

Dialing

The most convenient way to dial is to enter the phone number (extension or area code + number) and then press the “dial” soft-key. In this manner you can backspace and correct any miss-dialed digits without the need to start over. Four other buttons can assist you in the operation of dialing: “delChr” deletes the last digit; “clear” deletes all the digits; “redial” redials the last called number and “dir” lists the directories.

Answering Inbound Calls

All inbound calls sent to your phone will come into Line 1. If you are already on Line 1, inbound calls rollover to the next line, allowing you to handle up to 3 concurrent calls. To answer inbound calls, simply lift the handset, or press the speakerphone button  to talk over the speaker, or press the Line button, which is flashing to indicate the inbound call.

Voicemail Box Setup: Checking your Voicemail

1. Press the Voicemail button  or dial *97
2. Enter your Voicemail password followed by the # key
(1234 is the default voicemail password)
3. Listen to the options presented to you and press 1 for Voicemail

Checking your Voicemail remotely

1. Call your number so that you hear your Voicemail greeting
2. Press the * Key
3. Enter your voicemail password followed by the # key
4. Listen to the options presented to you and press 1 for Voicemail

Changing your Voicemail password

1. Press the Voicemail button  or dial *97
2. Choose option 0, then option 5 and then enter the new password

Record a new Voicemail greeting

1. Press the Voicemail button  or dial *97
2. Press option 0
3. Listen to the list of Voicemail greeting options and record the correct greeting

Voicemail Command Menu

- 1: Listen to Voicemail messages
 - 3: Advanced options (1: Reply, 3: Envelope)
 - 4: Play previous message
 - 5: Repeat current message
 - 6: Play next message
 - 7: Delete current message
 - 8: Forward message to another mailbox
 - 9: Save message in a folder
 - *: Help; rewind during message playback
 - #: Exit; skip forward during message playback
- 2: Change folders
 - A menu is then played of existing folders
 - #: Exit
- 3: Advanced options
 - 5: Leave a message
 - *: Return to the main menu
- 0: Mailbox options
 - 1: Record your unavailable greeting
 - 2: Record your busy greeting
 - 3: Record your name
 - 4: Record your temporary greeting
 - 5: Change your password
 - *: Return to the main menu

Do Not Disturb

- To activate this option press the “**dnd**” soft-key or dial *78, then, all the calls will be switched to the voicemail box
- To deactivate this option press “-**dnd**” soft-key or dial *79

Call forwarding

The forward function allows you to push your calls to another extension or phone number. This means that your phone will no longer ring and the target phone will ring until you turn the call forwarding off.

- To activate forwarding press “**cfwd**” soft-key or dial *72 + the extension or 10-digit phone number followed by the “**dial**” soft-key
- To deactivate this option press “-**cfwd**” soft-key or dial *73 to un-forward your calls

Call on Hold

- To put a call on hold press the button , then the red line indicator starts blinking
- To cancel call holding press the same button again

Call transfer

There are two kinds of transferring: Blind and Supervised.

- **Blind Transfer**

This feature will send the calling party to the target extension without notice.

1. Press the “**bxfer**” soft-key on the phone. The call is placed on hold and you are returned to dial tone
2. Enter the extension (or external phone number) of the user to whom you are transferring the call

- **Supervised Transfer**

This feature transfers the call; however, it allows you to announce party to be transferred to the target person.

1. Press the “**xfer**” soft-key on the phone. The call is placed on hold and you are returned dial tone
2. Enter the extension or phone number of the user whom you are transferring the call
3. Wait until the person answer and then tell him/her who it is. When the person have accepted the call press the “**xfer**” soft-key again or hang up
4. If the target person does not want to take the call or is not available, you can get the calling party back by pressing the “**cancel**”

- **Transfer Directly to Voicemail**

This feature allows you transfer a call directly to your co-workers voicemail without ringing their extension. This is good for times when you know that they are unavailable or on the phone.

1. Follow the steps of a call transfer
2. Enter the Straight Voicemail Extension number assigned to you co-worker (8 + extension number, i.e. 8101)

Three-way conference

There is two kind of conferencing:

- **Start conferencing from an active call**

- 1, Press the “**conf**” soft-key during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.
2. Dial the second telephone number.
3. Press the “**conf**” soft-key again. All three parties are connected in the conference call. When you hang up, the other two parties are disconnected.

- **Start conferencing from a held call**

With an active and held call, press the “confLx” soft-key to start a three-way conference

Pickup a Call

The Group Pickup feature will allow you to pick up a call that is ringing a group of people. For example, if you know that a person is not at their desk you can “Intercept” a call that is ringing into their phone by using the pickup button.

- Dial *8# when you hear another phone group ringing, then answer the call

Intercom

The Intercom function will allow you to call a specific phone that will automatically answer the call with the speakerphone built into them.

1. Dial 9 + the extension number (9101 will intercom extension 101)
2. You should hear a tone in your ear and you will then be connected to your co-worker

Page a Group

The page function is just as it suggests. This feature will allow you to call a specific group of phones that will automatically answer the call with the speakerphone built into them. The function is usually used to locate a party or make general announcements.

1. Dial the Page Group Extension (usually starts with digit 9, i.e. 900)
2. You should hear a tone in your ear and then make your announcement

Fax

- Received faxes will be sent to an email address attached as a PDF file
- To send a fax use a traditional fax machine

Service Outages

Your hosted telephony service relies on your Internet connection to route calls to your telephones. In the event of an Internet service interruption, your company will no longer have Internet access or telephone service. However, inbound calls to your company will still be connected to your auto attendant, which will continue to switch your calls to your cellular phones and your voicemail boxes, depending on your configuration. This is because call routing takes place on our switching equipment, and is a major advantage of hosted telephony. Customers calling your company will not know of your service interruption. Additionally, you can reach your voicemail boxes from your mobile phones or other telephones. Moreover, by external call forwarding service, your calls are switched to your cellular phones, or any other working telephone. This ensures that your customers can reach you at all times, even during a service outage. If you need help with this process, call our technical support.

Technical Support

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