EQU(I)NET[™]







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防病毒

协同办公

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内部加 密通话

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电话会议



Phone System | VPN | Private Cloud | Unified Threat Management

Amy. Duo

12-Jan-2021

COMMERCIAL IN CONFIDENCE

EQUÜNET[™]

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Directory

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1. Login justINA
2. Configure justINA
2.1. Check network status
2.2. Change SIP password 4
2.3. Create Conference Room
2.4. Configure unconditional call forwarding6
(1) Prepare forwarding number
(2) Configure forward path7
2.5. Configure conditional call forwarding
(1) Prepare forwarding number
(2) Configure forward path
2.6. justINA IVR voice
(1) Synthesizing IVR manually10
(2) Recording IVR manually11
2.7. Download VPN key11
(1) Direct search and download11
(2) Download from the relevant path12
2.8. Pick up in group13

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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 <u>3rdline@equiinet.com</u>, or call us on 400-998-7601.

1. Login justINA

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

justINA just Integrated Network Appliance	CN-CaiYan-GuangDong	(Not logged in) Log in 🌻
	Welcome to justINA! Please log in to configure and administer your account. Username: Password: OK	

2. Configure justINA

2.1. Check network status

Cog->Admin ->Admin

SUINA just Integrated I	Vetwork Appliance		CN-CaiYan-	GuangDong	rese	eller Account settings	Log out Ϋ
Admin	Users) Phones	Storage	Backups	Security		Home
							System
							Advanced
	al Ethernet link is OK			🕒 Today at a	glance		About
	N 3 Ethernet is not cor	nnected					
	N 3 Ethernet is not full	-duplex					
Ca De	n ping gateway router ault route is via 192.1	68.1.1					
	S works						
Ca	n ping Equiinet						
Ca	n contact Equiinet web	o server					
Ser	vice ID has been acce	epted					
Ada	min use <mark>r h</mark> as not been	added					
Sys	stem clock is synchron	nized					
		ant house added					

• 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.

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Just int	grated Network	Appliance			v-Ca	Tai	FOu	angDi	Jing			resell	er Accou	nt settings
1		2	3		4	2					6			
Admin		Users	Phones		Stora	age		Back	lps	_	Secu	rity	State Party	Section Section
													Propertie	es 💽
Automa	ed voice	menus												
Name:	Number:	Message numb	er: Message:	'0': '1	: '2 ':	'3': '	4': '5'	· '6': '7	': '8' :	'9': '4	P: 141	Otherwise	5	
huawuyyua	n 500	5005		100								100	/	
		Add												
User ex	ension n	Add]				-	Phone	numb	per d	estin	ations		
User ex Username	ension nu	umbers SIP	SIP	Mailbox	**		f	hone	numb DID	Der d	<mark>estin</mark> er: 99	ations 998888		
User ex Username	ension no	Add umbers SIP username: 1002	SIP password: 123456	Mailbox	: ilbox		ł	Phone	numb DID De:	oer d numb	<mark>estin</mark> er: 99 on: u	<mark>ations</mark> 998888 ser: 100		Y
Username 100	ension ni Extension: 100	Add umbers SIP username: 1002 1012	SIP password: 123456 123456	Mailbox 100-ma	: ilbox		ļ	Phone	numb DID De: Incomi	Der d numb stinatio	estin er: 99 on: u: el:	<mark>ations</mark> 998888 ser: 100		Ţ
User ex Username 100 101	ension ni Extension: 100 101	Add umbers SIP username: 1002 1012 1022	SIP password: 123456 123456 123456	Mailbox 100-ma 101-ma	ilbox ilbox			Phone	numb DID De: Incomi	Der d numb stinatio ing lab	estin er: 99 on: u el: pt:	<mark>ations</mark> 998888 ser: 100		Y
User ex Username 100 101 102 103	ension ni Extension: 100 101 102 103	Add umbers SIP username: 1002 1012 1022 1032	SIP password: 123456 123456 123456 123456	Mailbox 100-ma 101-ma 102-ma	: ilbox ilbox ilbox			Phone	numb DID Des Incomi	Der d numb stinatio ing lab ng scri	estin er: 99 on: u el: pt:	<mark>ations</mark> 998888 ser: 100		Υ

