

# Advanced Networking, Inc.

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## Basic Instructions for Your IPitomy HD Phone

### Making a Call

1. Do not pick up the phone first! This makes using the backspace function on the next step possible.
2. Dial the **number** using the keypad, using the 1 and area code if needed. You do not have to dial 9 first. You may use the **Del** soft key if you make a mistake while dialing.
3. Either press the **speaker** button or lift up the **handset**.  
*You may alternatively pick up the handset or press speaker before you dial. If you do this, the phone will dial the requested number immediately upon pressing the **Send** soft-key or it will time out and dial after four seconds. For this reason, it is recommended to dial the number before picking up or pressing the speaker key on the phone.*
4. To hang up, hang up the **handset** or press the **Speaker** button.

### Answering a Call

1. To answer an incoming call, simply lift the handset and begin speaking. You may also press the Speaker button to answer the call on speakerphone.
2. To answer a second call while you are on the first call, press the blinking Line key to the right of the display to answer the call. The first call will be placed automatically on Hold.
3. You may switch between the calls by just hitting the line buttons on which the calls are.

### To "Page" an Extension

For intercom paging, press \*\* and then enter the **extension** or **group number** of the party or group you want to page. This feature will call an extension or group of extensions, allowing you to speak immediately over the speaker in the telephone without ringing the phone itself.

### Placing a Call on Hold

1. While on the call, press the **Hold** key. This will place the call on hold on one of the **Line** keys.
2. To retrieve the call on hold, press the blinking **line** key that the call is on.  
*It is not necessary to place a call on hold to answer another call that is coming into your phone. Simply, press the blinking line key for the new call and the original call is automatically placed on hold.*

### Parking Calls

1. While on the call, press the **Park** key. The system will announce which **park orbit number** the call was sent to, and then you can hang up. The status of orbits 701, 702, and 703 are usually displayed on every phone.
2. A **Park (701-703)** button will then glow **RED**, if there is a call parked on that particular orbit.
3. To retrieve the parked call, press the red **Park orbit** button.
4. If the call is on Park orbit 704 or higher, the user will then have to manually dial 7XX number to retrieve the call.

### Picking Up Calls Ringing on Another Phone

1. Dial the digits **99**.
2. Pick up the handset or press the speaker button. You have now picked up that call.

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## Transferring A Call Directly to Voicemail

1. While on the call, press the **Transfer** key.
2. Press \* and the **extension** number.
3. Press the soft key in the display that says **Send** key.
4. Press the **Transfer** key again to finally transfer the call to the voicemail box. Please note, you must do this quickly because the message will start playing immediately.

## Transferring a Call

### Supervised Transfer

1. While on the call, press the **Transfer** key.
2. Enter the **extension** number.
3. Press the **Send** soft key or press #.
4. **Wait for an answer. Announce** the caller. If the person wishes to speak to the caller, press **Transfer** and **hang up**.
5. If the caller does not want the call, press **Canc** and you will be connected back to the caller.

### Unsupervised Transfer

1. While on the call, press the **Transfer** key.
2. There will be a soft key that says **Blind**. Press the **Blind** soft key.
3. Dial the extension number.
4. Press the **Send** soft key.
5. The user still has the option to take or reject the call once it is transferred to them.

## Conference Calls

1. Make or be on the first call as usual.
2. Press the **Conf** Key.
3. Dial the **second number**.
4. To bring all three parties together, hit the **Conf** key again.
5. If you make a mistake while dialing or the second party is not there, just press Line 1 to return to the original caller.  
*You can only add up to 3 parties including yourself to the Conference Call. If you need to add more, you can use the Meet-Me-Conferencing feature.*

## Whisper (When Allowed by Administrator)

1. **Park** the original call.
2. Dial \* 8 \* (star 8 star) and the extension number. (Remember to press **Send** to make the call go through quicker).
3. You will hear a **beep** and automatically be connected to that extension's call.
4. **Announce** that the person has a call on Park.
5. **Hang up**.

## Call Logs

1. To pull up the most recently dialed calls, press the Right navigation key.
2. To pull up received calls, press the Left navigation key.
3. To pull up the missed calls, press the Down navigation key.
4. You may select the call and press the call button to call the number back.

## **Voicemail System**

### **Setting Up Your Voicemail**

*The first time you access your mailbox, the system will walk you through setting up your password, name recordings, and greetings. Please follow this all the way through and it will not play the tutorial again. The following instructions are for when you need to change something after the initial setup.*

#### **Recording greetings**

1. Press the **Voicemail** key.
2. Enter your password, which by default is your extension number, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. You have the option of recording up to three greetings. At the very least, record an Unavailable Message. Press **1** to record the Unavailable Message.
5. Record the message after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

#### **Recording name**

1. Press the **Voicemail** key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **3** to record your name.
5. Record the name after the tone and press pound.
6. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

#### **Setting your mailbox password**

*We strongly recommend you change your voicemail password as soon as possible. By default, it is your extension number. Anyone who knows this can access your mailbox through the web and listen to and delete your messages, see your call logs, and modify settings on your extension.*

1. Press the **Voicemail** key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **5** to change your password.
5. Please enter your new **password**, followed by the **pound** key.
6. Re-enter your **password** followed by the **pound** key for confirmation.
7. If everything is correct, the system will tell you your password has been changed.

#### **Recording a Temporary Greeting**

Use the Temporary Greeting when you want to record a greeting that you are only going to be using for a, uh, temporary time (for example an out-of-office greeting).

1. Press the **Voicemail** Key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **4** to record your Temporary Greeting
5. After the tone, record your temporary greeting.
6. Press **#** when finished.
7. Follow the prompts to confirm or record the greeting again.

### Deleting Temporary Greeting

When you come back from, hopefully, your vacation, you will need to delete your temporary greeting in order for your regular unavailable greeting to start playing again. To do this:

1. Press the **Voicemail** Key.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options
4. Press **4** to record your Temporary greeting.
5. Press **2** to delete your Temporary Greeting.
6. Hang up

### Listening To Messages

#### New messages

1. Press the **Voicemail** key.
2. Enter your **password**, followed by the **#** key.
3. Press **1** to listen to new messages.
4. Follow the prompts to save, delete, etc.

#### Old messages

1. Press the **Voicemail** key..
2. Enter your **password**, followed by the **#** key.
3. Press **2** to change folders.
4. Press **1** for old messages (or listen to the prompts to select another folder).
5. Follow the prompts.

#### To retrieve messages from another extension (on-site)

1. Dial **924** for the Voicemail Gateway.
2. Enter your extension or mailbox number.
3. Enter your password.

#### To retrieve messages remotely (Off-Site)

*If your system is answered by an auto-attendant or a Voicemail "Backdoor" number:*

1. Dial the **main number** or **backdoor number**.
2. Press **#** for the Voicemail Gateway.
3. You will be prompted to enter your mailbox number, then your password.
4. Follow the prompts to listen to messages.

*If you call your own direct-dial number:*

1. Dial your direct-dial (private number)
2. Wait for the voicemail to pick up with your personal greeting.
3. Press **\*** (star) for the voicemail gateway.
4. You will be prompted to enter your mailbox number and then your password.
5. Follow the prompts to listen to your messages.

Further on-line help:

Visit our website at <http://www.advnetwork.com/support.html>