



## **Desktop Reference Guide**

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# IP550 Telephone



## Using Your Telephone

Your new telephone is a state of the art IP Telephone instrument. It is manufactured by IPitomy for use with the IPitomy IP PBX System. The phone is designed to be easy to use. The speakerphone is among the best in the industry.

## Basic Operation:

### To make a phone call:

Dial the number first then pick up the handset, press a Line Key, press Dial, or press the green speaker button. You can also pick up the handset then dial the number followed by the Dial key. Dialing first then picking up the handset allows you to use the backspace key if needed.

### **To make a hands free call:**

The IPitomy phone is a high quality speaker phone. To make a hands free call, simply dial the number and press the speaker button. Alternately, you can press the speaker button and dial the number followed by the “dial” key. To hang up, press the Hang Up button.

### **Intercom Paging**

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. Your system administrator can provide you with a list of users and groups.

### **Placing a call on Hold**

To place a call on hold, press the red hold button. 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 when answering another ringing line. All you have to do is press the blinking line key for the new call, and the original call will automatically be placed on hold.

### **Parking a call**

To park a call, simply press the key labeled Park while connected to a call. The system will announce to you which park orbit the call was sent to, and then hang up. When a call is placed on Park, it can be picked up by anyone else in the system. The Park Pickup button will light up red for the appropriate park pickup position. If a caller is parked and there are no park buttons available, then just remember the park pickup position that the phone system announces. The call can be picked up by simply dialing the park pickup code i.e. 704, 705 etc.

### **Transferring a call**

There are two types of transfers; blind transfer and attended transfer.

#### **Attended Transfer**

To transfer, press the Transfer key while connected to a call, followed by the extension number and then the dial key. This is an attended transfer as opposed to a “blind” transfer so you will be connected to the dialed extension first before the transfer will be completed. Once the called party answers, and they want to receive the call, press transfer, or simply hang up. If the called party does not wish to accept the call, press the blinking line key to get the original call back.

#### **Blind Transfer**

For a blind transfer press the Transfer key followed by the extension number and press the Transfer key again while connected to a call. This will send the call to the extension dialed. Then hang up. Note: When you blind transfer a call to another extension, the caller will have the option to accept or ignore the call. If they choose to ignore the call, the caller will be sent to their voice mail.

### **Transfer to Voice Mail**

If a call comes in and wants to speak to someone who is not at their phone or does not want to accept calls, the call can be transferred directly to voicemail. While on the call, press the Transfer key, then **\*** followed by the extension number of the party you want to send the call to, followed by the Transfer key. The call will bypass ringing the parties extension and go directly to the voicemail box for that extension.

### **Three Party Conference Call**

Call the first party and wait until they answer, then press the Conf key. When the Conf key is pressed, the original party will be placed on hold. You will receive dial tone on the next available line. Now dial the number of the party you wish to conference in with the first call then press dial. Once the party answers, press the Conference key again to join all of the parties together.

### **Meet Me Conferencing**

For larger conference calls, use meet-me-conferencing. Callers can be transferred into the conference room by anyone or they can call into the conference room directly. You have two conference rooms set up. The conference rooms can be accessed by dialing 901 or 902. The default guest password to enter the conference is 232. The automated attendant can be configured to send callers directly to the meet me conference room. See your administrator for instructions on how to access the meet me conference rooms.

### **Voice Mail**

To check your voicemail or to access the features in the voice mail system, press the Voice Mail key. If dialing from your own extension, you will be asked for your password. Enter the password provided by your system administrator. Detailed instructions on using the voicemail are below. To check your voice mail messages from someone else's telephone, dial 924; you will be prompted to enter your extension number and your password. Check with your system administrator for instructions on accessing voicemail from outside and on nights and weekends.

### **Pause Key**

The pause key is for enabling do not disturb on your phone. When pressed, the pause key will light up red. All of your calls will be diverted to voicemail if your pause key is enabled. Other users will see your extension as not available while the pause key is enabled.

### **Soft Keys**

There are 20 soft keys available for features, speed dials and busy indicators. Check with your system administrator on adding soft keys to your telephone. The soft keys change when the telephone is in different states. Idle, incoming ringing, outgoing ringing, and call connected will all result in different soft key options.

### **Directory**

IPitomy has a dial by name directory. Dial 926 to access the directory. The system will prompt you to enter the first three letters of the name of the person you wish to call. Make sure you record your name in your voice mail box. This recording will be played to any callers who search for your name in the directory.

### **Time and Date**

The time and date on your phone are synchronized with a time server. The time displayed is based on the time on Internet time servers (or a local time server). The time will be kept automatically and will always be accurate.

### **Services**

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 Services 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 numbers 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.

