

justINA User Guide



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- ◆ This document is used for IT person of a company. It only used for some configuration, if you need any further help, please connect us by email 3rdline@equinet.com, or call us on 400-998-7601.

1. Login justINA

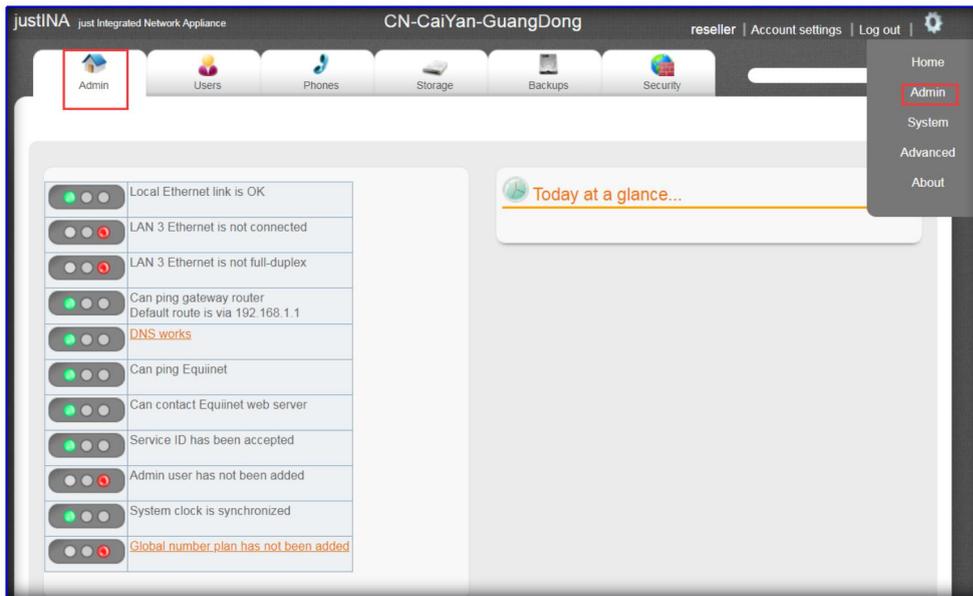
- ◆ Enter <https://192.168.1.100> (justINA's IP address , it' s an example) in browser, the default administrator username and password is : admin / eqpassword (please contact Equinet support team 400-998-7601 for any questions).
- ◆ Note: justINA IP address may be different in your network, please contact Equinet support team for correct IP address.



2. Configure justINA

2.1. Check network status

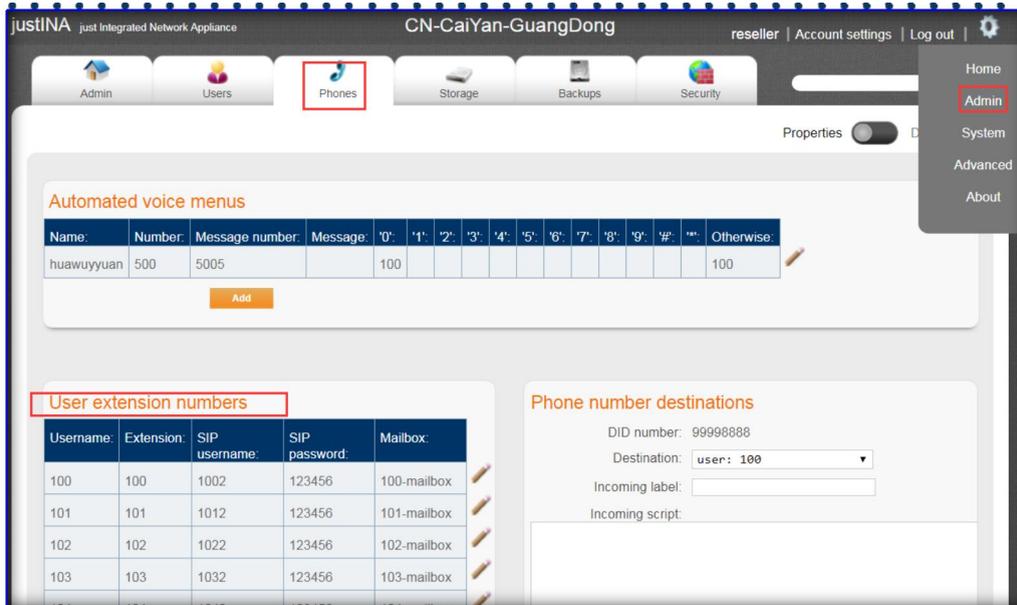
- ◆ Cog->Admin ->Admin



- ◆ Usually the WAN port is not configured, the light of the WAN port here is red, and the other lights are always bright green to prove that the network is ok.

