

Desk Phone Quick Guide




Voicemail

Hold

Redial

Contacts

Transfer

Conference

Navigation

Headset

Speaker

Mute

Volume:
Ringer/Caller

SOFTKEYS: Performs the action listed above the button on the phone screen.



Great point of reference when you are unsure what to do!

VOICEMAIL: Press the button to access voicemails:



- Visual Voicemail:** Voicemail will display on screen. You will have *softkey* options to:
 - Play – Call Back – Details – Delete – Forward – Move – Toggle Read/Unread - ETC
- Dial VM Extension:** You will be prompted to enter your VM password. You can then listen to the auto attendant give you options.
- Dial Voicemail Access Ext.#:** **899** (for 3-digit extensions) **8999** (for 4-digit extensions)

TRANSFERS: Press the button to initiate the Transfer process.
After **selecting** contact or **entering** contact's #:

Press softkey to **BLIND** Transfer:- **OR** -Press softkey to perform **ASSISTED** Transfer:

- Transfer to Voicemail:** Prepend the coworker's ext.# with ***33**, then press softkey.

Switchvox® Quick Guide

Access your User Portal: → https://_____

Features Voicemail / Fax Reporting Switchboard ✓

Features:

- Add External Contacts
- Customize phone (**Phone Features**)
- Create **MeetMe** Conference Room
- Update Account (*Portal/VM Password*)
- Add personal # to extension.
- Create Statuses
- And more!

Reporting:

- Call Logs** – Detailed information about every call you have made!
- Call Reports** – Check how many Received / Dialed / Missed Calls you have had in a chosen period of time.

Voicemail/Fax:

- Mailbox:** Access your extension's **Visual Voicemail** any time!
- Voicemail Options:** Create your Default plus additional VM Greetings!

Mailbox:

Play VM.

Forward VM to Coworker

Delete VM

Mark as read/unread.

Status: Change your status on the fly!

Switchboard ✓

Real-time Call Activity Board. Great for receptionists, supervisors, and remote workers!

Click to access.



Switchvox Quick Guide



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Voicemail/Fax:

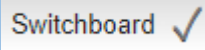
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Desk Phone Quick Guide



Navigation

Confirm Cancel

Headset

Speaker

Mute

Volume: Ringer/Caller

Voicemail Contacts

Hold Transfer

Redial Conference

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