IPitomy

SMARTER BUSINESS COMMUNICATIONS

Desktop Reference Guide

Aastra 5i Series Phones & Modules

Aastra 57i

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Hold

Soft Keys

Soft Keys

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Using Your Telephone

Your new telephone is a state of the art IP Telephone instrument. It is manufactured by Aastra, Aastra is a premier brand in Global VoIP telecommunications.

To make a phone call:

Pick up the handset or press the green speaker button. Dial the number (it is not necessary to dial 1 before long distance calls). Press dial.

Aastra 480i

Hang Up

Volume Control

Soft Keys

Speaker Phone

Transfer

Aastra 9133i

Hold

Hang Up

Volume Control

Programmable Keys

Aastra 9122i

Hold

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Programmable Keys

Basic Operation:

The Aastra phone is a high quality speaker phone. To make a hands free call, simply press the speaker button and dial the number followed by the "dial" key. To hang up, press the red goodbye button.

For intercom paging press the "Page" soft key, and then enter the extension or group number of the party or group you want to page. To page every phone, press "all call" soft key.

To park a call, press the "park" soft key. Wait for the system to tell you which park number the caller is parked at. To retrieve the caller from park, dial 701 from any extension. (or the appropriate park number). Calls can also be parked by dialing ##700. Wait for the system to tell you the park number.

To transfer a call, press Xfer followed by the extension number. This is an attended transfer as opposed to a "blind" transfer. You will be connected to the dialed extension first before the transfer will be completed. For a blind transfer press ## followed by the extension number then hang up.

To create a three party conference, press "Conf". Call the first party, press "Conf" again, and then call the third party. Then press "Conf" again to join all three parties.

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 password to enter the conference is 223. The automated attendant is configured to go to conference room 901 by dialing 8 from the menu. The size of the conference is limited by the number of lines.

The soft keys change when the telephone is in different states. On hook, off hook, call connected or call hung up will all result in different soft key options.

Feature Codes

Feature codes are used to access certain IPitomy features.

Features	Code	
Personal Voicemail	923	Dial this to access your personal voicemail box.
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
Pickup Extension	99	Dial this to pick up a ringing extension from your phone
Directed Pickup Extension	99 + ext	Dial this to pickup a specific extension.
Ring Group Page	** (ext.#)	Dial this to page someone over their speaker phone (or press "all Call" to page all

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 unanswered**

  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 me a detailed message and I will call you back as soon as I can.

- ☎ **Temporary Greeting - Played whenever it is recorded**

  The temporary greeting is played as a replacement 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.

Sample temporary 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 elegant. 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:

1. New
2. Old
3. Work
4. Family
5. Friends
6. Folder 1
7. Folder 2
8. Folder 3
9. Folder 4
10. 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 selection 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 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` "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:

- `0` Transfer to an operator
- `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 * 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 discussion 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

- **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