eFon
User Manual

Version 1.0.0.8beta

Yeastar Technology Co., Ltd.

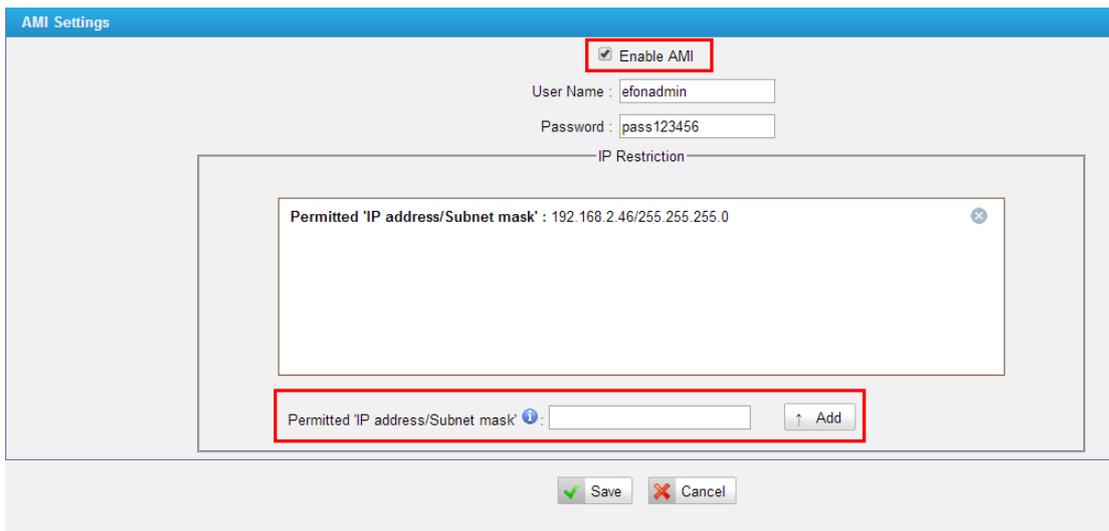# Table of Contents

1.How to install eFon Operator Panel and log on the first time

Here is the download link:

http://www.yeastar.com/download/eFonOperatorPanel_1.0.0.8Beta.exe

Before logon, you must enable AMI (AMI setting->Enable AMI) add permitted IP address/subnet mask and apply changes on MyPBX.

Figure 1

Run 'eFonOperatorPanel.exe' and click 'next'.

Figure 2

Tick 'I agree with the above terms and conditions', then click 'next' 'next'.

Figure 3

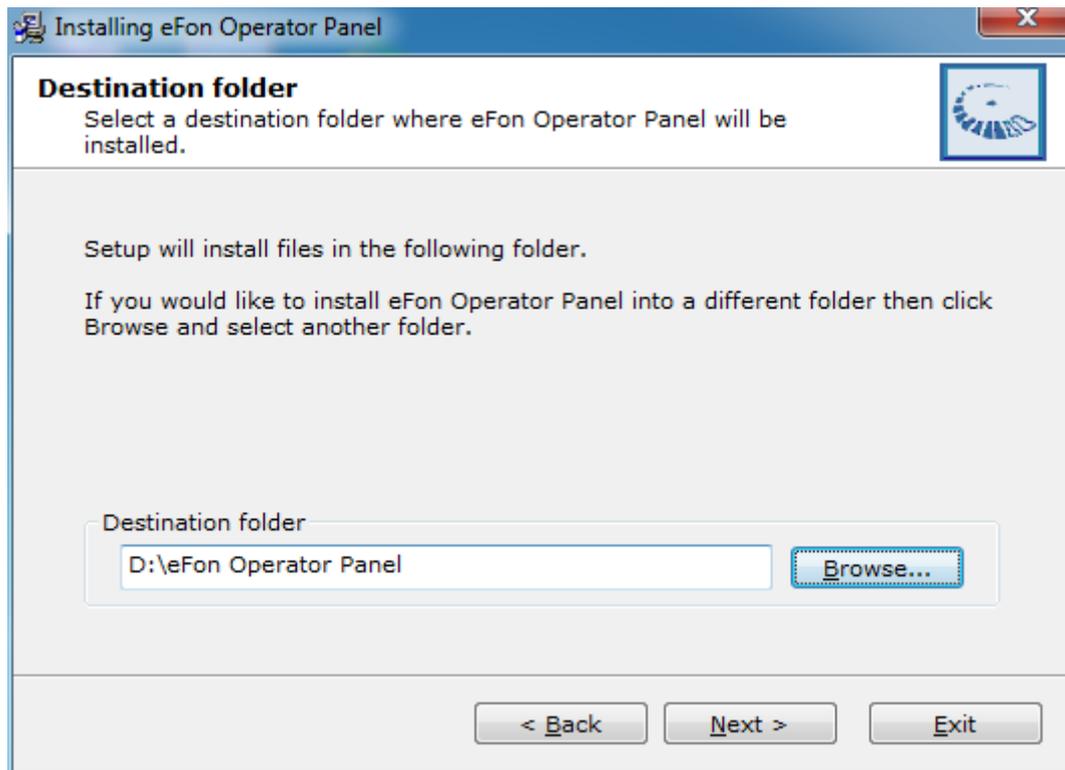Choose the folder which you want to install eFon Operator Panel in.
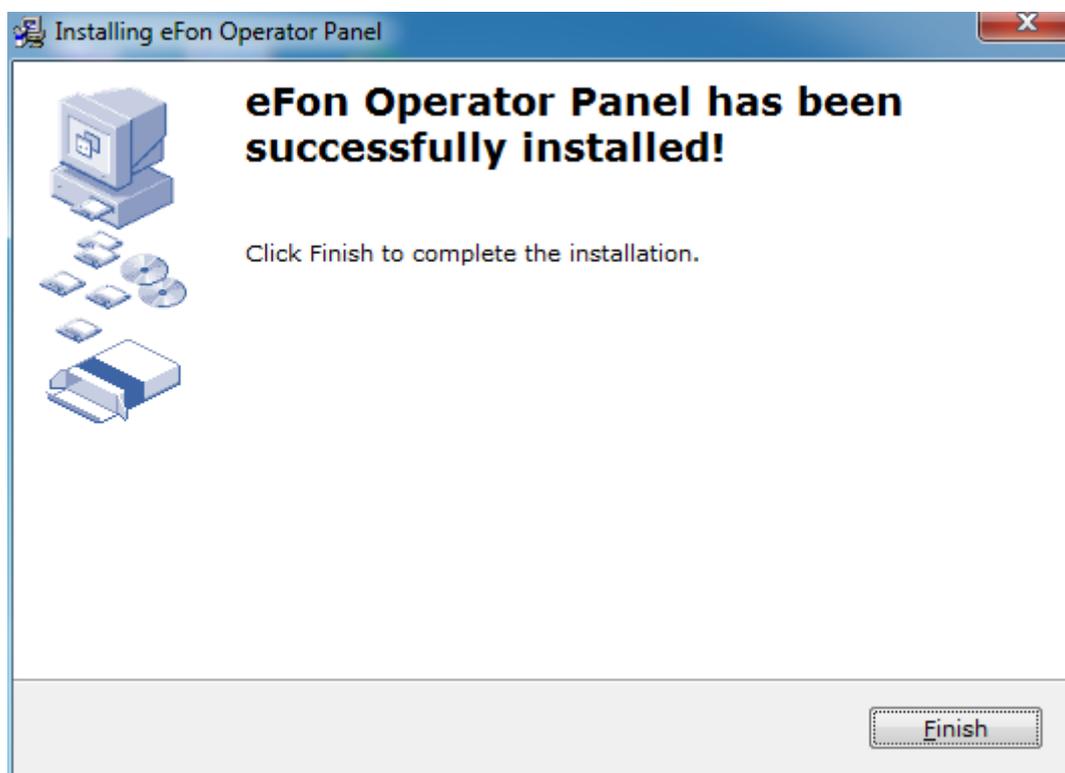

Figure 4

Click 'next' -> 'next'-> 'finished'.

