



*Ready,  
get set*

*Vox!*

## *Quick Reference Guide*

*Vox PBX*

*Series 3*

*Series 3 Advanced*

*Document Issue: 1.0*



*Be heard*

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# Introduction to your Vox PBX

## Welcome

The Vox PBX is a very powerful communication system that provides a comprehensive solution for both voice and data needs

This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a standard telephone or the highly featured Operator Console or a Vox PBX DECT handset

This guide helps you quickly get started in using each type of phone

## Operator Console


To get the most from your Vox PBX we recommend you use the Operator Console



# Using your Vox PBX Operator Console

## Phone setup

### Selecting a different ringing tone or display contrast

Press the  key

Press the Scroll down key (↓)

Select ⇒ [Ringing options](#), and select a different ringing tone

Press the Scroll down key (↓) Select ⇒ [Confirm](#)

Select ⇒ [Contrast Options](#), and select your preferred contrast level (1-4)

Select ⇒ [Exit](#)

## Answering and making calls

### Answer a call that is ringing on the Operator Console using the handset

Pick up the handset

### Answer a call that is ringing on the Operator Console using the hands free

Select ⇒ [Answer the call](#) or

Press 

### Making External Calls

Pick up the handset

To select a PSTN Line press Line key 1,2 or Dial 0. Dial the number


To select a VoIP line press Line key 3,4,5 or 6 or Dial 8. Dial the number.

**Note:** For IP lines you must subscribe to VoIP and DSL services

### Making Internal Calls

Select ⇒ [Internal call](#)

Select ⇒ [Stn. no.](#) or

Dial the station number (20-23 for wired, 31 – 34 for DECT) and pick up the handset or press 

# Using your Vox PBX Operator Console

## Transferring calls

**Note:** The following instructions assume you are on a call

### Transfer a call to an internal station

Select ⇒ [Internal Transfer](#)

Select ⇒ [Stn. no.](#) and when the call is answered

Select ⇒ [Transfer](#)

### Transfer a call to an external number

Select ⇒ [External Transfer](#)

Select an available line as indicated by <>

Dial the external number and when the call is answered

Select ⇒ [Transfer](#)

## Deflecting calls

### Deflect a call to another station

**Note:** Deflecting a call to another station assume your station is ringing

Select ⇒ [Deflect The Call](#)

Select ⇒ [Stn. no.](#)

### Deflect an incoming call to the Answering Machine

**Note:** Deflecting a call to the answering machine assume the line is ringing

Select ⇒ [Deflect to voice mail](#)

### Deflect an internal call to your Personal Mailbox

**Note:** Your Personal Mailbox must be activated. It is deactivated by default.

Select ⇒ [Deflect to voice mail](#)

# Using your Vox PBX Operator Console

## Diverting incoming calls- Line Divert

### To divert all calls received on a line

Press the Scroll down key (⏴) until **Incoming Call Diverts** appears on the display

Select ⇒ **Incoming Call Diverts**

Select the Line from the display

Select ⇒ **All Calls**

Select the required station number to divert to, or

Press **Answering Machine** (to divert all calls to the Answering Machine)

### To cancel divert all calls on a line

Select ⇒ **Cancel Incoming Call Diverts**

Select the Line from the display

Select ⇒ **All calls**

## Diverting calls received on a line when your station is busy

Press the scroll down key (⏴) until **Incoming Call Diverts** appears on the display

Select ⇒ **Incoming Call Diverts**

Select the Line from the display

Select ⇒ **Stations Busy**

Dial the required station number to divert to, or

Press **Answering Machine** (to divert all calls to the Answering Machine)

## Diverting calls on a line On No Answer

Press the Scroll down key (⏴) until **Incoming Call Diverts** appears on the display

Select ⇒ **Incoming Call Diverts**

Select the **Line** from the display

Select ⇒ **On No Answer**

# Using your Vox PBX Operator Console

Dial the required station number to divert to, or

Press Answering Machine (to divert all calls to the Answering Machine)

