

MUC1004/2008/2016 Extension

User Guide

Version 1.0

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1. Introduction

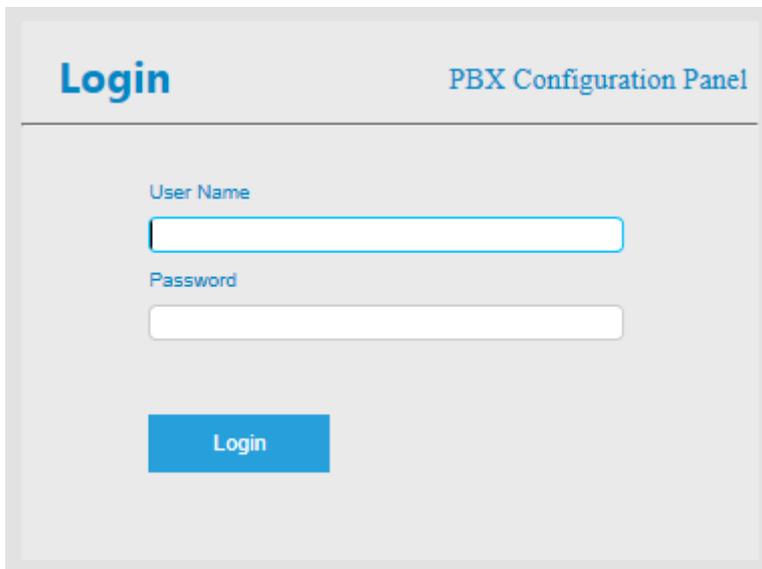
1.1 Overview

This Guide would explain how to configure the “Follow me” settings (in different case such as, “On Unavailable”, or “When Busy”; whether transfer the incoming call to voicemail or other phone number); how to configure Voicemail settings (such as enable/disable voicemail service, set a voicemail password and enable/disable “send the voicemail to an email address as an attachment” service); how to manage the extension’s voicemail and call recordings.

2. Login User WEB interface

From your web browser, Enter IP address of MUC1004/2008/2016 in IE/Google Chrome/Firefox Browser. The default IP of LAN port is 192.168.6.200. and the GUI shows as below:

Figure 2-1-1



The default Username and password to login User Web interface:

User Name: Extension number

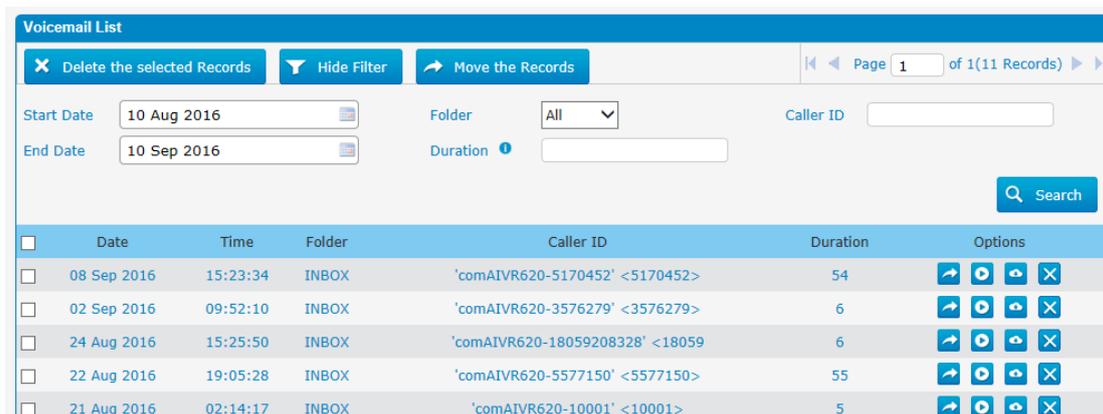
Password: Extension number

Note: If it's unable to log in with default user name and password, please ask the administrator to check if you have the authority to log in, or have the right user name and password.

3. WEB Interface Configuration

3.1 Voicemail List

Figure 3-1-1



<input type="checkbox"/>	Date	Time	Folder	Caller ID	Duration	Options
<input type="checkbox"/>	08 Sep 2016	15:23:34	INBOX	'comAIVR620-5170452' <5170452>	54	Play Delete Download Move
<input type="checkbox"/>	02 Sep 2016	09:52:10	INBOX	'comAIVR620-3576279' <3576279>	6	Play Delete Download Move
<input type="checkbox"/>	24 Aug 2016	15:25:50	INBOX	'comAIVR620-18059208328' <18059	6	Play Delete Download Move
<input type="checkbox"/>	22 Aug 2016	19:05:28	INBOX	'comAIVR620-5577150' <5577150>	55	Play Delete Download Move
<input type="checkbox"/>	21 Aug 2016	02:14:17	INBOX	'comAIVR620-10001' <10001>	5	Play Delete Download Move

In the Voicemail List page, the extension user could play, delete or download the voicemail, or move the voicemail from one folder to the other folder (e.g. New, Old, Family, Work, Friends).

