific address, configuration of caller ID based services will apply either to PBX, SIP or PSTN callers. For outgoing calls, the called destination will be reached through Routing.

Addresses requires a SIP address (see chapter [Entering a SIP Addresses correctly](#)), an extension or a PSTN number, for whom supplementary services should be applied. If the address already exists in the table, selecting **Save** will give the error “Caller address already exists”. Wildcard is allowed in this field (see chapter [Entering a SIP Addresses correctly](#)). Entering “*” as PBX or PSTN addresses will apply configuration of supplementary services to all extensions or PSTN users.

Two digits should be inserted in the **Addresses** text field for the PBX call type. The PSTN number length depends on the area code and phone number.

Caller ID Based Services - Add Entry

Extension: 11

Description:

Call Type:

Address:

(wildcard supported)

Fig. 3-24 Caller ID Based Services – Add Entry page

When clicking on the **Address** in the **Caller ID Based Services** table, the caller ID based services configuration pages for the corresponding extension will be displayed.

The **Caller ID Based Services for Address** page consists of two frames. In the left frame all caller ID based services are listed. Clicking on the corresponding caller ID based service, its settings will be displayed in the right frame.

Please Note: Pay attention to save changes before moving among caller ID based services configuration pages.

Caller ID Based Services for SIP-192028?@sip.epygi.com

Extension: 11

Enable Service

Hide Caller Information
 Incoming Call Blocking
 Outgoing Call Blocking
 Distinctive Ringing
 Many Extension Ringing
 Unconditional Call Forwarding
 Busy Call Forwarding
 No Answer Call Forwarding

Fig. 3-25 Caller ID Based Services for Address page

Below is the guidance on configuration of each caller ID based service available to the user.

To Configure Caller ID Based Services

1. Press the **Add** button on the **Caller ID Based Services** page. The **Caller ID Based Services - Add Entry** page where new address can be defined will appear in the browser window.
2. Define an optional **Description** of the address.
3. Select the call type from the **Call Type** drop down list.
4. Enter the SIP address, extension or PSTN number (dependant on the chosen call type) in the **Address** text field according to the entering rules.
5. To add an address to the **Caller ID Based Services** table, click **Save**.
6. Click on the newly created **Address** in the **Caller ID Based Services** table to open the **Caller ID Based Services for Address** page.
7. From the left frame, choose a Caller ID Based Services and enable, configure and adjust corresponding service(s) settings in the right frame. Pay attention to **Save** configuration each time moving among Caller ID Based Services configuration pages.

To Edit Caller ID Based Services

1. Select the checkbox of the corresponding address that has to be edited in the **Caller ID Based Services** table. The **Caller ID Based Services - Edit Entry** page will appear in the browser window.
2. Change the **Description** of the address, if needed.
3. Change the **Call Type** and the **Address** defined in the corresponding fields.
4. **Save** changes.
5. If the reconfiguration of **Caller ID Based Services** is needed, click on the corresponding **Address** in the **Caller ID Based Services** table to open the **Caller ID Based Services for Address** page.
6. From the left frame, choose a Caller ID Based Services and change service(s) settings in the right frame, if required. Pay attention to **Save** configuration each time moving among **Caller ID Based Services** configuration pages.

Hiding Caller Information

Hiding Caller Information service is used to hide Quadro user information dependent upon the called destinations. When this service is activated **Unknown** or **Anonymous** (or something else, depending on the phone type) will be displayed on the called phone when the current user of Quadro makes outgoing calls to the selected destination.

Attention: Using the "Block Last Caller" operation from the handset for the caller with the hidden caller ID (like anonymous@anonymous or similar) may block all unknown callers.



Enable Service checkbox selection hides the current extension's information when calling to the corresponding **Address** listed in Caller ID Based Services table.

Fig. 3-26 Hiding Caller Information page

Incoming Call Blocking

Incoming Call Blocking allows blocking unwanted incoming calls for a Quadro extension. This page provides the necessary settings for incoming call blocking. It indicates if the service is enabled for the particular caller and whether or not the custom message will be used to inform the caller about the call being blocked. If the service for the particular caller has been enabled by the administrator and has been stated as protected, it cannot be disabled by the user.

Please Note: Since the administrator can protect the service from being disabled by you, contact the administrator if callers complain that they cannot reach you.

The **Enable Service** checkbox selection blocks all calls to the current extension from corresponding **Address** listed in Caller ID Based Services table Incoming Call Blocking service is configured for.

The **Send Message to Caller Party** checkbox is available when the service is enabled and initiates a message to inform the caller that their line has been blocked. Otherwise the caller party will be disconnected without notification.

The **Restore Default Blocking Call File** restores the default incoming call blocking message if another user-defined file has been selected previously. When the checkbox is selected, the file upload possibility will be disabled.

The **Upload New Blocking Call File** requires the name of the desired voice message file. The file needs to be in PCMU wave format, otherwise the system will prevent uploading it with the "Invalid audio file, or format is not supported" warning message. The system also prevents uploading if there is not enough space available for the corresponding extension; this will cause the "You do not have enough space" warning.

