



N412 Extension User Manual

Version 1.0

Date: March 29, 2016

Yeostar Information Technology Co. Ltd.

Contents

1. N412 Extension User Portal	2
1.1 Account.....	2
1.2 Voicemail	3
1.3 Call Recordings.....	3
1.4 Voicemail Settings.....	4
1.5 Advanced Settings	4
1.6 Timer Settings.....	5
1.7 Call Logs.....	5
1.8 Auto Recordings	6
2. Basic Calling	7
3. Call Transfer.....	7
4. Call Pickup	8
5. Spy.....	8
6. Advanced Calling Feature.....	8
7. Voicemail.....	9
Appendix A – Feature Codes	10

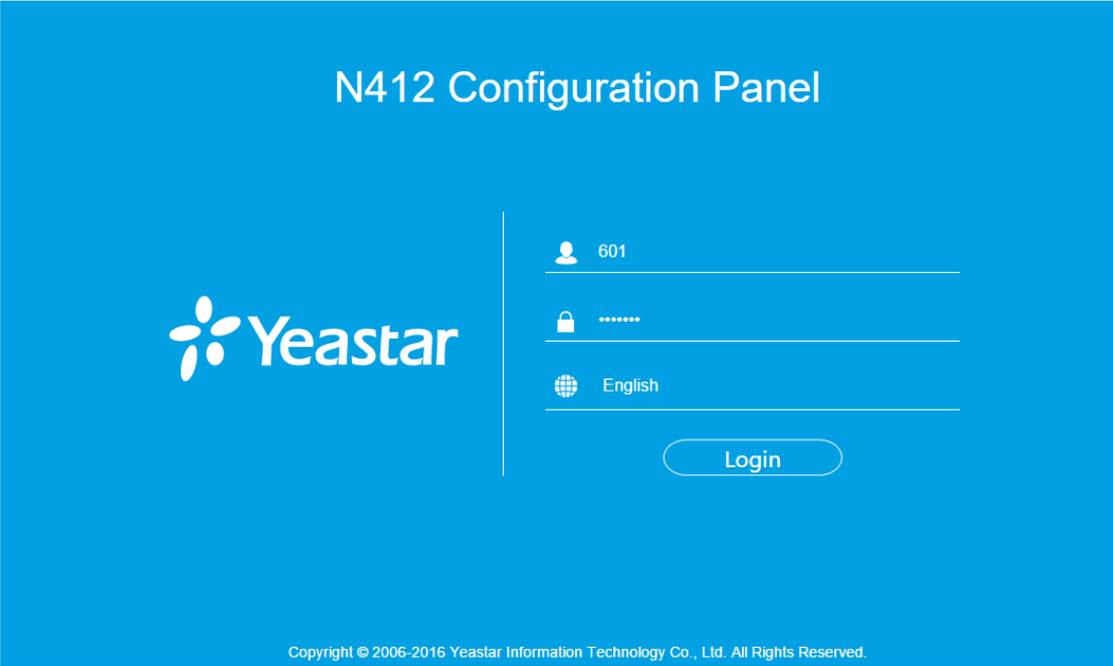
About This Guide

This Extension User Guide explains all N412 management menus available for extension users. Yeastar N412 provides extension user accounts, which allow the extension users to log in N412 using their own extension accounts. All the users can check their own voicemail, recordings and configure the extension settings after logging in N412.

1. N412 Extension User Portal

To log into the Extension User Portal, navigate to the N412 URL.

Log in with your N412 extension number and the password is assigned by your N412 system administrator. The default password is “pass” + “extension number”. If you cannot log in N412 with your extension number, please contact the N412 administrator to enable the “User Web Interface” feature for the extension.



N412 Configuration Panel

Yeastar

601

.....

English

Login

Copyright © 2006-2016 Yeastar Information Technology Co., Ltd. All Rights Reserved.

1.1 Account

Edit your name, telephone number and email address on this page.

Account

Account Settings



Name: Telephone:

Email:

1.2 Voicemail

You can listen to and manage your voicemail messages here. Choose the folder to check the “New” or “Old” voicemail messages.

- Click  to listen to the message.
- Click  to delete the message.
- Click  to download the message.