2.2. Change SIP password

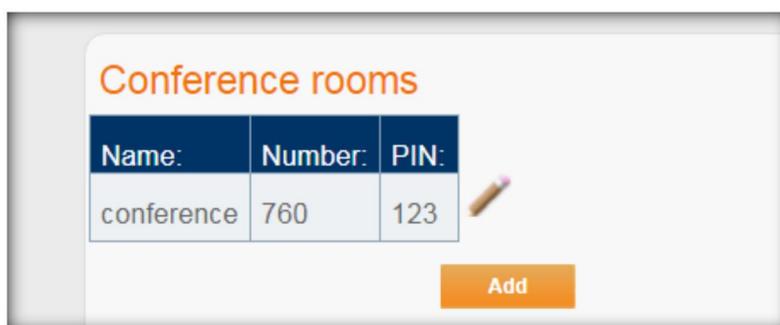
- ◆ Cog->Admin->Phones->Users extension numbers.
- ◆ Click the pencil icon to change SIP password for one extension.



- ◆ The default SIP password is relatively complex, which is conducive to the security of the account and is not recommended to be modified by the administrator.
- ◆ If the administrator wants to change, it is highly recommended that the administrator modifies it to be more complex, not using password combined with number , capital letter, symbol etc.

2.3. Create Conference Room

- ◆ Cog->Admin->Phones->Conference Rooms
- ◆ Click Add to add one conference room.



- ◆ Click pencil icon to edit this conference room.

Conference rooms

conference

Name: *

Number: *

PIN:

Delete

2.4. Configure call forwarding

(1) Prepare forwarding number

- ◆ Cog->Admin->Users->User alternative phone numbers

User alternative phone numbers

Username:	Cell (alt.1):	Home (alt.2):	Alternative 3:	Forward incoming caller-ID:	
100				No	
8000	8002			No	
8001	13764269174			No	
8002	303	300		No	
8003	8002			No	
8004				No	
8005				No	
8006				No	
8007	8006			No	
8008				No	

User alternative phone numbers

100

Username: 100

Cell (alt.1):

Home (alt.2):

Alternative 3:

Forward incoming caller-ID:

- Note: The alternative number can be either a cell phone number or an extension number. There can be three alternative numbers.

(2) Configure forward path

- Cog->Admin->Users->User personal call forward path.

User personal call forward path

Username	Divert all calls to:	Hot desk phone:	SIP phone:	Cell (alt.1):	Home (alt.2):	Alternative 3:	Wait for:	Hot desk phone:	SIP phone:	Cell (alt.1):	Home (alt.2):	Alternative 3:	Wait for:	On no answer, divert to:	If busy, divert to:	Extended absence:
100	0	Yes	No	No	No	No	20 seconds	No	Yes	No	No	No	20 seconds	100-mailbox		
8000	0	Yes	No	No	No	No	20 seconds	No	Yes	No	No	No	20 seconds	ceshipag	8000-mailbox	

- Try first: Cell (alt.1)

User personal call forward path

100

Username: 100

If you want to have all your calls sent to a specific destination instead of trying to locate you by following the normal rules below, you can select a destination from the dropdown menu.

Divert all calls to:

- With the above configuration, all calls to extension 100 will be transferred to the alt1 which already set to be 802, extension 100 won't ring.

2.5. Configure Follow Me

(1) Prepare forwarding number

- ◆ Cog->Admin->Users->User alternative phone numbers

User alternative phone numbers

Username:	Cell (alt.1):	Home (alt.2):	Alternative 3:	Forward incoming caller-ID:
100				No
8000	8002			No
8001	13764269174			No
8002	303	300		No
8003	8002			No
8004				No
8005				No
8006				No
8007	8006			No
8008				No

User alternative phone numbers

100

Username: 100

Cell (alt.1):

Home (alt.2):

Alternative 3:

Forward incoming caller-ID:

- ◆ Note: The alternative number can be either a cell phone number or an extension number. There can be three numbers.

