



Welcome to IP Phone and Voice Mail Training





Overview

- IP Phones – Telephone will connect and communicate over the data network.
- Desktop PCs can connect to the IP Phone
- Same or improved functionality



General Dialing Info

- Four-digit internal dialing, no change to the current numbers
- Local
 - 9xxxxxxx
 - 9-985xxxxxxx
- Long Distance
 - 8xxxxxxxxxxx
- Same for ALL lines





Features and Benefits

- Full-feature Telephone
- Provides voice communication over an IP network
- Phone number moves with phone
- Some features of the IP Phone are:
 - ✓ Call Forwarding
 - ✓ Redialing
 - ✓ Interactive Directories
 - ✓ Conference Calls
 - ✓ Accessing Voice Mail





Topics

- Adjusting the height of the Footstand
- Phone Connections
- Placing a Call
- Answering a Call
- Ending a Call



Adjust the Footstand

1. Push in the footstand adjustment knob on the right-hand side of the phone
2. With the button depressed, adjust the footstand to the desired height
3. Release the footstand adjustment knob

Note: The footstand should move freely and not click

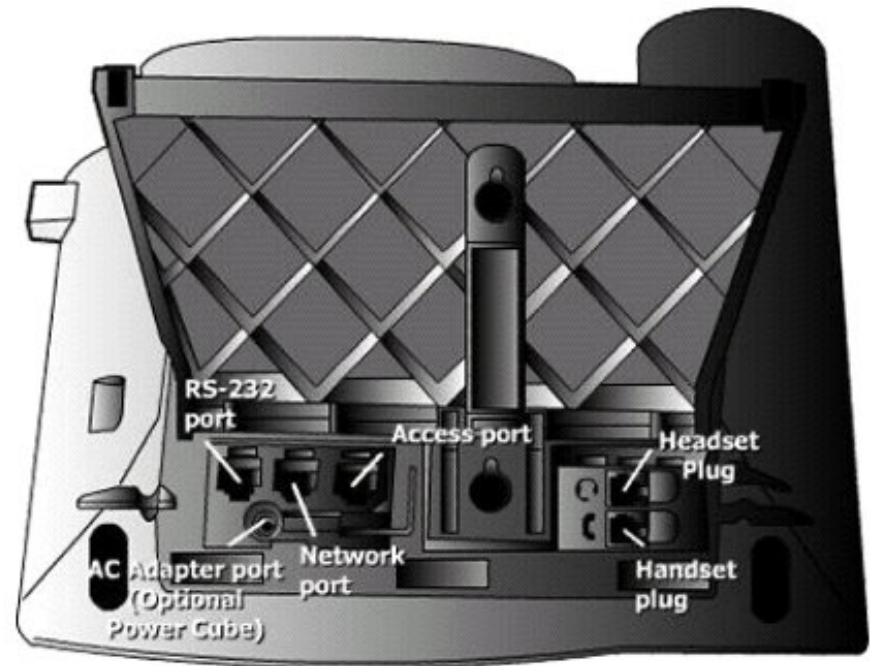


Phone Connections



1. Connect an Ethernet cable from the wall to the **Network port** (middle) on the phone. Labeled 10/100 SW or 10/100/1000 SW

2. Connect the handset and headset to their respective ports

3. If connecting a computer to the network through the phone, connect an Ethernet cable from the **Access port** to the computer. Labeled 10/100 PC or 10/100/1000 PC





Placing a Call

- Lift the **Handset** and dial the number
- Press the **Speaker** button and dial the number 
- Press the **Headset** button and dial the number (if available) 
- Press the **NewCall** soft key and dial the number
- Dial the number then lift the **Handset**







Answering a Call

- Lift the **Handset**
- Press the **Answer** soft key
- Press the **Speaker** button 
- Press the **Headset** button 





Ending a Call

- Hang up the **Handset**
- Press the **EndCall** soft key
- Press the **Speaker** button 
- Press the **Headset** button 





