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IPitomy PBX Manual Introduction

About the IPitomy IP PBX

The IPitomy IP PBX is a powerful business communications platform. It is a pure IP PBX designed to use IP networks for voice calls. Engineered to support from 10 to 500 users, the system will work with analog lines and T1 /PRI lines for traditional Public Switched Telephone Network (PSTN) connectivity. In addition to traditional telephone lines, the IPitomy IP PBX can use VoIP SIP Trunks, replacing traditional PSTN lines with a broadband telephone service.

Benefits of VoIP Technology

The IPitomy IP PBX can support any or all of these connectivity methods simultaneously or in any combination. Customers not quite ready to depend on VoIP providers for all of their business communications can start at their own pace and gain a comfort level, shifting to VoIP broadband providers at their own pace.

Benefits of VoIP technology include:

- **One Wiring System:** The system uses a single wiring system for telephones and data?all data and voice are on Local Area Network (LAN) Category 5 wiring.
- **Web-based Administration:** System administration is performed on the network through a Web-based administration program. The Web-Based Administration can be used locally or remotely from anywhere.
- **Remote Users:** When calls are routed over the Internet, long distance charges can be avoided. In businesses with remote workers, these employees can stay logged into the office through a broadband connection at all times without incurring any additional charges. Remote users have all of the features of the local users. Remote users can be included in any ring groups, ACD (Automatic Call Distribution) Queues and other call routing schemes.
- **Centralized System Features:** Every extension that is logged into the system is capable of receiving and originating calls. The use of system features such as voicemail, automated attendant and email are all centralized simplifying all support and maintenance.
- **Reduced Costs:** VoIP system users can reduce cost in many areas of a business. VoIP telephony lowers the cost of support and maintenance costs, as well as, reducing telephony line costs by up to 50%.
- **Simplifies Administration:** Moves, additions and changes are simple. The IPitomy IP PBX provides enhanced capabilities for users to make changes without incurring a service call.

- **Investment Protection:** VoIP, and in particular, Session Initiation Protocol (SIP)-based VoIP products offer investment protection. The industry is rapidly moving toward Internet Protocol (IP) communications technologies. Older digital and analog technologies are becoming obsolete and are being replaced with IP-based products that will be around for a long time.

IPitomy IP PBX Features

Understanding the IPitomy IP PBX's architecture and how it works will make installing the system simple.

The IPitomy IP PBX is an all-in-one business communications system. This powerful system includes a complete suite of business communication applications in one appliance:

- Fully-featured Business Phone System
- Automated Attendant and Interactive Voice Response (IVR)
- Enhanced Call Distribution
- Enhanced Voice Messaging System with Unified Messaging
- Meet-me Conference Application
- Built-in Music on Hold
- Call Queuing for Inbound Calls
- Find Me/Follow Me
- Remote Extensions
- Browser-based Administration
- Branch Offices
- Automatic Call Distribution (ACD)
- Call Recording
- Advanced Inbound Routing

The IPitomy IP PBX's administration menus are a series of Web pages accessible from a Web browser. To the left of the Menu is a navigation bar that allows users to click on and administer each section of the system. Administration of the IPitomy IP PBX is simple and intuitive. The system is designed with six primary areas of functionality:

- **System:** System setup consists of network configuration settings.
- **Providers:** Providers are sources of PSTN and VoIP connectivity. Providers are the lines that handle all incoming and outgoing calls. All VoIP and traditional telephone providers are setup here. DID numbers are also entered here.
- **Destinations:** Destinations are places where calls are routed in the system: extensions, groups of extensions, automated attendants, conferences, and voicemail.
- **Call Routing:** These settings route inbound calls to specific destinations within the system, and send outbound calls over specific local, long distance, international, and emergency routes.
- **PBX Setup:** These settings globally configure PBX timers, voice messaging, and other system features.
- **Reporting:** These reports display system usage, monitor activity, and provide diagnostic information.
- **Diagnostics:** Additional diagnostic and testing options.

Feature	Description
Extensions	

Extensions are telephones. A telephone can be an IP (SIP) telephone or a Softphone. Calls are routed to an extension where people answer them. In the IPitomy IP PBX, an extension can be located in an office or outside the office where a broadband connection is used.

