IP VOICE
INSTRUCTIONS & TIPS

1. Understanding Call Indicator Lights
   a. Solid Green: Indicates active call
   b. Blinking Green: Indicates incoming call
   c. Solid Red: Indicates other party on an active call
   d. Blinking Red: Indicates call on hold

2. Placing a call
   a. Enter the number first, then pick up the handset or press speaker button

3. Placing a call on hold
   a. While on Active call, press the HOLD key (party goes on hold)
   b. To Resume
      i. Press the blinking red light (call will resume to active)
      ii. If one call is on hold, you can also press the HOLD key
      iii. If multiple calls are on hold, scroll to the desired call and press RESUME.

4. Parking a Call
   a. While on an Active call, press the PARK soft key (bottom of screen)
   b. Audio notification will indicate where the call is parked (02, 03, 04)
      i. NOTE: Un-retrieved parked calls will return to the phone that parked it after a set time, default is 45 seconds.
   c. To Retrieve a Parked call: from any phone, simply press the single digit number that the system announced the call was parked against, and pick up the handset
      i. Example: Call is parked against 02; retrieve by pressing 2 and pick up the handset

5. Call Forwarding
   a. To forward your extension, press the FORWARD soft key (bottom of screen)
   b. Select the TYPE of forward to be performed
      i. Always
      ii. No Answer (adjust rings to 3 so it forwards before voice mail)
      iii. Busy (calls are forwarded when your device is in DND)
   c. In the CONTACT field, enter the desired extension or number to be forwarded to
   d. Select ENABLE
   e. To DISABLE, select FORWARD then TYPE and select DISABLE

6. Transferring a call

    a. Consultative Transfer, (Announcing the transfer to the receiving party)

        i. While on an Active call, press the TRANSFER key, (this places the party on hold and gives dial tone to place another call)

        ii. Dial the number of the party you intend to transfer to

        iii. When the second party answers, announce the transfer and press the Transfer key a second time to complete the transfer.

        iv. Note: Press the Cancel soft key, at any time to disconnect the second call to resume the first active call

        v. Note: Completing a Consultative transfer without announcing it will give the receiving party your caller ID. If you are unable to announce the transfer, it is recommended to Blind the transfer or transfer to Voice Mail

    b. Blind Transfer, (Transferring with no announcement)

        i. While on an Active Call, press and hold down the "TRANSFER" key, (this places the party on hold and
        a pop-up screen with the Blind option will appear)

        ii. Scroll to the Blind option and press select

        iii. Dial the number of the party you intend to transfer to (The transfer will complete once the call is completed)

    c. Transfer to another party's Voicemail (Transferring to another user's voice mail within your enterprise)

        i. While on an Active Call, press the TRANSFER key, (this places the party on hold and gives dial tone to place another call)

        ii. Dial *55 plus the extension number and press # (you will hear confirmation that your call has been transferred)

7. Conferencing Calling (Conferencing an additional call to an active call)

        i. While on an Active Call, press the CONF soft key (this places the party on hold and gives dial tone to place another call)

        ii. Dial the extension or number of the party you want to add to the call

        iii. After the second call connects, press CONF again to bridge you to the others

            1. Note: If originator of a bridged conference call, hangs up, the other callers will remain connected – this can serve as a hand off

            2. Note: To terminate all parties of a bridged call, select the "Split" soft key – This puts the other parties on hold. You can then resume the calls individually giving you the standard options of any active call

            3. Note: The "Join" feature is available while on an Active call with another call on Hold. This will bridge the two calls into a three-party Conference call

8. Contact Directory

    a. To view Contacts, press the House key and select Directories

    b. Scroll to the desired contact to Call, Edit or Delete

    c. To Add a contact, from Directories, select Add

        i. Inputs are required in Name and Contact fields, (other fields are optional and rarely used)

        ii. Added contacts will be assigned as Favorites by default, in numerical order of entry

            1. Contact Favorites will appear on home screen, in numerical order of their favorite assignment as line appearance space is available

            2. Contact Favorites can be accessed by pressing UP on the four-way directional key (right of key pad)

            3. Favorite status of a contact, can be removed or changed at any time

VOICEMAIL
INSTRUCTIONS & TIPS

1. How to Set Up Voicemail
    a. Press the ENVELOPE key and follow the prompts
    b. Initial Passcode is 0000
    c. Establish a new passcode (4 digits that are not 0000 or your extension)
    d. Record your name (Name only at this point, this is not the greeting)
      Note: Once the name has been recorded, your voicemail is complete and set up with default greetings
    e. Busy Greeting – Optional Greeting that will be heard when your phone is in DND
    f. No Answer Greeting – Optional Greeting that will be heard when you do not answer
    g. Extended Away Greeting – Optional Service and Greeting when activated, the callers here your
      greeting but the message deposit function is turned off

2. How to check Voicemail from your device
    a. Press the ENVELOPE key then CONNECT key and follow the prompts
    b. Enter your passcode followed by the #

3. How to check your Voicemail from another device within the Enterprise
    a. Press the ENVELOPE key then CONNECT key and listen to the prompts
    b. Press * when prompted as you are not calling from your own phone
    c. Enter the desired mailbox ID, followed by the #
    d. Enter the passcode of the desired mailbox followed by #

4. How to check your Voicemail from a remote location
    a. Call into your phone to reach your Voicemail greeting
    b. Press * when you hear your Voicemail greeting
    c. Enter your passcode followed by #
      1. Note: If you do not have a DID, Auto Attendant or assistance to transfer you to your Voicemail,
        you will not be able to remotely access your Voicemail