

NCP-PBX Implementation Services
NCP-300P, 400P, 600P
Release 1.14

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INTRODUCTION








Implementation services of Slican NCP consists of selecting the appropriate service code defined by the administrator and hear back feedback about the activation or deactivation.

The factory default settings redefine some number of services as follows.:

- send to voicemail
- lock permissions
- DND
- call pickup
- invoke account
- agent log in
- forward calls
- call parking

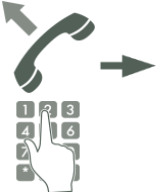



The following description consider default code services without modification by the administrator.

1. Useful markings and abbreviations

	The numeric keys on the phone with a touch tone
	Additional keys
	Any selected key in the range 0..9
	Four-digit user PIN code or group
	Lifting the handset or enabled speakerphone mode on the phone
	Hang up the handset or disabled speakerphone mode on your phone
	The service is selected during an active call

2. Implementation services

2.1. Dialing a number

	Pick up the handset and dial the number. As a result, you will hear one of the following signals:
	call signal - expect a call
	signal unreachable - have chosen the wrong number or do not have permission to connect to the desired subscription or number is broken
	call signal - the called number is busy

2.2. Selceting services

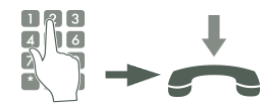


Pick up the handset and dial the service number. Wait for a message confirming of adoption services. Hang up the phone

2.3. Selceting services during an active call



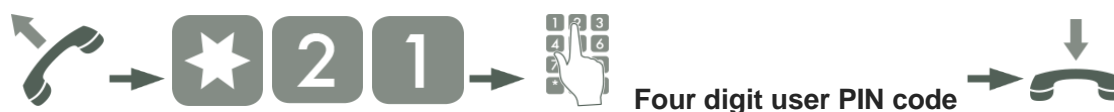
Pick up the handset and dial a number. During an active call press the FLASH button on the phone.



Tone dial a service after you hear the PBX dialling tone. Wait for the PBX message that acknowledges acceptance of service. Hang up the handset.

3. Description of services

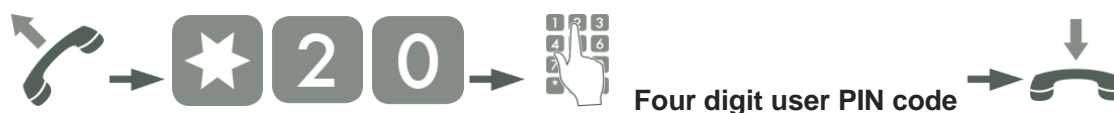
3.1. Lock permissions *21



DESCRIPTION OF SERVICE

"Lock permissions" means that your phone has got the lowest level rights in outgoing traffic. This service is active until its deactivation in the phone. Using a locked phone you can invoke a temporary account. The service is active only in the telephone and not on the called account. If the PIN code is given three times incorrectly will block the ability to perform services on time about 30 minutes.

3.2. Unlock permissions *20



DESCRIPTION OF SERVICE

Canceling the lock permissions. If the PIN code is given three times incorrectly will block the ability to perform services on time about 30 minutes.

3.3. Turn on/off Do Not Disturb *22/*220

Activating the DND service



Deactivating the DND service



Record your own DND message



To record your own DND announcement, after dialing the * 221 code, follow the messages from the control panel.

DESCRIPTION OF SERVICE

Enabling the "DND" service means that the subscriber will block incoming calls, and the initiating subscriber will receive an announcement, depending on the option enabled by the control panel administrator:

- the message "Person under number xxxx is not available" when the default message option is selected
- own message recorded by the user
- selected announcement from the available announcements in the exchange
- busy signal
- when the initiating subscriber dials the group number, the subscriber with DND service belonging to this group is always treated as busy.

The PBX administrator can enable the option that when the subscriber has the DND service enabled, dialing the code again * 22 disables it.

3.4. Presentation lock *23



DESCRIPTION OF SERVICE

This service results in a temporary restriction of line presentation in outgoing traffic during a single call.

3.5. Turn on/off CLIR *24/*24*



DESCRIPTION OF SERVICE

This service results in restriction of line presentation in outgoing traffic until the cancellation of a service.

3.6. Alarm clock *28



DESCRIPTION OF SERVICE

This service enables setting a alarm call at a specified time to the minute (HH - hour, MM - minutes). After answering a call the subscriber hears the message "The wake up call has been made". The alarm clock rings again for a max. 3 times, every 5 minutes. An alarm call will be made even if the subscriber has DND service enabled. If the subscriber is busy (talks on the phone), then the call from the alarm clock will be made after the conversation is finished.