Browse is used to browse custom voice message used for incoming call blocking.

The **Download Voice Message File** link appears only if a file has previously been uploaded. The link is used to download the audio file to the PC and opens a window where the saving location can be specified.

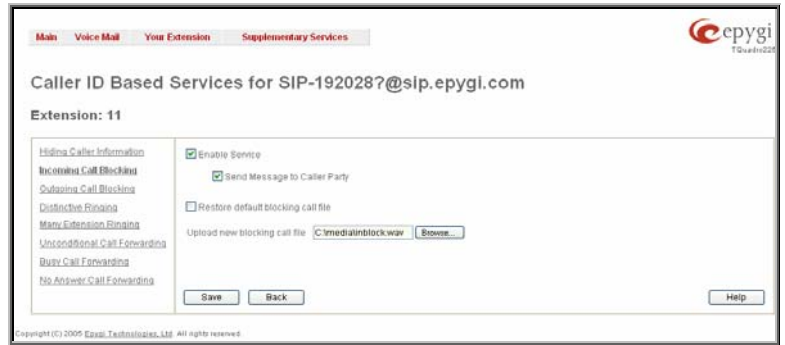


Fig. 3-27 Incoming Call Blocking page

Outgoing Call Blocking

Outgoing Call Blocking allows blocking unwanted outgoing calls for a Quadro extension towards the destination **Address** service is configured for. This page provides the necessary settings for the outgoing call blocking service. It indicates whether service is enabled for the particular caller and whether or not a custom message will be used to inform caller about the call being blocked. If the service for particular caller has been enabled by administrator and has been stated as protected, it cannot be disabled by the user.

Please Note: Since the administrator can protect the service from being disabled by you, contact the administrator if you have problems establishing certain calls.

The **Enable Service** checkbox selection blocks all calls to the corresponding **Address** listed in Caller ID Based Services table from current extension.

The **Send Message to Caller Party** checkbox is available when service is enabled and initiates a message to inform the caller that their line has been blocked. Otherwise the caller party will be disconnected without a warning.

The **Restore Default Blocking Call File** restores the default outgoing call blocking message if another user-defined file has been selected previously. When the checkbox is selected, the file upload possibility will be disabled.

The **Upload New Blocking Call File** requires the name of the desired voice message file. The file needs to be in PCMU wave format, otherwise the system will prevent uploading it with the "Invalid audio file, or format is not supported" warning message. The system also prevents uploading if there is not enough space available for the corresponding extension, this will cause the "You do not have enough space" warning.

Browse is used to browse custom voice message used for outgoing call blocking.

The **Download Voice Message File** link appears only if a file has previously been uploaded. The link is used to download the audio file to the PC and opens a window where the saving location can be specified.



Fig. 3-28 Outgoing Call Blocking page

Distinctive Ringing

The **Distinctive Ringing** service of Quadro allows assigning different ringing patterns to individual callers. The **Distinctive Ringing Settings** page provides the necessary settings to get a distinct ring depending on the caller's address.

Attention: Feature is not functional on the IP phones (lines) extension is assigned to.

The **Enable Service** checkbox enables the service. Other components on this page are available only when this checkbox is selected.

Nick Name requires the caller nickname (if any).

Ring Pattern lists the possible ringing patterns that may be assigned to the specified caller.

Preview gives a possibility to play that ringing pattern directly or to save it to a PC.

Please Note: All phones attached to the extensions in the Many Extension Ringing table will ring with the pattern defined for the individual caller to that extension.

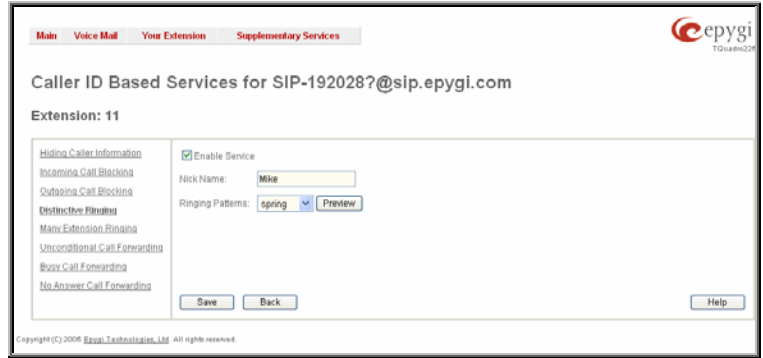


Fig. 3-29 Distinctive Ringing page

Many Extensions Ringing

The **Many Extensions Ringing** service of Quadro provides parallel ringing on several extensions when there is an incoming call.

Attention: By configuring **Many Extensions Ringing** service, **Forwarding** will be automatically disabled on the current extension.

Selecting **Enable Service** activates the Many Extensions Ringing service on the current extension.

