Using Your Telephone

To make a phone call:
Pick up the handset. Dial the number . Press the " dial" soft key.

To make a hands free call,
Press the "speaker" button and dial the number followed by the "dial" soft key.

To hang up
Press the "Hang Up" button or hang up the receiver.

To place a call on Hold
Press the Red "Hold" button.

To retrieve a call from Hold
Press the flashing Green button. (on your telephone only)

To transfer a call to an Extension (blind transfer)
Press the "Transfer" key followed by the extension number. Press the "Transfer " key. Then hang up.

To transfer a call to an Extension (screened transfer)
Press the "Transfer" key followed by the extension number. Wait for the party to pick up, announce the call then press the "Transfer" key. Then hang up.

To transfer a call to Park
Press the "Park" key & listen for what park number it is transferred to. It will be 701,702, or 703. The red light will light under the pickup button.

To retrieve a call from Park
Press the "Pickup" key for 701,702 or 703. This key will be lit red.

To transfer a call to Voicemail
Press the "Transfer" key followed by "*" & extension number. Press the "Transfer" key Then hang up.

To create a three party conference
While on the first call Press the "Conf" key. Call the 2nd party, press "Conf" key again, and then call the third party. Then press the "Conf" key again to join all three parties.

For larger conference calls
Use meet-me-conferencing. 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 323.

Pause
This is "Do Not Disturb" When this is on all calls to your telephone will go directly to your voicemail.

Service
Press this key to access your dialed call list, your missed call list and your answered call list. You can add these calls to your personal phonebook.

Phonebook
Press this key to access your personal phonebook. This allows you to store up to 200 entries.

Redial
Press the "redial" button to access the last 10 numbers that you dialed. You can scroll thru the list and hit the "Detail" soft key then hit the "Dial" soft key. You can also save this number to your Phonebook list.

Mailbox Overview
Among the features that are included in the voice mail systems are:

- Three different types of greetings
- Voice Mail sent to email including a .wav file containing the complete message.
- An organization system called "Folders" 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 elegant. 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.
There are five 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" soft key on your telephone. This will bring you to a voice menu that will ask you to enter your password. Enter your password 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 732-661-1494. 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)

Voice Mail Menus

This section contains a detailed discussion of the menus used to access your mail box.

Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

1 Listen to messages in the currently selected folder
2 Change folders.
3 Advanced Options
0 Mailbox options
* Help
# Exit from the voice mail system

Advanced Options in Main Menu

The following buttons may be pressed in the "Advanced Options" menu that was accessed from the Main

4 To place an 0utgoing call *May not be allowed
5 Leave a message for another user on the system.
* Return to the main menu.

Mailbox Options

1 Record your unavailable message.
2 Record your busy message.
3 Record your name.
4 Record your temporary greeting.
5 Change your password
* Return to the main menu

If there is not a temporary greeting recorded, you will immediately be prompted to record a temporary greeting. If you do have a temporary greeting recorded you will be presented with the following menu:

1 Record a temporary greeting. This will allow you to record a new temporary greeting.
2 Erase temporary greeting.
* Return to the main menu.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

Listening to Messages
The Message Envelope (if turned on)

The voice mail system will play back the message "envelope". The message "envelope" provides information about the message:

- Message Number
- Date and time that the message was received
- Caller ID information

Pressing "1" any time during the playback of the message envelope will skip the Envelope information and skip directly to message listen mode. The voice mail system will then play back the message.

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During Message Playback

During the playback of the message, any of the following buttons may be pressed:

* Rewind the message by 3 seconds
# Fast forward the message by 3 seconds
0 Pauses the message playback. Press any other button to resume.

After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

3 Advanced Options
4 For the previous message
5 Repeat the current message
6 To play the next message
7 To Delete this message
8 Forward the message to another user on the system
9 To save this message
* Help
# Exit the voice mail system

Advanced Options menu

1 To send a reply
3 Play message envelope
4 To place an outgoing call
5 To leave a message for another user on the system
* Return to the main menu

Changing Folders

If you select the option to change folders IPitomy will play this menu:

0 New messages
1 Old messages
2 Work messages
3 Family messages
4 Friends messages
Cancel the change folder operation

Ipitomy Communications, LLC
1940 Northgate BLVD
Suite B-1
Sarasota, FL 34234
Phone: 941-306-2200
Fax: 941-827-9041
www.ipitomy.com

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For Service Call