



## User's Quick Start Guide

Welcome to your new Switchvox phone system. This guide will help you become familiar with using your new phone and phone system. These instructions assume you are using a Polycom IP 501 telephone. If you're using a different phone, the instructions should be similar, or ask your system administrator for help.

There are online tools that can make things even easier. Ask your system administrator for the URL to access your extension's web interface. It should be something like **http://192.168.0.7/**

### Getting Started

Start by logging in to your Voicemail and recording your mailbox greeting. To do this, press the "Messages" button on your phone, log in with your password followed by the pound key when prompted, then press "0" for advanced options, and then press "1" to record your Unavailable Message.

### Voicemail System

- Press Messages button on the phone and listen for instructions.
- If you are calling from an outside line, you will be prompted for your extension. If you are calling from your phone, you will just be prompted for your password. Enter your password followed by #.
- If you entered the wrong extension, or would like to check another mailbox's voicemail, press the # key.
- To send a call directly to Voicemail, press Reject at the bottom of the screen on your phone, while the phone is ringing.
- To send all Incoming Calls to Voicemail (or if you are not receiving any of your calls, please check to see if this feature is enabled) press the Do Not Disturb button, right above the Hold button on your phone.
- By pressing the Do Not Disturb button on your phone, the status on the bottom of the screen should change from your new missed calls notification, to a highlighted Do not disturb notification.

### Main Menu

- 1 - New Messages
- 2 - Change Folders (i.e. old messages, saved messages)
- 3 - Advanced Options (operates on current message)
  - 1 Reply to Voicemail (only available when leaving or receiving messages on internal extensions)
  - 3 Hear Message Envelope (date/time, caller id of message)
  - \* Return to the Main Menu
- 0 - Mailbox Options
  - 1 Record Unavailable Message
  - 2 Record Busy Message
  - 3 Record Your Name
  - \* Return to the Main Menu

The following options are only available when actually listening to your messages:

- 4 - Previous Message
- 5 - Repeat the Current Message
- 6 - Next Message
- 7 - Delete/Undelete the Current Message
- 8 - Forward Message to another User
- 9 - Save to another Folder

Press \* at any Time for Help

Press # to Exit



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### Making and Receiving Calls

- Answer incoming calls with handset or headset (press the blue speaker button for speakerphone)
- To place a call dial 9 + 7-digit local number, or 11-digit long distance number. If the call does not dial automatically, press Send to place the call.

### Transferring Calls

Transferring a call is simple, all you have to do is:

- When you are on a call, press Transfer
- Enter the extension number or 9 + the external number you are transferring the call to
- Press Transfer to complete the transfer

For a Blind Transfer:

- To transfer the call without announcing it to the person you are transferring it to, press Blind and then dial the extension you wish to transfer the call to.

For an Assisted Transfer:

- To announce the call you are transferring to someone, after pressing Transfer and dialing the extension or number of the destination, hang on the line and announce the call before pressing Transfer the second time to complete the transfer.

### Call Parking

A useful feature of this phone system is Call Parking. It is similar to transferring a call, but you are simply putting the caller into a sort of parking lot, to be picked up by someone else in the office. There are only a few steps:

- When you are on a call, simply press Transfer 700, and then press Transfer again to complete the transfer
- Listen for the number given, i.e. 701, that is where the call is parked
- The call is then ready to be retrieved at any time, by any phone on the system, all you have to do is dial the extension where the call is parked (i.e. 701)