Play the voicemail: Select the voicemail the play and click “Play”. In the “Play” page, the user could control the speed and volume.

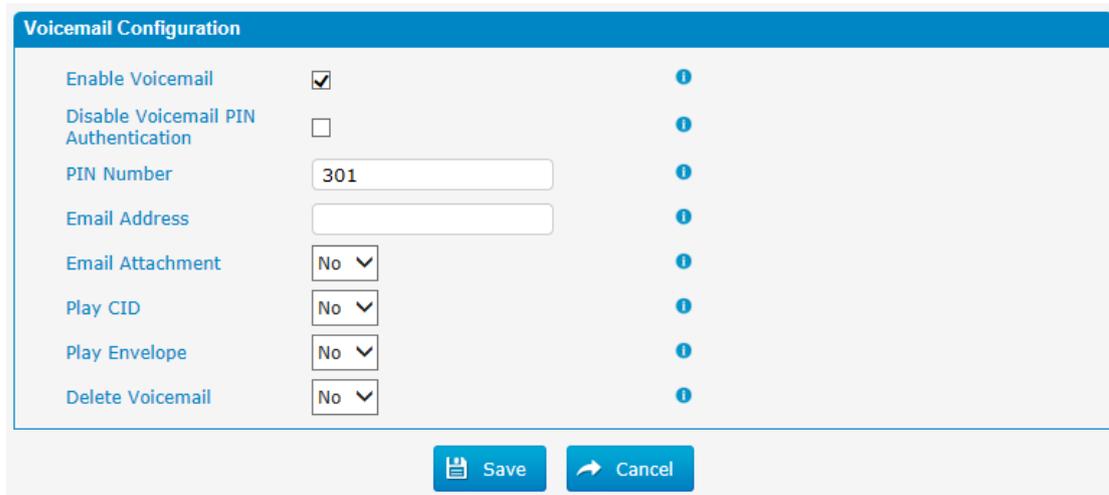
Delete the voicemail: Select the voicemail to delete and click “Delete”, then the selected email would be deleted.

Download the voicemail: Select the voicemail to download and click “download”.

Move the voicemail to another folder: Select the voicemail to move, select the folder to move to (e.g. New, Old, Family, Work, Friends), and then click “move to”.

3.2 Voicemail Settings

Figure 3-2-1



The image shows a 'Voicemail Configuration' form with the following fields and controls:

Field Name	Control	Value	Info Icon
Enable Voicemail	Checkbox	Checked	Yes
Disable Voicemail PIN Authentication	Checkbox	Unchecked	Yes
PIN Number	Text Input	301	Yes
Email Address	Text Input		Yes
Email Attachment	Dropdown	No	Yes
Play CID	Dropdown	No	Yes
Play Envelope	Dropdown	No	Yes
Delete Voicemail	Dropdown	No	Yes

At the bottom of the form are two buttons: 'Save' and 'Cancel'.

•Enable Voicemail

Check this box if the user should have a voicemail account.

•Voicemail Access PIN

Voicemail Password for this extension, e.g. "601".

•Email Address

This option defines whether or not voicemails/Fax is sent to the Email address as an attachment.

Note: Please ensure that all voicemail settings are properly configured on the System

•Email Attachment

Attach Voicemail's sound file to email

•Play CID

Read back caller's telephone number prior to playing the incoming message

•Play Envelope

Envelope controls whether or nor the Voicemail system will play the message envelope (date/time) before playing the voicemail message.

3.3 Extension Call Detail Records

Figure 3-3-1

CDR Report									
Show Filter		Download the records		Page 1 of 5 (88 Records)					
Date	Source	Destination	Src. Trunk	Account Code	Dst. Trunk	Call Direction	Status	Duration	Billing Duration
2016-09-09 09:06:22	301	306				Internal	ANSWERED	12s	10s
2016-09-08 15:54:18	301	910086			pstn3	Outbound	ANSWERED	6s	3s
2016-09-08 15:52:15	301	910086			pstn3	Outbound	ANSWERED	8s	5s
2016-09-08 15:48:21	301	910086			pstn3	Outbound	ANSWERED	10s	8s
2016-09-08 15:47:10	301	910086			pstn3	Outbound	ANSWERED	6s	3s
2016-09-08 15:45:26	301	910086			pstn3	Outbound	ANSWERED	4s	2s
2016-09-08 15:44:24	301	*99				Internal	ANSWERED	9s	9s
2016-09-08 15:22:35	5170452	301	pstn3			Inbound	ANSWERED	119s(1m 59s)	117s(1m 57s)
2016-09-08 15:04:54	301	910086			pstn3	Outbound	ANSWERED	6s	4s

The call log captures all the extension call details, including call time, caller number, callee number, call type, call duration, etc. the extension user can search and filter call data by call date, caller/callee, trunk, duration, billing duration, status, or communication type.

