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Commercial Technology Solutions

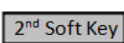
Direct 888.452.3550

service@ctsphone.com

Commercial Telephone Systems

IP Office

J129 Training Package

I WANT TO...	BUTTON ICON	THEN DO THIS...
Make inside calls	 SPEAKER  MUTE	Dial the extension number and speak. No need to press speaker or lift handset before dialing. Lift the handset to take call off speaker.
To Answer a Call		Pick up the handset or press the speaker button and say Hello! Note the display will show name or caller ID of call currently alerting phone.
Make outside calls		Dial 9 then the phone number. Lift the handset to take call off speaker.
Redial		Press the redial button. The phone will redial the last number dialed from phone.
Place call on hold		While the call is live, press the hold button. Retrieve the call on hold by pressing the RESUME SOFTKEY
How do I take more than one call?		If you receive a second call while on the phone, you will hear your phone ring briefly and caller id of the caller will appear. Touch the first softkey "Answer" and your current call will go on hold and you'll have the new call live. You can toggle between the two simply by pressing the SWAP button. To join all parties in a quick conference call, press the Conf button and all parties will be joined.
Transfer calls to extensions		While the call is live, press transfer. This places the call on hold. Dial the extension number to transfer to and with announce the call AND PRESS COMPLETE. Once the transfer is complete, the destination phone will ring then go to voice mail after 3 rings if no one answers.
Create a Conference call		While the call is live, press Conference. Dial another extension or outside number. Once the second call is connected, press JOIN. If you leave the conference call by hanging up, other parties stay connected. <i>NOTE: pressing conference while multiple parties are on hold will join everyone in a conference call.</i>
Pick-up Parked call	(Park 1, 2, or 3)	Dial the Provided Park Pickup Code _____
Call Pickup		Dial the Provided Call Pickup Code _____
Page All		Dial the Provided PAGE ALL Code _____
Do Not Disturb		May be controlled by time profile. Contact system administrator for further details.
Exit/Phone		Press Phone to view the Phone screen, and exit any other menu currently viewing.
Contacts		The CONTACTS softkey allow entry of personal contacts to be added separately per phone • If there is no contact in the contacts list, press Contacts > New • If there is at least one contact in the contacts list, press Contacts > More > New • Use the dial pad to enter the name. • Press the number key that corresponds to the letter or number that you want to enter. • Press SCROLL DOWN BUTTON to now Enter the number. • Press the Save Softkey when complete 
Menu		Press Menu to configure options and settings, and or any applications available to you or view network information.

End User **AVAYA** Voicemail Access

From Inside	From Outside
Press the VM Access (or Messages) button OR Dial *17 to use voice prompts below..	Call the main number after hours and press * from the auto attendant. Enter extension and # password and # Direct access number is:

Initial mailbox setup

YOU MUST USE *17 FOR INTIAL MAILBOX SETUP!

First Time Mailbox Login

Enter Extension and pound sign
Enter pound for current password due to no current password in place
Enter NEW password and pound sign *(must be 6—15 numbers and must be secure)*
Re-enter NEW password and pound sign
Press 1 and speak your name.
Press 1 when you're finished
Approve by pressing #

Voice Activity Menu

2 Get Messages

To Get Messages, press 2
Header plays.
To listen, press 0
 To start listening at the beginning, press 0
 To respond to or forward, press 1
 To reply to sender, press 1 (if sent from mailbox)
 To forward with comment, press 2
 To skip to the next header, press #
 To listen to the header, press 2 3
 To skip to the next category, press *#
 To replay the last few seconds, press 5
 To advance a few seconds, press 6
 To advance to the end of the message, press *6
To delete, press *3 (star "d")
To skip press #

3 Administer Personal Greetings

To Administer Personal Greetings, press 3
To listen to a greeting, press 0
To create, change or delete a greeting, press 1
 Enter greeting number (use 1)
 Record at the tone
 21 to re-record if you make a mistake
 Press # to approve
 To use this for all calls press 1
 To activate a greeting, press 3

5 Customize Mailbox

Customize Mailbox
Mailing Lists Press 1
Change Password Press 4
Record Name, Press 5
Message addressing, press 6
Call Answer Options, press 7

Advanced voicemail access guide available from system administrator upon request.