(2) Configure forward path

- ◆ Cog->Admin->Users->User personal call forward path

User personal call forward path

Username:	Divert all calls to:	Hot desk phone:	SIP phone:	Cell (alt.1):	Home (alt.2):	Alternative 3:	Wait for:	Hot desk phone:	SIP phone:	Cell (alt.1):	Home (alt.2):	Alternative 3:	Wait for:	On no answer, divert to:	If busy, divert to:	Extended absence:
100	0	Yes	No	No	No	No	20 seconds	No	Yes	No	No	No	20 seconds	100-mailbox		
8000	0	Yes	No	No	No	No	20 seconds	No	Yes	No	No	No	20 seconds	ceshipag	8000-mailbox	

- ◆ Try first: SIP phone
- ◆ Then try: cell(alt.1)
- ◆ If configured in this way, when the customer calls in and looks for the 100 extension, if the 100 SIP machine is not answered, the alternative1 will ring automatically after 20s.

User personal call forward path

100

Username: 100

If you want to have all your calls sent to a specific destination instead of trying to locate you by following the normal rules below, you can set a temporary divert here:

Divert all calls to:

OR

Try first:

Hot desk phone:

SIP phone:

Cell (alt.1):

Home (alt.2):

Alternative 3:

Wait for:

Then try:

Hot desk phone:

SIP phone:

Cell (alt.1):

Home (alt.2):

Alternative 3:

Wait for:

If I don't take the call:

On no answer, divert to:

If busy, divert to:

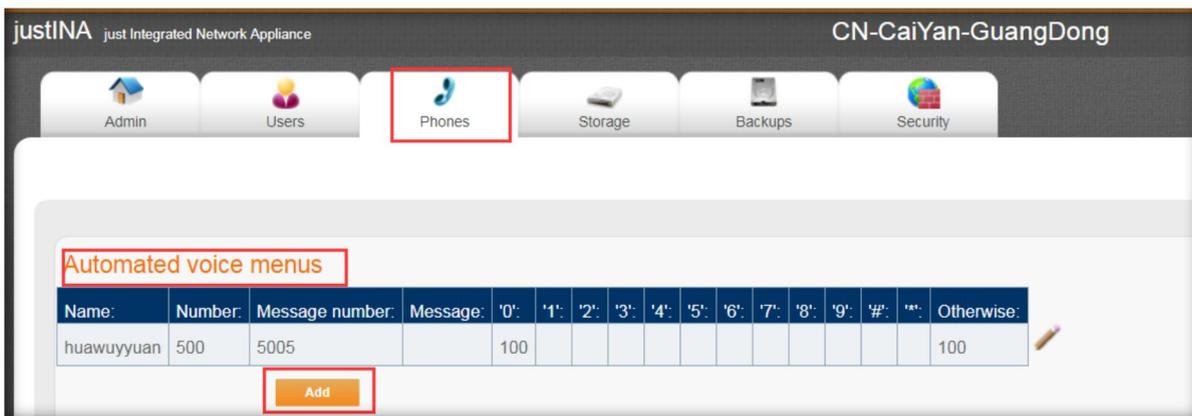
Extended absence:

- ◆ Note: The alternative number can be either a cell phone number or an extension number. There can be three numbers.

