UNIVERSAL COM•ONE

LOUISIANA LLC

Expanding Telecommunications

VIPedge Quick Reference Guide

(337) 234-2828

TOSHIBA

"Business phones that build business"

To Make a Call

1. Dial **9** (you may lift the handset or dial without lifting the handset for call to be on speakerphone)
2. Dial the 10-digit telephone number.

Note: When connected, you can switch between handset and speakerphone by pressing the **Spkr** button.

Dial By Name Directory

Calls can be made by selecting a name from the alphabetical telephone directory.

To access the Directory:

1. Press **DIR** soft key (*at bottom of screen*). "Select Directory" menu appears in screen. The soft keys on the "Select Directory" are:

    My = Personal Speed Dial Names
    EXTR = System Speed Dial Names
    INTR = Directory Number Names
    Dial = Cancel directory, get dial tone.

2. Choose the directory you wish to access and use the dial pad to enter the name. (If a directory is not selected and a name is entered, all directories will be searched.)

3. Select the button next to the displayed name you wish to call, or you may use the soft keys (*in bottom of screen*) to move the cursor (NEXT, BACK CALL, CNCL) See figure below.
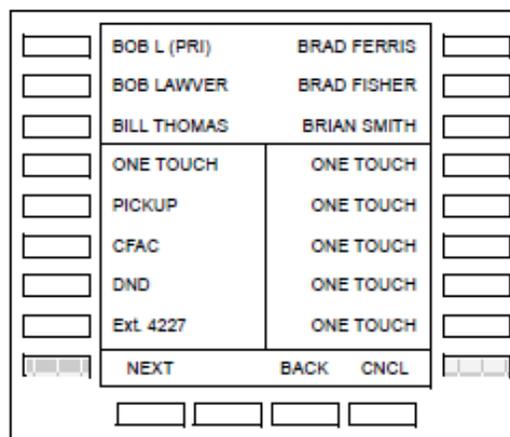
Note: To enter name from the dial pad, press the dial pad button associated with the letter to be entered. Press the button once for the first letter, twice for the second letter, etc.

To Answer a Call

Incoming calls will ring on your telephone and will be accompanied by a green flashing button (your extension button). The status light on the top of your phone will also flash (RED for external or GREEN for internal calls)

1. Lift the handset, press **Spkr**, or press the flashing line to answer the call**.**

To Transfer a Call

1. While on a call, press **TRNS** (*in screen*)
2. Dial the extension number; then hang up to transfer the call.
       Or
1. While on a call, press **Cnf/Trn** button; then dial the extension number. Announce the call (if desired); then hang up to transfer the call.

Note: During call transfer you can reconnect to the original caller by pressing your flashing (PDN) button.

Call Park

The Park Orbit button enables you to put a call on hold and pick it up at a different phone in the system. You can park the call to any valid extension number within the system.

1. While on a call, press **Park Orbit** button.
2. Enter a valid extension OR press **#** and the system automatically selects your extension.
3. Hang up.

To retrieve a parked call:
1. Press the **Park Orbit**.
2. Enter the Extension Number where the call is parked.

Conference Calls

1.

While on a call, press the **Cnf/Trn** button.
1. Dial another station or outside number.
2. After the called party answers, press the **Cnf/Trn** button.
3. Repeat Steps 1-3 to add more lines.

Note: If you get busy tone or the station does not answer, press the flashing extension button to return to the original call.

Caller ID History Button

Incoming calls with Caller ID information can be recorded into a rolling list for the extension where the call is ringing. The call is placed in the list along with the telephone number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected).

You can access this list with a **Caller ID** button.
1. Press the **Caller ID** button.
2. Use **Vol▲** or **Vol▼** or *NEXT* and *PREV (in screen)* to scroll through list.
3. Press *CALL* (if feature is available with your dial tone provider).

Paging

To make an ALL Call Page (to idle phones):
1. Lift the handset and press **Page.** (If no **Page** button is programmed, press **#30)**.
2. Make your announcement; then hang up.

Hint: To hang up quietly, press the *RLS* (in screen).

Call Forward

Enter the button sequence below to program the call forward feature or you may program via Enterprise Manager web portal.