### **Phone Book**

Each IP550 phone can store up to 200 phone numbers in its phone book. The numbers can be saved to the phone book from the services menu or entered into the phone book manually. The caller ID name and number is saved if it is available. The record can be edited to include information not included in the caller ID information.

### **Feature Codes**

Feature codes are used to access features using the dial pad on the telephone. Most of these features are already programmed into your telephone. They can still be accessed by dialing the code and can be accessed by users

using phones that do not have the features programmed such as analog extension or brands of telephones other than IPitomy.

| Features                  | Code                   | Result   |
|---------------------------|------------------------|--|
| Personal Voicemail        | 923                    | Dial this to access your personal voicemail box from your extension.   |
| Voicemail Main            | 924                    | Dial this to reach the voice mail system from any extension or the automated attendant.                                      |
| Transfer to Voicemail     | Transfer + * + (ext.#) | Use this to transfer a caller directly to someone's mailbox when you don't want to ring their extension                      |
| Directory                 | 926                    | IPitomy's directory and dial by name service   |
| Blind Transfer            | ##                     | Use this to transfer a caller when you don't need to speak to the party you are transferring to before sending them the call |
| Attended Transfer         | **                     | Use this when you want to ask the party if they would like to speak to the caller first before transferring                  |
| One Touch Record          | *#                     | This will record the conversation (Requires Permission)  |
| Pickup Extension          | 99                     | Dial this to pick up a ringing extension from your phone   |
| Directed Pickup Extension | 99 + ext               | Dial this to pick up a specific extension.   |
| Ring Group Page           | ** (ext.#)             | Dial this to page someone over their speaker phone   |
| Pause Phone Queues        | 0*                     | Pause phone in all Queues (ACD Feature)  |
| Agent Callback Login      | 2*                     | Agent login in for agent callback mode (ACD Feature)   |
| Agent Login:              | 3*                     | Agent Login using telephone  |
| Pause Agent Queues        | 0* + Agent #           | Pause agent in all queues (ACD Feature)  |
| Unpause Phone Queues      | 1*                     | Return phone to Queue (ACD Feature)  |
| Unpause Agent Queues      | 1* + Agent #           | Return Agent to Queue (ACD Feature)  |

## Mailbox Overview

The IPitomy IP PBX includes a highly flexible, powerful voice mail system. Among the features that are included in the voice mail systems are:

- Three different types of greetings
- Voice Mail sent to email including a .wav file containing the complete message.
- An organization system called "Folders" to organize saved messages
- Password protected mailbox access
- Audible recording menu to record and re-record mailbox greetings

## Greetings

A mailbox greeting is a message for you to inform the caller that you are away from your desk or busy on another call. There are three types of Greetings:

- **Not Available Greeting – Played when your phone is un-answered** – “Hello, this is Mark; I am not able to answer your call right now. Please leave a detailed message and a number where I can reach you, and I’ll call you back as soon as I am able. “
- **Busy Greeting – Played when your extension is busy** –“ Hello, this is Mark, I am currently on the phone and not able to take your call right now; please leave a detailed message and I will call you back as soon as I can.”
- **Temporary Greeting - Played while it is recorded and present** - The temporary greeting is played as an override for your other greetings. When the situation warrants a greeting to inform your callers of something different than your regular greetings; record a temporary greeting and it will replace the others while it is active. Be sure to go back and delete your temporary greeting to return to the normal greeting. “Hello this is Mark; I am on vacation with limited access to messages. Please call extension 1500 and speak to Mary with any matters that need immediate attention. I will return on Monday, February 24.”

**Default Greetings** - If you do not record any greetings, IPitomy will play a set of default greetings depending on the status of your extension. Be sure to record your name so your greeting will be a little more professional sounding. If you do not record your name, the default greeting will say “the person at extension (your extension number) is not available”. If you record your name the greeting will say “Mark Smith” is not available...”

### Folders

The IPitomy IP PBX allows you to save and organize your messages into folders.

There are ten folders. The first 5 folders have convenient names for organizing messages:

- New
- Old
- Work
- Family
- Friends
- Folder 1
- Folder 2
- Folder 3
- Folder 4
- Folder 5

When a message is left for you, IPitomy will place the message into the “New” folder. Once you listen to the message, but do not delete the message or save the message to a different folder, IPitomy will automatically move the message to the “Old” folder.

When you first log into your mailbox, IPitomy will make the “New” folder the current folder if you have any new messages. If you do not have any new messages IPitomy will make the “Old” folder the current folder.

### The Directory

IPitomy automatically creates a directory of all of the extensions that can be accessed from a menu. If your system has a menu for the automated attendant, your system administrator can elect to have the company directory available to all callers.

