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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.

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 Orbit (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 **Pickup** 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.

Transferring A Call Directly to Voicemail

1. While on the call, press the **Transfer** key.
2. Press * and the **extension** number.
3. Press the **Transfer** key again and the call is directly routed to the user's voicemail.

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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.

The Menu Key

The menu key will allow you to access different features and programming of the phone. Within the menu, you will be able to pull up your Call History to view your missed calls, incoming calls, outgoing calls, etc.

Volume Controls

The volume keys change the volume of the ringer, the handset, and the speakerphone. To change the volume of the ringer, press up or down when the phone is not off-hook.

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

The IPitomy phone will store 100 numbers each for the following Call Logs:

- Missed calls
- Received calls
- Dialed numbers.

Refer to the IPitomy User Manual for more information.

Setting Up Your Voicemail

Recording Greetings

1. Press the **Voice Mail** button (the button with an envelope icon above it),
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.

There are other greetings you can record. Use the temporary greeting when you're recording a temporary out-of-office greeting for vacation or time off. When you return, delete your temporary greeting and your unavailable greeting will play.

Recording Name

1. Press the **Voice Mail** button (the button with an envelope icon above it),
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 potentially hack into your mailbox through the web and listen to your messages, see your call logs, and modify settings on your extension.

1. Press the **Voice Mail** button (the button with an envelope icon above it),
2. Enter your **password**, followed by the **#** key. (By default, your password is your extension).
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.

Listening To Messages

Checking Your New Messages

1. Press the **Voice Mail** button (the button with an envelope icon above it),
2. Enter your **password**, followed by the **#** key.
3. Press **1** to listen to new messages.
4. Follow the prompts to save, delete, etc.

Listening To Your Old Messages

1. Press the **Voice Mail** button (the button with an envelope icon above it),
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 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.