> **All Calls:** Press Ext.+ **#6011** + Destination Number
> **Busy:** Press Ext. + **#6021** + Destination Number
> **No Answer:** Press Ext. + **#6031**+ Destination Number + Timer (seconds, 2 digits)
> **Busy, No Answer:** Press Ext. + **#6041**+ Destination Number + Timer (seconds, 2 digits)
> **Cancel:** Press Ext. + **#6051**

Speed Dial

To make a call using Speed Dial:
1. Press the **Spdial** button on your phone.
2. Dial the Station or System Speed Dial number.

> Personal Speed Dial numbers: 100~199
> System Speed Dial numbers: 200~999

Note: Telephone numbers must be programmed via Enterprise Manager.

Enterprise Manager

Use Enterprise Manager, a web-based user administration tool to set up Call Forward Destinations, Speed Dial, One Touch, etc.

1. Go to http://ac2000598.vipedge.com:8080/oamp/?server =cp_____.vipedge.com

   (Your "cp" number will be provided to you by Universal Com *One*.)

2. Enter the following:

   User ID: 4-Digit Extension Number

   Password: 4-Digit Extension Number (default)

3. Click Submit.

The following features can be programmed once logged in to the Enterprise Manager web portal:

- Flexible Buttons
  - One Touch Buttons – one touch speed dial
  - Call Monitor
  - Call Record
  - Caller ID History
  - Page
  - Do Not Disturb
  - Release
  - Direct Station Selection (DSS)– one touch button to other extensions

- Distinctive Ring Tones
- Display Name on Phone
- Call Forward
- Cell Notification
- Speed Dial (Personal & System)
- Voicemail Password

Additional Features Available

Call Manager

This PC application provides the following major functions:

- It allows you to place, answer, handle, view, and manage phone calls using your computer screen, keyboard, and mouse.

Unified Messaging

This feature allows you to access all of your voice messages and faxes directly through your email inbox.

Voicemail Transfer

1. While on a call, press **VM Transfer** (*in screen*)
2. Press the DSS button and hang up <u>OR</u> Dial the extension number, then press # to transfer the caller directly to voicemail.

Voicemail (Box 3000)

How to initially set up voicemail:
1. Dial **3000**
2. Enter default password (your extension number + 997)
3. Follow computer tutorial to change name, greeting, and password. The password length can be 4 to 7 digits.

Note: To hear the Tutorial again, press 7 from the main system options menu.

Sample Greeting: *"Hi, this is <u>First Name</u>, I am currently unavailable to take your call at this time. Please leave a message, including your telephone number, and I will return your call as soon as possible."*

How to change your name, greeting, or password after initial setup:
1. Dial **3000**
2. Enter password
3. Press 3 (Personal Options)
4. Follow prompts…i.e.-
     - Press 2 (to Change Greeting)
     - Press 3 (to Record Name)
     - Press 4 (to Change Password)

*Note: Press * to go to the Previous Menu in voicemail box.*

How to check voicemail messages (from your phone):
1. Press the blinking message button (or dial **3000**)
2. Enter your password
3. Follow prompts…

How to check voicemail messages (from another extension on the system):
1. Dial **3000** (wait for computer to answer)
2. If prompted to "Enter your password", press * #, OR
   If you hear "Thank you for calling…," press #.
3. Enter your extension number
4. Enter your password

How to access voicemail from outside the office:
1. Dial the main number to voicemail or your direct line
2. If prompted to "Enter your password", press * #, OR
   If you hear "Thank you for calling…," press #.
3. Enter your extension number
4. Enter your password

How to send a message from your mailbox:
From the Main Menu:
1. Press **2**
2. Record message
3. Press any key when finished
4. Enter the recipient's extension number
5. Press **1** to send or **2** to change your entry

How to forward a copy of the message after listening to it:
1. Press **7, 2**
2. Record introduction to the message (optional)
3. Press any key when finished
4. Enter the recipient's extension number
5. Press **1** to send or **2** to change your entry

Mailbox control features (while reviewing a message):
Press **#** - Rewind to the Beginning of Message
Press **4** - Rewind (in increments of five seconds)
Press **6** - Fast Forward (in increments of five seconds)
Press **5** - Pause/ Resume the message
Press **8 -** Envelope Information (date & time of the message)
Press **3 -** Erase/Delete
Press **1** - Save to Archives

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