3.4 Monitoring

Figure 3-4-1

Monitoring					
Delete the selected Records		Show Filter		Page 1 of 1(1 Records)	
<input type="checkbox"/>	Date	Time	Destination	Duration	Options
<input type="checkbox"/>	12 Sep 2016	11:02:52	310	73	  

When an extension is talking by a call and dial '*1' to record the call, the extension user can play, delete and download the recording files.

Feature Codes			
		Use Default?	Feature Status
General			
Call Pickup	*8	<input checked="" type="checkbox"/>	Enable
Call Trace	*69	<input checked="" type="checkbox"/>	Enable
Directed Call Pickup	*08	<input checked="" type="checkbox"/>	Enable
Attended Transfer	*2	<input checked="" type="checkbox"/>	Enable
Blind Transfer	##	<input checked="" type="checkbox"/>	Enable
One Touch Record	*1	<input checked="" type="checkbox"/>	Enable

3.5 Auto Recordings

Figure 3-5-1



	Date	Source	Destination	Trunk	Call Direction	Duration	Message
<input type="checkbox"/>	2016-09-10 17:54:21	105	102		Internal	14s	  

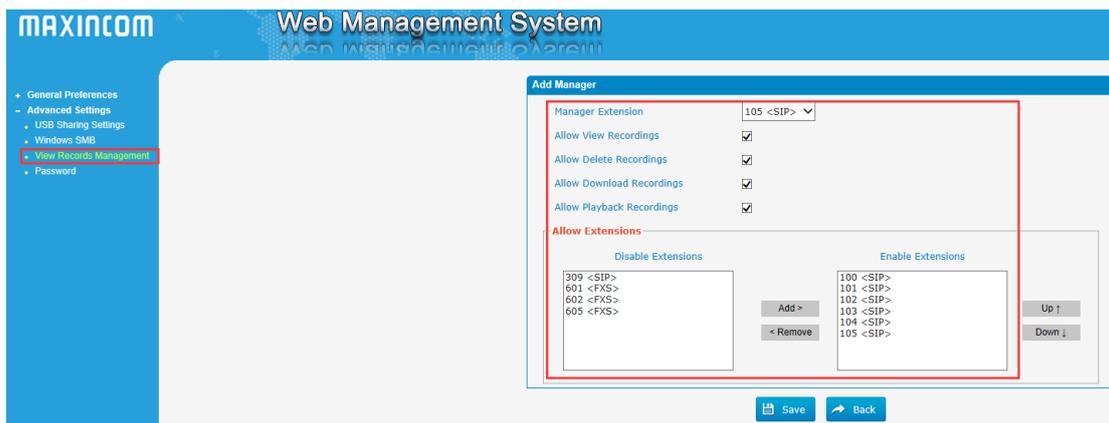
In the Auto Recordings page, the user could play, delete and download the recording files.

Play the recording: Select the recording the play and click “Play”. In the “Play” page, the user could play the recording.

Delete the recording: Select the recording to delete and click “Delete”, then the selected Recording would be deleted.

Download the recording: Select the recording to download and click “download”.

Note: You need to add the extension’s authority to view records on the Call Recording System configuration



MAXINCOM Web Management System

Add Manager

Manager Extension: 105 <SIP>

Allow View Recordings:

Allow Delete Recordings:

Allow Download Recordings:

Allow Playback Recordings:

