Phone User Guide

IP Office User Training –J139 IP Phone

4. Voicemail indicator (red light)

1. Time & Date

2. Status display

3. No. of missed calls

5. A 'G' will be displayed if you are part of a group

18. Your Name & Extension

6. Feature Keys

7. Soft Keys

17. Main Menu

8. Phone key (home)

9. Navigation Keys

16. Contacts

10. Voicemail

15. History

11. Headset on/off

12. Speakerphone

14. Mute

13. Volume (handset, speaker or ringtone)

Please Note; not every phone system is configured the exact same. You may notice slight differences or are missing features that are mentioned in this guide. Please speak to your system administrator or contact the Helpdesk if you require additional information.

Helpdesk – 780 784 7400

Definitions

1. **Time & Date**
2. **Status of your phone:**
   o Ringtone is off
   o Do Not Disturb is on
   o Phone is not registered
3. **Number of missed calls:**
   o Will show the number of missed calls
   o If you have a missed call, your history button will also light up
   o Missed call is a call that did not get answered – either went to VM or caller hung up
4. **Voicemail** indicator will light up if you have a voicemail
5. Phone will display **G** (group) if your phone is part of a group (paging for example)
6. **Feature Keys**:
   You have 4 feature buttons that you can scroll across 3 screens for a total of 12 buttons (use the right/left navigation keys to move between screens)
   Pressing a feature button will activate the feature that is written to the left (or right) of the button on your display
   o **Intercom.** Provides additional dial tone
   o **Park 1, 2, 3**, etc. Parks a call allowing anyone in the organization to pick up the call by pressing the corresponding Park key.
   o **DND** or Do Not Disturb. Silences rings, sends calls to VM and calls show up in History as Missed.
   o **Page.** Wait until you hear a beep and start speaking to page multiple phones (phones paged depends on programming)
   o **Twin to cell –** switch on/off your mobile twinning.
   o **Record –** Start recording a call you are on
   o **Log in –** Log in to a group (if you are a member and this has been setup)
7. **Soft Keys** – These are the 4 keys across the bottom of the display. Each key is associated with what is written on the screen above. The options for these will change as you go through the options.

When your phone is idle it will show:

Redial			Features

   o **Redial** – stores details of last 25 outgoing calls. To dial, either press button next to name/number, or highlight and lift handset or press Call softkey
   o **Features**
   ▪ **Forward** –Follow Me To, Follow Me Here, Forward Unconditional, Forward Busy / No Answer
   ▪ **Phone User** – Lock, login, Logout, Set Security pin, Phone Screen Settings,
   ▪ **Call Settings** – Do not disturb (on or off), Redial Action, Enbloc dial,
   ▪ **Visual Voice** – Enter voicemail settings

 Helpdesk – 780 784 7400

When your phone is ringing it will show:

Answer	To VM	Ignore	Drop

- o **Answer** – answer a ringing call handsfree
- o **To VM** – sends a ringing call directly to your voicemail box
- o **Ignore** – silences the rings
- o **Drop** – sends the call to voicemail

When you are on a call it will show:

Hold	Conf	Transfer	Drop

- o **Hold** – places the call on hold at your phone only, use the flashing Intercom button to retrieve it
- o **Conf** – set up a conference call and add as many participants up to the limit of your lines or PRI channels
- o **Transfer** – transfer a live call by pressing Transfer and:
    - Dialing another extension, you are now talking to the transferee, complete the transfer by either hanging up or pressing Complete. Press Cancel to bring the call back to you
    - Pressing the Contacts button and dialing by name, highlight the name then proceed as above
    - In either of the above two examples press # first to transfer the call directly to someone's voicemail box
    - Dialing an external phone number. Wait until you hear the phone start to ring before hanging up or pressing Complete. Press Cancel to bring the call back to you
    - **Note** – you can also send a message directly to someone's mailbox by pressing # before entering their extension number or dialing by name
- o **Drop** – disconnects the call

8. **Phone key (home) –** takes you back to the main screen
9. **Navigation Keys** – used to move cursor up, down, left, right on screen. Press OK (middle button) to activate highlighted feature
10. **Voicemail Key** – Takes you to visual voicemail. Pressing it will give a range of options (that you can scroll down with the navigation keys) including;
    - o **Listen** – to messages in your mailbox
        - New – new messages not yet listened to, will stay in your mailbox as new until listened to
        - Old – messages you have listened to but not saved. These messages will be deleted by the system after a period of time