Topics

- Transferring a Call
- Forwarding all Calls
- Placing a Call on Hold
- Muting a Call
- Placing a Conference Call
- Using Call Pickup
- Redialing the Last Number
- Handling Multiple Calls




Transferring a Call

1. To transfer a call to another phone, press the **Trnsfer** soft key (This will put the caller on hold automatically)
2. Dial the number to which you are transferring the call
3. When you hear ringing press **Trnsfer** again (blind), or when the party answers, announce the call and press **Trnsfer** (supervised)
4. Hang up to end your participation in the call



Forwarding all Calls

1. Press the **CFwdAll** soft key
2. Dial the number to which you want to forward all calls
- ✓ Press the **Messages** key to forward to Voicemail 
3. To cancel the forwarding of all calls, simply press the **CFwdAll** soft key

Note: An animated icon in the upper left corner of the LCD will indicate that your phone is forwarded




Placing a Call on Hold

1. During a call, press the **Hold** soft key
2. To return to the call, press the **Resume** soft key

*Note: For Multi-line phones, simply toggling between the lines using the **Line** buttons will automatically put the caller on hold and resume the call.*



Muting a Call

1. During a call, press the **Mute** button 
2. To return to the call, press the **Mute** button again

*Note: When in **Mute**, you can hear the caller, but the caller cannot hear you. Especially useful for conference calls*





Conference Calls Ad-hoc

1. During a call, press the **More** soft key and then the **Confrn** soft key. This opens a new line while placing the other party(ies) on hold
2. Place a call to another party
3. When the call connects, announce the conference and press the **Confrn** soft key again to add this party to the call
4. Repeat the first three steps to add another caller (up to six)





Ad-hoc Conference Call Notes

- ✓ Only the conference call initiator can add more callers
- ✓ When three or more people are on a conference, when adding more callers, the participants on hold can talk to each other
- ✓ Outside callers (local and long distance) can be added to calls if necessary. Just remember to dial appropriate access codes
- ✓ When the conference call initiator hangs up, the conferees are still able to talk to each other. This can be a problem if you have a long distance caller on the call on your dime.



Using Call PickUp

Call Pickup groups not assigned to all phones

1. As a phone rings within your call group press a **Line** key or pick up your **Handset**
2. Then press the **More** soft key, followed by the **PickUp** soft key
3. The call will then be transferred to your phone, answer accordingly



Redialing

- Lift the **Handset** and press the **Redial** soft key

-- OR --

- Press the **Redial** soft key to place the call by **Speakerphone**



Handling Multiple Calls

Each line appearance can handle more than one call.

- If a second call is received while you are on a call one beep will be heard on the **Handset** or **Speaker**, the second call will also display.
- Option #1 – Do nothing, the call will roll to Voicemail.
- Option #2 – Press the **Answer** softkey to place the current call on hold and answer the second call.
- To return to the 1st call scroll to the 1st call and press the **Resume** softkey.



Handling Multiple Calls

Each line appearance can handle two calls (configurable).

To place a second call (not a conference):

- Press the **Hold** softkey to place the 1st call on hold.
- Press the **New Call** softkey and dial the second number.





Topics

- Accessing Online Help
- Using Call History
- Making Calls from a Corporate Directory
- Customizing Options
- Accessing Voice Mail
- Setting Up Voice Mail





Accessing Online Help

- Press the **?** button and then press any key to display help for that key



Using Call History

1. Press the **Directories** button to display the directory menu



1. Missed Calls
2. Received Calls
3. Placed Calls


2. Use the **Scroll** key to highlight the desired history then press the **Select** soft key

3. Use the **Scroll** key to highlight the desired number then press the **Dial** soft key place a call



*Note: You must use the **EditDial** soft key to add a "9" for an outside line*

Corporate Directory

1. Press the **Directories** button to display the directory menu 
2. Use the **Scroll** key to highlight the Corporate Directory then press the **Select** soft key (or press 5)
3. Enter search criteria to locate the appropriate number.
4. Use the **Scroll** key to highlight the desired number then press the **Dial** soft key place a call




Note: You can also highlight the phone number and just lift the handset. The call will be placed automatically

Accessing Voice Mail

- The red light (Message Waiting Indicator (MWI)) lights up when you have a voice mail message and the icon next to your number will display a flashing envelope.