Voicemail

Advise: To play the recording, please use Google or Firefox browser with Flash plugin

Folder:  Delete  Move to Folder: Total: 7 Show: 1-7

<input type="checkbox"/>	Caller ID	Time	Duration	Options
<input type="checkbox"/>	915060761695	Fri Jun 12 04:51:01 PM UTC 2015	11	  
<input type="checkbox"/>	6205	Wed Jun 3 05:17:43 PM UTC 2015	29	  
<input type="checkbox"/>	6272	Wed Jun 3 04:32:42 PM UTC 2015	10	  
<input type="checkbox"/>	'李水福' <6215>	Fri Apr 17 03:51:26 PM UTC 2015	5	  
<input type="checkbox"/>	'Jason' <6013>	Thu Apr 16 08:13:38 PM UTC 2015	6	  
<input type="checkbox"/>	'李水福' <6215>	Tue Mar 17 02:27:00 PM UTC 2015	7	  
<input type="checkbox"/>	'叶志达' <6055>	Mon Mar 16 11:21:43 AM UTC 2015	8	  

1.3 Call Recordings

You can listen to and manage your one-touch recording files here.

- Click  to listen to the recording
- Click  to delete the recording.
- Click  to download the message.

1.4 Voicemail Settings

- **Enable Voicemail:** enable voicemail feature.
- **Voicemail Password:** change the voicemail access code, type in the new password here.
- **Enter again to confirm:** confirm the password.
- **Enable Send Voicemail:** check this option to enable “Voicemail to Email” feature, the voicemail messages will be delivered to your email address (the one you set on “Account” page).

1.5 Advanced Settings

On this page, you can configure “Mobile Extension Client”, “Follow Me” and “Other Options”.

1) User Password

This user password is used to login N412 user portal.

2) Follow Me

You can configure call forwarding feature to redirect a call to voicemail box or another phone number. Check this option to decide when to forward the calls and set the call forward destination.

- **Always:** always forward the call to another destination.
- **No Answer:** forward the call when there is no answer.
- **When Busy:** forward the call when the extension is busy.

Note: if you want to forward the call to an external number, please add the outbound dial pattern before the number.

For example: transferring to your mobile phone number 123456789, the dial pattern of outbound route is “9.”, you should set the number as 9123456789.

3) Other Options

- **Call Waiting:** check this option if the extension is authorized for Call Waiting. If this option is checked, the “When busy” follow me options will be unavailable. The call waiting function of IP phone has higher priority than N412’s call waiting function.
- **DND:** Don’t Disturb. When DND is enabled for an extension, the extension will be unavailable.
- **Ring Out:** check this option if you want to customize the ring time. Ring tone will stop over the time defined.
- **Busy Camp-on:** if a dialed extension or a desired line is busy, with this feature, when the extension or line becomes idle, your telephone will ring automatically, so you can pick up to speak with the extension or seize the line and dial an external number.
- **Rxgain:** set the receive volume for the extension.
- **Txgain:** set the transmit volume for the extension.

1.6 Timer Settings

Want the phone to wake you? Click Timer Settings Section, set your wake-up time and other options, and give the alarm a name (like “Good morning”).

1.7 Call Logs

By default, the extension user has no permission to check or manage call logs. If you want to manage the CDR, please contact the N412 administrator to set the access

permission for you.

- Search**
 You can search and filter call data by specifying the call date, caller/callee, trunk, duration, billing duration, status, and communication type.
- Delete**
 Click to delete the chosen record.
- Download Searched Results**
 Click **Download the recordings** to export the filtered records to a .csv file.
- Delete Searched Results**
 Click **Delete the recordings** to delete the filtered records.

1.8 Auto Recordings

By default, the extension user has no permission to check or manage auto recordings. If you want to manage the auto recordings, please contact the N412 administrator to set the access permissions for you.

- Search**
 You can search and filter record data by specifying the call date, caller/callee, trunk, duration, and communication type.
- Play**

Click  to play the recording file.

- **Download**

Click  to download the chosen recording file.

- **Delete**

Click  to delete the chosen record.

- **Download the Selected Recordings**

Click  **Download the selected Recordings** to download the selected recording files.

- **Delete the Selected Recordings**

Click  **Delete the selected Recordings** to delete the selected recording files.

2. Basic Calling

- **Making Internal Calls**

To make internal calls, pick up the analog phone or IP phone and dial the other extension's number. For example, to reach extension 100, dial .

- **Making Outbound Calls**

To place an outbound call, you should dial the numbers matching outbound routes on N412. By default, you need to dial 8 before the number to call out. For example, to reach the external number 15880234567, dial . This setting will be different if the administrator has made relative configuration, please contact the administrator for details.

