

## Using Your Telephone

### Make a Call:

Pick up the handset. Dial the number. Press SEND.



#### To make a hands-free call:

Press the big red button. Dial the number.  
Press Send

#### To hang up:

Press the big red button OFF.

#### To place a call on Hold:

Press the “HOLD/PICKUP” button.

#### To retrieve a call from Hold:

Press the “HOLD/PICKUP” button.



#### To transfer a call to an extension (Announced Transfer):

Press the “Transfer” key. Dial the extension.  
Press SEND, Wait for the party to answer,  
announce the call then press the “Transfer” key. Then  
hang up.

#### To transfer a call to an extension (Blind Transfer)

Press the “Transfer” key. Dial the extension. Press  
SEND. Press the “Transfer” key. Hang up.

#### To transfer a call to Park:

Press the “Transfer” key, dial 700 & listen. You will hear  
the park number (701,702, or 703). Hang up.

#### To retrieve a call from Park:

Dial 701,702 or 703 (or any Park Number).

#### To transfer a call to Voicemail

Press the “Transfer” key. Press \* + EXT + #  
Press “Transfer” again then hang up.



#### To create a three party conference (you + 2)

While on the first call Press the “Conference”  
key. Make the 2nd call. Press “Conference” key  
again, to join all parties.

**For larger conference calls** use Conference Room;  
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.

## Call Log

Use the Navigation keys to select:

DOWN key: Missed Calls

LEFT key: Received Calls

RIGHT key: Dialed Numbers

You can dial the numbers in any of these call logs or store  
them in your phonebook.

## Redial

Press the “Redial” key to the last dialed number.



## Mailbox Overview

Among the features that are included in the voice mail  
system are:

- Three different types of greetings
- Voice Mail sent to email including .wav file format.
- A Folder system 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 personal. 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. 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 key (key with envelope icon).

This will bring you to a voice menu that will ask you to  
enter your password. Enter your password (your  
extension number) 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 \_\_\_\_\_. 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

- 4 To place an Outgoing 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 playback.

### 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**  
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## HD Phone Quick Reference Guide & Voice Messaging Quick Reference Guide



**IP210**

For Service Call