

## Placing Calls

- Dial the phone number then press the **OK** button. Talk on the speaker phone or lift the handset.

## Exclusive Hold

- While on a call press the **HOLD** button.
- To retrieve call press the **HOLD** button or the **RESUME** button in the LCD screen.

**NOTE:** Call can only be retrieved from extension where call was placed on hold.

## System Park

- While on a call press the **CALL PARK** button
- Press **OK** button
- Voice prompt will announce call park position (\*711, \*712 , etc..)
- Press **TRANSFER** button or hang up
- To retrieve a parked call press the park position on the **DSS** button **P/U 1** or **P/U 2** or dial the park position number (\*711, \*712 , etc..).

## Conference Call

- While on a call press the **CONF** button.
- 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** button to join the parties together.

**NOTE:** Maximum number of people in a conference is 3 (Your extension and 2 other callers)

If your company has a need for more than 3 people on a conference call, please contact us about our conference bridge service.

## Hands Free Intercom Call

- Press **INTERCOM** button or dial \*44
- Press the DSS button of the person you wish to speak to or dial the extension number
- To disconnect either hang up the handset, press the **SPEAKER** button or press the **X** button.



## Blind Transfer

- While on a call press the DSS button or press **TRANSFER** then dial the extension number of the person you are transferring the call to.
- Press **TRANSFER** or hang-up the handset to complete the transfer.

## Supervised Transfer

- While on a call press the DSS button or press the **TRANSFER** button. Dial the extension number of the person you are transferring the call to.
- Speak to 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** button then press **RESUME**.

## Transfer to Voicemail Box

- While on a call press **TRANSFER**
- Dial 99 followed by the extension you are transferring the caller to.
- Press **TRANSFER** or hang up

**NOTE:** You must dial the extension. You cannot press the DSS button to transfer the call directly to voicemail.

## Transferring a Caller to Another Phone Number

- While on a call press **TRANSFER** then dial the phone number of the person you are transferring the call to.
- 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.
- If the above actions do not resolve your issue, tap the **OK** button on your phone and call us with the information displayed on the screen.  
IP Address: \_\_\_\_\_  
MAC Address: \_\_\_\_\_

## 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 Personal Greeting

- Lift the handset and press the **MESSAGE** button.
- Press 3
- Press 3
- Press 2
- Press 2 for Personal Greeting
- Follow prompts to record greeting

## Voicemail Setup Standard Greeting

- Lift the handset and press the **MESSAGE** button.
- Press 3
- Press 3
- Press 2
- Press 1 for Standard Greeting

**NOTE:** Standard greeting is a prerecorded greeting that plays to callers. "You have reached the mailbox of extension 123 please leave a message"

## Recording Name

- Lift the handset and press the **MESSAGE** button.
- Press 3
- Press 3
- Press 3
- Follow prompts to Record Name

**NOTE:** If you have recorded your name the standard greeting will play your name instead of your extension number to callers. "You have reached the mailbox of John Doe please leave a message."

## Voicemail Setup Extended Absence (Vacation or Out of Town)

- Lift the handset and press the **MESSAGE** button.
- Press 3
- Press 3
- Press 1
- Follow prompts to record greeting

**NOTE:** Once you return to the office you will need to follow the instructions to record your personal or standard greeting again in order to stop the Extended Absence greeting from playing to callers.

## Remote Access to Voicemail

**Default PIN: 777**

### If the Main Number is answered by receptionist

*Ask the receptionist to transfer you to your Extension.*

- Wait for your voicemail to answer
- Press \*
- When prompted enter PIN

### If the Main Number is answered by Auto Attendant

- Press \*
- When prompted enter your mailbox number
- When prompted enter PIN

### If you have a direct dial number, call your number once voicemail answers

- Press \* and follow prompts.
- When prompted enter PIN

## Mailbox Options

3. Personal Options
2. Administrative Options
  1. Password
  3. Prompts
  4. Date and Time
  6. Auto Play
  - \* Personal Options
3. Greetings Menu
  1. Extended Absence
  2. Personal Greeting
  3. Name
  - \* Personal Options



**IS-Talk**  
*Cloud PBX*

## USER GUIDE



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