- **Answering Calls**

To answer an incoming call, pick up the phone as you normally would.

3. Call Transfer

There are 2 types of call transfer available on N412: Blind Transfer and Attended Transfer. Users can achieve call transfer by pressing the feature code during the call.

- **Blind Transfer**

Default feature code: *03

1. Dial "*03" during the call;
2. Dial the called number after hearing a prompt "transfer";
3. The call will be transferred after the number is dialed.

- **Attended Transfer**

Default feature code: *3

1. Dial "*3" during the call;

2. Dial the called number after hearing a prompt "transfer";
3. Talk to the transfer recipient;
4. The call will be transferred after hanging up.

4. Call Pickup

Call Pickup is a feature that allows one to answer someone else's call. The feature is accessed by pressing call pickup feature code on N412. If a colleague's phone set is ringing, one can answer that call by picking up one's own set and then using the call pickup feature, instead of walking to the colleague's desk.

- **Group Call Pickup**

The default call pickup for Group Call Pickup is *4. Press ***4** to pick up a call from a ringing phone which is in the same group as you are.

- **Direct Call Pick**

The default Direct Call Pickup (Extension Pick up) feature code is *04. Press ***04** and follow the extension number to pick up the call. For example, if an incoming call reaches to extension 100, you can pick up the call using your phone by dialing ***04100**.

5. Spy

N412 supports multiple spy modes:

- **General spy:** the account will have the permission to use the following 3 modes.
- **Normal spy:** the account can only hear the call, but can't talk. Feature code: *90.
- **Whisper spy:** the account can hear the call, and can talk with the monitored extension. Feature code: *91.
- **Barge spy:** the account can hear the call and talk with them both. Feature code: *92.

To use spy feature on N412, you need to ensure that the target extension you want to monitor is allowed being spied. The administrator should also select one spy mode for you. For example, if you have the permission to do "Normal Spy" and extension 100 is allowed being spied. You can dial ***90100** to monitor calls at extension 100.

6. Advanced Calling Feature

- **Intercom**

To make an announcement to a specific extension, you need to dial ***5** follow the extension number on your phone. For example, to an announcement to extension 500, dial ***5500**, then the extension 500 will be automatically picked up.

- **Call Parking**

To put a call on hold and continue the conversation from another phone, dial *6 during the call, and the system will prompt that the call is parked at an extension, i.e. 690. Then you can resume the conversation on another phone by dialing the extension number 690.

- **One Touch Record**

Dial *1 during the call to make one-touch record.

7. Voicemail

- **Different ways to check voicemail**

- ✓ **From your own extension:** dial *2.
- ✓ **From other extension:** dial *02 to enter the voicemail voice menu, then dial your extension number and password to check your voicemail. For example, your extension number is 100, and you want to check voicemail on other phone, dial *02, then dial 100 to check your voicemail.
- ✓ **Email:** “Voicemail to Email” feature is enabled by default. If an email address is set, the voicemail will sent to the email.
- ✓ **Web browser:** log in N412 with the extension user account to check your voicemail.

- **How to change voicemail greetings?**

You can customize your own voicemail greetings.

1. Dial *2 to enter voicemail on your handset.
2. Enter the access password.
3. Press 0 for Mailbox Options. You will then be given the choices of what type of message you want to record.
4. Press 1 to record your Unavailable Message.
5. Press 2 to record your Busy Message.
6. Press 3 to record your name.
7. Press 4 to record your Temporary Message.
8. Choose the message that you want to record, press # to finish the record.
9. Press 1 to accept your message.
10. Press 2 to listen to your message.
11. Press 3 to re-record your message if you don't like the previous message.

Appendix A – Feature Codes

One Touch Record	*1
Check Extension Voicemail	*2
Voicemail for Extension	**
Voicemail Main Menu	*02
Attended Transfer	*3
Blind Transfer	*03
Call Pickup	*4
Extension Pickup	*04
Intercom	*5
Normal Spy	*90
Whisper Spy	*91
Barge Spy	*92
Call Parking	*6
Enable DND	*75
Disable DND	*075
Reset “Follow Me” to defaults: <ul style="list-style-type: none"> • Always Forward: Disabled. • Busy Forward to Voicemail: Enabled. • No Answer Forward to Voicemail: Enabled. • DND: Disabled. 	*70

[End]