



200 W Mercer St, Ste E202
Seattle WA 98119
Email: service@kall8.com
Phone: 206-479-2600 or 866-222-1818
FAX: 206-479-2616 or 800-760-4583

KALL8 VIRTUAL PBX

EXTENSIONS:

Extensions can be dialed at any time within the Virtual PBX to send the caller directly to the desired person or group. Each extension can have multiple numbers to hunt through (similar to a linear hunt group) for as many as 10 rings or until the call is answered. If the call is not answered by any of the numbers defined, you can choose to send the call to another number, extension, or to the Virtual PBX's or the extension's voice mail box.

MENUS:

All calls are sent to the Main Menu first and branch out from there depending on what menu digit is pressed or if an extension is dialed. You can assign menu digits 1-9, each with their own forwarding action. (Such as press 1 for sales, 2 for customer service, 3 for tech support, etc...)

VOICEMAIL:

Main PBX Voice Mail: Each PBX has a global Voice Mail box that calls can be sent to from any menu or extension. You can choose to have these Voice Mails sent to an email address, listen to them on the website, or listen to them over the phone using the administrator's 4-digit password.

***NOTE: If you require more than 3 menus and 25 extensions, please contact Customer Service**

Virtual PBX Setup and Settings

Setup: \$50
Monthly: \$25

Account # _ _ _ _ _ Contact Name: _____

Contact Phone: _____ - _____ - _____ Contact Email: _____

What Kall8 number(s) do you want to forward to the PBX? _____

PBX Voicemail: Enter a 4 digit PIN and email address for retrieving your voicemail with the PBX.

PBX PIN: _ _ _ _ Email Address: _____

What do you want your extensions to begin with, 5, 6, 7, 8 or 9? _____
**Kall8 recommends extension beginning with 5-9 to avoid misdialing*

What would you want your callers to hear when calling an extension? (select one item below)
Music: _____ Ringing: _____ Please hold message, then music: _____



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Menu Settings

If no digit is pressed:

Repeat Menu: _____ (number of times to repeat)

Then send to... (select one item below)

- A. Main PBX Voice Mail: _____
- B. Another Menu: _____
- C. Disconnect Call: _____
- D. Extension's Voice Mail: _____ Extension: _____ Transfer to Hunt Group: _____

Main Menu

Available Actions: (Please state which numeric action in table below)

- 1) Dial a number outside of PBX.
- 2) Transfer to an extension.
- 3) Transfer to another menu.
- 4) Transfer to PBX Voice Mail.
- 5) Transfer to an extension's voice mail.
- 6) Repeat Menu

Digit	Available Action	Action Information
1		
2		
3		
4		
5		
6		
7		
8		
9		
#		
*		



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Sub Menu #1

Available Actions: (Please state which numeric action in table below)

- 1) Dial a number outside of PBX.
- 2) Transfer to an extension.
- 3) Transfer to another menu.
- 4) Transfer to PBX Voice Mail.
- 5) Transfer to an extension's voice mail.
- 6) Repeat Menu

Digit	Available Action	Action Information
1		
2		
3		
4		
5		
6		
7		
8		
9		
#		
*		

****If you require additional sub menus-please print this page as needed***

EXTENSION SETTINGS

What would you want your callers to hear when calling an extension? Please select one option.

Music: ____ Ringing: ____ Please hold message, then music: ____

Timeout Setting- (Please state which numeric action in table below)

- 1) This extension's voicemail.
- 2) To another extension.
- 3) Another extension's voicemail.
- 4) Main PBX voice mail.
- 5) To another menu.
- 6) To a hunt group (recommended if you already have an existing hunt group)
- 7) Disconnect the call.

Extension Number	Extension Name	Extension Pin	Extension Email	Phone Number	Rings	Timeout Setting	Timeout Setting Information

GREETINGS FOR PBX

Initial Main Menu Greeting:

Sub Menu #1 Greeting:

Sub Menu #2 Greeting:

(optional)

**If a longer greeting is needed, please include on a separate piece of paper*

Please provide pronunciation for all special names

EXAMPLE: SEAN CONNERY	SH-ON KONN-ER-EE