Figure 5

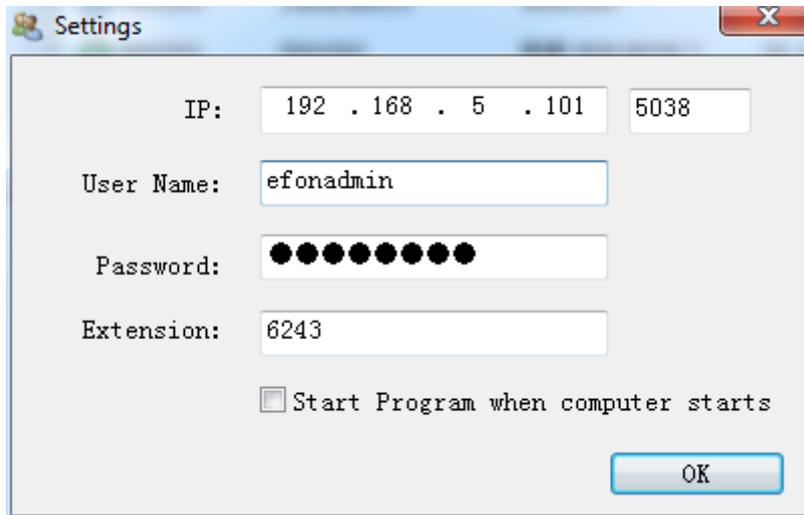When you click 'finish', the following setting page will pop out:

Figure 6

IP: The IP address of MyPBX whose operator panel you want to logon. Don't change the 5038 port please.

User name: the user you've set on "AMI settings" page.

Password: the password you've set on "AMI settings" page.

Extension: The extension number of the corresponding MyPBX.

After changed these settings, you will logon the eFon Operator Panel.

2. Distribution of eFon Operator Panel page

Trunk status, history, extension groups, toolbar and status bar can be remove from or add in the page from 'View' menu.
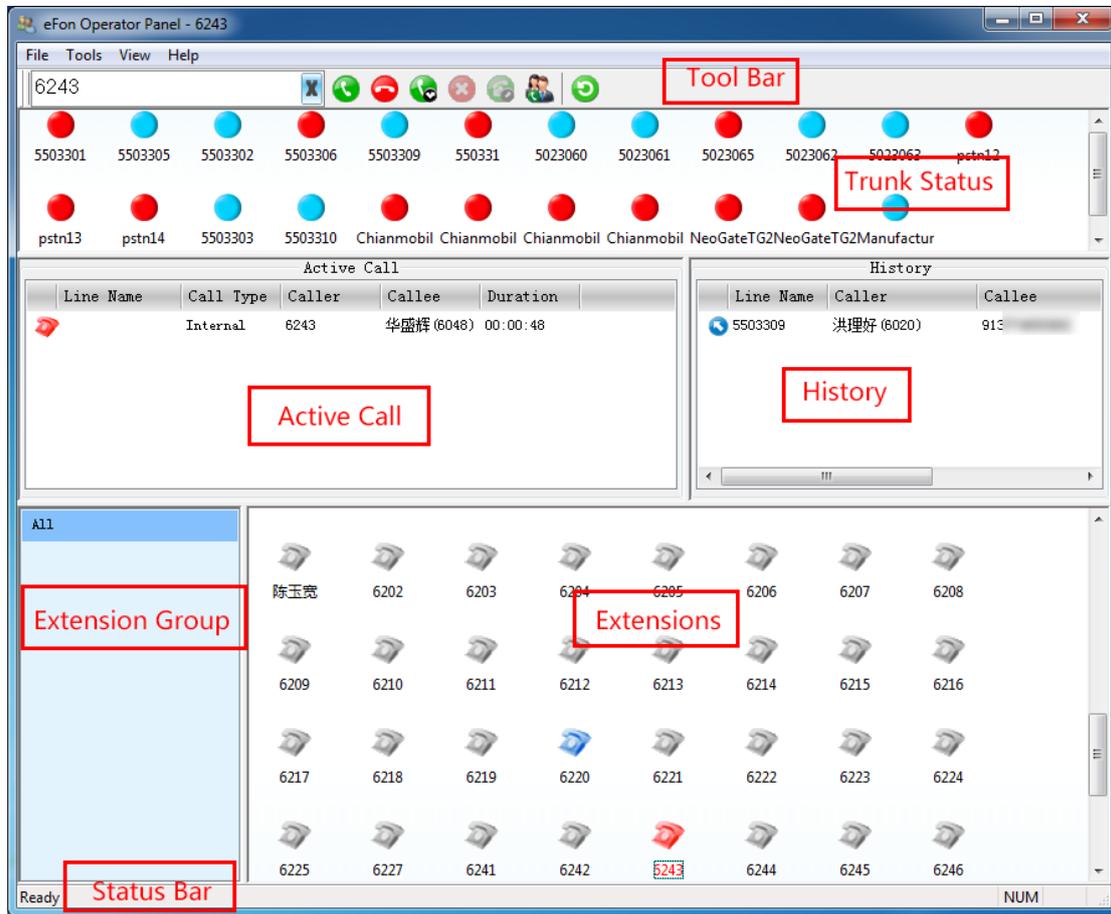