- 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:	conference	*
Number:	760	*
PIN:	123	
	ок	
Delete		
	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	1			
8008				No	/			



100	
Username:	100
Cell (alt.1):	802
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 per	sonal call	forward pa	ath														
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 se
Divert all calls tb: 1. cell phone		
	OR	

 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

Usemame.	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	1
8006				No	1
8007	8006			No	/
8008				No	1

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

(2) Configure forward path

4

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

Forward incoming caller-

ID:



User per	sonal call	forward pa	ath														
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 f	forward path
100	
Username:	100
If you want to have all your	r 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:	0. normal call routing V
	OR
Hot desk phone:	
SIP phone:	
Cell (elt 1):	
Cell (alt. 1).	
Home (alt.2):	
Alternative 3:	
Wait for:	20 seconds ▼
Then try:	
Hot desk phone:	
SIP phone:	
Cell (alt.1):	
Home (alt.2):	
Alternative 3:	
Wait for:	20 seconds T
If I don't take the call:	
On no answer, divert to:	mailbox: 100-mailbox ▼
If busy, divert to:	T
Extended absence:	T
	ок

• 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.

NA just Integr	ated Network	Appliance									CN	۹-C	aiY	′an-Gua	ngDon	9
Admin		Users) Phones		Storaç	ge		Ba	ackup	S			Secu	irity		
Automate	d voice	menus														
Automate	d voice	Menus	Message.	'0'. '1	ı. ı <u>y</u> ı. ı	'3'. '4'.	'5'	'6'.	171.	181.	'9'·	'# ¹ .	121.	Otherwise		

• 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.

Number: huawuyyuan Number: 500 Message number: 5005 Call the message number to record your own sound file. Alternatively, a computer-synthesized voice will announce the following text. Message: hello, welcome to On dialling '0': '0': user: '0': user: '1': ` '2': `	
Name: huawuyyuan Number: 500 Message number: 5005 Call the message number to record your own sound file. Alternatively, a computer-synthesized voice will announce the following text. Message: hello, welcome to On dialling '0': user: '1': • '2': •	
Name: huawuyyuan * Number: 500 Message number: 5005 Call the message number to record your own sound file. Alternatively, a computer-synthesized voice will announce the following text. Message: hello, welcome to On dialling '0': user: '1': ▼ '2': ▼	
Number: 500 Message number: 5005 Call the message number to record your own sound file. Alternatively, a computer-synthesized voice will announce the following text. Message: hello, welcome to On dialling '0': user: '1': • '2': •	
Message number: 5005 Call the message number to record your own sound file. Alternatively, a computer-synthesized voice will announce the following text. Message: hello, welcome to On dialling '0': user: 100 '1': 2:	
Call the message number to record your own sound file. Alternatively, a computer-synthesized voice will announce the following text. Message: hello, welcome to On dialling '0': user: 100 '1': '2': '	
Message: hello, welcome to On dialling '0': user: 100 '1': '2': '	
On dialling '0': user: 100 '1': '2': '2': '	
'0': user: 100 × '1': × '2': ×	
'1': * '2': *	
2. 🔹	
'3': T	
·4: •	
'5': T	
18 ^{1.}	
171.	
8:	
'9'. •	
Ψ: •	
181. V	
Leave the following field blank to have the menu repeat.	
Otherwise: user: 100 V	
ок	

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

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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.

A	Automated voice menus																	
N	Name:	Number:	Message number:	Message:	'0' :	'1':	'2' :	'3' :	'4':	'5' :	'6' :	'7' :	'8' :	'9' :	# :	1 <u>#</u> 1.	Otherwise:	
h	nuawuyyuan	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.



