



VoxIP

Telephone User Guide

v 2.1



IP CONVERGENCE
Leverage your network



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Telephone User Guide

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Each telephone comes with three types of buttons, **softkeys** which are located under your LCD screen, **line buttons** which are on either side of the LCD screen and **fixed buttons** which have images on them located to the right of the dial pad numbers.

Fixed Buttons - these are located on the right side of the telephone and are hard coded and can't be changed. Examples of these are transfer, hold, redial, mute, voicemail and heaphone.

Softkey Buttons - these are located directly under the LCD screen. These softkey buttons will change due the status of the handset. As you pickup the handset you will see that the softkey options will change.

Line Buttons - these buttons run along the side of the LCD screen vertically on both sides. The administrator will program these buttons to provide you with telephone lines. If these buttons are not in use you can press and hold these buttons and utilize the arrow keys on your phone to enable speed dials.

Arrow buttons allow you to scroll through options and highlighting a selection then press the "ok" button to choose a selection.

How your phone acts when calls are coming in or you have a call on hold



Line Appearances

Incoming Call - Fast Flashes Green

Call On Hold - Slow Flashes Red

To retrieve any call on hold just press the slow flashing line button

Answering Incoming Calls - You have three options to answer incoming calls.

option 1 - If you have no calls on your telephone just pick up the handset or press the speakerphone button on the bottom right of your telephone and the first line will automatically be picked up.

option 2 - press the line button that is ringing and that call will be answered. You can have the handset in your ear or allow the speakerphone to be activated when you press the line button that is ringing.

option 3 - if you have no active or hold calls you can press your reject softkey and the call will be directed to your voicemail box.

Answering Incoming Calls When You Already Have An Active Call - If you have an active call and need to answer the next call just press the fixed hold button or the hold softkey button and the first call will be hold and you can press the next line button to answer the second call. (The second call will only flash not ring).



How to Perform Other Calling Options and Capabilities

Call Transfers - you have three options for call transfers, blind, announce and external transfers.

Blind Transfer - You have an active call you want to transfer. You press the transfer button, dial the destination extension and hit transfer again and the call is transferred.

Announced Transfer - You have an active call you want to transfer. You press the transfer button, dial the destination extension but wait until the destination party answers and you announce who is calling then press transfer again, the call is transferred.

External Transfer - Same as announced or blind just to an external number. If you need a 9 or 8 to get out just add that to the beginning of the destination and the call will be transferred to an external party with a blind or announced mode.

Conference Calls - The same three options as transfer but you are trying to get more than two parties on a call. You have an active call and press the conference soft key under the LCD and dial the destination party(internal or external) and press the conference softkey again to connect all parties to the conference call.

Call Parking - Allows a user to receive a call and park it to a virtual extension and page/announce that destination to the recipient of that call. While active on that call dial *270 and wait to hear park extension. Call park extensions are from 71-99. Then page with the call park extension and who the call is for.

Call Forwarding - Allows user to have all calls forward to any extension or external number. User picks up handset and dials *72 then the system will ask for destination number. When call forwarding is no longer needed dial *73 to deactivate call forward.



How to Perform Other Calling Options and Capabilities

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Call Pickup - allows for another user that hears another extension ringing and wants to answer that call. The user simply dials “**” and the extension number and press send on the softkey to retrieve that call. This is also available for groups as well(get group extension from your administrator).

Do Not Disturb(DND) - provides the user the ability to send all incoming calls to voicemail and not ring their telephone. This is helpful if you are in a meeting and do not want to be disturbed. User picks up handset and dials *78. The LCD screen will have a red stop sign displayed. To deactivate dial *79 and DND will be turned off.

Paging - users call page over the paging speakers and over the telephone by pressing the paging line button on the LCD screen. All audio is forwarded to all devices that can broadcast the paging audio.

Voicemail - users can access their voicemail box by pressing the fixed voicemail key that has an envelope image on the fixed button. If a user is not at their telephone and wants to access their voicemail from another telephone they can dial “*98” from any telephone and enter their extension and password to retrieve their voicemail. Users can, if feature is configured, receive a WAV file in an email attachment and listen to the new voicemail.



How to Setup and Use Your Voicemail

After logging into your voicemail box you have the following options.

option 1 - listen to new and old messages

option 2 - to change folders(New, old, work, family, friends message folder)

option 3 - advanced options(You can create a message and send it)

option 0 - mailbox options

Option 1 Listening to new and old messages - after listening to the message you can press 1 to reply if sender is on the same system, press 3 to hear envelope information(caller ID, date and time received), press 5 to send a reply but you can use the directory on the system. Pressing 6 will play the next message, pressing 7 will delete the message, pressing 8 will forward it to another user on the system and pressing 9 will save the message and give you folder options(new, old, etc.).

Option 2 Folders - The system allows you to organize your messages into 5 different folders. You can select a folder to listen to specific messages.

Option 3 - You can create and send a voicemail from the voicemail system. Either enter an extension or use a directory. This gives you the ability to leave a voicemail without ringing extension.

Option 0 - Once logged into the voicemail system select option 0 to setup your voicemail box. Press 1 to record default greeting, press 2 to record your busy greeting, press 3 to record your name for the dial by name directory listing, press 4 for a temporary greeting(vacation, meeting, etc.) and press 5 to change your password.

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