## **Cancel divert a call on no answer**

Press the Scroll down key (⏴) until **Incoming Call Diverts** appears on the display

Select ⇒ **Incoming Call Diverts**

Select the line from the display

Select ⇒ **On No Answer**

## **Diverting Internal Calls**

### **Divert all calls to a station**

Press the Scroll down key (⏴) until **Station Divert** is displayed

Select ⇒ **Station Divert**

Select ⇒ **Divert all calls**

Select the required station number to divert to, or

Press **Divert to Voice mail** (This diverts all calls to the stations Voice Mail box)

### **Cancel divert all calls**

Select ⇒ **Cancel Divert**

### **Diverting calls when your station is busy**

Press the Scroll down key (⏴) until **Station Divert** is displayed

Select ⇒ **Station Divert**

Select ⇒ **Divert when busy**

Select the required station number to divert to, or

Press **Divert to Voice mail** (This diverts all calls to your internal Voice Mailbox)

# Using your Vox PBX Operator Console

## Cancel station divert when busy

Press the Scroll down key (⏴) until **Station Divert** is displayed

Select ⇒ **Station Divert**

Select ⇒ **Divert when busy**

## Diverting calls when your station does not answer

Press the Scroll down key (⏴) until **Station Divert** is displayed

Select ⇒ **Station Divert**

Select ⇒ **On No Answer**

Select the station or

Press **Divert to Voice Mail** (This diverts all calls to the stations Voice Mail box)

## Cancel Divert On No Answer

Press the Scroll down key (⏴) until **Station Divert** is displayed

Select ⇒ **Station Divert**

Select ⇒ **On No Answer**

## Diverting Calls to external numbers

Line divert and station divert can be set up to an external number. In all cases this requires two lines. Proceed as above for Line and Station Diverting

When prompted for the destination number dial 0 (for a PSTN) line or 8 (for a VoIP line) and the target external number

**Note:** For IP lines you must subscribe to VoIP and DSL services

## Answering Machine

**Note:** The Answering Machine is a system wide answering machine, the Voice Mail is for individual stations.



# Using your Vox PBX Operator Console

## Turning the Answering Machine On

Press the Scroll down key (⏴) until [Answering Machine](#) is displayed

Select ⇒ [Answering Machine](#)

## To retrieve messages from the Answering Machine

Select ⇒ [Ans/Machine Messages](#) from the display

Select ⇒ [Answering Machine](#) from the menu

You will be prompted for the password (1111, by default) followed by #

Select ⇒ [Play](#)

## Voice Mail

**Note:** Stations must have a voicebox allocated to access voicemail

## To enter a personal greeting

Press [✉](#), and

Select a station or the Answering Machine from the menu

Enter the Voice Mail password (1111, by default) followed by #

Select ⇒ [Greetings](#)

Follow the text and voice prompts to enter and check your greeting

## Operating your Voice Mail

Diverting On No Answer to the voicemail is automatically set when a voice mail box is allocated to your station.

You may also select any of the other Divert options as required

Press the scroll down key (⏴) until [Extension Divert](#) is displayed

The following Divert Options are available:

⇒ [Divert on No Answer](#)

⇒ [Divert when busy](#)

# Using your Vox PBX Operator Console

## Change your Voice Mail or Answering Machine Password

Press , then

Select an station or the Answering Machine from the menu

Enter the Voice Mail password (1111, by default) followed by #

Press the Scroll down key (⏴)

Select ⇒ [Change Password](#)

Enter your new password (up to 8 digits long - e.g. 11223344)

Select ⇒ [Confirm](#)

## Personal Speed Dials

### Programming a personal speed dial list (names and numbers)

Press , then

Select ⇒ [Personal entries](#)

Select the location you want to program

Enter the required number

Select ⇒ [Confirm](#).