Allow Extensions

Disable Extensions: 309 <SIP>, 601 <FXS>, 602 <FXS>, 603 <FXS>

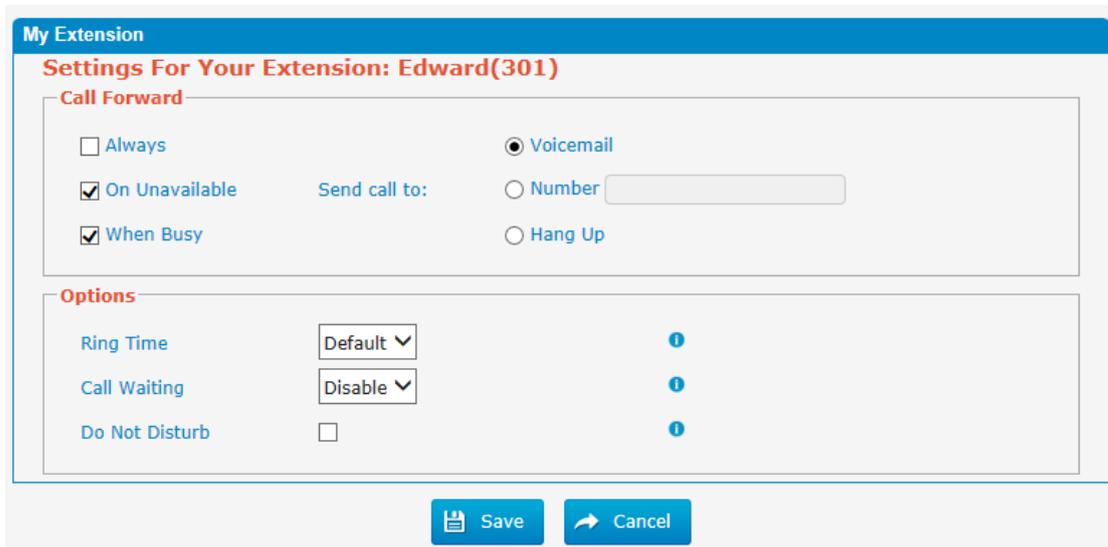
Enable Extensions: 100 <SIP>, 101 <SIP>, 102 <SIP>, 103 <SIP>, 104 <SIP>, 105 <SIP>

Buttons: Add >, < Remove, Up ↑, Down ↓

Buttons: Save, Back

3.6 My Extension Settings

Figure 3-6-1



Enable **Always** checkbox selection activates the unconditional call forwarding service on the current extension. The **Transfer To** displays the destinations where the incoming call from a particular caller should be unconditionally forwarded to.

- Transfer To** choose voicemail, the incoming call will be unconditionally forwarded to voicemail.
- Transfer To** choose Number, the incoming call will be unconditionally forwarded to other extension, PSTN or mobile phone number.

Note: When saving the **Always Follow Me** configuration, the Ring Group and Call Queue services will be disabled.

On Unavailable Follow Me is a service of MUCXXXX that allows the automatic transfer of incoming calls to varying other destinations when the called extension is unable to pick up the call. On Unavailable timeout is configured as the **Ring Time**.

Enable **On Unavailable** checkbox selection activates On Unavailable call forwarding service on the current extension. The **Transfer To** displayed the destinations where the incoming call from a particular caller should be forwarded to if the called extension is unable to answer the call.

When Busy Follow Me is a service of MUCXXXX that allows the automatic transfer of incoming calls to varying other destinations when the called extension is busy with another call.

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

The **Transfer To** displayed the destinations where the incoming call from a particular caller should be forwarded to when the called extension is busy.

Ring Time is used to define the ringing time of the extension. If the ringing time exceed the configured time, the extension would stop ringing.

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 MUCXXXX user when the call arrives. To switch between the current call and the new incoming call use the appropriate calling code.

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

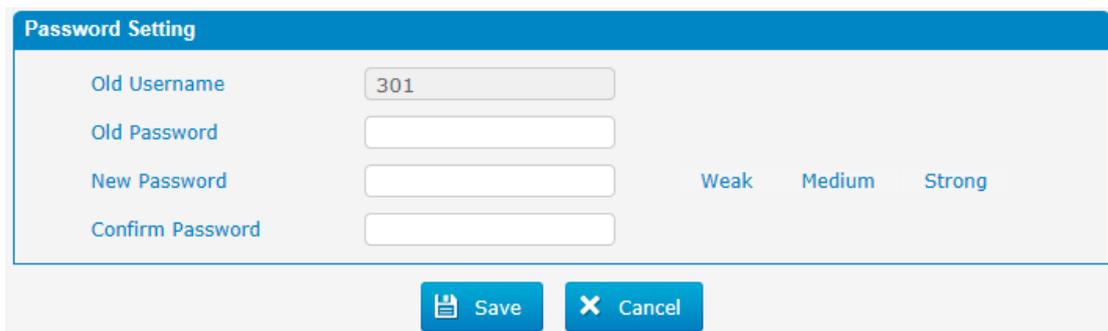
Note: If the Call Waiting service is enabled, the Busy Call Forwarding service would be disabled automatically.

Do Not Disturb service is used to turn off the phone bell. If it's enabled, incoming callers will be routed to the voicemail box (if enabled); otherwise they will be disconnected automatically.

3.7 Password Setting

You can change the password of the account "extension user" here.

Figure 3-7-1



The screenshot shows a web form titled "Password Setting". It contains four input fields: "Old Username" with the value "301", "Old Password", "New Password", and "Confirm Password". To the right of the "New Password" field, there are three radio buttons labeled "Weak", "Medium", and "Strong". At the bottom of the form, there are two buttons: "Save" and "Cancel".