IPITOMY QUICK USER GUIDE

MAKE A CALL: Dial the number you desire (internal or external) and press SEND (#)

ANSWER CALLS: Lift Handset or press Speaker 🔊

TRANSFER A CALL: Press [TRANSFER] and dial Extension or Group, press [TRANSFER] again and hang up
(GROUPS: Parts = 6002, Service = 6003, BDC = 6004, Shop = 6005)

VOICEMAIL TRANSFER: Press TRANS TO VM, dial Extension Number, press SEND (#) and hang-up

PARK CALL (hold for others):   Press CALL PARK and *LISTEN FOR THE SYSTEM TO ASSIGN A ZONE*
(Either PARK 701, PARK 702, or PARK 703 will light on all phones)

RETRIEVE from PARK: Press PARK 701, PARK 702 or PARK 703 from any phone
Or, you may just dial the Park Zone and press SEND (#)

HOLD CALL (for you only):   Press the [HOLD] button. To retrieve call, press the flashing green light

CONFERENCE CALL: Press CONF, dial number, press SEND (#), when answered, press CONF again

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VOICEMAIL SETUP: Press ✉ and Enter Your Password (Default Password Matches Your Extension Number)

Press **0** for Mailbox options, then choose:

| **Must complete options 1, 2 and 3** |

1= No Answer greeting
2= Busy greeting
3= Name recording
4= Temporary greeting (for vacations, etc.)
5= Change password

Main Menu Options:

| ***** returns you to the previous menu or gives you the HELP menu |

1= Listen to messages
2= Change folders (switch between 0=new, 1=old)
3= Advanced options
5= Leave a message
0= Mailbox options

Listening Menu:

During playback you can Rewind (*), Fast Forward (#) or Pause (0)
After message is played you can:

| From this menu: **#** exits the voicemail system and ***** gives you the HELP menu |

3= Advanced options
   3= Message information (date, time, caller id)
4= Previous message
5= Repeat current message
6= Next message
7= DELETE or undelete messages
8= Forward to another user
9= SAVE message

QUICK TIPS:

- Dial 99# to pick up a ringing phone at another desk

- Check messages while away from the office: dial office and press ***** when voicemail answers, then enter your extension number

- Check messages from another phone dial **924**, press SEND (#) and then enter mailbox extension number

REMINDERS

- When placing a call, dial first then go off hook by picking up the receiver or pressing speaker. (pre-dial method)

- If you go off-hook first before dialing, remember to press **#SEND** or **Send** after dialing the number.

- To end a call, hang up the handset or press **EndCall** .

- To page another party press *** *** followed by the other party's extension number. This will cause a speaker phone page.

- To page a *group* of people, press *** *** then the appropriate group number. All phones in the group will receive the page.

- To pick up a parked call, press the appropriate PARK key (701, 702, etc.), or dial the zone and press **#SEND** or **Send** .

- Remember that it is not necessary to put a call on hold to transfer the call. Just press **TRANSFER** .

Press the right arrow key to view Dialed Numbers…
Press the left arrow key to view Received Calls…
Press the down arrow key to view Missed Calls…
**Press the up arrow to view All Calls…**


NOTES:

SPC – Smart Personal Console

Smart Personal Console is a web-based application that allows you access to the settings of your telephone. The SPC Graphical User Interface makes setting telephone options easy.

To login to your SPC to change buttons on your phone:

Open a web browser (preferably Mozilla Firefox or Apple's Safari).

Type http://_____/ippbx/spc in the address bar

User Login: your extension number is the user name and password

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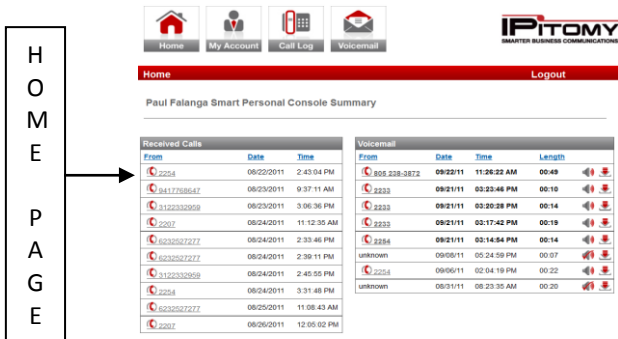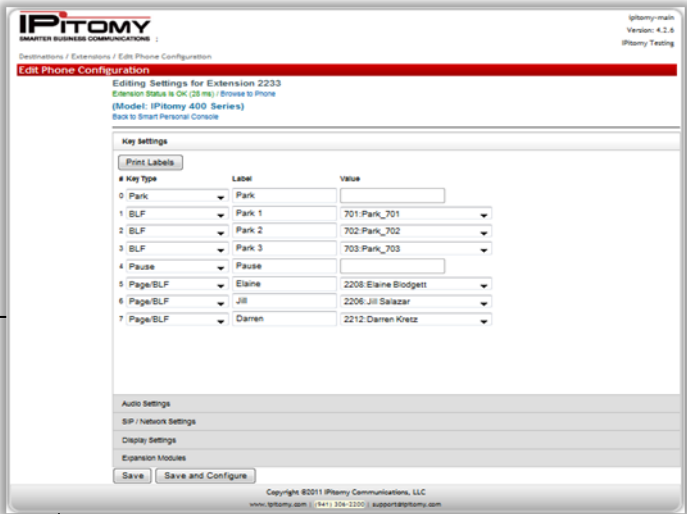
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Home Screens: recent activity
Call Logs: Shows call logs
Voicemail: gives you access to messages
My Account: go to My Phone Settings to change buttons

For an extension button choose:
Key type: Page/BLF
Label: name
Value: select extension
After all buttons are changed, press save and configure, then log out. Your phone will reset so that the changes will appear.

Phone settings page