

Music File Format

MOH and Prompt

For best performance format music files as:

Wave ("http://wiki.ipitomy.com.wav" http://wiki.ipitomy.com), PCM-Signed, 16-bit, 16000Hz (or greater, 44100 worked well too), 256kbps (or greater, 1411kbps worked well too), Mono (The lower the Hz the smaller the file.)

Upload Custom Ring Tones

You can send and store a music file on the IPitomy HD phone for playback during ringing. To do so the file **MUST** be formatted properly. IPitomy does not recommend doing this because it requires the phone to no longer pair to the PBX for its config file, and because its difficult to find a file that fits the parameters.

File Format

Wave file (*.wav), 711-aLaw, 8KHz, 64kbps, Mono, and less than 300kb size, file name should be small (mine is 8-characters)

Upload File

- Once the file is created (I like Goldwave Audio Editing software.) Load it onto the telephone:
 1. Open browser
 2. Navigate to the phone IP (this operation cannot be done from the PBX)
 3. Navigate to Phone Maintenance / Auto Provisioning
 4. Uncheck the box at Auto Download Config File (this will keep the PBX from loading setting that don't include your loaded file)
 5. Click Submit
 6. Navigate to Audio
 7. Click the Browse button
 8. locate your wav file on your PC and select it (Windows/MAC, command)
 9. Click Upload
 10. If it doesn't succeed, fix the problem.
 11. Navigate to Audio (again)
 12. Under Audio / Ring / Ring Type select the file which should appear in the list
 13. Click Submit
 14. Call the phone - it should play your file as ring tone

Port Forwarding

The following table outlines the port forwarding information in the router that maps public IP addresses to internal IP addresses. Port forwarding must be configured to utilize features such as remote phones, SIP Providers, remote administration and branch office. IPitomy port forwarding requirements are specified below. Note you should only forward ports you intend to use.

Remote Phones

SIP + RTP

Web Access to PBX (do not forward without changing password)

HTTP/HTTPS

Branch Office Networking

IAX2

Text Messaging

XMPP

Tech Support Access

SSH - you should always forward this before you contact Technical Support

Application	Port	Protocol	Transport Protocol	LAN IP Address
Remote Management	80	HTTP	TCP	IP Address of PBX
Secure Remote Management	443	HTTPS	TCP	IP Address of PBX
SSH (IPitomy Support)	22	SSH	TCP	IP Address of PBX
SIP Control	5060	SIP	UDP	IP Address of PBX
SIP RTP (Voice)	10000 - 20000	RTP	UDP + TCP	IP Address of PBX
Chat (Text Messaging)	5222	XMPP	TCP	IP Address of PBX
Branch Office	4569	IAX2	UDP + TCP	IP Address of PBX

Note that when you are configuring a port forward in your router, that many routers let you specify an external and internal port. The internal port numbers that are forwarded to the PBX must match the numbers from the table above. However, for SSH, HTTP, or HTTPS you may use any external port number that is available in your router.

Feature Codes

The numbering plan of the IPitomy IP PBX is almost completely open to customization. This is a list of codes that are required when feature buttons are not programmed to accomplish the operation.

Code	Then Enter	Function Description	Notes
8 + Ext		Whisper	
9 + Ext		Listen	
3* + Ext		Invoke Follow-Me for Ext	Dials the Extension's Follow-me destination(s)
4* + Ext		Call VMBox Cascading List	Use to test Cascading Notification List operation
99		Group Call Pickup	n/a
99 + Ext		Directed Call Pickup	n/a
923	Mailbox password	Access your VMB	(when no button is available)
924	Mailbox# password#	Access a VMB from any extension	Use from someone else's phone
926	wait for prompt... first letters of person's name	Company Directory	Access Company Directory
**+ Ext		Group Page or Extension Page	Multicast Paging impacts network traffic less. Note multicast paging is configured by multicast ext # and does not use **.
* + Ext		Transfer to this extension's VMB	Direct to VM Transfer

Forwarding Feature Codes

Code	Suffix	Function Description	Notes
*91		PBX Call Forward	Use to Enable or Access PBX-CFWD
*92		PBX CFWD Destination	Use to input FWD destination
*90		PBX Call Forward Disable	Use to Disable PBX-CFWD

Day Night Mode Feature Codes

Code	Then Enter	Function Description	Notes
*0	n/a	Go to Schedule Mode	n/a
*1	n/a	Go to Day Mode	n/a
*2	n/a	Go to Night Mode	Ext must be assigned Operator "http://wiki.ipitomy.comY"http://wiki.ipitomy.com
Press Day/Night button	0	Go to Schedule Mode	Ext must be assigned Operator "http://wiki.ipitomy.comY"http://wiki.ipitomy.com
Press Day/Night button	1	Go to Day Mode	Ext must be assigned Operator "http://wiki.ipitomy.comY"http://wiki.ipitomy.com
Press Day/Night button	2	Go to Night Mode	Ext must be assigned Operator "http://wiki.ipitomy.comY"http://wiki.ipitomy.com

Active Call Feature Codes

Code	Then Enter	Function Description	Notes
#*	Ext Number + #	Attended transfer	Allows you to announce the call
##	Ext Number + #	Blind transfer	Just transfer the call.
*#		Call Record	Press again to stop recording. Recordings end up in your voicemail box work folder.

ACD Feature Codes

Code	Suffix	Function Description	Notes
0*		Pause Phone in Queues	Use instead of "http://wiki.ipitomy.comPause"http://wiki.ipitomy.com button (ABC+extno). Only works if phone extension is a group member and only works on group calls.
1*		UnPause Phone in Queues	Use instead of "http://wiki.ipitomy.comPause"http://wiki.ipitomy.com button (ABC+extno). Only works if phone extension is a group member and only works on group calls.
0* + Agent	Agent Number	Pause Agent	Doesn't pause phone

Number			
1* + Agent Number	Agent Number	UnPause Agent	Doesn't UnPause phone
2*		Agent LogIn	PBX SW Ver 4.6.1 and greater, previously Agent Number is required
2* + Ext		Log Agent In at Ext	
3*		Agent LogOut	PBX SW Ver 4.6.1 and greater, previously "http://wiki.ipitomy.comone-shot login"http://wiki.ipitomy.com

Conference Feature Codes

Code	Function	Description
*	ConfRm Feature Menu	Accesses the features available while in conference
*1	Mute/UnMute	
*2	Lock/UnLock	Only available to the Conference Administrator
*3	Eject Last User	Only Available to the Conference Administrator
*4	Decrease Conference Volume	
*6	Increase Conference Volume	
*7	Decrease User Volume	
*9	Increase User Volume	
*8	Exit Menu	

NOTE: Volume adjustments are incremental, so for anything more than a single level of adjustment it's best to access the conference feature menu by dialing a single * then using the volume adjustments within the menu. Since * is a special key in a Conference bridge, you cannot record a call by dialing *# from within the Conference. Here are two methods that can be used to accommodate an end users desire to record their Conference bridge calls.

- Call Manager/QManager
 - ◆ Using the record feature in Q/Call Manager is a quick and easy way to record a call you are on in the Conference Bridge as it uses a different means to record.
- Creating a Three-Way Call to another phone
 - ◆ Start by making a call from your Conference phone to another phone in the office. Once answered, start a 3-Way Call from the Conference phone into the Conference Bridge. Once all parties are connected, go to that 'other phone' and dial *#. This will result in the entire Conference call being recorded.