Figure 7

3. How to make a call from your extension

In all the text we suppose the outbound route of MyPBX which we use is as follows and the dialed external number is 1820592XXXX.
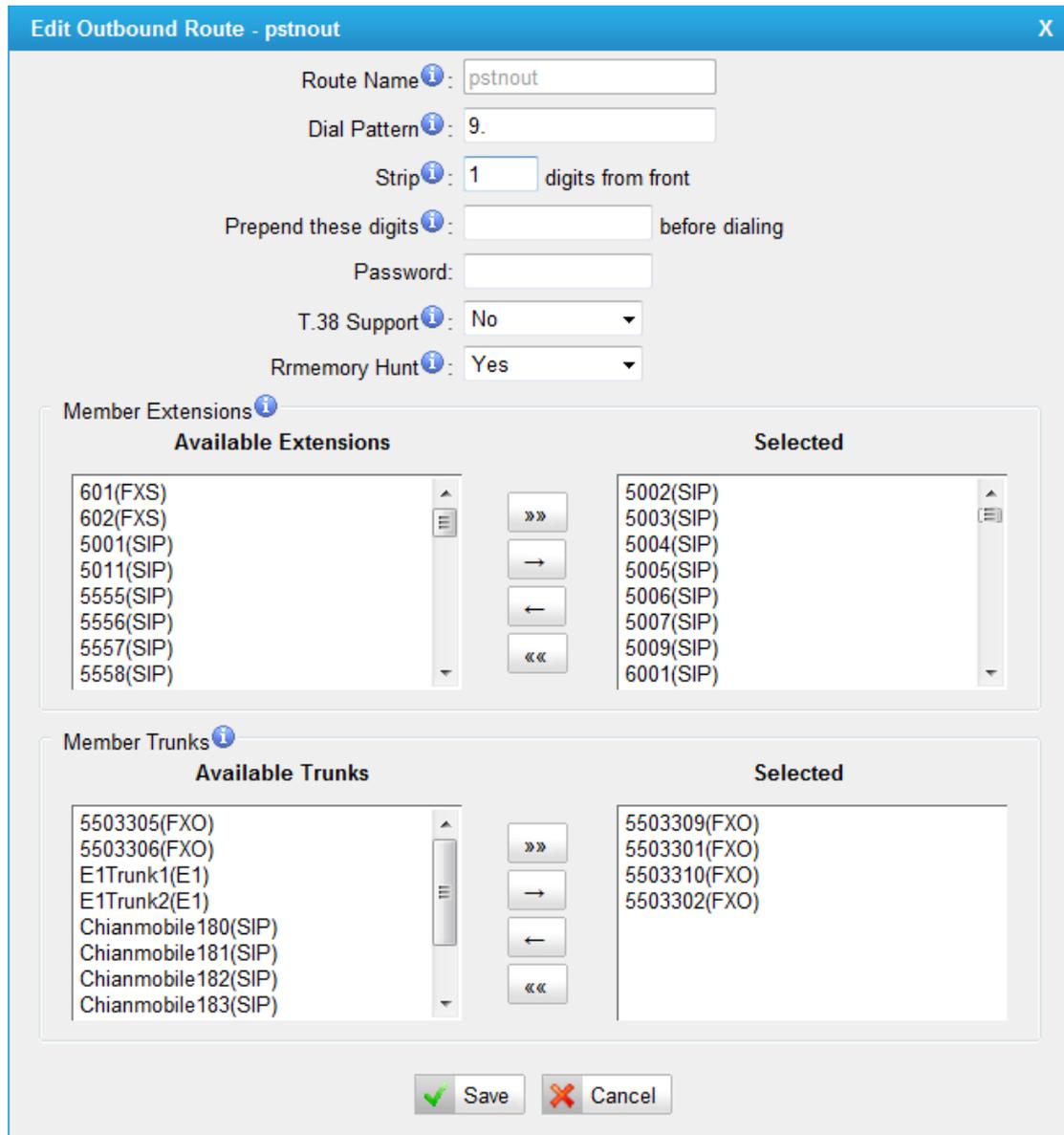

Figure 8

3.1 How to make an internal call

You can make an internal call in two ways:

1.Fill the extension number you want to dial in the number line, then click the
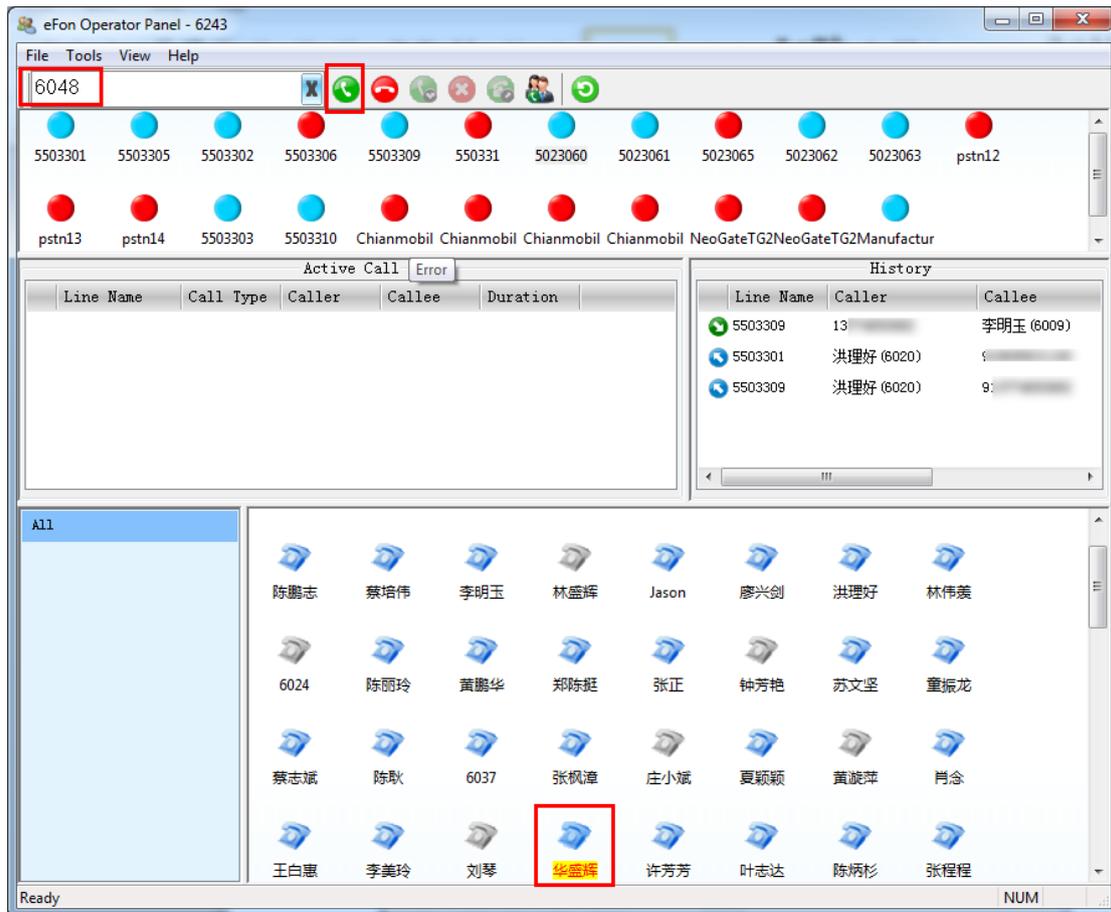
'call out' key.

Figure 9

After click the 'call out' key, your extension will ring, answer the call, your extension will call the extension you dial automatically.
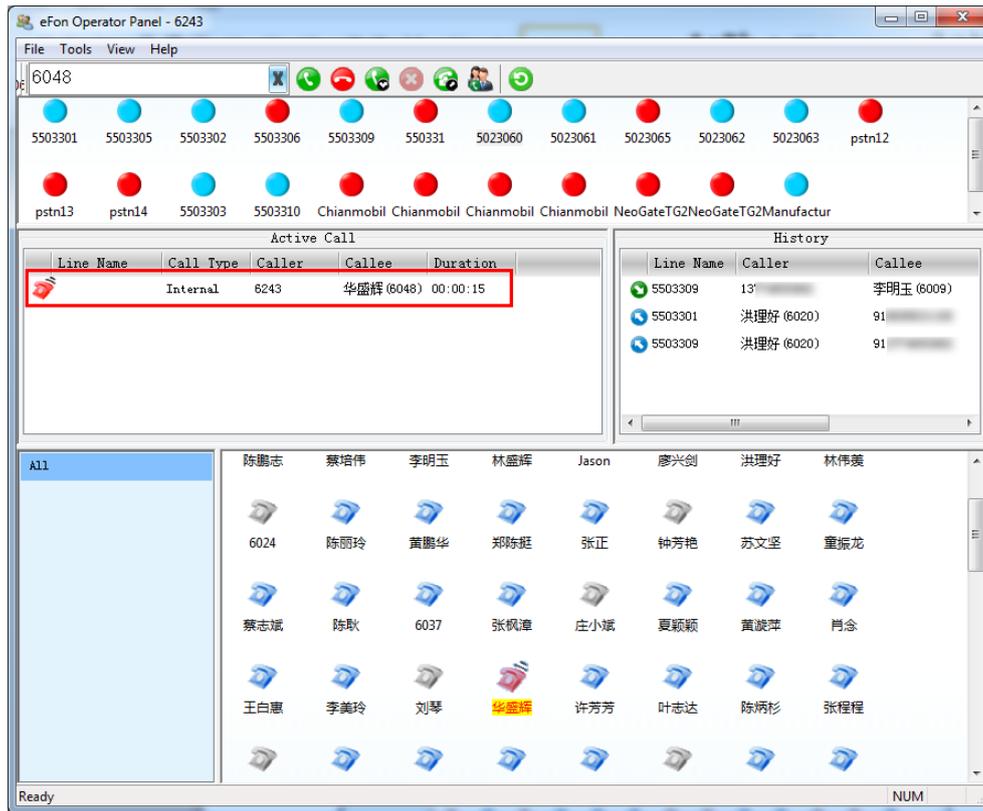
Figure 10

2. Click the extension which you want to dial twice, then your extension will ring, answer the call, your extension will call the extension you dial automatically.

