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Basic Instructions for Your IPitomy 550 Phone

Making A Call
1. Dial the **number** using the keypad, using the 1 and area code if needed. You may use the **Backspace** softkey if you make a mistake while dialing.
2. Either press the **speaker** button or lift up the **handset**.
3. *You may alternatively pick up the handset or press speaker before you dial.*

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 red **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.
2. The **Park Pickup** button (if available) will then glow Red, indicating that 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 704 to retrieve the call.

To Pickup Another Extension That is Ringing
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
Supervised Transfer
1. While on the call, press the **Transfer** key.
2. Enter the **extension** number.
3. Press the **Dial** softkey.
4. **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 the blinking **line** key to get the original caller back.

Unsupervised Transfer
1. While on the call, press the **Transfer** key.
2. Enter the **extension** number, press the **Transfer** key again and then **hang up**.
3. The user still has the option to take or reject the call once it is transferred to them.

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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 **Transfer** key again and the call is directly routed to the user's voicemail.

Conference Calls
1. Make the first call as usual.
2. Press the **Conf** Key.
3. Hit another **Line** Key.
4. Dial the **second number**.
5. To bring all three parties together, hit the **Conf** key again.
6. 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.

Viewing Recent Calls
The services key accesses the dialed calls, missed calls and answered calls lists. The IP550 phone keeps track of all the calls coming in to the phone. By pressing the **Service** button, three options are displayed on the LCD screen.
1. Dialed Calls
2. Missed Calls
3. Answered Calls
By pressing the corresponding number or using the scroll keys, you can choose which list you would like to view. Once you select a call type and number, you have the option of saving it to the phone book by selecting **Save to PB** or dialing the number by pressing the **Dial** key

Voicemail System
Setting Up Your Voicemail
Recording Greetings
1. Press the **Voice Mail** button.
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 **Voice Mail** button.
2. Enter your **password**, followed by the **#** key.
3. Press **0** for Mailbox Options.
4. Press **3** to record your name.
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.

Setting Your Mailbox Password
1. Press the **Voice Mail** button.
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.

Listening To Messages

Checking Your New Messages
1. Press the **Voice Mail** button.
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.
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.

Further on-line help:
Visit our website at http://www.advnetwork.com/support.html