

# IP-64

SoftPhone

Quick Reference Guide

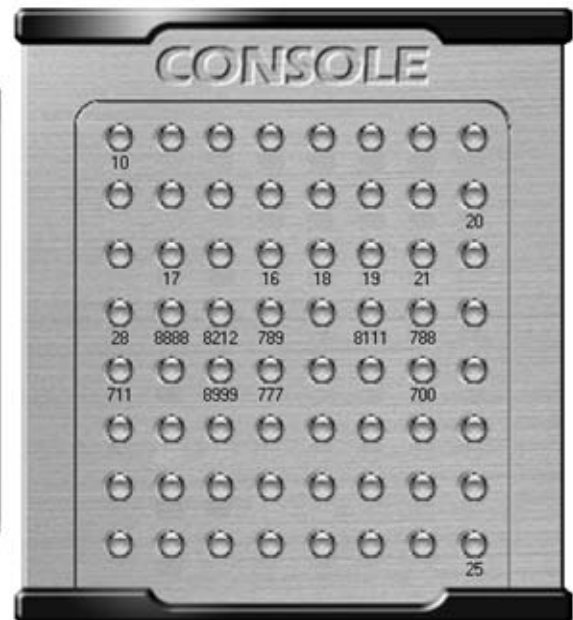
# USING YOUR SOFTPHONE



Item	Key Description	Short Cut Key on PC Keyboard (quicker access to phone features)	Functionality
1	LCD Display	Not Applicable	Shows date, time, name, software menu features
2	Soft Keys	“◀ Left”, “End”, “▶ Right”	Select soft menu features
3	Redial	“R”	Last number redial
4	Flash	“F”	Flashes the CO line to provide new dial tone
5	Dial Keypad	Numeric key “0 – 9”	Enters Phone number and Alpha characters
6	Mute	“U”	Turns off your microphone during conversation
7	Intercom / Hold	“I”	Provides intercom dial tone for calling extensions, places a CO call on hold
8		Not Applicable	Minimizes the SoftPhone program
9		“Esc”	Exits the SoftPhone program
10	▲ (Up) Key	“▲ up”	Moves the cursor up
11	MENU	“M”	Starts soft menu feature activation, exits soft menu and returns the phone to idle mode
12	Indication Light	Not Applicable	Incoming call indicator

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13	▼ (Down) Key	“▼ down”	Moves the cursor down
14	Telephone Symbol	“Enter”	On / Off Hook
15	L1 – L12	“F1 – F12”	CO telephone lines and / or DSS keys with Busy Indicators
16	Speaker Volume	Not Applicable	Adjusts headset volume
17	Microphone Volume	Not Applicable	Adjusts microphone volume
18	Voicemail	“V”	Calls voice mail, message waiting light
19	Console	“C”	Direct Station Selection keys with Busy Indicators



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## Making an Outside Call....

### Headset Mode:

(1) Click an idle CO line or (2) dial 9 to access a CO line from a group. Then, dial the phone number. The phone number, the CO line and the timer will all be displayed. Click the telephone symbol to end call.

### Result:

LCD will display the phone number, the engaged line number, duration of the conversation and the Volume level.

```
10>    01-01  12:00
12345678
TALK01  00:02  V3
HOLD    REC   TXVM
```

## Making an Intercom Call....

### Headset Mode:

Click the telephone symbol or the **INTERCOM / HOLD** button: You will hear an internal dial tone. Then, enter the extension number. The name, extension number and the timer will all be displayed. Click the telephone symbol to end call.

### Result:

LCD will display the phone number, the engaged line number, duration of the conversation and the Volume level.

```
10>    01-01  12:00
Call>  50
TALK   00:02  V3
      CONF  TXFR
```

## If your Call doesn't go through....

### Camp On:

When a called extension (i.e. extension no. 11) is busy, click the soft key **CAMP**. The Display will show "**CAMPING E11**" (extension no. 11).

### Callback:

When the camped extension becomes idle, your phone will automatically call that extension.

```
10>    01-01  12:00

CAMPING E11
MISS    IN    OUT
```

## Redial A Call....

### Headset Mode:

The SoftPhone stores the last CO number dialed. To call the

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number again, click the **REDIAL** button and select an available CO line. Click the telephone symbol to end call.

