

Using Your Telephone

Make a Call:

Pick up the handset. Dial the number or press line 1 or line 2. Press SEND.

 **To make a hands-free call:**
Press the big red button. Dial the number. Press Send

To hang up:
Hang-up the handset or press the big red button OFF.

To place a call on Hold:
Press the “HOLD/PICKUP” button.

To retrieve a call from Hold:
Press the “HOLD/PICKUP” button.

 **To transfer a call to an extension (Announced Transfer):**

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

To transfer a call to an extension (Blind Transfer)

Press the “Transfer” key. Dial the extension. Press SEND. Press the “Transfer” key. Hang up.



To transfer a call to Park:

Press the “Transfer” key, dial 700 & listen. You will hear the park number (701,702, or 703). Hang up.

To retrieve a call from Park:

Dial 701,702 or 703 (or any Park Number).

To transfer a call to Voicemail

Press the “Transfer” key. Press  + EXT +  hang up.

 **To create a three party conference (you + 2)**

While on the first call Press the “Conference” key. Make the 2nd call. Press “Conference” key again, to join all parties.

For larger 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

To mute your call press the “C” clear key.

To access the phone menu press the OK key.

Call Log

Use the Navigation keys to select:

DOWN key: Missed Calls

LEFT key: Received Calls

RIGHT key: Dialed Numbers

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 dialed number.



Mailbox Overview

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

- Three different types of greetings
- Voice Mail sent to email including .wav file format.
- A Folder system 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). This will bring you to a voice menu that will ask you to enter your password. Enter your password (your extension number) 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)**