3.2 How to make an external call

You can make an external call in two ways too:

1. Fill the number you want to dial in the number line (please follow the dialing rule of outbound route), then click the 'call out' key.
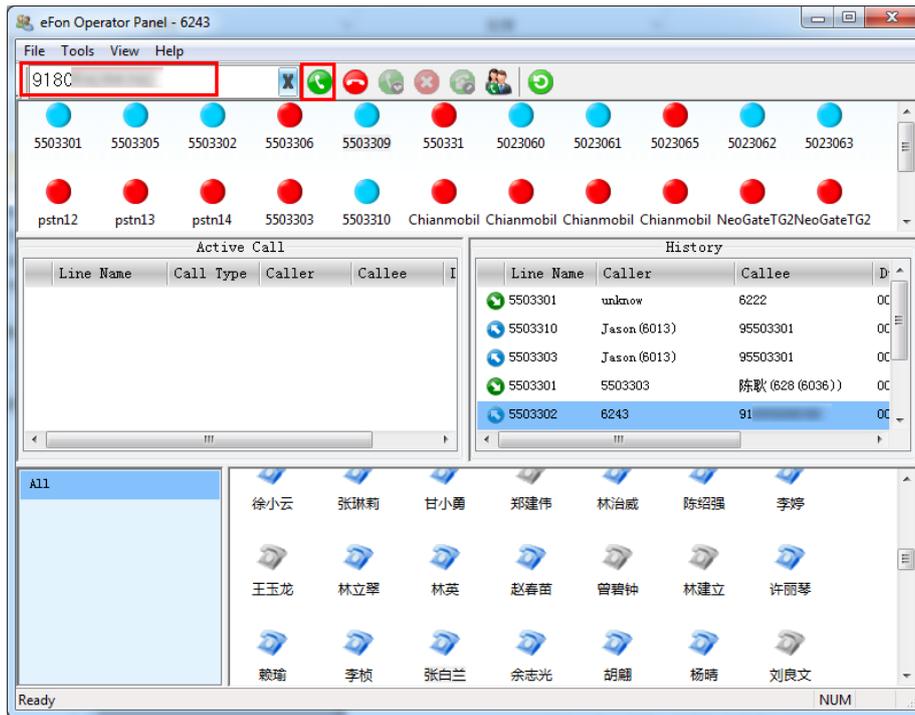
Figure 11

After click the 'call out' key, your extension will ring, answer the call, your extension will call the number you dial automatically.
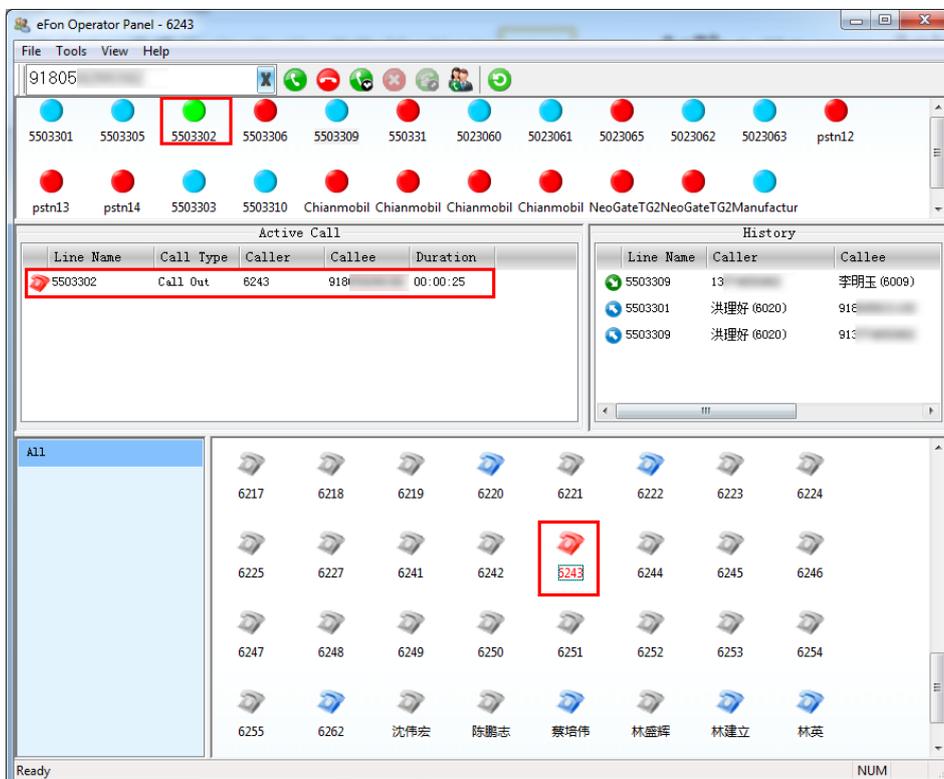

Figure 12

The trunk used here is 5503302, so trunk 5503302's indicator will turn green (busy) from blue (idle) in trunk status field. The red indicator here presents unavailable.

2. Make a call to your contacts.

File->edit contacts, right click the number you want to dial (the number should follow the dialing rule), click call, then your extension will ring. Answer the call, then it will call out.
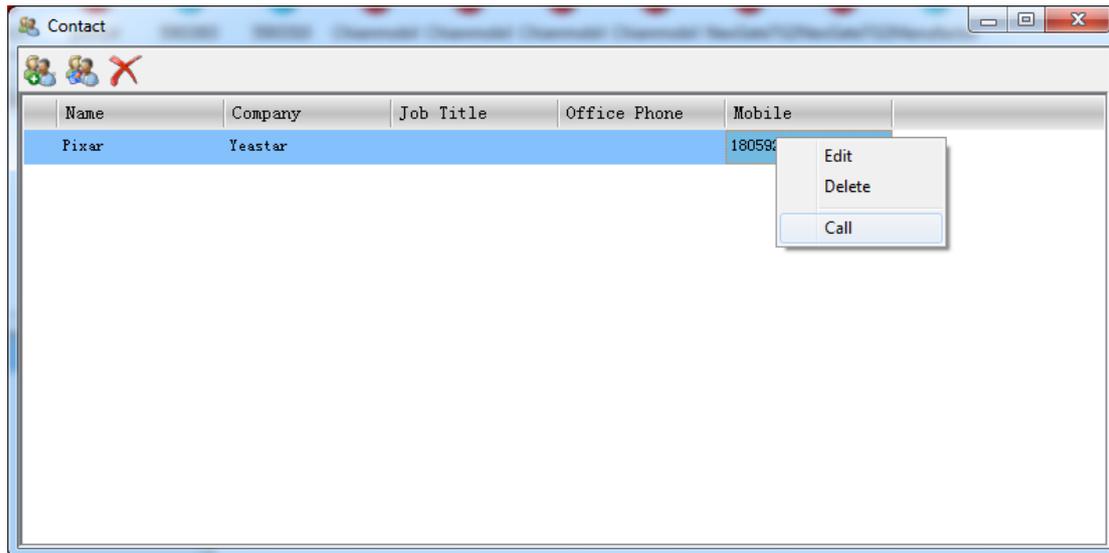

Figure 13

4. How to transfer a call

When you are on the phone, you can transfer your call to others on the Panel. There are two ways to transfer calls.