3.7. Call barging *3



DESCRIPTION OF SERVICE

The service allow input to another subscriber connection enabled microphone to all parties. Allow or block entry of the call barging is configured by the administrator from the ConfigWEB.

3.8. Call spying *34



DESCRIPTION OF SERVICE

Monitoring service call another subscriber. Access to the service only for the Manager of Agents of call center queues. Allow/disallow to spy, barge or whisper into this extension calls are configured by the administrator.

3.9. Call whisper *35



DESCRIPTION OF SERVICE

Monitoring(whisper coaching) service subscriber connections enabled microphone only to that subscriber. Allow/disallow to spy, barge or whisper into this extension calls are configured by the administrator.

3.10. Direct call pickup *36



DESCRIPTION OF SERVICE

This service intercepts a call from the selected phone number.

3.11. Call pickup *37



DESCRIPTION OF SERVICE

Intercepting calls from subscribers from the same Sets (call interception group).

3.12. Call waiting *43/*43*



DESCRIPTION OF SERVICE

Service enabling call waiting. Then on busy phone signal caller will hear the announcement of a busy, and called party will be notified by a voice message for incoming connection.

3.13. Invoke/revoke account *53/*53*





DESCRIPTION OF SERVICE

The rights for a telephone of account rights can be called up on any telephone in a PBX. The call being performed is accounted for the account owner and the call presentation complies with the settings of the installed account. This will result in the immediate forwarding of calls to the phone where the *53 service is active. A fixed account can also be called on a locked phone. Entering the wrong PIN code three times locks the services.

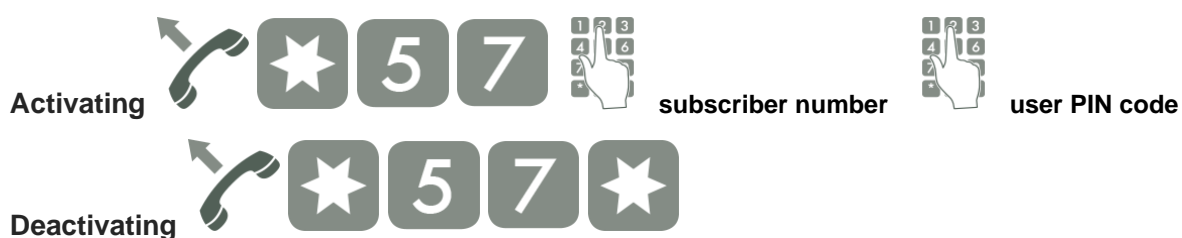
3.14. Call as *54/*54*



DESCRIPTION OF SERVICE

It allows make outgoing calls as another extension. Time active service is 60 seconds, after the execution of connections and adding some headphones service is still active for 10 seconds.

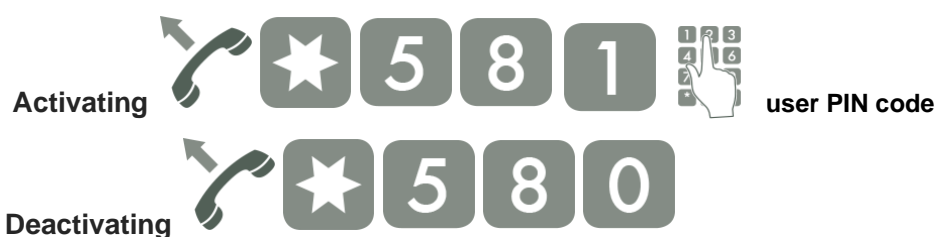
3.15. I'm here/I'm back *57/*57*



DESCRIPTION OF SERVICE

Service can be used in a situation where we want all incoming calls to the subscriber initiating service were redirected to the phone, which is activated this function. . If the PIN code is given three times incorrectly will block the ability to perform services. The service is dismissed automatically after the connection to the parent of the phone.

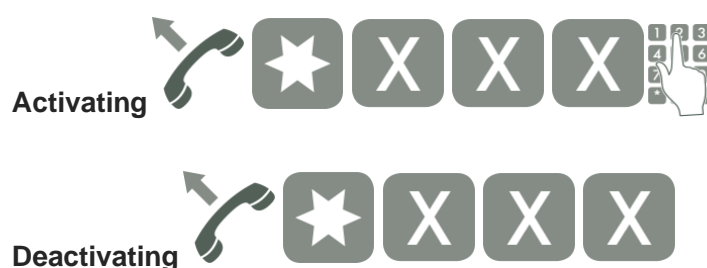
3.16. Agent log in/out *581/*580



DESCRIPTION OF SERVICE

Performing this service enables the agent to log in to queue/queues. After logging calls to the subscriber will be directed according to the settings of the queue. User PIN code to log in is optional.