Groups

Groups are a set of extensions. Once a group is created, extensions can be designated as members of the group. This is accomplished by selecting group members from a drop- down list. Calls can be routed to groups via inbound routing.

To create an automated attendant use the system's Menus feature. The Menus feature allows you to route calls to a destination in the system like a group, extension or another menu.

Menus
(Automated
Attendant)

Call Destinations are selected from a drop-down list for each corresponding key-pad digit a caller must select to get to their chosen destination. A Menu must have a Menu Prompt. This is a recording that identifies for callers the destinations they may choose. For example, a Menu Prompt might offer callers the option to press '1' for Sales, '2' for Accounts Receivable or other digits for another department.

Menu
Management

New in version: 3.4.1 is Menu Management. This feature allows the user to administer the Menu (Auto Attendant) remotely using just a telephone (with DTMF dial capability).

Voicemail and
Unified
Messaging

When an extension is created, a voicemail box for that extension is also created. A voicemail box allows a caller to leave a message if a person is not available at the extension. When dialing into a mailbox for the first time, a user should record their name and a mailbox greeting. The name is used in the company's dial-by-name directory when selected from the auto attendant (Menus). The greeting is played when they are not available to take a call and a caller reaches their mailbox.

If an email address is included in the Extension page, you can configure Unified Messaging and a copy of the voicemail message will be emailed as a .Wav file to the users email account. This message can then be listened to on a PC.

Directory

The system has a dial-by-name directory. This option may be part of the automated-attendant. When this option is selected, a caller dials the first three letters of the last / first name of the party they would like to reach. Names that match these three letters are played and the caller selects the extension to which they want to be transferred. Names are stated in the directory as they have been recorded by users in their voicemail box, and spelt out if they have not recorded their name.

Direct Inward
Dialing (DID)
Numbers

A Direct Inward Dialed (DID) number is a telephone number assigned by a service provider (i.e., T1 line, PRI or VoIP). DIDs allow direct routing of a call to a destination within the system. You can route to any destination available on the PBX.

Conferencing
(Meet Me)

A Meet-me Conference is an extension on the system used for conference calls. Participants can access a conference by dialing the designated Meet-me Conference extension. Routing callers to a Meet-me Conference can be accomplished by using a DID, a menu, or simply transferring callers to the conference extension.

Follow-Me

This feature allows the PBX to try and find users who are not at their desk. It can be configured to call their cell phones, house phones, or other extensions in the PBX. Once answered, the user can accept the call, or refuse it. Unhandled calls return to the PBX to leave a message at the original extension's voicemail.

Forwarding
Gateway

Mobility has become a part of everyday life for most people. System users need to be able to take calls anywhere. The IPitomy IP PBX has the ability to forward calls. Users can turn call forwarding 'on' and 'off' while in the office or away from the office by using a touch-tone

key pad. This is set up in the edit Extensions page, but can be modified from any phone, including a cell phone. Modifying forward settings remotely requires the automated attendant (Menus) option to be programmed.

This feature works using the same methods as FollowMe, but pertains to voicemail messages. When configured, if an extension gets a new voicemail, you will be able to send the voicemail message to a variety of numbers (Destinations), define the order in which to send the message and can be set to make the system to notify you that a new message was received. Additionally, you can add or remove extensions to the list of recipients when a broadcast message is sent.

Cascading
Message
Notification

Using either a Menu or a DID, users can call in from any telephone and check messages. The voicemail gateway allows users to dial a pre-defined digit from a touch- tone key pad on any phone to retrieve their messages.

Voicemail
Gateway

Branch offices can be created to allow multiple PBXs to route calls to each other. Branch office extensions can be transferred to, placed in ring groups, or selected as menu destinations.

Branch Offices

A licensed feature that allows you to set up for automatic recording of calls, inbound via Ring Groups or outbound via Outbound Routes.

Call Recording

A licensed feature that allows for calls to be routed inbound based on a number of options, including inbound CID or digits entered at a prompt.

Advanced
Inbound Routing

Table 1IP PBX Features