Upload PBX messa	ge sound file	•
test-message		
Select sound file (on your computer):	Choose File No file chosen	

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" .

jUSTINA just Integrated Network Appliance			reseller Account settings Log out 🍳
Admin Users) Phones Storage Backups	Security	Vpn key Search
			Properties Diagnostics
iuetINIA			
		CN-HTAQ	reseller Account settings Log out 🐓
			van key Search
Search results			
admin page OpenVPN key profiles			
admin page <u>OpenVPN key status for user</u> admin page <u>View OpenVPN key status</u>			
OpenVPN key config files 201 OpenVPN key config files 202 OpenVPN key config files 203			
OpenVPN key config files 202 OpenVPN key config files 204 OpenVPN key config files 205			
OpenVPN key config files 206 OpenVPN key config files 207			
OpenVPN key config files 208 OpenVPN key config files 209			
OpenVPN key config files 210 OpenVPN key config files 211			
OpenVPN key config files 212			

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

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.

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2.8. Pick up in group

• Enter "pbx" in the search bar in the upper right corner and click " Search".

	reseller Account settings Log out
Image: Control of the second	pbx Search
Welcome reseller!	

• When we see the result after clicking" Search", click PBX feature extensions.

jUSTINA just integrated Network Appliance	CN-CaiYan-GuangDong	reseller Account settings Log out 🗘 Search
Search results firewall service PBX Service overview admin page PBX analog phones Add, edit or delete PBX analog phones. admin page PBX analog phones Add, edit or delete PBX analog phones. admin page PBX analog phones Add, edit or delete computer-synthesized voice admin page PBX analog tunk Edit PBX analog tunks. admin page PBX analog tunk Edit PBX analog tunks. admin page PBX analog tunk Edit PBX analog tunks. admin page PBX analog tunk Edit PBX analog tunks. admin page PBX analog tunk Edit PBX analog tunks. admin page PBX analog tunk Edit PBX analog tunks. admin page PBX adminuter adm PBX edit or delete PBX tastine extensions. admin page PBX delit analog tunk edit or delete PBX tastine extensions. admin page PBX batter adminuter adminuter adminuter adminuter plans admin page PBX call tunks add, edit or delete PBX national number plans admin page PBX call tunks add, edit or delete PBX national number plans admin page PBX tastine adminuter adminuter adminuter adminuter plans admin page PBX tastine adminuter adminuter adminuter adminuter plans admin page PBX tastine adminuter adminuter adminuter adminuter plans admin page PBX tastine adminuter adminuter adminuter adminuter plans admin page PBX tastine adminuter adminuter adminuter adminuter plans admin page PBX tastine adminuter a	s to PBX functions. announcements.	

• Click it goes into feature interface. Click Add to add "pick up in group" feature.

Echo	*324	Answer() same=n,Echo()	1
External-Echo-Test-1	*3381	Dial(SIP/301@ideasip.com,120,tr)	4
External-Echo-Test-2	*3382	Dial(SIP/echo@iptel.org,120,tr)	1
Hangup-bad-gateway	*487*502	Hangup(27)	d
Hangup-busy	*487*486	Hangup(17)	
Hangup-not-found	*487*404	Hangup(1)	4
Hangup-number-changed	*487*410	Hangup(22)	
Hangup-rejected	*487*403	Hangup(21)	
Hangup-timeout	*487*408	Hangup(18)	d
Hangup-unavailable	*487*503	Hangup(38)	
Hotdesk	*468	AGI(/usr/bin/hotdesk,reboot)	
Hotdesk-logout	*465	AGI(/usr/bin/hotdesk,logout)	
Hotdesk-partial	*467	AGI(/usr/bin/hotdesk,partial)	
Music	*687	Answer() same=n,MusicOnHold()	
Pick-up-own-voicemail	*888	VoiceMailMain(\${CALLERID(num)}@voicemail-users,s)	
Pick-up-voicemail	*864	VoiceMailMain(@voicemail-users)	4
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:	test	*						
Number:	*82	*						
Action:	8212@PICKUPMARK&8222@PICKU	UPMARK						
		<i>A</i>						
f you need to enter more than one, put second and subsequent actions each on a new line starting with "same=n,"								
	ок							

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 recodings)

(*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