## Speed Dial

### *Personal*

**Description:** Allows user to program and access up to 50 personal speed dial numbers.

**Setup:**

1. Click **MENU** and scroll **▼** to select **Phone Book → Personal Store → Add**.
2. Enter the name and the phone number using the dial pad.
3. Click the soft key **OK** to confirm entry.
4. Scroll **▼** to select **Add** again to enter more speed dial numbers or click **MENU** to exit.

**Activation:**

1. Scroll **▼** to select the soft key **DIR** to select **Personal Store → Browse**.
2. Scroll **▼** or **▲** to select the desired speed dial name & number.
3. Click the soft key **OK** to confirm.
4. Select **Make Call** and then click an idle CO line to automatically dial.

### *Common*

**Description:** Allows user to access up to 50 common company speed dial numbers.

**Activation:**

1. Scroll **▼** to select the soft key **DIR** to select or **Common Store → Browse**.
2. Scroll **▼** or **▲** to select the desired speed dial name & number.
3. Click the soft key **OK** to confirm.
4. Select **Make Call** and then click an idle CO line to automatically dial.

## Pre-Dialing....

**Description:** Pre-dialing allows you to enter a phone number and inspect it before dialing. The number is displayed and can be edited (**DELETE** a digit, **CLEAR** entire number, **SAVE** as the phone book and / or enter a **PAUSE**) using the 3 soft keys. Select an idle CO line to automatically dial.

## Mute....

**During a phone conversation:** Click the **Mute** key to turn off your microphone so the other party will not be able to hear you. Your display will show **Mute On** or **Mute Off** confirmation.

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## Answering an Outside Call....

Listen for ring tone and look at the new call indicator: Click the flashing red CO line.

## Answering an Intercom Call....

Listen for intercom announcement tone or intercom: For intercom, the entire system can be programmed for (1) handsfree calling (voice call) which comes through your speaker after an announcement tone OR (2) for ringing only (signal call). To make a handsfree call ring after an extension number is dialed, click any key on the dial pad. To leave a message in voice mail, an intercom call must ring at the called station, then it can forward to voice mail if programmed. The name and extension number of the caller appear on the display. Please see your System Administrator for further details.

## Picking up a call not ringing at your phone....

Description: Allows a user to answer an incoming CO call or an intercom call that is ringing at another extension.

Activation: Go off hook and click the soft key **PICK** to answer the call (must be in the same group).

## How to put a Call on Hold / Transfer / Conference....

Put a Call on Hold:

1. During a CO conversation, click the orange **INTERCOM / HOLD** button or the soft key **HOLD**.
2. You will hear intercom dial tone.
  - a. Click the telephone symbol to hang up, or
  - b. Call another internal user or make a CO call.
3. Any other user can pick up the CO line at their extension.
4. The call on hold will recall your extension after a programmed amount of time. If it goes unanswered, it will recall to common ringing and it can be picked up by any extension.

Put a Call on Exclusive Hold: To place a call on hold so that no other user can pick up the CO line, scroll ▼ to select soft key **CONF**. While on hold, the line can only be picked up at the same extension. The call on hold will recall your extension after a programmed amount of time. If it goes unanswered, it will recall to common ringing and it can be picked up by any extension.

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## Transfer a Call:

1. Click **INTERCOM / HOLD** button (You will hear intercom dial tone). Dial the desired extension number, or
2. Click a DSS key on console (automatically places call on hold).
3. You can announce the call and / or simply hang up and it will ring at the dialed extension.

## Transfer a Call to Voice Mail:

1. Click the soft key **TXVM** (You will hear intercom dial tone).
2. Dial the desired extension number and hang up.

## Make a Conference:

1. When on a CO call
2. Scroll **▼** to select the soft key **CONF** (You will hear intercom dial tone).
3. Dial the desired internal extension number, or
4. Select an idle CO line and dial number
5. Click the soft key **CONF** again.
6. Begin your conference.