The table displayed here lists all existing extensions on the Quadro. Any or all of the extensions can be enabled to participate in the Many Extensions Ringing for the selected extension. The **State** column displays whether the extension is enabled to participate with the Many Extension Ringing or not. The **State** column also displays whether or not the extension is active or not.

The **Line Status** column indicates whether the extension is **Attached** or **Not Attached**. An extension can't ring if it is **Not Attached**; it has to be attached to the line by the administrator from the **Extensions Management** page.

The **Enable/Disable** functional buttons are used to select one or more extensions to be involved or devolved in the Many Extensions Ringing procedure. The state of the participant (Enabled or Disabled) is also displayed in the table.

Please Note: The system will prevent the enabling of extensions if the total number of extensions participant to the specific caller **Many Extension Ringing** exceeds a certain number dependant on the hardware resources of the board.

When saving the Many Extensions Ringing configuration, a message will notify the user that the Forwarding services have been disabled.

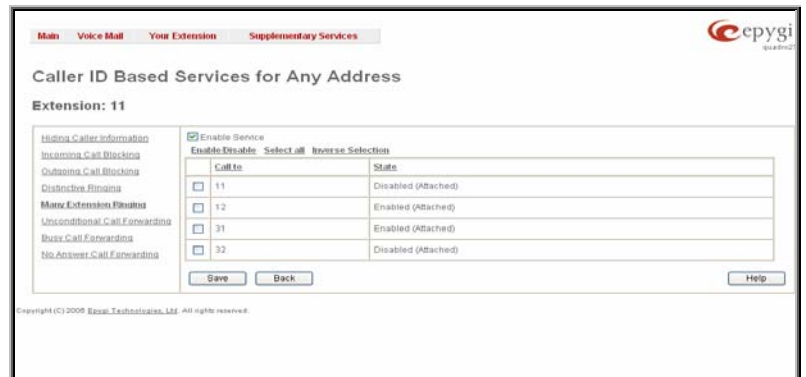


Fig. 3-30 Many Extension Ringing page

By default, the Many Extension Ringing table includes only one preconfigured extension for that the service is already configured. Otherwise if the **Many Extensions Ringing** service is enabled but no called extensions are provided (or the extension provided by default has been deleted), the current extension will not ring at all.

Unconditional Call Forwarding

Unconditional Call Forwarding is a service of Quadro that allows the automatic unconditional transfer of incoming calls to varying other destinations.

Please Note: By setting up the unconditional forwarding service, Many Extension Ringing will be disabled automatically.

The **Enable Service** checkbox selection activates the unconditional call forwarding service on the current extension.

Please Note: Unconditional Call Forwarding service has higher priority versus to other forwarding types, i.e. when Unconditional Call Forwarding is enabled, Busy Forwarding and No Answer Forwarding services won't take effect (even if enabled).

The table displayed here lists the destinations where the incoming call from a particular caller should be unconditionally forwarded to.

Add opens the **Add Entry** page to add forwarding destinations. It consists of the following components:

Call Type lists the available call types:

- PBX - forwarding destination is a local Quadro extensions or Auto Attendant
- SIP – forwarding destination is reached through a SIP server
- PSTN – forwarding destination is a PSTN user
- Auto – used for undefined call types. In this case, the routing pattern will be considered and parsed through the Local Routing Table.

The **Forward To** text field requires the SIP address (see chapter [Entering a SIP Addresses correctly](#)), extension or PSTN number, where incoming call from a certain caller should be unconditionally forwarded. If the address already exists in the table, selecting **Save** will give the error "Caller address already exists". Wildcard is allowed in this field (see chapter [Entering a SIP Addresses correctly](#)). Entering "*" as PBX or PSTN addresses will apply the configuration of Caller ID Based services to all extensions or PSTN users.

Two digits should be inserted in the **Forward To** text field for the PBX call type. The PSTN number length depends on the area code and phone number.

When saving the unconditional call forwarding configuration, a message will notify the user that Many Extension Ringing service has been disabled.