1. When you are making a call with A. Fill in B's number in the number line, click transfer key, B will ring. When B pick up the phone, you can talk to B. Then you hung up the call. A and B will have conversation. That means you transfer the call to B.

Figure 14

Figure 15

2. When you are making a call with A, right click the extension B which you want to transfer your call to and choose 'Transfer to'. B will ring. When B pick up the phone, you can talk to B. Then you hung up the call. A and B will have conversation. That means you transfer the call to B.
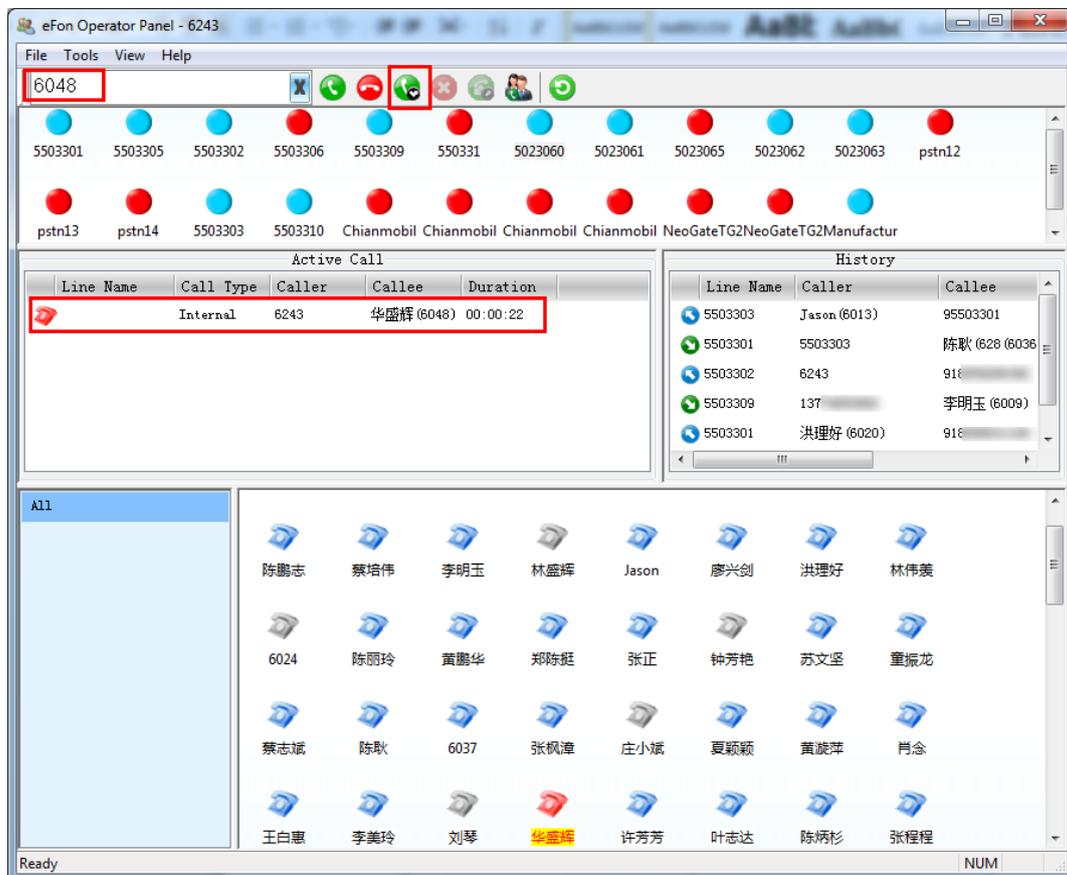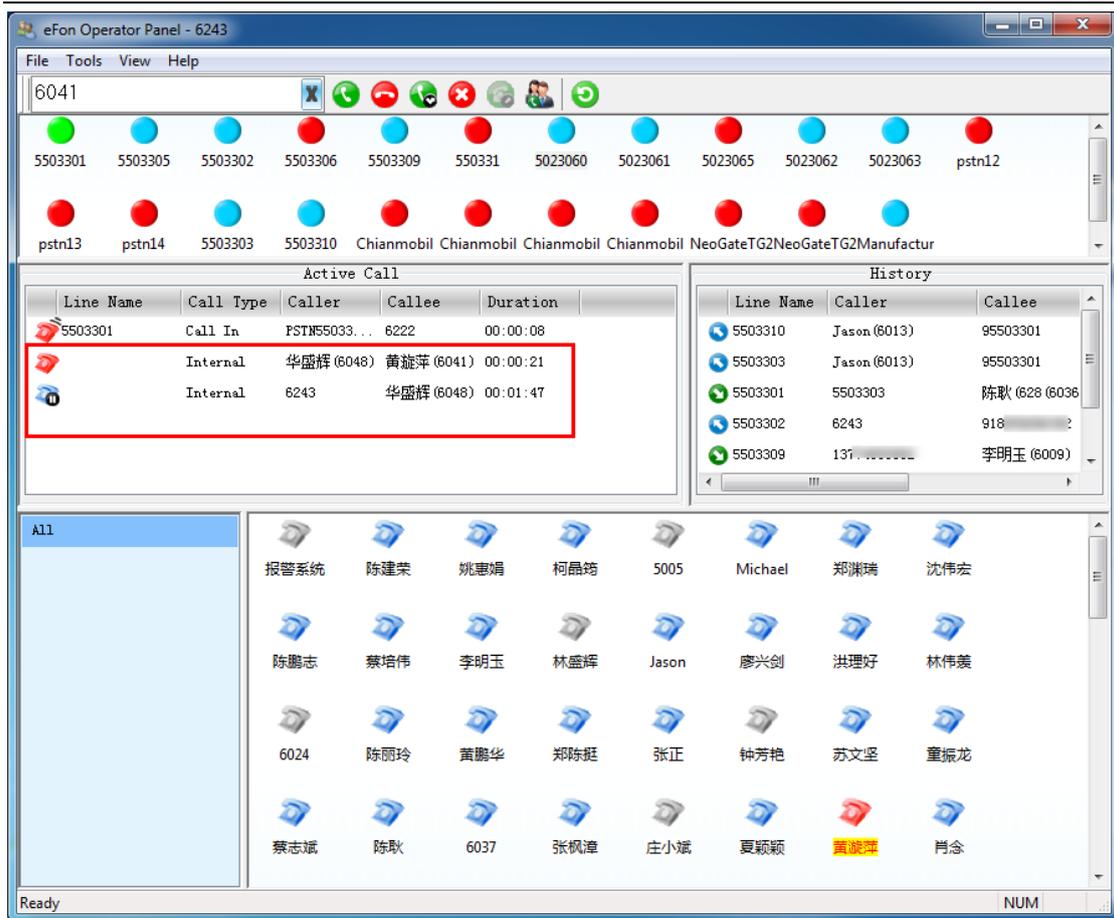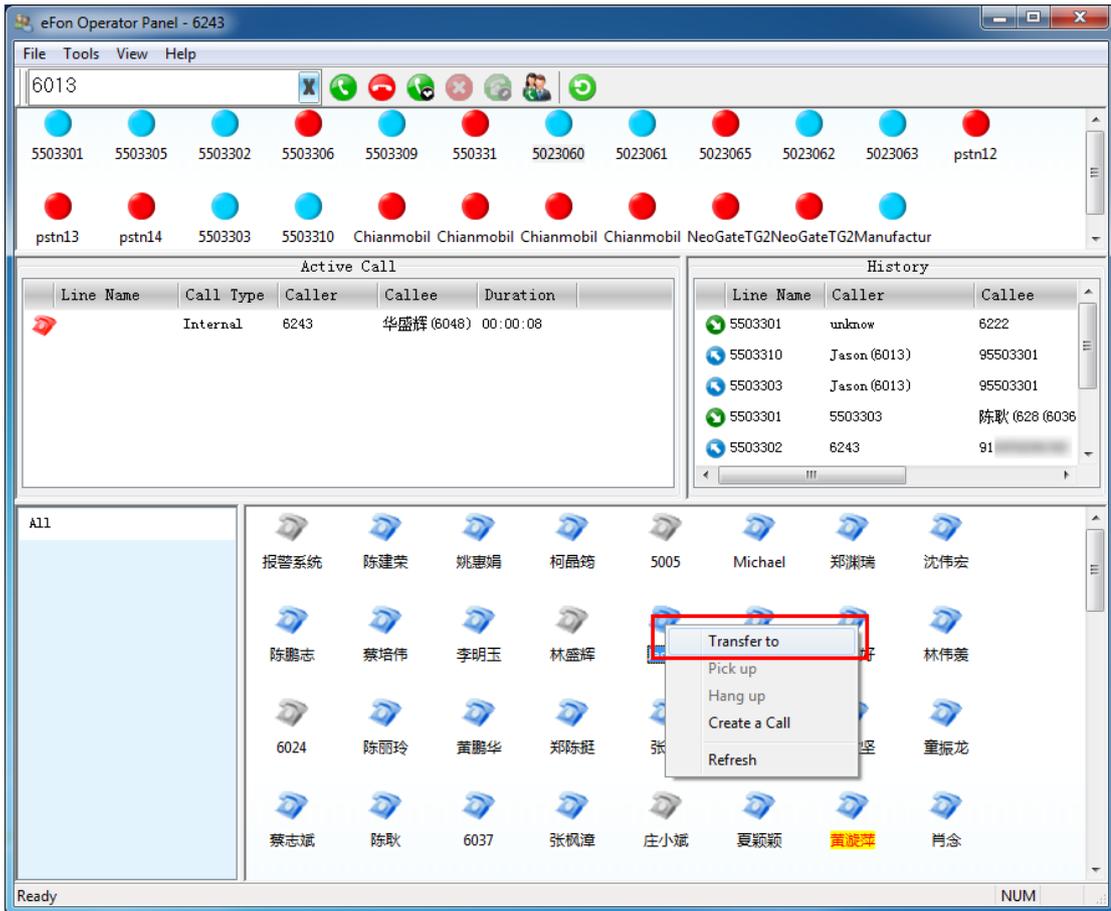
Figure 16