## How to Forward your calls....

### Description:

Call forwarding enables you to reroute your calls to a specified destination. You may specify the condition under which your calls are forwarded.

- |                |                     |
|----------------|---------------------|
| 1: Immediately | 2: Busy             |
| 3: No answer   | 4: Busy & No Answer |

### Activation / Deactivation:



1. Click **MENU** button, scroll **▼** down to select **Call Setting** → **Call Forward** → **On / Off**.
2. Scroll **▲** up or **▼** down to select **Voice Mail**, or **Extension** (enter extension no.), or **Line** (enter telephone no.).
3. Select the circumstances under which your calls are to be forwarded by scrolling **▲** up or **▼** down and then click the soft key **SELECT**.

### Circumstances:


1. Immediately-All calls forward immediately.
2. Busy - All calls forward only when your phone is busy.
3. No answer-All calls forward only when they go unanswered.
4. Busy & No Answer-All calls forward when your phone is busy or they go unanswered.

# Quick Reference for Other Features










## Do Not Disturb (DND)

- Description: Blocks incoming calls, intercom calls and paging announcements to your extension.
- Activation/ Deactivation: Scroll  up or  down to click the soft key **DND** on and off.


## Paging

- Description: Allows user to make an announcement through all idle extensions and / or a PA System (optional).
- Activation:
1. Scroll  up to click the soft key **PAGE**.
  2. "**PAGING . . .**" will appear on your display.
  3. Make a voice announcement.
  4. Click the telephone symbol, to hang up.

## Volume Control and Ringing Tones

- Description: Allows the telephone user to control the following volume as desired:
1. Headset (Speaker volume)
  2. Microphone volume
- And also allows the user to change the ringing tones as desired:
1. Line ringing tone
  2. Intercom ringing tone
- Activation: Click Volume "Bar" symbol Up or Down to adjust:
1. Headset (Speaker volume)
  2. Microphone volume
- Change ringing tones and volume:
1. Click **MENU** button, scroll  down to select **Phone Setting** → **Ringer**.
  2. Select "**Line Ring Vol**" : scroll  up or  down to select the volume level from 1 to 5.
  3. Select "**Line Ring Tone**" : scroll  up or  down to select the preferred tone from 1 to 9.
  4. Select "**ICM Ring Vol**" : scroll  up or  down to select the volume level from 1 to 5.
  5. Select "**ICM Ring Tone**" : scroll  up or  down to select the preferred tone from 1 to 9.

## Call Alert

- Description: When using the phone, allows the user to receive a beep in their headset telling them that another call is coming in.
- Activation: Click **MENU** button, scroll  down to select **Phone Setting** → **Callwait Alert** (Call Waiting Alert) → **On / Off**.

# Quick Reference for Other Features

## DSS / BLF Keys

### Description:

The Direct Station Selection (DSS) Consoles provides the user a Busy Lamp Field (BLF) and one button access to extensions. This saves time for users who do more call processing.

### Activation:

1. Click on the Console button at the bottom of the SoftPhone to open the DSS.
2. To assign a button to an extension, right click any unassigned button on the DSS and the Configuration Window will open. Select the new extension number and click the OK button to confirm the change.
3. The DSS displays the status of all extensions (Solid red for off-hook and No light if the extension is idle).
4. Click an extension button to call an internal user or to transfer a CO call (automatically places the CO line on hold).

## Voice Mail

### Description:

Voice Mail provides users with personal mailboxes. You can reduce the number of miss-handled calls by offering callers a comprehensive voice messaging system. When there is a new message in a mailbox, the voice mail indicator will light (voice mail key for the phone).

### Setup:

There are two ways to enter the user's menu:

1. Click **VOICE MAIL** button when the indicator is not illuminated.
2. Click **MENU** button, use **▲** up and **▼** down scroll key to select **Voice Mail → Voice Prompt**.

Click Key	Operation
3	Play message
4	Change memo
5	Change personal greeting
6	Change password
8	Set auto message copy
*	End

The voice prompt will assist the user through a step-by-step process in setting up personal greeting, password or set auto message copy.

You can also set the password via the menu by using **▲** up and **▼** down scroll key to select **Voice Mail → Password**.

