

Using Your Telephone

Calls:

Make A Call:

Telephone idle, dial the desired number then lift the handset... your call is placed. **OR**, Pick up the handset. Dial the number. Press the “Send” soft key.

Make a hands-free call (speakerphone):

Telephone idle, dial the desired number then press the big Red button... your call is placed. **OR**, Press the big red button. Dial the number. Press the “Send” soft key.

To hang up:

Press the “End Call” soft key or hang up the receiver.

To place a call on Hold:

Press the “Hold” button.

To retrieve a call from Hold:

Press the flashing green button (on your telephone only).

To transfer a call to an Extension (Blind Transfer)

Press the “Transfer” key. Press the “Blind” Soft Key. Dial the extension. Press the “Send” soft key. Hang up.

To transfer a call to an Extension (Screened Transfer):

Press the “Transfer” key. Dial the extension. Wait for the party to answer, announce the call then press the “Transfer” key. Then hang up.

To transfer a call to Park:

Press the “Park” key & listen. You will hear the park number (701,702, or 703). The red light next to the park number will light.

To retrieve a call from Park:

Press the lit Park key for 701,702 or 703.

To transfer a call to Voicemail

Press the “Transfer” key. Press the “Blind” Soft Key. Dial “*” & extension number. Press the “Transfer” key, then hang up.

Conference - Three Party (you + 2)

While on the first call Press the “Conference” key. Make the 2nd call.

Press “Conference” key again, to join all parties.

Conference Room

(for large conference calls)

Use Conference Room; callers can be transferred into the conference room by anyone or they can call into the conference room directly from the outside by dialing _____. The conference room can be accessed by dialing 901 from the inside. The PIN number to enter the conference is 323.

Pause

This is “Do Not Disturb”. When active, all calls to your telephone will go directly to your voicemail.

Call Log

Press the Directories key then use your Navigation keys to select Call History to access your Missed Calls list, your Received Calls list and your Dialed Numbers list. You can dial the numbers in any of these call logs or store them in your phonebook.

Redial

Press the “Redial” key to the last number that you dialed.

Mailbox Overview

Among the features that are included in the voice mail systems are:

- Three different types of greetings
- Voice Mail sent to email including .wav file format.
- An organization system called “Folders” to organize saved messages
- Password protected mailbox access
- Audible recording menu to record and re-record mailbox greetings

Greetings

A mailbox greeting is a message for you to inform the caller that you are away from your desk or busy on another call.

There are three types of Greetings:

- **Not Available Greeting** – Played when your phone is unanswered. ...Hello, this is Mark; I am not able to answer your call right now. Please leave a detailed message and a number where I can reach you, and I'll call you back as soon as I am able.
- **Busy Greeting** – Played when your extension is busy or in DND. ...Hello, this is Mark, I am currently on the phone and not able to take your call right now; please leave me a detailed message and I will call you back as soon as I can.
- **Temporary Greeting** - Played whenever it is recorded. The temporary greeting is played as a replacement for your other greetings. When the situation warrants a greeting to inform your callers of something different than your regular greetings; record a temporary greeting and it will replace the others while it is active. Sample temporary greeting; ...Hello this is Mark; I am on vacation with limited

access to messages. Please call extension 1500 and speak to Mary with any matters that need immediate attention. I will return on Monday, February 24.

Default Greetings

If you do not record any greetings, IPitomy will play a set of default greetings depending on the status of your extension. Be sure to record your name so your greeting will be a little more personal. If you do not record your name, the default greeting will say “the person at extension (your extension number) is not available”. If you record your name the greeting will say “Mark Smith” is not available...”

Folders

The IPitomy IP PBX allows you to save and organize your messages into folders. The 5 folders have convenient names for organizing messages:

0. New
1. Old
2. Work
3. Family
4. Friends

When a message is left for you, IPitomy will place the message into the “New” folder. Once you listen to the message, but do not delete the message or save the message to a different folder, IPitomy will automatically move the message to the “Old” folder. When you first log into your mailbox, IPitomy will make the “New” folder the current folder if you have any new messages. If you do not have any new messages IPitomy will make the “Old” folder the current folder.

Logging In to Voice Mail

From your local extension

Press the Voice Mail key (key with envelope icon) on your telephone. This will bring you to a voice menu that will ask you to enter your password. Enter your password and follow the prompts to listen to messages.

From outside using the automated attendant

When dialing in from outside the office, call into the automated attendant _____. Dial # from the menu. You will be prompted to enter your mailbox number, then your password. Follow the prompts to listen to messages.

From a phone other than your extension

From a phone inside the office, dial 924. You will be prompted to enter your mailbox number, then your password. Follow the prompts to listen to messages.

The First Time You Log In

The first time that you log into your mailbox, you should always change some settings. In particular, you should:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- **Change your password (highly recommended)**

Voice Mail Menus

This section contains a detailed discussion of the menus used to access your mail box.

Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- 1 Listen to messages in the currently selected folder
- 2 Change folders
- 3 Advanced Options
- 0 Mailbox options
- * Help
- # Exit from the voice mail system

Advanced Options

- 4 To place an Outgoing call *May not be allowed
- 5 Leave a message for another user on the system.
- * Return to the main menu.

Mailbox Options

- 1 Record your unavailable message.
- 2 Record your busy message.
- 3 Record your name.
- 4 Record your temporary greeting.
- 5 Change your password
- * Return to the main menu

If there is not a temporary greeting recorded, you will immediately be prompted to record a temporary greeting. If you do have a temporary greeting recorded you will be presented with the following menu:

- 1 Record a temporary greeting. This will allow you to record a new temporary greeting.
- 2 Erase temporary greeting.
- * Return to the main menu.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

Listening to Messages

The Message Envelope (if turned on)

The voice mail system will play back the message “envelope”.

The message “envelope” provides information about the message:

- Message Number
- Date and time that the message was received
- Caller ID information

Pressing “1” any time during the playback of the message envelope will skip the Envelope information and skip directly to message listen mode. The voice mail system will then play back the message.

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During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- * Rewind the message by 3 seconds
- # Fast forward the message by 3 seconds
- 0 Pauses the message playback. Press any other button to resume playback.

After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- 3 Advanced Options
- 4 For the previous message
- 5 Repeat the current message
- 6 To play the next message
- 7 To Delete this message
- 8 Forward the message to another user on the system
- 9 To save this message
- * Help
- # Exit the voice mail system

Advanced Options menu

- 1 To send a reply
- 3 Play message envelope
- 4 To place an outgoing call
- 5 To leave a message for another user on the system
- * Return to the main menu

Changing Folders

If you select the option to change folders IPitomy will play this menu:

- 0 New messages
- 1 Old messages
- 2 Work messages
- 3 Family messages
- 4 Friends messages
- # Cancel the change folder operation



IPitomy Communications, LLC
www.ipitomy.com

HD Phone Quick Reference Guide & Voice Messaging Quick Reference Guide



IP320

IP410



IP620

For Service Call