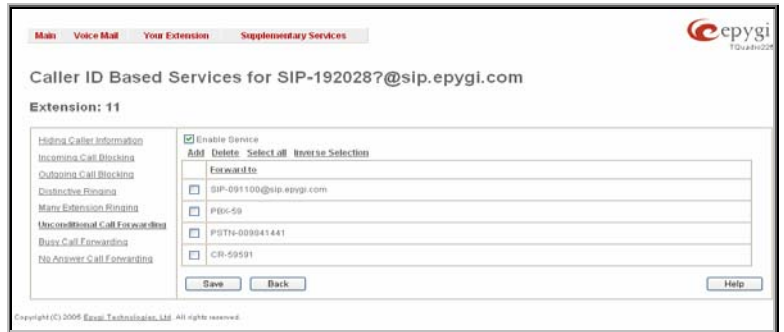


Fig. 3-31 Unconditional Call Forwarding page

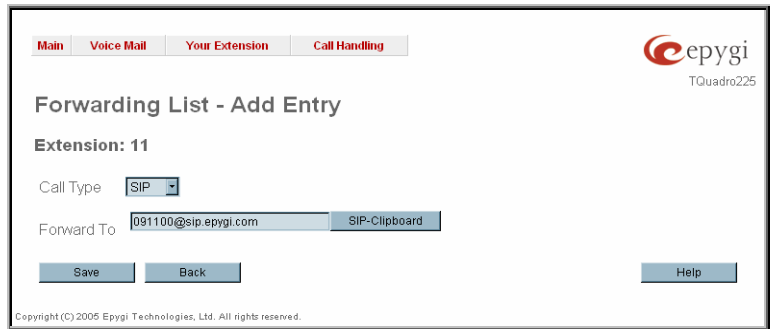


Fig. 3-32 Call Forwarding – Add Entry page

Busy Call Forwarding

Busy **Call Forwarding** is a service of Quadro that allows the automatic transfer of incoming calls to varying other destinations when the called extension is busy with another call.

Please Note: By setting up the busy call forwarding service, Many Extensions Ringing will be disabled automatically.

The **Enable Service** checkbox selection activates the busy call forwarding service on the current extension.

Please Note: Unconditional Call Forwarding service has higher priority versus to other forwarding types, i.e. when Unconditional Call Forwarding is enabled, Busy Forwarding service won't take effect (even if enabled). In the meantime, Busy Forwarding can work in conjunction with No Answer Forwarding.

The table displayed here lists the destinations where the incoming call from a particular caller should be forwarded to when the called extension is busy.

Add opens the **Add Entry** page to add forward destinations. It consists of the following components:

Call Type lists the available call types:

- PBX - forwarding destination is a local Quadro extensions or Auto Attendant
- SIP – forwarding destination is reached through a SIP server
- PSTN – forwarding destination is a PSTN user
- Auto – used for undefined call types. In this case, the routing pattern will be considered and parsed through the Local Routing Table.

Fig. 3-33 Busy Call Forwarding page

The **Forward To** text field requires the SIP address (see chapter [Entering a SIP Addresses correctly](#)), extension or PSTN number, where an incoming call from a particular caller should be forwarded in case if the called extension is busy with another call. If the address already exists in the table, selecting **Save** will give the error "Caller address already exists". A wildcard is allowed in this field (see chapter [Entering a SIP Addresses correctly](#)). Entering "*" as PBX or PSTN addresses will apply configuration of Caller ID Based services to all extensions or PSTN users.

2 digits should be inserted in the **Forward To** text field for the PBX call type. The PSTN number length depends upon the area code and phone number.

When saving the busy call forwarding configuration, a message will notify the user that Many Extensions Ringing service has been disabled.

No Answer Call Forwarding

No Answer Call Forwarding is a service of Quadro that allows the automatic transfer of incoming calls to varying other destinations when the called extension is unable to pick up the call. No answer timeout is configured from the [Voice Mail Settings](#) page.

Please Note: By setting up the no answer call forwarding service, Many Extensions Ringing will be disabled automatically.

Enable Service checkbox selection activates the no answer call forwarding service on the current extension.

Please Note: Unconditional Call Forwarding service has higher priority versus to other forwarding types, i.e. when Unconditional Call Forwarding is enabled, No Answer Forwarding service won't take effect (even if enabled). In the meantime, No Answer Forwarding can be work in conjunction with Busy Forwarding.

The table displayed here lists the destinations where the incoming call from a particular caller should be forwarded to if the called extension is unable to answer the call.

Add opens the **Add Entry** page to add forwarding destinations. It consists of the following components:

Call Type lists the available call types:

- PBX - forwarding destination is a local Quadro extensions or Auto Attendant
- SIP – forwarding destination is reached through a SIP server
- PSTN – forwarding destination is a PSTN user
- Auto – used for undefined call types. In this case, routing pattern will be considered here and parsed through Local Routing Table.

Fig. 3-34 No Answer Call Forwarding page

The **Forward To** text field requires the SIP address (see chapter [Entering a SIP Addresses correctly](#)), extension or PSTN number, where incoming call from the certain caller should be forwarded in case if the called extension does not answers the call. If the address already exists in the table, selecting **Save** will give the error "Caller address already exists". Wildcard is allowed in this field (see chapter [Entering a SIP Addresses correctly](#)). Entering "*" as PBX or PSTN addresses will apply configuration of Caller ID Based services to all extensions or PSTN users.

Two digits should be inserted into the **Forward To** text field for the PBX call type. The PSTN number length depends on the area code and phone number.

When saving the busy call forwarding configuration, a message will notify the user that Many Extensions Ringing service has been disabled.

Logout

This option is used to close the session between the user PC and Quadro and to leave the Quadro Web Management or enter into the management with another login. By selecting the **Web Management** link, the startup page will be displayed and the user will need to login again.