### Activation:

The extension should be programmed to be voice mail capable. Click **MENU** button, use **▲** up and **▼** down scroll key to select **Call Setting → Call Forward (on) → Voice Mail** (immediately / busy / no answer / busy & no answer).

# Quick Reference for Other Features

- LCD will acknowledge the condition you set.
- Result:** There are two ways to retrieve the voice mail:
1. When the **VOICE MAIL** button lights up, click it and the user can follow the voice prompt in retrieving a message or memo. The sequence of message playback will be first in last out.
  2. You can browse the voicemail record to select which message playback you choose. Click **MENU** button, use **▲** up and **▼** down scroll key to select **Voice Mail → Browse Mode** (all / new memo / all memo / new voice mail / all voice mail / filter (\*before or after the month selected) / greeting / name)
- Condition:** A mailbox can be accessed remotely. During the personal greeting, the user can click **\*** **\*** and then the password, to access the user menu remotely. This feature can only be activated if the user has a password in the mailbox.
- Remark:** \* Filter by Month :  
You can set the period (before or after the month set) of voice mail recorded to play back.
- ```
< BROWSE VM >
Name:
*Month: 06 - 12
BACK    SET    OK
```
1. Enter the month as 2 digits (e.g. 06 for June).
  2. Click the soft key **SET** to toggle “**Before**” or “**After**”.  
You can re-enter until set correctly.

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## MENU List

You can customize your unit according to your needs in the following Menu list. After clicking the **MENU** key, the LCD displays the main menu. You can scroll **▲** up or **▼** down key to view the list. You can highlight the item you need and click the soft key **SELECT** to choose. The sub-menu for subsequent settings / data input will display. You may not have access to all features-see your System Administrator.

### Voice Mail

#### **Voice Prompt**

##### **Recording**

- Memo
- Greeting
- Name

##### **Browse Mode**

- All
- New Memo
- All Memo
- New Voice Mail (incoming message "ICM")
- All Voice Mail
- Filter
- Greeting (outgoing message "OGM")
- Name