When prompted enter the name

Press 2 once for A, twice for B, three times for C; and so on

Wait for 2 seconds for the screen cursor to move on before entering the next letter

You can enter a maximum of 10 characters (including spaces) On completion of the name

Select ⇒ [Confirm](#)

Press  to finish programming

### To dial a number from your personal speed dial list

Press , then

Select ⇒ [Personal Speed dial](#)

Select the desired location or choose from the list and the number will be dialled

# Using your Vox PBX Operator Console

## System Speed Dials

There are 99 system speed dial numbers, these can be accessed through any station

### Programming your system speed dial list (names and numbers)

Press , then

Press the Scroll Down key (⏴)

Select ⇒ [System Entries](#)

Select the location you want to program (01-99)

Enter the telephone number

Select ⇒ [Confirm](#)

When Prompted enter a name

Press 2 once for A, twice for B, three for C;

Press 3 once for D, twice for E, three times for F and so on

Wait for 2 seconds for the screen cursor to move on before entering the next letter

A maximum of ten characters per name (including spaces) is allowed

On completion of the name

Select ⇒ [Confirm](#)

Press  to finish programming

### To Dial a number from the speed dial list

Press , then

Select ⇒ [System Speed dial](#)

Enter the first letter of the name

Select the entry and the number is automatically dialled

# DECT Phone



## Making Calls using your DECT Phone

### Make an external call

Press  and


Obtain a free Line through dialling 8 for a VoIP line or 0 for a PSTN line, then dial the number

Note: For IP lines you must subscribe to VoIP and ADSL services


## Make an internal call

Press the Internal (INT) Key

Select the station from the display or


Dial the extension number you wish to contact (20-23 corded stations, 31-34 DECT stations) and press  to place the call

## End a call

Press  or place the handset back into its charger

## Answer a call


If the phone is in a charger lift it up to answer the call

If the phone is not in the charger press  to answer the call.

## Transfer external call to a station


Press the INT (RECALL) Key

Dial the station number

Press  to transfer the call

## Handsfree Calls

### If you want to use the speakphone during a call


Press the  call key then select the SPEAKER softkey. You can now hear the caller over the loudspeaker and you can speak using the microphone  
To deactivate press the SPEAKER key again.

## Storing contacts in the private and shared phonebooks

Your phone has a private and a shared phonebook. The information in the private phonebook is stored in your handset. The information in the shared phonebook is stored in the Vox PBX and can be accessed by all phones wired and cordless

# DECT Phone


Press **NAMES** from the DECT display

Press  to select the phonebook you wish to open (PRIVATE or SHARED)

Press OK

Press  to select **ADD ENTRY** and press OK

Enter the name

Press 

Enter the number

**Note:** You must enter the line access code of 8 (VoIP Line) or 0 (PSTN Line) as the first digit in the Private phone book of the DECT handset. You **MUST NOT** enter a line access code for the shared phonebook

Press **SAVE**


## Call a number in your private or shared address book

Press **NAMES** from the DECT display

Press  to select the PRIVATE or SHARED phonebook,


Press OK


Select VIEW


Press  to scroll to the contact or search by letter

Press 

## Call directly from your private Phonebook

Press  and scroll up or down to view your phonebook

Press  to scroll to the contact you wish to call or search by letter

Press 

## Put an external call on hold

When on a call you can place the caller on hold

Press the **RECALL** key (INT)

Replace the handset to continue to use the phone

The call is held for 30 seconds when the telephone is idle

If the telephone is busy, it will ring when the handset is replaced into the base

## **Park an external Call**

Press the **RECALL** key (INT)

Dial 712

Press 

## **Retrieve a call from park**

Press the **RECALL** key (R)

Dial 712

Replace the handset

The parked call is retrieved

## **Diverting Line Calls**

### **Divert all calls on a line**

Dial 792 followed by the line number (1-2 PSTN 3-6 VoIP)


Dial the extension number, or

Dial an external phone number (including the line access code 8 VoIP, or 0 PSTN) followed by #

