Placing Phone Calls

- Dial the phone number then press the OK key, the SPEAKER key or lift the handset.

Exclusive Hold

- While on a call press the HOLD key.
- Press the HOLD key again to return to the caller.

Note: Call can only be retrieved from extension where call was placed on HOLD.

System Park

- While on a call press the CALL PARK key
- Wait for the voice prompt to tell you the slot number (701,702,703 etc..).
- Press TRANSFER and Hang Up
- To Retrieve a Parked call Press the parking slot DSS key or dial the parking slot number (701, 702, 703 etc..).

Conference Call

- While on a call press the CONF key.
- Dial the next caller (either an extension or an outside number) and you will hear ringing.
- When the next participant answers, greet them with conference information, press the CONF key to join the parties together.
- Repeat these steps to add additional conferees to a conference call.

Handsfree Intercom Call

- Press the Intercom button.
- Press the DSS Key of the person you wish to speak to or dial the extension
- To hang up either replace the receiver, press the speaker button or press the X key.

Blind Transfer:

- Press the DSS key or Press Transfer then dial the extension number
- Press TRANSFER or Hang-Up the handset to complete the transfer.

Supervised Transfer:

- Press the DSS key or Press Transfer then dial the extension number
- Speak with the person to whom you are transferring the call.
- Press TRANSFER or Hang-Up the handset to complete the transfer.
- To abort the transfer and return to the caller press the X key then press RESUME or HOLD
- Hang up

Transfer to Voicemail Box:

- Press TRANSFER
- Dial *125 then dial the extension number of the person you are transferring the caller to. DSS buttons will not work for transfer to voicemail.
- Press TRANSFER or Hang-Up the handset to complete the transfer.

Note: You must dial the extension you can not press the DSS key to transfer the call directly to voicemail.

Transfer a Caller to a Another Phone Number:

- Press TRANSFER
- Dial the phone number
- Press TRANSFER or Hang-Up the handset to complete the transfer.

Troubleshooting Your phone

If you are not able to make or receive calls, please check the following.

- Confirm your Internet is working by opening your web browser on your computer and browse to http://istalkhostedphones.com
- Reboot your phone by holding the X key down until screen displays "Warning Reboot" press OK to reboot.
- Place a test call to another extension within your office.
- Perform an echo test by dialing *398 from your phone and following the instructions. If you hear echoing the phone is not reaching the server due to either network issues or bandwidth limitations from your carrier.
- Contact your Internet Service Provider to perform a speed test.
- If the above actions do not resolve your issue, press OK on your phone and call us with the information displayed on the screen.

IP Address: _____

MAC Address:_____

Firmware: _____

VoIP / Phone Terminology

DSS KEY Direct Station Selection keys are programmed for 1 touch dialing, call transferring and busy status monitoring of other users.

VoIP (Voice over IP) The process of making and receiving voice transmissions over any IP network. IP networks include the Internet, office LANs, and private data networks between corporate offices.

Latency The time that elapses between the initiation of a request for data and the start of the actual data transfer. This delay may be in nanoseconds but it is still used to judge the efficiency of networks.

Packet loss The loss of data packets during transmission over a computer network. This may happen on account of high network latency or on account of overloading of switches or routers that are unable to process or route all the incoming data.

Voicemail Setup

Recording Your voicemail standard greetings:

NOTE: In order for the voicemail to answer with the proper greeting you must have both greetings recorded.

- Lift the handset and press the MESSAGE button.
- Enter your PIN. Voicemail Default PIN 1234
- Press 0.
- Press 1 to record your Unavailable Greeting.
- Press 2 to record your Busy Greeting.
- Press 3 to record your Name.

Temporary Greeting Setup
(Vacation or Out of Town)

To Turn on Temporary Greeting

- Lift the handset and press the MESSAGE button.
- Enter your PIN. Voicemail Default PIN 1234
- Press Option 0
- Press Option 4 and follow the prompts

To Turn Off Temporary Greeting

- Lift the handset and press the MESSAGE button.
- Enter your PIN. Voicemail Default PIN 1234
- Press Option 0
- Press Option 4 and follow the prompts

NOTE: When Temporary greeting is recorded it will over ride standard greetings until erased.

Remote Access to Voicemail

If the Main Number is answered by Receptionist:
Ask the receptionist to transfer you to your extension once voicemail answers:
Press * and follow prompts.

If the Main Number is answered by Auto Attendant:
Press * and follow prompts.

If you have a direct dial number, call your number once voicemail answers:
Press * and follow prompts.

Voicemail Options

1. Listen to voicemail messages
2. Change folders
0. Mailbox options
   1. Record your unavailable message
   2. Record your busy message
   3. Record your name
   4. Record your temporary message
   5. Change your password
3. Advanced options
   1. Reply
   2. Call back
   3. Envelope
   4. Outgoing call
4. Play previous message
5. Repeat current message
6. Play next message
7. Delete current message
8. Forward message to another mailbox
9. Save message in a folder
* Help or Rewind during message playback
# Exit or Foward during message playback

IS-Talk
Cloud PBX

USER GUIDE

IS Technologies, Inc
4900 Cahaba River Road
Birmingham, AL 35243

For more information:

205.314.8800

support@istphones.com

www.istphones.com