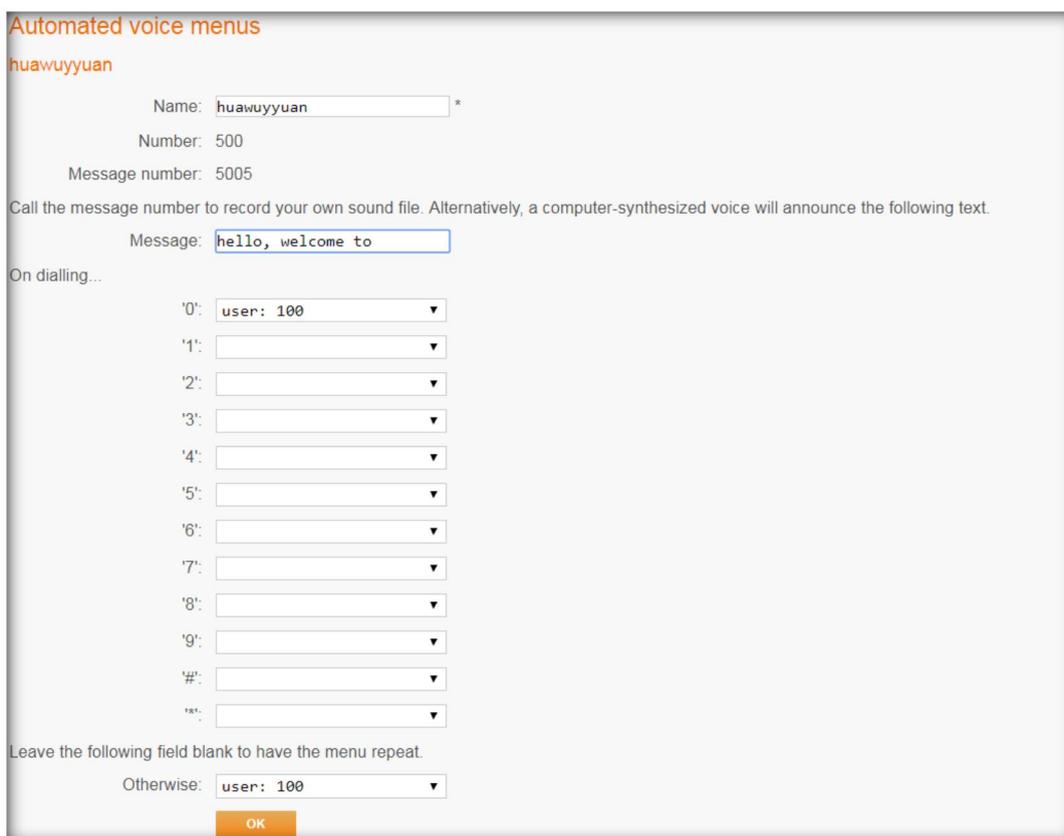
2.6. justINA IVR voice

(1) Configure IVR voice manually

- ◆ Cog->Admin->Phones->Automates voice menu
- ◆ Click Add to add one new voice menu.



- ◆ You can edit the “Message number” yourself. After that, the system can read out the message for you by machine language. Note: English only, doesn’t support Mandarin so far.



(2) Recording IVR voice manually or you upload IVR voice file after clicking “OK” .

- Voice recording can be done on an IP phone who is registered in justINA. It is recommended to use IP phones for recording, because IP Phone has HD voice.
- justINA has Automated voice menus as bellow and the Message number is 5005.

Automated voice menus

Name:	Number:	Message number:	Message:	'0':	'1':	'2':	'3':	'4':	'5':	'6':	'7':	'8':	'9':	'#':	'*':	Otherwise:
huawuyyuan	500	5005		100												100

[Add](#)

- When the user dials 5005 on the IP phone, he/she will be prompted about recording voice menu;
- Press 2 to start recording the voice, and press # to end the voice after finishing record;
- The user will then hear audio prompts such as playing back the voice, rerecording the voice, saving the voice and giving up the voice. The user can save the voice by pressing 4. After recording, the user can normally use the voice as IVR.

(3) Uploading IVR voice file manually

- After configuring "Automated voice menus" ,you can uploading IVR voice files manually.

Automated voice menus

test



Changes saved.

Upload PBX message sound file
[Next](#)

Upload PBX message sound file

test-message

Select sound file (on your computer):

Choose File

No file chosen

OK

Cancel

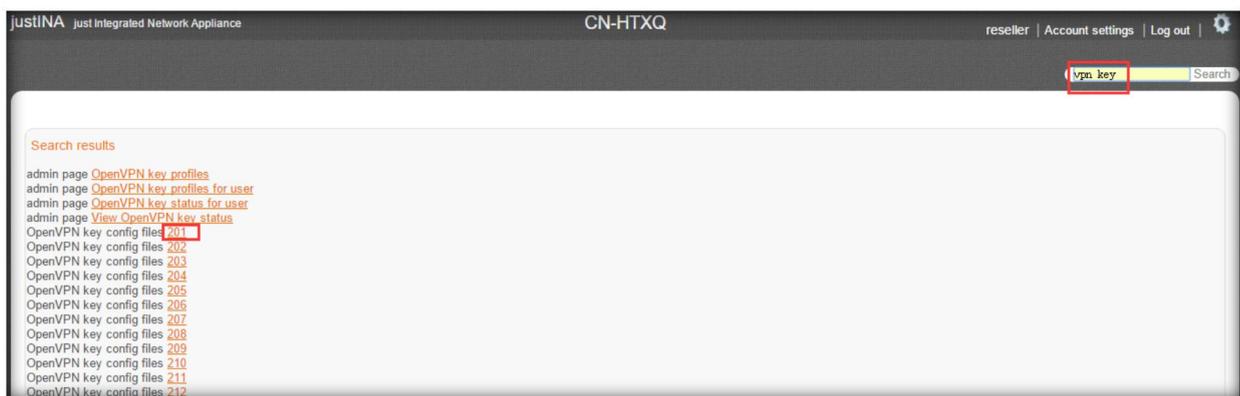
Note: About voice file type, it can be mp3 or wav.

