



PHONE SYSTEM HANDOUT

WEST CENTRAL TELEPHONE ASSOCIATION

We Connect You.™

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West Central Hosted PBX Handout



Contents

Voicemail.....	2
First Time Setup	2
After initial setup.....	2
From your phone	2
From another IP phone in your organization.....	2
From a phone outside your organization to your extension	2
Receive Call.....	2
End Call.....	3
Place call on hold and retrieve.....	3
While on a call	3
Retrieve call on hold	3
Transfer Call	3
Call Park/Park Retrieve.....	4
Place call in Park	4
Retrieve call in Park	4
Three-way call	4
Pull call.....	4
nCommand Softphone.....	5
nCommand Password Sync	5
Logging into nCommand app/software.....	5

West Central Hosted PBX Handout



Voicemail

Setting up voicemail on your device.

First Time Setup

1. Dial the phone extension or press the message key on the phone.
2. If requested, enter your extension.
3. Listen to the voice prompts.
4. Enter a new passcode at the prompt.
5. Re-enter passcode at the prompt.
6. Record your name at the prompt.
7. Press #
8. Your voicemail is now setup.

After initial setup

From your phone

1. Press the “Messages” key
2. Input your passcode.

From another IP phone in your organization

1. Press the “Messages” key
2. Press “*”
3. Input your extension.
4. Input your password.

From a phone outside your organization to your extension

1. Dial your phone number.
2. Press “*”
3. Input your extension.
4. Input your password

Receive Call

Use this process to answer an incoming call.

1. While phone is ringing, do one of the following to answer the call.
2. Press the “Speakerphone” key to answer.
3. Press the “Answer” softkey on the screen for touch enabled phones.
4. Press the “Headset” key to answer using an attached headset.
5. Lift the receiver up to answer the call.

West Central Hosted PBX Handout



End Call

Use this process to end a call.

1. Press the “Speakerphone” key to hang up.
2. Press the “End Call” softkey for touch enabled phones.
3. Press the “Headset” key to hang up.
4. Place the handset on the receiver to hang up the call.

Place call on hold and retrieve

Do the following to place a call on hold and retrieve a call on hold.

While on a call

1. Press the “Hold” softkey
2. The call will now be On Hold

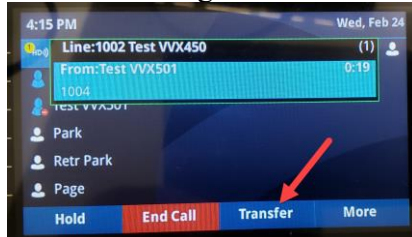
Retrieve call on hold

1. Navigate on the screen to select which held call to resume.
2. Press the “Resume” softkey.

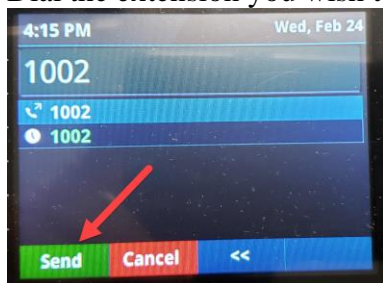
Transfer Call

Follow the steps below to transfer a call

1. After answering the call click on “Transfer”



2. Dial the extension you wish to transfer the call too and click “Send”



West Central Hosted PBX Handout



Call Park/Park Retrieve

Use the following to place a call in Park and to retrieve a call in Park

Place call in Park

1. First place the call on “Hold”
2. Press the “Park” softkey or dial *68
3. You will be prompted to enter the extension you wish to park the call and then press the “#” key. (Example: 1002#)

Retrieve call in Park

1. Pick up the handset or use the speakerphone or headset.
2. Dial *88
3. You will be prompted to enter the extension for the Parked call and then the “#” key. (Example: 1002#)

Three-way call

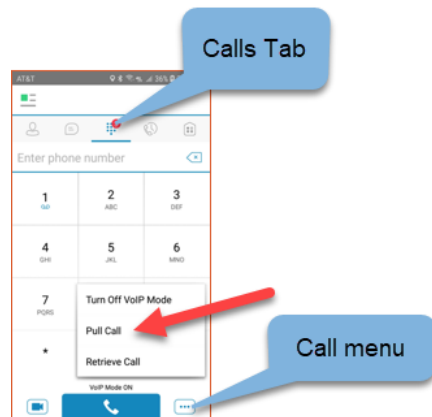
Use the following to add another caller to an active call.

1. While the call is still active, press the “Conference” softkey. This will place the call on hold.
2. Dial the extension or the ten digit outside number you wish to reach and press Dial or Send to place the call.
3. When the other party answers, announce the intent to bring the parties together to the second party.
4. Complete the conference by pressing the “Conference” key.

Pull call

Depending on the seat that you have purchased you may be able to use the nCommand soft phone on either your cell phone or desktop computer. From that software you have the ability to pull a call from your desk phone to your mobile device.

1. To pull the call from your desk phone to your client, go to the calls tab and press the menu in the lower right.
2. Choose Pull Call from the menu.



nCommand Softphone

nCommand is a software and application that can be used to act as your desk phone. To use the nCommand app/software you need to have purchased a Premium seat license for that user. nCommand can be downloaded from the Google Play store or the Apple App Store. The software for PC can be downloaded at <https://www.ncommandapp.com/> Once a seat has been purchased you will need to sync your password so that it will work with the nCommand app.

nCommand Password Sync

The information needed to log into nCommand and other web applications is found within the Customer Admin Portal, and is based on the DID of the seat that is being used by nCommand. In order to set a password to log into the application or soft client, you must first log into your Customer Administration Portal.

1. Log into the Customer Administration Portal using the username and password that you set up. If you have not set up a username and password, your administrator can send you a link to build it.
2. If your role is End-User, you will only see services and seats assigned to yourself. Admins will see everything.
3. Locate your seat in the My Extension section under Services (End-User) or in the Locations section (Admins).
4. Next to the extension you will see a figure with a key. Press this icon.
5. Follow the Password Sync window instruction.
6. The Password Sync function will write the same password you use to log into the Customer Admin Portal to nCommand. Your nCommand username is your ten digit phone number.
7. These credentials will be the same for other web interface services,

Logging into nCommand app/software

Once you have synced your password you are now able to log into the nCommand software.

1. Open the App or Software.
2. For the username you will use your phone number + @corpglobal.net (Example: 2185551212@corpglobal.net)
3. The password will be the same password you created when setting up your user account.