5. How to create a call

You can create a call between two extensions or create an external call for an extension on the Panel.

1. Create a call for two extensions

Click 'create a call' key in the Toolbar or right click in the extensions field and choose 'create a call'.
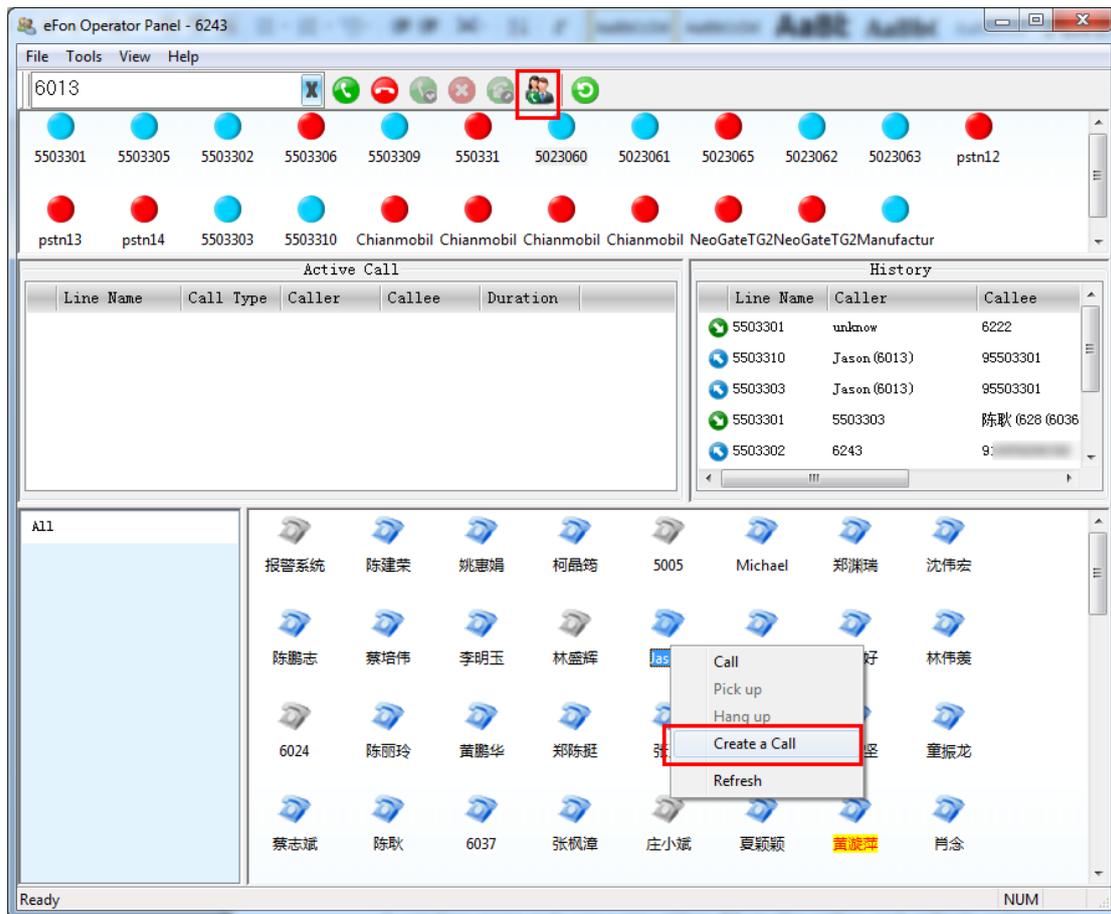

Figure 17

A window pops out, you can either fill in the caller and callee's extension numbers or click the number field in this windows then click the extension you want in the extension field.
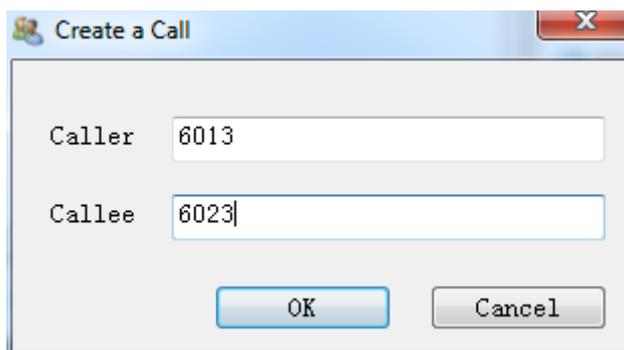
Figure 18

Click ok, the caller's extension will ring, answer the call, then the caller will call to the callee automatically.

