



iPECS UCP Basic Phone Training Fanvil Phones

PHONE BASICS:

Answering a Call:

- Pick up handset OR
- Press “speaker” button OR
- Press flashing line button

Making an External Call:

- Pick up handset, press “speaker” button or press line
- Enter 8 for outside line
- Enter telephone number then press “dial” key

Making an Internal Call:

- Pick up handset or press “speaker” button
- Enter extension number then press “dial” key

End a Call:

- Hang up handset OR
- Press “speaker” button OR
- Press “end” key

Transfer Call – No Announce:

- While on call press “xfer” key
- Enter extension number/flex and press “xfer” key
- Hang up

Transfer Call – Announce:

- While on call press “xfer” key
- Enter extension number /flex and press “dial” key
- Talk to extension then press “xfer” key
- Hang up

Hold:

- Press “hold” key to place caller on hold
- Press “resume” OR flashing line to pick up call

Redial – Last Number Dialed:

- Press ‘O’ button
- Lift handset OR leave on speaker

Redial – Call Log:

- Press “call log” key
- Use scroll circle up/down to review
- Highlight call then press “dial” button
- Lift handset OR leave on speaker

ADDITIONAL FEATURES:

Forward Calls:

- Press “menu” key then press “features” key
- Dial 1 to forward then select extension
 - Dial 1 to forward all calls/unconditional
 - Dial 2 to forward calls when busy
 - Dial 3 to forward calls when no answer
- Use scroll circle sideways to “enable”
- Dial destination extension number then press ‘ok’

END Calls Forwarded:

- Press “menu” key then press “features” key
- Dial 1 to forward then select extension
- Use scroll circle sideways to “disable” then press ‘ok’

Conference Call:

- Call the first party, then press “CONF” soft key
- Enter the next extension or second party, press “dial”
- Press “CONF” soft key to add
- Repeat as needed to add additional

VOICE MAIL:

Record:

- Press “mailbox envelope” button
- Enter password (default is extension number #####)
- Dial “8” for greeting & password
- Dial “1” for Greeting Prompt
 - Dial “5” to listen
 - Dial “7” to record new greeting
 - Enter greeting number 1

Change Password:

- Press “mailbox envelope” button
- Enter password (default is extension number #####)
- Dial “8” for greeting & password
- Dial “2” for password to edit password
- Enter new password then “#”
- Enter new password again then “#”

Access Messages:

- Press “mailbox envelope” button
- Enter password
- Follow prompts to listen to messages
 - 1 Play new messages
 - 2 Play saved messages
- While listening to messages:
 - 1 Replay Current Message
 - 2 Listen to Next Message
 - 3 Delete Message
 - 4 Forward Current Message
 - 5 to call Sender
 - 6 Skip Current Message
 - 9 Return to Main VM Menu

Access Messages - REMOTELY:

- Dial 10 digit phone number and then extension number
- When you hear your greeting press ‘#’ button
- Enter extension number and password
- Follow prompts to listen to messages