Appendix: Glossary

A

Asymmetric Digital Subscriber Line (ADSL) - is a method for moving data over regular phone lines. An ADSL circuit is much faster than a regular phone connection, and the wires coming into the subscriber's premises are the same (copper) wires used for regular phone service. An ADSL circuit must be configured to connect two specific locations, similar to a leased line. A commonly discussed configuration of ADSL would allow a subscriber to receive data (download) at speeds of up to 1.544 Megabits per second, and to send (upload) data at speeds of 128 kilobits per second. Thus the 'Asymmetric' part of the acronym. Another commonly discussed configuration would be symmetrical: 384 kilobits per second in both directions. In theory ADSL allows download speeds of up to 9 megabits per second and upload speeds of up to 640 kilobits per second. ADSL is often discussed as an alternative to ISDN, allowing higher speeds in cases where the connection is always to the same place.

Asynchronous Transfer Mode (ATM) - a 53-byte cell-switching technology well suited for carrying voice, data, and video traffic on the same infrastructure. It is inherently scalable in throughput and was designed to provide Quality of Service (QoS).

Auto Attendant (AA) - a feature providing remote access to Quadro voice connectivity services. Specifically, it supports remote connection to Quadro extensions, to their mailboxes and for making calls to other destinations. Remote access to Quadro AA is possible through IP and PSTN calls.

Auto Redial - a service that allows automatically recalling the destination that was busy.

C

Call - establishment of (or attempt to establish) a voice or data connection between two endpoints, or between two points that provide a partial link (e.g., a trunk) between two endpoints.

Call Blocking - a Quadro service that allows blocking unwanted incoming or outgoing calls over Quadro.

Call Forwarding - a Quadro service that allows transferring a call to another destination in case the Quadro user is busy, not answering or unconditional.

Call Hold - a Quadro service that allows holding the call in order to make another one, or to answer the second incoming call. The first call partner will listen to music while being on hold.

Call Waiting - a Quadro service that allows receiving a second call while being busy with the first one. The waiting party will hear a beeping during the conversation.

Caller ID - caller information is displayed on the called party's phone.

Central Office (CO) - a local switching system that connects lines to lines and lines to trunks. Sometimes used to refer to the building in which a switching system is located and the associated equipment. It is also the physical point where calls enter the long distance network.

CODEC - COmpression/DECompression that transforms analog voice into a digital bit stream and vice-versa. It is now an overall term for the technology used in digital audio and video.

D

D-channel - In ISDN, the 16-kb/s segment of a 144-kb/s, full-duplex subscriber service channel that is subdivided into 2B+D channels, i.e., into two 64-kb/s clear channels and one 16-kb/s channel for the ISDN basic rate. **Note 1:** The D channel is usually used for out-of-band signaling. The two 64-kb/s clear channels are used for subscriber voice and data services. **Note 2:** The D-channel specifications are addressed in the CCITT Recommendation for the Integrated Services Digital Network (ISDN). **Note 3:** The D-channel may be 64 kb/s for the primary rate ISDN service.

Data Encryption Standard (DES) - a block cipher algorithm for encrypting (coding) data so it is nearly impossible for anyone without the decryption key to get the data back in unscrambled form. The DES standard enciphers and decipheres data using a 64-bit key.

Dial peer - an addressable call endpoint. In Voice over IP (VoIP), there are two types of dial peers: POTS and VoIP.

Dial plan - a description of the dialing arrangements for customer use on a network.

Digital Signal Processor (DSP) - A specialized microprocessor that performs calculations on digitized signals that were originally analog, and then forwards the results. The big advantage of DSPs lies in their programmability. DSPs can be used to compress voice signals to as little as 4,800 bps. DSPs are an integral part of all voice processing systems and fax machines.

Digital Subscriber Line (DSL) - public network technology that delivers high bandwidth over conventional copper wiring at limited distances. There are four types of DSL: ADSL, HDSL, SDSL, and VDSL. All are provisioned via modem pairs, with one modem located at a central office and the other at the customer site. Since most DSL technologies do not use the entire bandwidth of the twisted pair, there remains room for a voice channel.

Distinctive Ringing - Quadro service that allows a specific ringing pattern assignment for particular callers over Quadro.

Domain - a place on the Internet you can visit with your browser, i.e., a www site. It also might be a single computer or computers masqueraded as a single computer. On the Internet, the domain is the address that gets you there.

Domain name - in a network using the TCP/IP, the full domain name consists of a sequence of names (labels) separated by periods (dots), for example, Quadro.epygi.com.

Domain Name System (DNS) - a system used on the Internet for translating names of network nodes into their addresses.

Downstream - in communications, there are two circuits. One coming toward you and the other going away from you. Downstream is another term for the transmission coming toward you.

Dual-Tone Multifrequency (DTMF) - a method of signaling consisting of a push-button or touch tone dial that sends out a sound consisting of two discrete tones that are picked up and interpreted by telephone switches (either PBXs or central offices).

Dynamic Host Configuration Protocol (DHCP) - a network standard regulating the IP address and other information assigned to the clients by the server.