2. Create an external call for an extension

It is similar as creating calls for extensions. The only difference is that you should fill in the callee number following the dialing rules of outbound route.
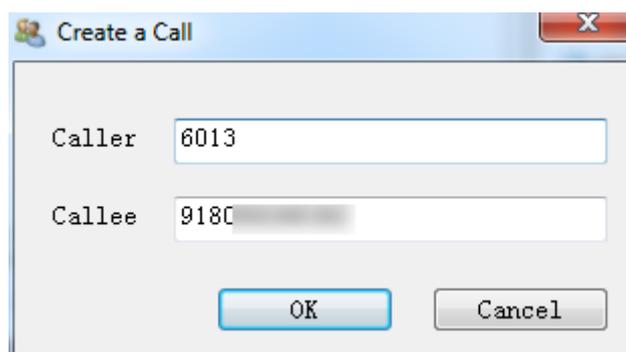

Figure 19

6.How to pick up a call

When other extension is ringing , you can pickup the call on the panel.
There are two ways to pick up a call:

1. Choose the extension which is ringing in the extensions field, then click the pickup key in the tool bar, the call will be picked up.
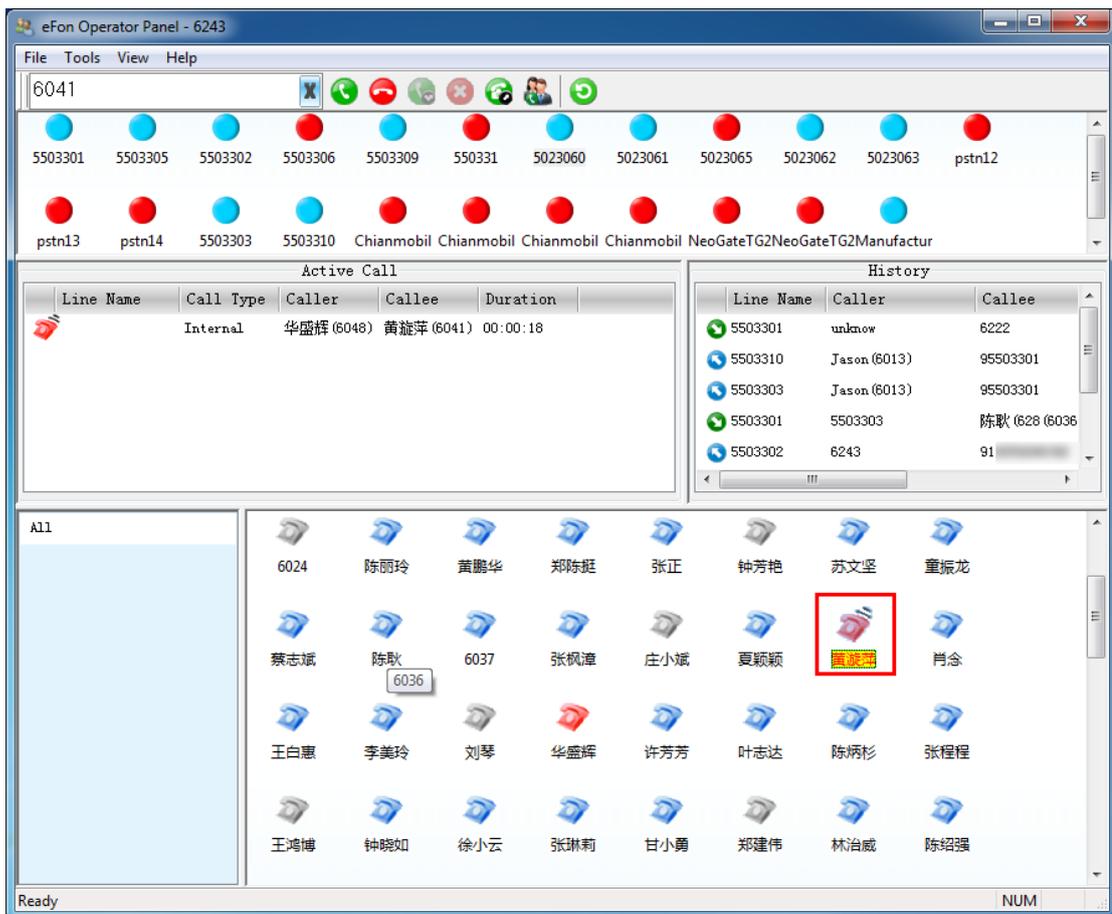

Figure 20

2. Right click the ringing extension, choose 'pick up', the call will be picked up.
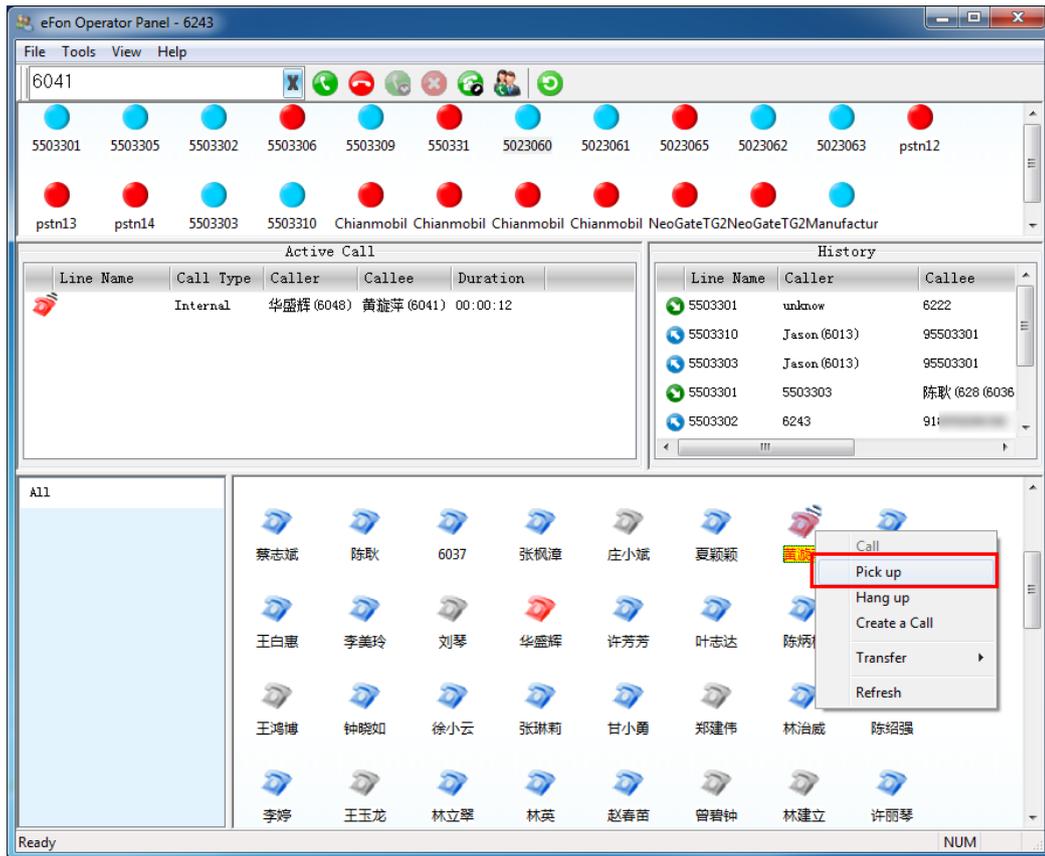
Figure 21

7.How to set Auto Pickup

You can set auto pickup in the panel, so that you can auto pickup the calls when the extensions selected haven't pick up the call for a given time.