Accessing Voice Mail

- From your phone
 1. Press the **Messages** key 
- From other phones
 1. Dial the Unity extension (3200)
—OR—
 2. Dial the outside number (504-520-3200)
 3. Press the “*” key during the main greeting
 4. Enter your “**extension**” followed by the “#” key
 5. Enter your “password”
- Follow the voice prompts





Voice Mail Setup

- Must do this the first time you access the Unity Voice Mail system
- Enter default password - 063010
- Record your name. Press “#” to end recording
- Record your personal greeting. Press “#” to end recording
- Set a permanent password. This cannot be your phone number, default password, or something trivial (i.e. 1111)



Voice Mail Passwords

- Passwords do not expire
- Minimum Password Length: 6 digits
- Uniqueness: Cannot be last 3 passwords
- Non-trivial Passwords
 - Not the same as previous 3
 - Digits not all the same (99999999)
 - Not all consecutive characters
 - Cannot contain the extension
 - Cannot spell subscribers name





Primary Voice Mail Menu

- To Hear New Messages
Press 1
- To Send New Messages
Press 2
- To Review Old Messages
Press 3
- To Access Setup Options
Press 4





Message Options

- | | <u>Press</u> |
|-------------------------------|--------------|
| ➤ To Repeat a Message | 1 |
| ➤ To Save a Message | 2 |
| ➤ To Delete a Message | 3 |
| ➤ To Reply to a Message | #4 |
| ➤ To Forward a Message | #5 |
| ➤ To Mark a Message as New | 6 |
| ➤ Move Backward in a Message | 7 |
| ➤ To Pause/Continue a Message | 8 |





Voice Mail Setup Options Shortcuts

	<u>Press</u>
➤ From the Primary Menu	4
✓ Change Greetings	1
✓ Change Call Transfer	1,4
✓ Change Passwords	3,1
✓ Change Recorded Name	3,2

Note: These are shortcuts to bypass the voice prompts. Picking up the phone and dialing these numbers will not produce to desired results





Topics

- Changing the Handset Volume
- Changing the Speaker Volume
- Changing the Headset Volume
- Changing the LCD Contrast
- Changing the Ringer Type
- Adjusting the Ringer Volume





Volume Adjustments

1. During a call, press the **Volume** key to increase or decrease the volume of your **Handset, Speakerphone, or Headset**
2. To save the volume setting, press the **Settings** button and then press the **Save** soft key

Note: You can also adjust the volumes while on a call without saving them. This is useful for exceptionally loud or soft-spoken callers.





Changing LCD Contrast

1. Press the **Settings** button
2. Use the **Scroll** button to highlight **Contrast** in the Settings menu
3. Press the **Select** soft key to select the Contrast option
4. Press the **Up** or **Down** soft keys to set the LCD contrast
5. Press the **OK** soft key to accept the changes
6. Press the **Save** soft key



Changing Ring Type

1. Press the **Settings** button
2. Press 1 to select **User Preferences**
3. Use the **Scroll** keys to highlight **Rings** in the Settings menu
4. Press the **Select** soft key to display the list of Ring Types
1. Press the **Scroll** keys to highlight one of the Ring Types
2. Press the **Play** soft key to hear the Ring Types
3. Press the **Select** soft key and then the **OK** soft key to select the Ring Type



Adjusting Ring Volume

1. While the phone is not on a call, press the **Up** or **Down Volume** keys to hear a sample ring
2. As the ring plays, press the **Up** or **Down Volume** keys to adjust the volume to the desired level
3. Press the **Save** soft key to save the volume





Help Info

Questions or Problems

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