3.17. Agent break

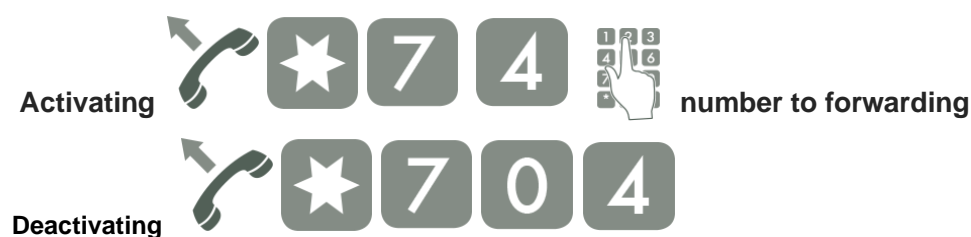


X - service internal number (defined by the PBX administrator)

DESCRIPTION OF SERVICE

This service enables the agent to activate a break in the operation of the queue to which he belongs. During this time, no connections directed from the queue will be directed to it. Optionally, the agent can provide the break code along with the service code as configured by the Call Center Manager. Return from break and log in to work in the queue again can be done using the same code or another one defined by the PBX administrator as "Agent return".

3.18. Forwarding all calls *74/*704



DESCRIPTION OF SERVICE

The service performs unconditional forwarding of incoming calls. Enter the number you want to forward calls to. Cancellation is also possible by calling the service * 73

3.18.1. Advanced forwarding of all calls *724/*724*



DESCRIPTION OF SERVICE

The service performs an unconditional advanced redirection of all incoming calls. The conditions for which the service is to redirect the connection are configured by the administrator or subscriber via WebCTI application.

Conditions for a redirect when an incoming call is:

- any call
- outside call
- inside call
- internal with external suspension
- from the ring group
- from the call center queue

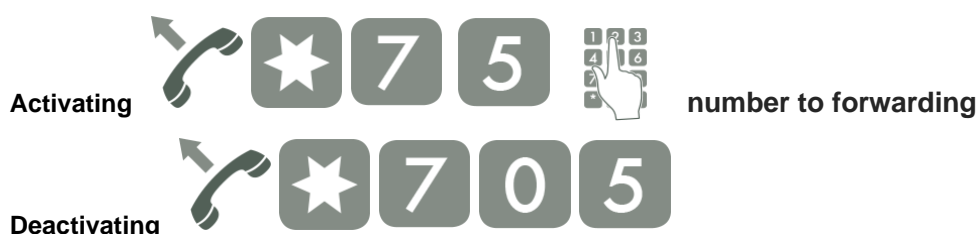
Based on the caller's presentation:

- any presentation
- a number from a private or public book
- indicated number

Call forwarding:

- redirect to: number, voice mail, fax2mail
- call denied or busy tone
- do not redirect

3.19. Forwarding when busy *75/*705



DESCRIPTION OF SERVICE

The service performs forwarding of incoming calls in the case of busy. Enter the number you want to forward calls to. Cancellation is also possible by calling the service * 91.

3.19.1. Advanced forwarding when busy *725/*725*



DESCRIPTION OF SERVICE

The service performs an advanced redirection of incoming calls in the case of busy. The conditions for which the service is to redirect the connection are configured by the administrator or subscriber via WebCTI application.

Conditions for a redirect when an incoming call is:

- any call
- outside call
- inside call
- internal with external suspension
- from the ring group
- from the call center queue

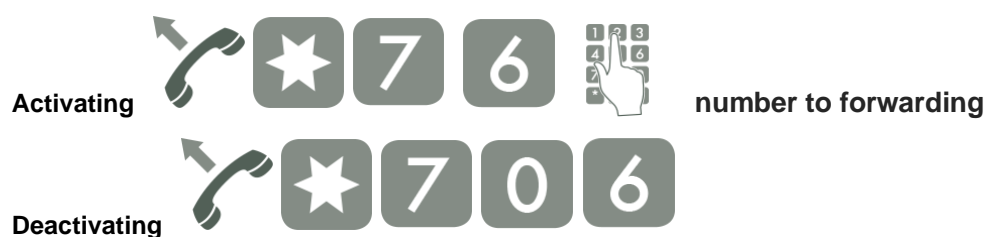
Based on the caller's presentation:

- any presentation
- a number from a private or public book
- indicated number

Call forwarding:

- redirect to: number, voice mail, fax2mail
- call denied or busy tone
- do not redirect

3.20. Forwarding no-answer calls *76/*706



DESCRIPTION OF SERVICE

PBX forwards calls to the defined number when the call is not answered after the specified number of rings is passed (default 2 rings). Enter the number you want to forward calls to. Cancellation is also possible by calling the service * 93.