Dynamic Host Control Protocol (DHCP) - a protocol that is used to dynamically allocate and assign IP addresses. DHCP allows you to move network devices from one subnet to another without administrative attention.

E

E1 - wide area network digital transmission scheme. E1 is the European equivalent of a T1 line. The E1's higher clock rate (2.048 MHz) allows for 32 separate 64Kbps channels, which include one channel for framing and one channel for D-channel information.

Ethernet - a local area network used for connecting computers, printers, workstations, terminals, servers, etc., within the same building or campus. Ethernet operates over twisted pair and/or over coaxial cable at speed up to 10Mbps.

Ethernet Controller - the unit that connects a device to the Ethernet cable.

Ethernet Switch - the device that connects local area networks.

Extensions - users over Quadro.

External User - users connecting Quadro by IP or PSTN calls.

F

Firewall - a combination of hardware and software that limits the exposure of a computer or group of computers to an attack from outside. A firewall is a system or combination of systems that enforce a boundary between two or more networks. One purpose of an Internet firewall is to provide a single point of entry where a defense can be implemented, allowing access to the Internet resources from within the organization, and providing controlled access from the internet to hosts inside the organization's internal networks.

Firmware - is computer or OS required software that resides on ROM

Foreign Exchange (FX) - a Central Office trunk that has access to a distant Central Office. A dial tone is returned from that distant Central Office and a location can be reached in the area of the foreign Central Office by dialing a local number.

Foreign Exchange Office (FXO) - a service that can be ordered from the telephone company that provides local telephone service from a central office that is outside (foreign to) the subscriber's exchange area. To generate a call from the computer telephony system to the POTS set, you will need a FXS connection configured. See also FXS.

Foreign Exchange Station (FXS) - Interface that connects directly to a standard telephone, fax machine, or similar device over a standard RJ-11 modular telephone cable, and supplies ringing voltage, dial tone, and similar signals to it. see FXO

Framing - A procedure for controlling errors. Consists of inserting bits so the receiver can identify the time slots allocated to each subchannel

G

Gatekeeper - is the central control entity that performs management functions in a Voice and Fax over IP network and for multimedia applications such as video conferencing. Gatekeepers provide intelligence for the network, including address resolution, authorization, and authentication services, the logging of call detail records, and communications with network management systems. Gatekeepers also monitor the network for engineering purposes as well as real-time network management and load balancing, controlling bandwidth, and providing interfaces to existing legacy systems.

Gateway - an entrance into and out from a communications network. Technically, a gateway is an electronic repeater that intercepts and steers electrical signals from one network to another.

Greeting - voice messages that are played to the Quadro users or users calling to the Quadro activating specific services.

H

Hold Music - music played to the party that is on hold.

Host - an intelligent device attached to the network; can be also a mainframe computer.

Host Name - the name given to a mainframe computer or device.

Hypertext Transfer Protocol (HTTP) - the protocol used by Web browsers and Web servers to transfer files, such as text and graphics files.

I

Integrated Services Digital Network (ISDN) - is a system of digital phone connections which allows voice and data to be transmitted simultaneously across the world using end-to-end digital connectivity. There are two basic types of ISDN service: Basic Rate Interface (BRI) and Primary Rate Interface (PRI). BRI is a basic service is intended to meet the needs of most individual users. PRI is intended for users with greater capacity requirements

Internet Control Message Protocol (ICMP) - a network-layer Internet protocol that reports errors and provides other information relevant to IP packet processing.

Internet Protocol (IP) - a unique, 32-bit number for a specific TCP/IP host on the Internet, normally printed in decimal form (for example, 128.122.40.227). Part of the TCP/IP family of protocols, it describes the software that tracks the Internet address of nodes, routes outgoing messages, and recognizes incoming messages.

Internet Service Provider (ISP) - a vendor who provides direct access to the Internet or a company that provides Internet access to other companies and individuals.

Intrusion Detection System (IDS) - is a firewall, but together with deleting the dangerous packets or packets including intrusion attacks, IDS also keeps information about dropped packets and the senders responsible for them.

IP address - also known as the Internet Address, is a unique 32-bit identifier for a specific TCP/IP host computer on a network. IP addresses are in dotted decimal form, such as 192.168.10.26, with each of the four address fields assigned as many as 255 values.

IP address Mask - A range of IP addresses defined so that only machines with IP addresses within the range are allowed access to an internet service. To mask a portion of the IP address, replace it with the asterisk wild card character (*). For example, 192.44.*.* represents every computer on the internet with an IP address beginning with 192.44

IP Gatekeeper - defines the policies that govern a multimedia system such as dialing plans, user privileges, bandwidth consumption, and others. The gatekeeper also provides the means to extract information from such a system for various purposes, e.g., billing information, users that are logged in, etc. The gatekeeper is also a focal point for the introduction of supplementary services.