2.7. Download VPN key

- ◆ Assumption: justINA has configured the VPN key and the system has generated the VPN key.
- ◆ There are two ways to download VPN key, and users can download it as they like:

(1) direct search and download

- ◆ Enter "vpn key" in the search bar and click "Search" .

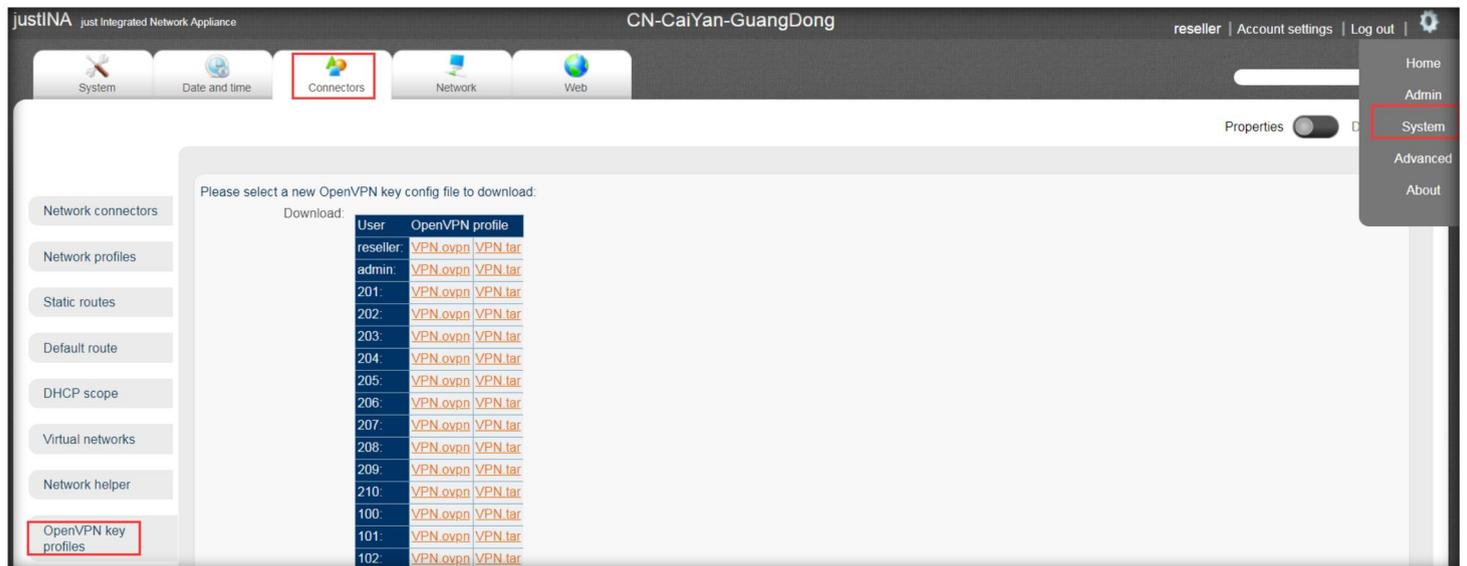


- ◆ Enter the key download interface. User can select the corresponding user key to download. This

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 way is faster, but the interface is not beautiful.

(2)Download from the relevant path

- ◆ Upper right corner configuration button;
- ◆ Cog-> System->Connectors ->OpenVPN key files;
- ◆ Wait a few seconds before the VPN key interface appears and the user selects the relevant user key to download. This way have a better way to see in web interface, but the page may take a while to show up.