3.20.1. Advanced forwarding no-answer calls *726/*726*



DESCRIPTION OF SERVICE

The service performs an advanced redirection of incoming calls when the call is not answered. The conditions for which the service is to redirect the connection are configured by the administrator or subscriber via WebCTI application.

Conditions for a redirect when an incoming call is:

- any call
- outside call
- inside call
- internal with external suspension
- from the ring group
- from the call center queue

Based on the caller's presentation:

- any presentation
- a number from a private or public book
- indicated number

Call forwarding:

- redirect to: number, voice mail, fax2mail
- call denied or busy tone
- do not redirect

3.21. Forwarding calls when unavailable *720/*720*



DESCRIPTION OF SERVICE

The service performs forwarding incoming calls when phone is unavailable(SIP or virtual number is not logged).

The conditions for which the service is to redirect the connection are configured by the administrator or subscriber via WebCTI application.

Conditions for a redirect when an incoming call is:

- any call
- outside call
- inside call

- internal with external suspension

Based on the caller's presentation:

- any presentation
- a number from a private or public book
- indicated number

Call forwarding:

- redirect to: number, voice mail, fax2mail
- call denied or busy tone
- do not redirect

3.22. Forwarding rejected calls *721/*721*



DESCRIPTION OF SERVICE

The service performs forwarding rejected calls. The conditions for which the service is to redirect the connection are configured by the administrator or subscriber via WebCTI application.

Conditions for a redirect when an incoming call is:

- any call
- outside call
- inside call
- internal with external suspension
- from the ring group
- from the call center queue

Based on the caller's presentation:

- any presentation
- a number from a private or public book
- indicated number

Call forwarding:

- redirect to: number, voice mail, fax2mail
- call denied or busy tone
- do not redirect

3.23. Forwarding calls when DND *723/*723*



DESCRIPTION OF SERVICE

The service performs forwarding incoming calls when DND service is activ. The conditions for which the service is to redirect the connection are configured by the administrator or subscriber via WebCTI application.

Conditions for a redirect when an incoming call is:

- any call
- outside call
- inside call
- internal with external suspension

Based on the caller's presentation:

- any presentation
- a number from a private or public book
- indicated number

Call forwarding:

- redirect to: number, voice mail, fax2mail
- call denied or busy tone
- do not redirect

3.24. Mobilephone parallel calling *77/*77*



DESCRIPTION OF SERVICE

The service performs forwarding of incoming calls on defined by the Administrator the number of Mobilephone. Mobilephone can be a number of external or internal.

- mobilephone service has a priority over other call forwarding (with the exception of: when does not respond and the service „I'm here")
- permission for a service enabled by the administrator from the ConfigWEB
- sending SMS notification of incoming calls and missed calls are placed from the ConfigWEB

3.25. Mobilephone calling if unavailable *78/*78*



DESCRIPTION OF SERVICE

The service performs forwarding of incoming calls on defined by the Administrator the number of Mobilephone when base phone is unavailable(SIP or virtual number is not logged). Mobilephone can be a number of external or internal.

- mobilephone service has a priority over other call forwarding (with the exception of: when does not respond and the service „I'm here")
- permission for a service enabled by the administrator from the ConfigWEB
- sending SMS notification of incoming calls and missed calls are placed from the ConfigWEB

3.26. Call parking 700



DESCRIPTION OF SERVICE

If an SubA subscriber activates the park function during the conversation with an AbB subscriber, then the SubB will be parked for 3minutes and hear music in their handset.

After hearing the message Service accepted, subscriberA hangs up the handset (uses this service instead of pressing the HOLD button on the phone) or hangs up the phone, and then picks it up to set up another connection (i.e. wants to consult with another agent).

If the SubA subscriber selects #31 without other subscriber parked, then they will come back to the conversation with SubB.

This service enables parking only one subscriber. If the AbA subscriber does not unpark the AbB subscriber during 45 seconds from the time of activating the parking service, then the parked AbB subscriber will send a reminder made of a series of short rings at the AbA's phone. It is possible to unpark the AbB subscriber on another phone.

3.27. Hotel state *82



DESCRIPTION OF SERVICE

Records Hotel status in the conversation buffer after dialling a code on the telephone (max. 16digits). The service informs the hotel software that works with the PBX about the status of a hotel room (e.g. cleaned). The code is defined in the hotel software by the admin.