##### **Password**

- Off
- On

### Phone Setting

#### **Button Program**

- Button Program
- Button Download
- Button Upload
- Button Default

#### **Rec To**

- Rec To PC
- Rec To Base

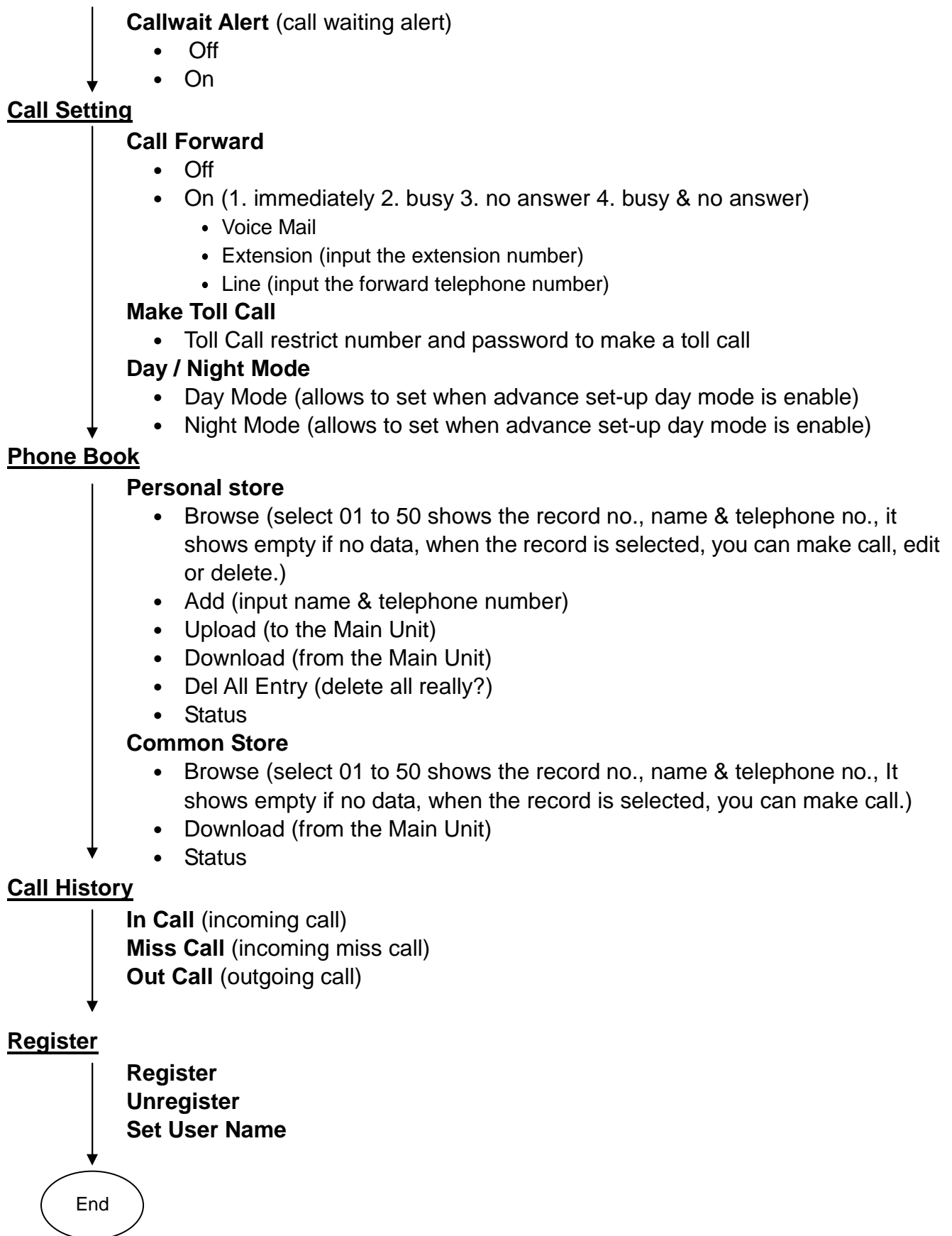
#### **Auto Recording**

- Off
- On

#### **Ringer**

- Line Ring Vol (level from 1 to 5)
- Line Ring Tone (select 1 to 9)
- Intercom Ring Vol (level from 1 to 5)
- Intercom Ring Tone (select 1 to 9)

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## Display Text

| Key            | Description                                                          |
|----------------|----------------------------------------------------------------------|
| <i>BACK</i>    | Back to previous screen                                              |
| <i>CLEAR</i>   | Clear all entry and back to previous screen                          |
| <i>CONF</i>    | Conference Call                                                      |
| <i>DEL</i>     | Clear the digit entry                                                |
| <i>DIAL</i>    | Select to make a call                                                |
| <i>DIR</i>     | Directory (Phone Book)                                               |
| <i>DEFAULT</i> | Return to default value                                              |
| <i>DND</i>     | Do not disturb or transfer incoming call to a user defined extension |
| <i>DP</i>      | Door Phone                                                           |
| <i>HOLD</i>    | Hold the line                                                        |
| <i>IN</i>      | Incoming Call History List (max. 20 records)                         |
| <i>MISS</i>    | Missed Call History List (max. 20 records)                           |
| <i>OK</i>      | Confirm to message                                                   |
| <i>OUT</i>     | Outgoing Call History List (max. 10 records)                         |
| <i>PAGE</i>    | Make a voice announcement                                            |
| <i>PAUSE</i>   | Insert the pause time in the phone number when required              |
| <i>PICK</i>    | Call pickup                                                          |
| <i>PLAY</i>    | Play back the recording                                              |
| <i>QUIT</i>    | Quit the MENU                                                        |
| <i>REC</i>     | Record the conversation                                              |
| <i>SAVE</i>    | Save the data entered (e.g. phone numbers in the phone book)         |
| <i>SET</i>     | Set condition                                                        |
| <i>SELECT</i>  | Select the desired item highlighted in the Menu list                 |
| <i>STOP</i>    | Stop the function or continue, e.g. stop recording                   |
| <i>TXFR</i>    | Transfer Call to other extension                                     |
| <i>TXVM</i>    | Transfer the call to Voice Mail                                      |