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Commercial Technology Solutions

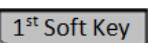
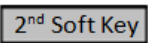
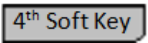
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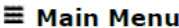
service@ctsphone.com

Commercial Telephone Systems

IP Office

Training Package

I WANT TO...	BUTTON ICON	THEN DO THIS...
Make inside calls	 SPEAKER  HEADSET  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 display will show a list of recently dialed phone numbers. Use the arrow button to scroll through the list and press the button beside the number to redial.
Place call on hold		While the call is live, press the hold button or the call appearance of your current call. Retrieve the call on hold by pressing the same call appearance. NOTE: Be aware that pressing an open call appearance button while on a call <u>will not hang up</u> the current call like other phone systems may. IP Office will place that call on hold, when choosing another call appearance. Make sure to press either Drop or the switch-hook button to hang up on calls before selecting another call appearance.
How do I take more than one call?		If you receive a second or third call while on the phone, you will hear your phone ring briefly and a call appearance button will flash. The display will briefly show the caller ID of the person calling. Touch the flashing call appearance 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 call appearances. 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 transfer again or hang up . Once you hang up, the transfer is complete and the phone will ring then go to voice mail after 3 rings if no one answers.
Transfer a call to an extension's Voicemail		While the call is live, press the Message key. You can still continue talking. Dial the extension number of the user or group and press Select .
Create a Conference call		While the call is live, press Conference . Dial another extension or outside number . Once the second call is connected, press Conference again. 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>
Drop someone from a conference call		While on a conference call, press the Drop button. Press the right arrow key scroll through the people on the conference call. Press the Drop button in the screen to drop the caller shown in the display. <i>NOTE: While drop can be used to hang up on a single caller, do not use Drop to complete a transfer. Use the transfer button or hang up to complete a transfer.</i>

I WANT TO...		THEN DO THIS...
Park call (Park 1, 2, or 3)	 Park 1	Press a non-highlighted Park button. The call will now become available to everyone's Park button on the system. The button will have a slow blinking appearance.
Pick-up Parked call (Park 1, 2, or 3)	 Park 1	Press the Park button where the call is. The button will have a slow blinking appearance. Notice the Call details appear for verification. Press "CONNECT" located above the soft key.
Pickup	 Pickup	Press the PICKUP button to pick up a call you hear ringing that is part of your pre-assigned pickup group.
Page	 Page	Pressing the Page button sends a page tone (three beeps) to all phones/Paging Speakers and allows you to speak over the speaker phones of all phones in page group and/or Paging Speakers throughout the office. Extensions that are busy are not interrupted by page calls.
Do Not Disturb	 DND (if programmed)	Press the DND button. Note the letter "N" in the display and the word "Status" above the soft key. These are indicating NO calls are ringing to your extension and going straight to voicemail. Your extension will produce a stuttered dial tone when you go off hook. These are all reminders that your DND is engaged. To disengage, touch the button.
Exit/Phone		Press Phone to view the Phone screen, and exit any other menu currently viewing. During a call, you can gain access to the following options from the Phone screen: Hold, Conference, Transfer, and End call.
Access Voicemail		Press the "Messages" button and follow the visual options to access features.
Contacts		The directory includes names stored for use by all users, names stored for use by just you and the name and numbers of all the other users and groups on the phone system.
Menu	 Main Menu	Press Menu to configure options and settings, and or any applications available to you, logout, or view network information.
Caller ID History		Press "History". Choose All, Incoming, Outgoing, or Missed call logs.
Twin	 Twin (if programmed)	Twinning can be used to allow your desk phone and an external number to ring simultaneously. Numbers entered require a "9" if an external number. Calls routed to the secondary external number remain under control of the system and can be pulled back to the desk phone if required by pressing the "Twin" button. You can also press "Twin" while on the desk phone to move the call to your external number. If either leg of an alerting twinned call is answered, the other leg is ended.

End User Voicemail Access

From Inside	From Outside
Press the VM Access (or Messages) button Use Visual Voice menu buttons. 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:

Remote access mailbox setup

YOU MUST USE *17 FOR REMTOE ACCESS 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
Re-enter NEW password and pound sign
Press 1 and speak your name.
Press 1 when you're finished
Approve by pressing #



Visual Voicemail Access

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts.

Button	Functions
Listen	Accesses your mailbox. When pressed, the screen shows the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Once message playback is selected, the available controls change: • Previous: Play the previous message. • Next: Play the next message. • Rewind: Rewind approximately 5 seconds. • FFwd: Step forwards approximately 5 seconds. • Delete: Delete the current message. • Save: Mark the message as a saved message. • Copy: Copy the message to another mailbox. When pressed, the phone displays: • Pre-Rec: Record a message to attach to the start of the copied message. • Targets: Enter the destination for the message copy. • Done: Copy the message using the targets entered. • Pause: Pause the current message. Press the button again to un-pause.
Main(0)	Hunt group names may be displayed you have been configured for hunt group mailbox access. The number shows the number of new messages in the mailbox. Press the button to access the mailbox in the same way as the Listen option above.
Message	Record and send a voicemail message to another mailbox or mailboxes.
Greeting	Change the main greeting used for callers to your mailbox. If you have not recorded a greeting, the system's uses its default mailbox greeting. • Record: Record a new greeting. • Listen: Listen to the current greeting or the new greeting just recorded. • Submit: Submit the new greeting just recorded. • Delete: Delete the current greeting. The mailbox reverts to using the default system greeting.
Email	This system shows this option if you have a configured email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email option used for new messages received by your mailbox. Use Change to change the mode displayed. Press Done to save the change. The modes are: • Email Mode Off: Voicemail email is not used. • Email Mode Copy: Copy new voicemail messages to the email address, leaving the original message in the mailbox. • Email Mode Fwd: Forward new voicemail messages to the email address, deleting the original message from the mailbox. • Email Mode Alert: Send an alert email message to the email address, leaving the message in the mailbox.
Password	Change the mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail usage on or off. When off, the voicemail system does not answer unanswered calls.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call connected, the Visual Voice button allows entry of an extension number for direct to voicemail transfer of the connected call.

Advanced voicemail access guide available from system administrator upon request.