The directory works by asking the caller to enter a digit from the automated attendant menu. Once that selection has been made, then the caller hears the directory prompt. The directory prompt asks the caller to enter the first three letters of the first or last name of the party they would like to speak to. IPitomy will then play the mailbox name prompt if one is recorded or spell out the last name of the person or persons who match the search criteria. The caller will be able to be automatically transferred to the person they have selected.

### Leaving a Message in a Mailbox

The caller may first hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message works like this:

- Play the appropriate greeting.
- Play some short instructions.
- Play a beep.
- Record the message, and optionally allow the caller to review the message.

While listening to the greeting or the instructions, the caller can press any of the following buttons:

- #** Skip the rest of the greeting and instructions and immediately begin recording the message.
- \*** Transfer out of the message recording application.
- 0** Transfer to an operator

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the “#” button. If the caller hangs up the phone to end the recording, the IPitomy system will put the message in your “New” folder. If the caller pressed the “#” button to end the recording, the caller will be presented with the following options:

- 1** Save the message
- 2** Review the message
- 3** Re-record the message

If the caller presses “1” the message will be placed in your “New” folder. If the user presses “0” the message will be cancelled and the user will be transferred to the operator.

## **Logging In to Voice Mail**

### **From your local extension**

Press the Voice Mail key on your telephone. This will bring you to a voice menu that will ask you to enter your password. Enter your password and follow the prompts to listen to messages.

### **From outside using the automated attendant**

When dialing in from outside the office, call into the automated attendant. Usually this is the main number or another number that has been designated for outside voice mail access. Dial the designated digit to access the voicemail gateway from the menu. You will be prompted to enter your mailbox number, then your password. Follow the prompts to listen to messages.

### **From a phone other than your extension**

From a phone inside the office, dial 924. You will be prompted to enter your mailbox number, then your password. Follow the prompts to listen to messages.

### **The First Time You Log In**

The first time that you log into your mailbox, you should always change some settings. In particular, you should:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

## **Voice Mail Menus**

This section contains a detailed description of the menus used to access your mail box.

### **Main Menu**

The main menu will be the first menu that you are presented with once you have logged in.

- 1** Listen to messages in the currently selected folder

- 2 Change folders. See Section **Changing Folders** for more information
- 3 Advanced options
- 0 Mailbox options
- \* Repeat the menu options
- # Exit from the voice mail system

### Advanced Options in Main Menu

The following buttons may be pressed in the “Advanced Options” menu that was accessed from the Main

- 4 **Place an outgoing call**
- 5 Leave a message for another user on the system.
- \* Return to the main menu.

### Mailbox Options

- 1 Record your unavailable message.
- 2 Record your busy message.
- 3 Record your name.
- 4 Record your temporary greeting.
- 0 Change your password.

If there is not a temporary greeting recorded, you will immediately be prompted to record a temporary greeting. If you do have a temporary greeting recorded you will be presented with the following menu:

- 1 Record a temporary greeting. This will allow you to record a new temporary greeting.
- 2 Erase temporary greeting.
- \* Return to the main menu.

Once your temporary greeting has been erased, callers will be presented with either your busy or unavailable messages, depending on your status.

## Listening to Messages

### The Message Envelope

The voice mail system will play back the message “envelope”. The message “envelope” provides information about the message:

- Message Number
- Date and time that the message was received
- Caller ID information
- Duration of the message

Pressing “1” any time during the playback of the message envelope will skip the Envelope information and skip directly to message listen mode. The voice mail system will then play back the message.

### During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- \* Rewind the message by 3 seconds
- # Fast forward the message by 3 seconds
- 0 Pauses the message playback. Press any other button to resume.

### After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- 1 Go to the first message in the current folder
- 2 Change folders
- 3 Advanced options
- 4 Go to the previous message in the folder

- 5      Replay the current message
- 6      Go to the next message in the folder
- 7      Delete or undelete the message
- 8      Forward the message to another user on the system
- 9      Save the message to a different folder
- 0      Mailbox options
- \*      Replay the prompt
- #      Exit the voice mail system

### **Advanced Options menu**

- 1      Record a message and send it directly to the mailbox of the person who sent you the current message
- 2      Call the person that left the message back
- 3      Play the message envelope
- 4      Place an outgoing call \*May not be allowed
- 5      Leave a message for another user on the system
- \*      Return to the main menu

### **Changing Folders**

If you select the option to change folders IPitomy will play this menu:

- 0      New messages
- 1      Old messages
- 2      Work messages
- 3      Family messages
- 4      Friends messages
- 5      Folder 1 messages
- 6      Folder 2 messages
- 7      Folder 3 messages
- 8      Folder 4 messages
- 9      Folder 5 messages
- #      Cancel the change folder operation