3.28. Activation of manual operation mode *87/*87*

Activating    

Recall with time parameter        

Deactivating     

DESCRIPTION OF SERVICE

Service for activating the validity of a given PBX mode related to incoming traffic routing. The mode is active until it is manually canceled or until the time specified as a parameter in the activation process.

3.29. Auto Redial *0

    **Subscriber number**

DESCRIPTION OF SERVICE

If the subscriber you are calling is busy, select the service code will cause when it is free (before was a busy signal), you will be notified of the ringing of the phone.

After lifting the handset will automatically select the number of the party you want to get a connection. The service is available only for internal calls. Activity time the service is limited to 90 minutes (three call attempt).

3.30. Send to fax2mail ***

Where X:

X – extension enabled fax2mail

DESCRIPTION OF SERVICE

The service allows you to send a fax to an extension enabled for receiving faxes to its mailbox. Permission for a service enabled by the administrator from the ConfigWEB.

3.31. Sned to voicemail *



Where X:

X – extension enabled voicemail

DESCRIPTION OF SERVICE

The service allows you to leave a voice message for the extension enabled for receiving messages on the mailbox. Permission for a service enabled by the administrator from the ConfigWEB

3.32. Intercom *25



DESCRIPTION OF SERVICE

Intercom service of a selected number with the ability to automatically raise the acoustics on system phones and VoIP. The panel administrator determines the type of communication: one way acoustic or both and assigns the authority to authorize the use of the call service or lock the call on the called number.

3.33. Change of the subscriber's PIN code *55



DESCRIPTION OF SERVICE

Service let to change the subscriber's PIN code. Proceed as announced by the server: enter the valid current PIN code. Then double new PIN code and confirm with the # key. Changing the code is also possible from the WebCTI application level (*Settings->Subscriber->Subscriber PIN* section).

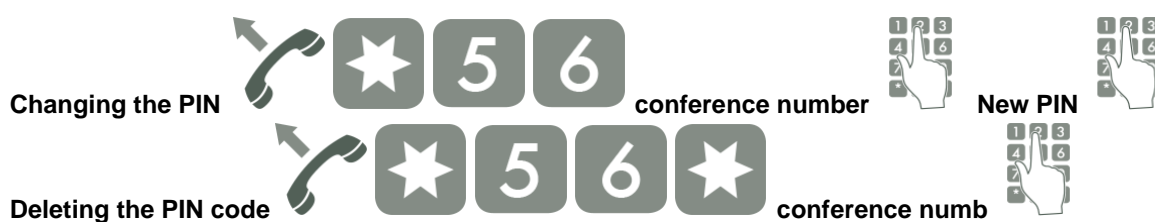
3.34. Three-way connection



DESCRIPTION OF SERVICE

Three-way call service. Subscriber initiator 1 makes a call to another subscriber 2. After establishing connection with subscriber 2, it suspends them and makes a connection with subscriber 3. After establishing connection with the subscriber 3, he suspends them and makes the connection in accordance with the code * 9. At this time, the connection between subscribers 1, 2 and 3 is established.

3.35. Changing conference PIN * 56 / * 56 *



DESCRIPTION OF SERVICE

The conference administrator can change and delete the PIN code from the phone. The service can be called by lifting the handset and dial the string * 56 and conference number, after hearing the announcement enter a new PIN or dial * 56 , in which case we will hear a request for the conference number and then a new PIN code. If you delete your PIN after dialing * 56 * you will hear a request for the conference number. Changing the PIN code during the conference will disconnect all participants.

3.36. Call the person who forwarded* 4



DESCRIPTION OF SERVICE

If someone forwarded a call to our number and we don't even know who, then we can suspend the incoming call, select the code * 4 and we will be redirected to the person who forwarded the call to us. The service remembers the last transferor and we can connect to it many times, also after the transferred connection is completed. Any new call other than * 4 deletes the stored number and the service becomes unavailable.

4. Other features

4.1. Echo test *981



DESCRIPTION OF SERVICE

This service allows you to check your own extensions of the acoustic signal. Echo test service is available for all translations and subscribers.

4.2. Melody test *982



DESCRIPTION OF SERVICE

This service allows you to listen to the melody or MOH. Melody test service is available for all translations and subscribers.

4.3. Tell time *983



DESCRIPTION OF SERVICE

After selecting the service from an extension initiator listens to the current date and time.

4.4. My extension number *984



DESCRIPTION OF SERVICE

After selecting the service initiator listens to information about the configured extension on the phone, which is called a service.