Complete Communications Inc.   Helpdesk – 780 784 7400

- **Saved** – messages you have listened to and saved. These messages will stay in your mailbox until deleted by you

Press <u>Select</u> or OK, select category, Press <u>Select</u> or OK

Play		Back	More

<u>Play</u> – plays the message

<u>Back</u> – back to previous screen

<u>More</u> - goes back to the previous softkey screen

Delete	Save	Copy	More

<u>Delete</u> – permanently deletes message

<u>Save</u> – saves the message, moves to Saved category above

<u>Copy</u> – copies the message to another mailbox

<u>More</u> – goes back to previous softkey screen

- o **Message** – allows you to record a message then send it to another person's voicemail box. Easier to use # in front of an extension number to go directly to someone's voicemail box.
- o **Greeting** – record a greeting that callers will hear
    - Press <u>Record</u> to record the greeting
    - Press <u>Stop</u> when you are finished recording
    - Press <u>Listen</u> to hear what you have recorded
    - Press <u>Submit</u> to save the recording, if you don't press <u>Submit</u> the greeting you just recorded won't be saved
- o **Passcode –** by default no password is required to access your mailbox at your phone. This can be changed if you wish. A password is required to access your mailbox from outside of the office to check messages, change greetings etc.
- o **Name** – record your name here so that your mailbox becomes part of the directory and a caller can find you by dialing your name. If your name is not recorded you are not in the directory.
- o **Email** – (optional) settings for voicemail to email
    - <u>Copy</u> – a copy of the message will be sent to your email address in addition to staying in your voicemail box. ***Recommended setting***
    - <u>Forward</u> – the message will be sent to your email address only and not to your voicemail box. ***Not recommended because if something happens to your email service/provider/exchange server etc., you will never receive the voice message as the phone system does not check to see if you received the email***
    - <u>Alert</u> – you will receive an email telling you that you have a message but the actual voice message will not be attached

Helpdesk – 780 784 7400

- Off – turns off the email feature and your messages will be accessible only at your phone

11. **Headset** – turn on if you have a connected headset that you want to use

12. **Speaker** – press before putting the handset down to make the call handsfree, or press to answer a ringing call handsfree (can also press the Answer softkey)

13. **Volume** – When the phone is idle, this will change the ringing volume. If you are on a call, it will change the volume in the handset. If you are on speakerphone, it will change the volume of the speakerphone

14. **Mute** – Turn off the microphone when on a call

15. **History** – stores details of last 30 calls. This key will be Red if there are current missed calls and will take you directly to the Missed Call List. You have the following options (use navigation keys to scroll left/right):
    - **All** (access to Missed, Incoming, Outgoing), right arrow to:
    - **Missed** (shows calls not answered, either they went to VM, or caller hung up), right to:
    - **Incoming** (shows answered calls), right arrow to:
    - **Outgoing** (shows outgoing calls, similar to Redial). For all call types you can press Details to see info about the call, or press More and +Contact to add to Personal Contacts. To dial you can press the button next to the name, highlight and lift the handset or press Call.

16. **Contacts** – To dial, press the button next to name, or highlight and lift handset or press Call.

    All (allows access to Personal, External, Users, Groups – all are dial by name), right arrow key to:

    - **Personal** (allows access to Personal contacts only and allows you to add them by pressing the New softkey), right arrow to:
    - **External** (allows access to External contacts only – added through Manager), right arrow key to:
    - **Users** (allows access to Users only), right arrow to:
    - **Groups** (allows access to Hunt Groups only)

17. **Main Menu** – **In most cases, the settings contained within should only be used by your system administrator**. Pressing the menu button will provide the following options:
    - Applications – Activate screen saver
    - **Settings** – Phone, Audio and Display options
    - Network Information – Audio parameters, IP parameters, Quality of Service, Network interfaces, 802.1x parameters, Upgrade info, System
    - Administration – Requires admin access
    - About – Software version of phone

18. **Name and Extension** – displays the name and extension assigned to the phone