IP Gateway - most commonly, a network device that converts voice and fax calls, in real time, between the public switched telephone network (PSTN) and an IP network. The main IP gateway functions include voice, fax, compression/decompression, packetization, call routing, and control signaling. Additional features may include interfaces to external controllers, such as gatekeepers or soft-switches, billing systems, and network management systems.

IP PBX - an enterprise-based IP data network device that switches VoIP telephone traffic.

IP Telephony - a technology that allows voice phone calls to be made over the Internet or other packet networks using a PC via gateways and standard telephones.

IPSec - is used to provide security for transmission of sensitive information over unprotected networks such as the Internet. IPSec acts at the network layer, protecting and authenticating IP packets between participating IPSec devices ("peers"), such as Cisco routers.

J

Jitter Buffer - the buffer that collects incoming packets to place them in the right order. If the network has a high delay variation, increasing the Jitter Buffer can improve the audio quality, but this also increases the delay.

L

LED - Light-Emitting Diode, A semiconductor device that emits visible light when conducting current. Has replaced incandescent lamps as indicators in most electronic equipment.

Lifeline POTS - a voice telephone line that works even if electricity is cut off at the customer premises, since the line is powered from emergency backup at the central office. Multiple lifeline POTS lines can be delivered on one copper pair with the use of a digital line powered pair gain system. A basic telephone service supplying standard single line telephones, telephone lines, and access to the PSTN.

Local Area Network (LAN) - a short distance data communications network (typically within a building or campus) used to link computers and peripheral devices under some form of standard control.

Login -the procedure of identifying a user with a username and a password to enter into the protected field.

M

Many Extensions Ringing - a Quadro service that allows configuring several users over Quadro to ring simultaneously when a specific call arrives.

Media Access Control (MAC) Address - the address for a device as it is identified at the Media Access Control layer in the network architecture.

Media Access Control (MAC) Layer - is one of two sublayers that make up the Data Link Layer of the OSI model. The MAC layer is responsible for moving data packets to and from one Network Interface Card (NIC) to another across a shared channel.

Media Gateway - a generic class of products grouped under the Media Gateway Control Protocol (MGCP). A major function of the media gateway is simple IP/TDM conversion under the control of a softswitch.

N

Name server - a directory service that provides a mapping between a resource's global name and its physical location in the network.

Network Address Translation (NAT) - is used to allow LAN devices that do not have their own static IP addresses to connect to the Internet sharing an IP address. NAT will assume control of assigning their IP address. Furthermore, the NAT takes care that packets will reach the LAN PC that originated the traffic. This mechanism is absolutely transparent for the users (or the PCs in the LAN).

Network Time Protocol (NTP) - a protocol that is used for time counting in the Internet, based on the atomic clocks with the precision in milliseconds. This is the recommended protocol for synchronizing the time of hosts in the network.

P

Packetization Interval - the time interval between two RTP packets of the same stream. If the interval is increased, the overhead is decreased but the voice quality might deteriorate. If the interval is decreased, the network load is increased and the delay is reduced.

Password - a secret alphanumeric string used to identify and to allow the user to have access to a system.

PCM - a form of modulation in which the information signals are sampled at regular intervals and a series of pulses in coded form are transmitted representing the amplitude of the information signal at that time.

Point-to-Point Protocol (PPP) - allows a computer to connect to the Internet with a standard dial-up telephone line and a high-speed modem and to enjoy most of the benefits of the direct connection.

Point-to-Point Tunneling Protocol (PPTP) - enables virtual private networking - enabling secure remote access to corporate networks over the Internet.

POTS (Plain Old Telephone Service) - is the standard telephone service that most homes use. It is also referred to as the PSTN, or the Public Switched Telephone Network

Private Branch Exchange (PBX) - a telephone switch owned privately, usually by a large company. If it owns a PBX, a company does not need to lease a telephone line for each telephone set at a site.

Proxy server - an intermediate device that receives SIP requests from a client and then initiates requests on the client's behalf.

Public Switched Telephone Network (PSTN) - refers to the local telephone company.

R

Real-Time Transport Protocol (RTP) - the Internet-standard protocol for the transport of real-time data, including audio and video, allows applications to synchronize audio and video information. RTP connections are established between servers across the Internet after voice has been converted to IP format. RTP is used in virtually all Voice-over-IP architectures, for videoconferencing, media-on-demand, and other applications.

Real-Time Transport Control Protocol (RTCP) - is the control protocol that works in conjunction with RTP. RTCP control packets are periodically transmitted by each participant in an RTP session to all other participants. Feedback of information to the application can be used to control performance and for diagnostic purposes.

Registration - procedure of user subscribing to a server. Usually some personal parameters such as username, password, etc., are required upon registration.

Remote Testing - remote connection from the Epygi Support office to the customer's Quadro for testing and/or for troubleshooting.

Router - A device that determines the next network point to which a data packet should be forwarded enroute toward its destination. The router is connected to at least two networks and determines which way to send each data packet based on its current understanding of the state of the networks it is connected to. Routers create or maintain a table of the available routes and use this information to determine the best route for a given data packet

RSA - is an asymmetric key system. It must be available on both sides of the VPN and generates on each side a different pair of keys, a private and a public key.