Press 

### **Cancel line divert all calls**

Dial 792 followed by line number (1-2 PSTN 3-6 VoIP)

Press 

### **Divert Line calls when the answering stations are busy**

Dial 793 followed by the line number (1-2 PSTN 3-6 VoIP)


Dial the extension number, or

Dial an external phone number (including the line access code 8 VoIP, or 0 PSTN) followed by #

Press 

## Cancel line divert on busy

Dial 793 followed by line number (1-2 PSTN 3-6 VoIP)

Press 

## Divert calls when the line is not answered

Dial 794 followed by the line number (1-2 PSTN 3-6 VoIP)

Dial the extension number, or

Dial an external phone number (including the line access code 8 VoIP, or 0 PSTN) followed by #

Press 

## Cancel line divert on no answer

Dial 794 followed by line number (1-2 PSTN 3-6 VoIP)

Press 

## Diverting Internal Calls

### Diverting all calls to your station

Dial 732

Dial the extension number, or

Dial an external phone number (including the line access code 8 VoIP, or 0 PSTN) followed by #

Press 

### Cancel divert all calls

Dial 732

Press 

### Diverting calls when your station is busy

Dial 733

Dial the extension number, or

Dial an external phone number (including the line access code 8 VoIP, or 0 PSTN) followed by #

Press 



# DECT Phone

## Cancel divert all calls

Dial 733

Press 

## DECT warning tones

**Out of range warning:** If you move too far away from the Vox PBX during a call, your DECT phone will sound an alert tone. This signals that you need to move closer to the Vox PBX or the call will be disconnected

**Low Battery Warning:** If your phone battery is low, it will sound an alert tone. Place your DECT phone onto the charging unit as soon as possible, or it could turn off when it is out of battery. Placing the phone into its charger will end the current call

# Standard (Analogue) Phone

## Speed dialling using a standard (Analogue) phone

**Please Note:** When programming your personal speed dial list using a standard phone it is not necessary to enter the Line Access Code (0,8)

### **Programme your personal speed dial list**

Lift the handset or use handsfree if available

Dial 75

Enter the location (01-30) of where you want the number to be stored

### **Dial a number from your personal speed dial list**

Lift the handset or use handsfree if available

Dial 74

Enter the location (01-30) of the number required and the number is automatically dialled

### **Dial a number from the system speed dial list**

Lift the handset or use handsfree if available

Dial the system speed number (401-499)

# Feature Codes

Table of functions for use with your Vox PBX and any standard or DECT telephone

Function	Input Code	Function	Input Code
Call Pick-up	727	Night service (On/Off)	738
Call Waiting Tone Protection	725 (R725)	Page - Feature-phones	716
Conference	R3	Park	R712
Extension - Divert all Calls	732 xx	Pick Up Parked Call	712
Extension Divert on Busy	733 xx	Redial	77
Extension Divert on no answer	734 xx	Redial VoIP Call over line 1	R77
Do not disturb - (set/cancel)	736	Alarm Call	718 (HHMM)
Door Open	731 (R731)	Cancel Alarm Call	718*
Extension Lock change code	714 xxx	Reset Telephone	739
Extension Lock - lock/unlock	713 xxx	Ringback	R5
External Call Hold	R	Room Monitor	798
Follow Me	735 (Password) xx	Saved Number Redial	781-785
Forward Recall	R722	Speed dial - personal numbers	74 (01 - 30)
Outgoing Group 2 (VoIP Line access)	8	Speed Dial - system numbers	401 - 499
Outgoing Group 1 (PSTN Line access)	0	Speed Dial - programming (personal Numbers)	75 (01 - 30)
Line Divert - All Calls	792 (1, 2, 3)	Voice call (to an individual Feature-phone)	715 xx
Line Divert - On Busy	793 (1, 2, 3)	Voice Mailbox number	710
Line Divert - On no Answer	794 (1, 2, 3)	Voice Mail Retrieving	*





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