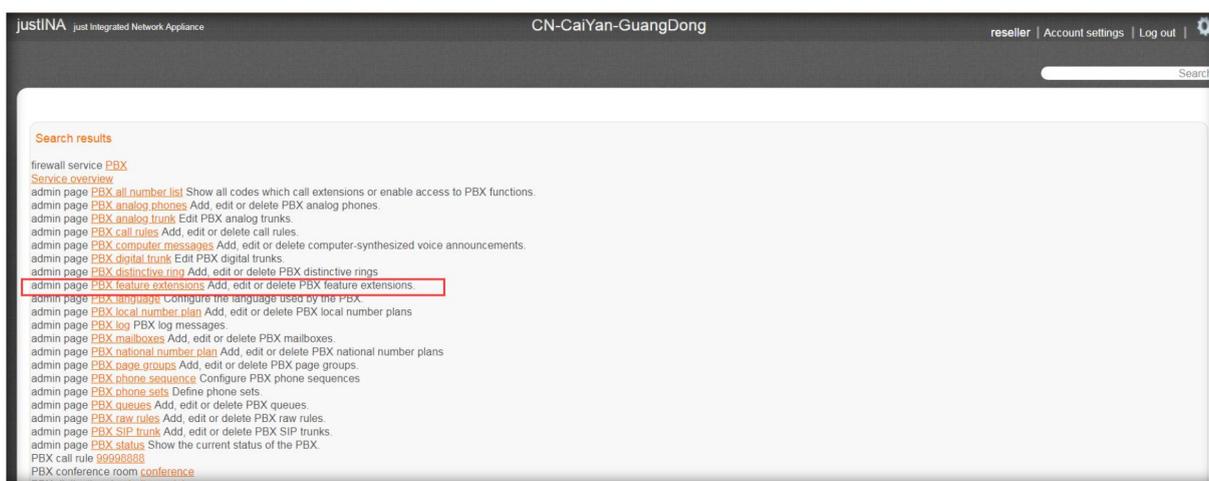
- ◆ A key can only be used by one person. Each of the two ways to download key has its own advantages. Users can download it according to their own preferences.
- ◆ Note: please download the .ovpn file on the left line for Android, IOS, PC use, and download the tar file one the right line for IP Phone use.

2.8. Pick up in group

- ◆ Enter “pbx” in the search bar in the upper right corner and click “ Search” .



- ◆ When we see the result after clicking” Search” , click PBX feature extensions.



- ◆ Click it goes into feature interface. Click Add to add “pick up in group” feature.

Echo	*324	Answer() same=n,Echo()	
External-Echo-Test-1	*3381	Dial(SIP/301@ideasip.com,120,tr)	
External-Echo-Test-2	*3382	Dial(SIP/echo@iptel.org,120,tr)	
Hangup-bad-gateway	*487*502	Hangup(27)	
Hangup-busy	*487*486	Hangup(17)	
Hangup-not-found	*487*404	Hangup(1)	
Hangup-number-changed	*487*410	Hangup(22)	
Hangup-rejected	*487*403	Hangup(21)	
Hangup-timeout	*487*408	Hangup(18)	
Hangup-unavailable	*487*503	Hangup(38)	
Holddesk	*468	AGI(/usr/bin/holddesk,-reboot)	
Holddesk-logout	*465	AGI(/usr/bin/holddesk,-logout)	
Holddesk-partial	*467	AGI(/usr/bin/holddesk,-partial)	
Music	*687	Answer() same=n,Music OnHold()	
Pick-up-own-voicemail	*888	VoiceMailMain\$(CALLERID(num))@voicemail-users,s)	
Pick-up-voicemail	*864	VoiceMailMain(@voicemail-users)	
Speaking-clock	*846	SayUnixTime(,)	

Add

- ◆ Input Name, Number, Action as bellow:
- ◆ Names and Numbers can be customized.

- ◆ In Action, 821 and 822 are extensions in group. If you have another extension needs to be added to group, you can add it in Action like "extension+2@PICKMARK" . If you have more extensions, use "&" to connect them.
- ◆ Note: it must have 2 behind extension.

PBX feature extensions

Name: *

Number: *

Action:

If you need to enter more than one, put second and subsequent actions each on a new line starting with "same=n,"

OK

3. Codes for justINA



Special Features during a call

- **0 Disconnect (Hangup)
- **1 Record the call
- **2 Transfer, Blind
- **7 Hold
- **8 Transfer, Attended

Special feature extension numbers

- *345 Directory List (Call a person by the first 3 letters of their name)
- *347 Directory Extensions (Find a persons extension by the first 3 letters of their name)
- *266 Conference (To select a conference room)
- *687 Music (Plays music)
- *864 Pick up voicemail (This allows you to pick up your own voice mail from any extension)
- *888 Pick up voicemail (From your own extension)
- *324 Echo (Test sound quality of your phone)
- *342 Dictation (Creates and plays back voice recordings)
- *243 Caller ID (Reads out your current number)
- *846 Speaking Clock (Current time and date)
- *3381 External Echo Test 1 (Plays back what you say with prompts)
- *3382 External Echo Test 2 (Plays back what you say without prompts)
- *3472 DISA (Allows you to call from and external number to another external number while masking your num