You can set auto pickup in this way: Tools -> Options -> Auto Pickup.

Click 'Auto Pickup' to enable this function.

Time: Auto Pickup the call after the extensions ring how many seconds.

All Extensions: Auto pickup all extensions.

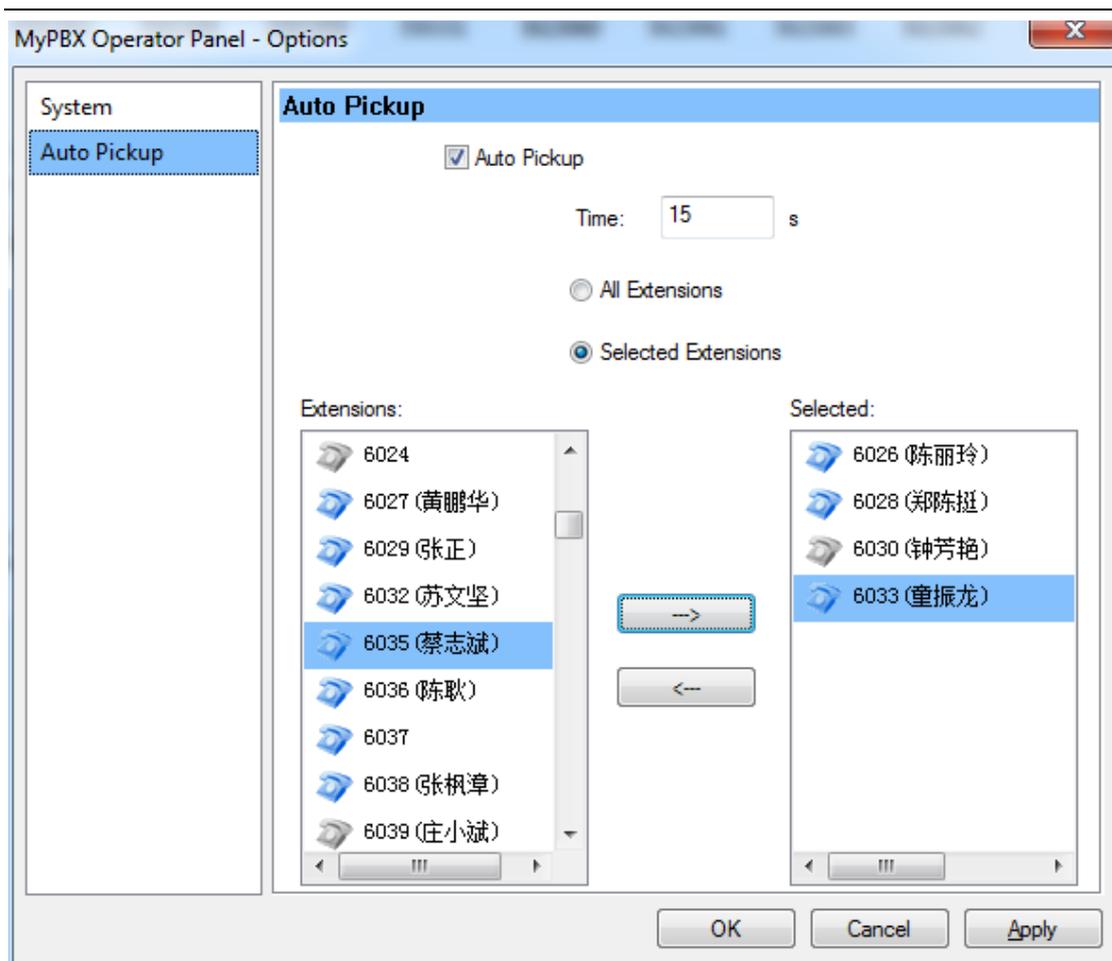**Selected Extensions**: Auto pickup the selected extensions.

Figure 22

8.How to change logon information

If you have to change the logon information, such as logon another extension or another server, you can do it like this:

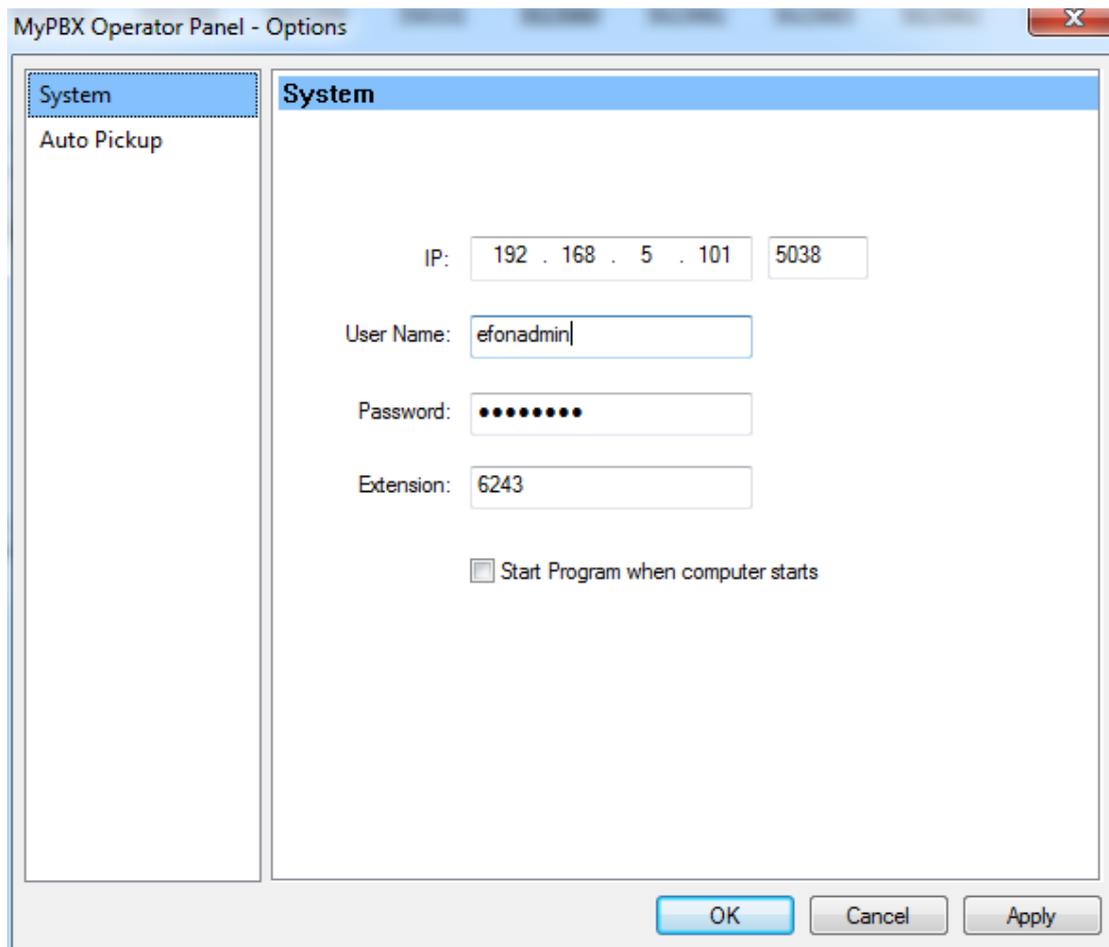Tools -> Options -> System, then you can change the information and click ok to logon the new one.

Figure 23

<Finish>