

Overview of IP Phone



Notes:

1	Handset	Pick up to place or answer a call.
2	LCD Screen	Displays date and time, phone station name, line extensions, and soft key options.
3	Line Keys/Additional Line Keys	Indicates active phone lines: When phone is idle - press for dial tone on speaker. With handset active - press for dial tone on handset; press to end call on handset.
4	Soft key Buttons	Press a soft key button to perform the action shown on the label of the LCD screen.
5	Navigation Buttons	Ability to scroll up or down.
6	Messages Button	Press the envelope button to access voicemail.
7	Directories Button	Press the phone book button to access the directories. Also used to access your call history.
8	Settings Button	Press to access a menu to configure features and preferences (such as ring type and speed dials) and setup functions.
9	Services Button	
10	Volume Buttons	Press + to increase the volume and – to lower the volume of the handset/headset, speaker (when the handset is off the phone), or ringer volume (when the handset is on the phone).
11	Headset Button	Push to turn the headset on or off. When the headset is on, the button glows green.
12	Mute Button	Press to mute or unmute the phone. When the phone is muted, the button glows red. The button also glows red if the network connection cannot be found.
13	Speaker Button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Commonly Used Features

Notes:

1. Make a Call

- a. For internal calls, dial the 3 or 4-digit extension.
- b. For external calls just dial the number, no extra digits required.

2. Voicemail (Voice Portal)

Set up your Voicemail

- a. Press the **Messages** button, dial ***62**, or dial your **phone number/extension**.
- b. The default PIN is **0518**.
- c. Enter a new passcode at the (voice portal wizard) prompt.
- d. Re-enter your passcode at the prompt.
- e. Record your name at the prompt.
- f. Press **#**.

Checking your Voicemail

You will NOT use your phone to check voicemails. Voicemails will go straight to your email and you will NOT have a messaging waiting indicator on your phone.

3. Call Hold

- a. Press the **Hold** button.
- b. To retrieve the call press the line button that is blinking.

4. Call Forward

- a. Lift handset and dial ***72**.
- b. Enter phone number to which calls will be forwarded.
- c. Replace telephone handset. The service is on.
- d. To deactivate, press ***73, Dial**

5. Call Return (last number redial)

- a. Lift handset and dial ***69, Dial**.
- b. The last incoming phone number is redialed.

6. Call Transfer

Direct Transferring

- During a call press the Navigation > arrow button to access more soft keys.
- During a call press the **bxfer** soft key.
- Dial the number to which you want to transfer the call.
- Press the **dial** soft key.

Consultative Transfer

- During a call press the **xfer** soft key.
- Dial the number to which you want to transfer the call.
- After you have consulted with the new party, press the **xfer** soft key to send the call to them. If they do not want to receive the call, hit the **Cancel** soft key and you will be back on the line with the original caller.

Transferring a call to voicemail

- During a call, press the Navigation > arrow button to access more soft keys.
- Press the **bxfer** soft key, **dial *55** and then press the user's extension, then **#**.
ie. ***551001#**
- Press **EndCall**.

7. Do Not Disturb

- Press the **Setting Button**.
- Use the Navigation down button to scroll to **Call Preferences**.
- Scroll to **Do Not Disturb** and press **Yes** soft key.
- To deactivate, go to **Settings, Call Preferences, Do Not Disturb**, press the **No** soft key.

8. Conference Call

- Place a call to the first party.
- Press the **Confrn** soft key.
- Dial the 2nd party.
- When the 2nd party answers, press the **Join** soft key to join all parties in the conference.
Note: You may conference up to (3) people using this specific Conference Call feature.

9. Call Park

Park a call

- To park a call, press the **Trnsfer** soft key and then dial ***68**.
- Dial the extension where you want to park the call.
- Communicate the **Park** extension to desired party.
- To retrieve a parked call, dial ***88**.
- Dial the extension where the call is parked.

Notes:

10.Speed Dial

To program the Speed Dial:

- a. Lift handset and dial ***74**.
- b. At the dial tone, enter the one-digit code (**use numbers 2 – 9**) that will represent the number you want to program, followed by the complete number.
- c. Press the **#** key. The speed dial number is programmed.

To use the Speed Dial:

- d. Lift handset.
- e. At the dial tone, enter the one-digit code representing the number you want to dial. The speed dial number is dialed.

11.Ring Tones

- a. Press the **Settings** button.
- b. Press **2** on the key pad
- c. Scroll through the ringer options, then press select soft key to choose the desired ringer.
- d. Press **Select** soft key for the ringer that you want.
- e. Press **Ok** soft key to activate.

Notes:

Accessing the VC3 Service Desk:

If you are having any issues with your phone system, you can access the VC3 Service Desk several ways:

- **Phone:** 803-978-2707 (local)
- **Toll Free:** 800-422-5941 (toll-free)
- **Web:** <https://support.VC3.com>

One-Stop Voice Support Site:

This one-stop portal has links to all of your training documents. Currently, this site contains links to:

- The toolbar download link
- Training guides for all Hosted VoIP offerings
- Training videos
- Instructions on accessing the VC3 Service Desk.

The portal address is: <http://www.vc3.com/support/Pages/VoiceAdvantage-Guides.aspx>