S

Security Parameter Index (SPI) - is an index to keep VPN tunnels distinct. A security association is defined by destination, protocol and SPI. Without the SPI, connections to the same gateway using the same protocol would not be distinguishable.

Session Initiation Protocol (SIP) - is an application-layer control protocol that can establish, modify and terminate multimedia sessions or calls. SIP is increasingly used for Internet telephony signaling, in gateways, PC phones, softswitches, and softphones, but it is not limited to Internet telephony, and can be used to initiate and manage any type of session, including video, interactive games, and text chat.

Signaling - a process of sending a transmission signal over a physical medium for communication.

Silence Suppression - a method that allows disabling RTP packet transmission when there is no voice activity. This feature helps to avoid extra traffic when the RTP stream doesn't contain voice data.

Simple Network Management Protocol (SNMP) - the Internet standard protocol developed to manage nodes on an IP network.

SIP address - unique address of the users registered on the SIP server. The address can be used to connect the user. The full SIP address has the following format: "display name" <username@ipaddress:port>.

SIP server - this server is used for registering users. It gives a possibility to make IP connections between users registered on the same SIP server.

Software - PC programs.

Software PBX - a telephone system that converges voice and data on an industry-standard computing platform and uses computer telephony components that conform to industry standards. Since they conform to industry standards, software PBXs are interoperable with third-party systems and CT components. Conformance also allows software PBXs to run third-party enhanced applications such as desktop call control, graphical voice mail, automatic call distribution (ACD), IP gateways, follow-me call forwarding, unified messaging, and CRM integration.

Speed Calling - a service that allows making a personal address book for every Quadro user. A simple digit combination can be assigned to any destination phone number.

T

Transfer - a service giving a possibility to readdress incoming calls. Call Transfer can be conditional (with consultation) and unconditional (without consultation).

Transmission Control Protocol (TCP) - a connection-oriented transport layer protocol that provides reliable full-duplex data transmission. TCP is part of the TCP/IP protocol stack.

Transmission Control Protocol/Internet Protocol (TCP/IP) - is a networking protocol that provides communication across interconnected networks, between computers with diverse hardware architectures and various operating systems.

Trunk: - is a communications channel between two points, typically referring to large-bandwidth telephone channels between switching centers that handle many simultaneous voice and data signals.

Trunk Level 1 (T1) - a high-speed (1.544Mb/s) digital telephone line with the equivalent of 24 individual 64Kb/s channels that are joined via time division multiplexing. A T1 line can be used to transmit voice or data, and many are used to provide connections to the Internet. T1 is the North American equivalent of an E1 line.

U

UDP - a connectionless transport layer protocol in the TCP/IP protocol stack. UDP is a simple protocol that exchanges datagram without acknowledgments or guaranteed delivery, requiring that error processing and retransmission be handled by other protocols.

Universal Serial Bus (USB) - is an interface with a protocol that is designed to handle a broad range of devices - telephones, modems, printers, etc.

Upstream- in communications, there are two circuits - one coming toward you and the other going away from you. Upstream is another term for the name of the channel going away from you.

URL - an identifier used to locate content that is transported via the HTTP protocol.

Username - identification name of the user. Usually used for registration and login.

V

VCI - parameter used to configure ATM settings and is usually given by the Internet provider.

Virtual Private Network (VPN) - connects two local networks (intranets) over the insecure Internet securely. VPN routers manage authentication between servers and clients and handle data encryption for the connection. Only authorized users can access the network and the data exchange cannot be intercepted. A VPN includes authentication and encryption to protect data integrity and confidentiality. VPNs are "virtual" in the sense that individuals can use the public Internet as a means of securely accessing an internal network. Once the VPN connection is established, users have access to the same network resources, addresses, and so forth as if they were connected locally. VPNs are "private" because the data is encrypted between two VPN gateways. Encryption makes it very difficult for anyone to intercept data and capture sensitive information such as passwords.

Voice mail - a brief message that external users can leave for the Quadro users in the event that nobody answers the call.

Voice Mail System (VMS) - a feature providing the possibility of leaving brief voice messages at the unavailable or busy Quadro extension's mailbox.

Voice mailbox - is the mailbox where voice mails are collected.

Voice message - help messages that are played to the user giving a hint on how to manipulate the menus within Quadro using the phone handset.

Voice Over Internet Protocol (VOIP) - technology used to transmit voice conversations over a data network using the Internet Protocol. The ability to carry normal telephony-style voice over an IP-based internet with POTS-like functionality, reliability, and voice quality.

VPI - parameter used to configure ATM settings usually given by the Internet provider.

W

Wide Area Network (WAN) - a communications network used to connect computers and other devices across a large area.

Windows Internet Naming Service (WINS) - a database with all PC hostnames and IP addresses connected to them in the TCP/IP environment.